



# 3. Generation Full IT Outsourcing

More transparency, efficiency and standardization for E-Plus Group

**Atos and E-Plus Group have renewed Contract for 5 years:**

Since 2004, Atos has been the strategic IT partner for the mobile communications company belonging to the Dutch KPN Group. In the next five years, Atos will provide comprehensive IT services for E-Plus as a part of a renewed outsourcing contract.

The success of the outsourcing project is based on an intensive and trustful cooperation of both contracting parties. Atos' ability to implement customer expectations and E-Plus' IT technical implications holistically, is the requirement to develop and implement common solutions.

The Agreement between both business partners includes complete operation of the IT landscape:

Atos is responsible for the delivery of all IT-related business processes. This includes monitoring, maintenance of service applications, managing the infrastructure of server, storage and network. In addition, Atos is performing compliance, security and identity management on behalf of E-Plus.



By continuing our strategic partnership with our IT partner Atos, we can now focus specifically on the market success and our core competencies. Together, we have created the basis for higher standardization of our IT and business processes so that we can now benefit from increased transparency, synergies and streamlined IT management.

**Rolf Dahmen**, Head of IT Operations

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## The challenge

For E-Plus, which is an innovative "Challenger" on the German market, attractive retail pricing is decisive. To remain competitive, it is crucial to reduce internal IT costs whilst improving service quality. Additionally, E-Plus expects the IT-Delivery to become more transparent and to ramp up its own knowledge – base of critical IT-processes and -domains.

### The key customer requirements:

- ▶ Efficiency of IT Operations and transparent/simple governance;
- ▶ End-to-end responsibility over critical IT services
- ▶ Extensive and active control over business;
- ▶ Continuous Service Improvements;
- ▶ Cost savings
- ▶ Transparency in services and prices;
- ▶ Comprehensive and in-depth customer understanding, as well as reliable knowledge of technical and operational processes.

## Solution

Atos has developed a more integrated, collaborative approach focused on the new governance mode;

- ▶ Introduction of a new 'Best in Class' operating model, which includes a proactive Business Activity Monitoring;
- ▶ Atos end-to-end responsibility managed with the 'Telco Bridge' (24/7);
- ▶ Application Management: standardization of IT operations focused on specific business services for the telecommunications industry (eTOM / TAM)
- ▶ Cost savings through standardization and global sourcing
- ▶ One Atos-integrated 'Global Delivery Unit' with clear responsibilities and involvement of Global Atos team;
- ▶ Continuous service improvements with aim of establishing a self - learning organization;
- ▶ Innovative IT-workplace - models and ensuring the security and identity management.

## Advantages

With the new IT-Outsourcing agreement, E-Plus receives more transparency in its IT systems and at the same time significant cost reduction with a global and transparent offshore concept.

"All Operations out of one hand" – Atos is the sole IT provider for operation and service management, leading to:

- ▶ Attractive and comparable pricing in a long-term outsourcing contract with high service transparency at the same time;
- ▶ Flexibility and agility to respond to end-user requirements, to meet their expectations and to promote customers' satisfaction;
- ▶ Managing IT compliance on behalf of the customer;
- ▶ Extensive and active control over operations through transparency and end-to-end monitoring of the critical IT services;
- ▶ Cost effective and flexible provision of infrastructure and;
- ▶ Short resolving-period and significant reduction of incidents;
- ▶ Efficiency-increase of IT operations organization and clear governance;
- ▶ E-Plus Know-How extension through a Knowledge Academy.

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## About E-Plus Group

Mobile network operator on customer base in Germany and a 100-percent subsidiary of the Dutch telecommunications company KPN. With total sales of EUR 3.2 billion (in 2013), E-Plus is the largest foreign subsidiary of KPN. It has been operating since 2005 as a multi-brand company, relying on a wide range of customer target groups.

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