

managing mission critical core IT for Euro air safety and capacity



EUROCONTROL demands IT operational excellence to back its mission. Atos delivers, managing the core IT platform with 24/7 availability, scalability, and cost cuts

EUROCONTROL aims to achieve safe, efficient, and environmentally-friendly air traffic operations across the European region. Working with EU Member States and non-EU countries, it supports a seamless 'Single European Sky' that meets the safety, capacity, and performance challenges of European aviation in the 21st century.

EUROCONTROL's success requires accurate, timely and tailored information for its 1,900 staff, drawn from 40 countries, working in four offices across the continent. EUROCONTROL must ensure that aeronautical data is provided in a global and interoperable way, on a networked sharing infrastructure.

Atos plays a major role in helping EUROCONTROL achieve its information strategy, managing the core IT platform (CIP) that hosts its business applications, many of them mission critical. Atos meets EUROCONTROL's ambitious performance SLAs and KPIs, secures high levels of user satisfaction, and controls costs in line with stakeholder expectations.



Reaching for a Single Euro Sky

Since it was formed in 1960, EUROCONTROL has seen significant changes in air travel across Europe, with inevitable effects on its role. Most important has been dramatic growth in air traffic, and there is no let-up in the trend: flights across Europe are expected to more than double from 2014 figures to 20.4 million by 2030.

Responding to this capacity challenge, and associated safety issues, the European Commission launched a Single European Sky (SES) concept in 2001, recognizing the need to coordinate, modernize, and optimize air traffic management seamlessly across Europe. The Single European Sky Air Traffic Management Research (SESAR) technology program was created in parallel, with four objectives: enable Europe to handle three times more traffic, improve safety by a factor of 10, reduce environmental impact per flight by 10%, and cut air traffic management costs by 10%.

SES and SESAR drove a transformation in EUROCONTROL's role. The organization was made European Network Manager by the Commission, with responsibility for performance, efficiency, safety, management of resources, and crisis management in air traffic management.

To realize the SES goals, EUROCONTROL operates complex, highly available applications, infrastructure and IT services to support air traffic flow and capacity management. It provides a platform of operational excellence, and innovative and timely solutions for its business users.

Multi-source management for a business-driven organization

EUROCONTROL regularly assesses its approach to IT management and resourcing in order to meet its performance targets and realize its network strategy. For years EUROCONTROL operated an in-house IT model, complemented with time-based contractors. However, as workload increased, it needed greater resource flexibility and scalability, and more control over management costs. It wanted to evolve from a 'resource-driven, to a business-driven organization'.

EUROCONTROL decided to outsource discrete areas of its IT estate, but chose to work with different providers to retain close control over

management, drive efficiency opportunities, and oversee new management processes at a pace that was right for the organization.

The first service contract tendered by EUROCONTROL was for management of the core IT platform (CIP), which hosts business applications (some of them mission critical), infrastructure, operating system, service desk, and on call services, all running on Linux and Windows servers and storage devices. EUROCONTROL views CIP as crucial to its success, classifying it on a list of key assets and air traffic network performance enablers.

Excellent service backed by ambitious cost reductions

When the CIP management service was tendered, Atos was part of a consortium providing EUROCONTROL with end-to-end services for infrastructure, databases, and application support for its Administrative Services. Atos was therefore able to showcase its capabilities and experience onsite, and could work closely with the customer to select the team it wanted for managed service. Atos was also able to demonstrate a deep knowledge of EUROCONTROL's business and working operations.

Atos was confident it could deliver the high availability standards EUROCONTROL needed, provide flexible and scalable resources as requirements changed, and propose innovative solutions in the years ahead. As for cost effectiveness, Atos committed to an ambitious 8-9% decrease in annual CIP management costs.

EUROCONTROL awarded Atos a three year contract in 2013, with two options for two year extensions. The scope includes:

► Managed services

- Critical systems
 - Infrastructure management
 - Operating system
 - Storage
 - Service desk
 - On call services.

► Contract governance

- Contract management with a strong partnership element including
 - Service level management
 - Contract change management
 - Continuous improvement
 - Innovation.

► Licenses and underpinning contracts management

► Provisioning and maintenance of hardware equipment

► Provisioning and maintenance of software products.

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On track with operational excellence for the CIP

Now a year into the managed service contract, Atos' team of 12 specialists is providing EUROCONTROL with service and support that meets and exceeds short-term expectations, and is on track to deliver long-term cost savings and innovation:

- ▶ Contracted Service Level Agreements reflect smooth running services
- ▶ Key Performance Indicators are mainly being met, and EUROCONTROL says that those missed 'are minor breaches'
- ▶ The scope of the contract is changing, but costs are well under control to enable cost reduction targets to be met
- ▶ Processes and documentation are more standardized now that only Atos' team members are responsible. Now new team members can learn processes and become effective much more quickly
- ▶ EUROCONTROL is measuring high levels of end user satisfaction (over eight on a scale of 10), and Atos customer surveys of the services it provides are also showing very high scores.

“Atos is helping us to achieve our mission in a very challenging environment. They are managing a truly critical part of our business, and have secured the first contract since we adopted our new sourcing strategy. So all eyes are on Atos' performance, and they are not letting us down.”

About Atos

Atos SE (Societas Europaea) is an international information technology services company with 2013 annual revenue of €8.6 billion and 76,300 employees in 52 countries. Serving a global client base, it delivers IT services in three domains, Consulting & Technology Services, Systems Integration and Managed Services & BPO, and transactional services through Worldline. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail & Services; Public sector, Healthcare & Transports; Financial Services; Telco, Media & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is quoted on the NYSE Euronext Paris market. Atos operates under the brands Atos, Atos Consulting & Technology Services, Worldline and Atos Worldgrid.

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