

- » BOOST PERFORMANCE
- » REDUCE COST
- » INCREASE AGILITY
- » ENHANCE CRM
- » SHORTEN TIME TO MARKET
- » DRIVE INNOVATION
- » IMPROVE EFFICIENCY
- » INCREASE ADAPTIVITY
- » ENABLE BUSINESS TRANSPARENCY
- » ENSURE REGULATORY COMPLIANCE



CONSULTING > SOLUTIONS > OUTSOURCING

Keeping Outsourcing Competitive

Francis Delacourt, CEO Global Managed Operations

December 2007

Market Trends affecting Managed Operations

Countries: UK and Germany most active outsourcing markets



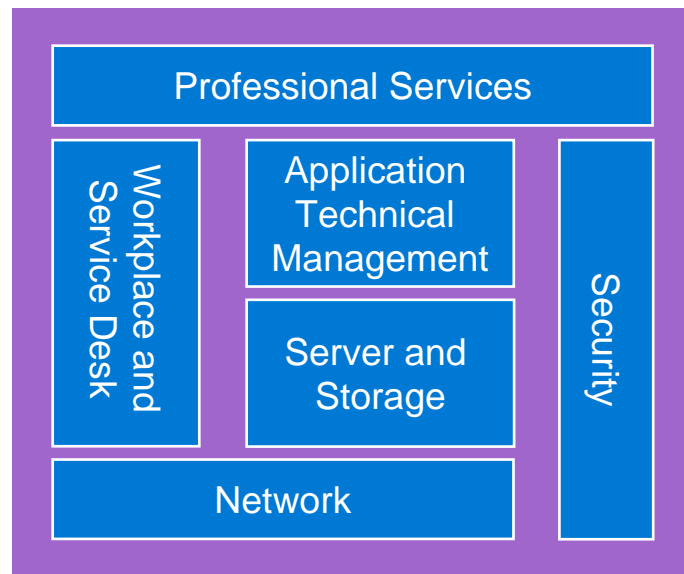
Evolution of Procurement/ Engagement

- » Smaller deals – smaller TCVs except in UK and Germany
- » Price erosion – especially ITO
- » Risk-Reward contracts
- » HR, legal and purchasing becoming key influencers
- » From IT SLAs to Business SLAs

Customer expectations with regard to modernization of their infrastructure

- » Assisted transformation programs
- » Server consolidation & virtualization projects
- » Desktop architecture reengineering
- » Service catalogue and front-office modernization
- » Utilities Infrastructure Services (On Demand)
- » Technical Consulting Projects

Managed Operations Global Portfolio



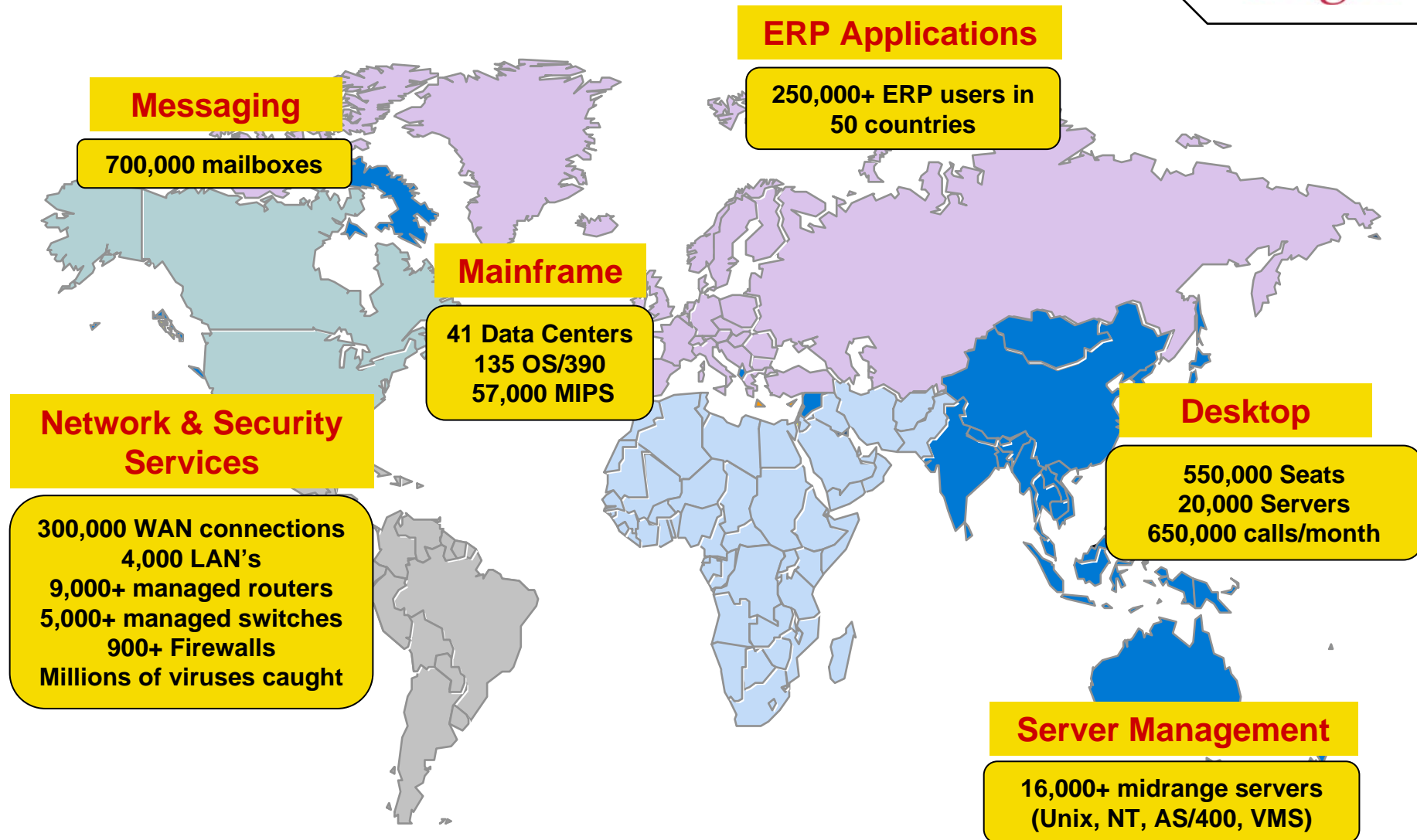
**45 services grouped
in 6 domains**

4 special focus areas



All Continuous Services based on CSDM, standard tooling, and Global Sourcing

Global Managed Operations - Key Figures



Atos Origin Global Sourcing Model for MO

Distributed delivery through standard processes and tools



Global infrastructure: Atos Origin Service Network and Voice Network:

- » Global reach, 18 POPs worldwide
- » MPLS based, global VoIP support
- » Feature rich, supports ACD, IVR etc.
- » Fully resilient, provides seamless service continuity (no SPOF)

Global processes: Continuous Service Delivery Model (CSDM):

- » 100% ITIL compliant
- » Globally deployed
- >7,000 CSDM certified operational staff worldwide








Global tooling (USD, GEMS, WASP)
Global ticketing system (USD):

- » CA Unicenter Service Desk based
- » Logical single instance database
- » Tickets in English to support transfer
- » Integrated multilingual self service portal

Atos Origin Global Sourcing Model

MO Global Sourcing Centers



MO Offshore staff*						
Region	Country		Service Desk	Oper. Center		Locations
AMEC	Brazil		Y	Y	15	Sao Paulo
AMEC	Suriname		Y	N	30	Paramaribo
EMEA	Poland		Y	Y	156	Bydgoszcz
EMEA	Morocco		Y	Y	65	Casablanca
EMEA	Spain		Y	N	15	Tenerife
APAC	Malaysia		Y	Y	188	Kuala Lumpur
APAC	India		N	Y	440	Mumbai (2), Pune

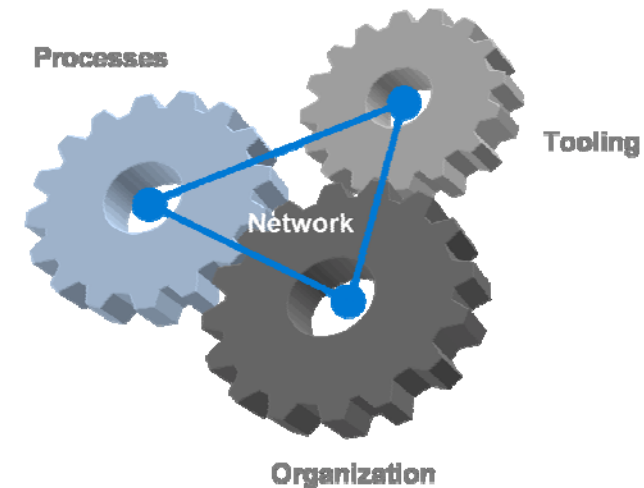
* MO staff engaged in supporting international customers "offshore staff"

Capabilities established and growing

Atos Origin's Continuous Service Delivery Model (CSDM)



CSDM is a harmonized combination of processes supported by tools reachable by anybody within the organization makes the global delivery process consistent and cost effective



CSDM is Atos Origin's implementation of ITIL but:

- » With its supporting tools (Service Desk, Knowledge Tool, Asset Lifecycle Management, Service Catalogue) compliance is enforced
- » With a dedicated audit tool we ensure continued compliance
- » With a standardized implementation and training method we re-use it for new contracts efficiently
- » With standard reporting we drive improvements

CSDM is our Global Standard Service Delivery Process

Status Utility Service Offerings



Available	Traditional	<ul style="list-style-type: none"> » Mainframe » Server » Storage 	<ul style="list-style-type: none"> » Usage-based Pricing with Base capacity
	Intermediate	<ul style="list-style-type: none"> » MOOD » Service Quality » Service Volume 	<ul style="list-style-type: none"> » Price & Svc definitions in svc catalog. » Monthly adjustments to QOS & Volume
	Future	<ul style="list-style-type: none"> » Utility Services 	<ul style="list-style-type: none"> » Dynamic provisioning » QOS & Volume

Proof of Concept completed

Standard Chartered Infrastructure Outsourcing

Standard Chartered



*What can we do
for you today?*

Standard Chartered Bank

Standard Chartered employs 30,000 people in over 500 locations in 56 countries in the Asia Pacific Region, South Asia, the Middle East, Africa, the United Kingdom and the Americas. It is one of the world's most international banks, with a management team comprising 70 nationalities.

It serves both Consumer and Wholesale Banking customers.

The Deal

- » One of the Largest outsourcing deals in APAC
- » 7 Year Contract signed 2003
- » \$300 Million TCV

Key objectives

Cost and Service Level maintenance were major drivers

Financial objectives

- » Reduce TCO by **15% to 25%**
- » Transparency and control of costs
- » Reduced HR costs - **Outsourcing non-core activities**
- » Variable resource pool

Service level objectives

- » Delighted end users (business)
- » Timely Service Delivery, **Maintaining** or improving the existing **level of service** in global and local scale
- » Consistent high End-user Satisfaction rating

Improvements in Cost, Quality and Flexibility

- » **Uniformity of service levels and measurements** across 50 countries
- » Benchmark quality & productivity - CMM level 5/ISO 9001/ITIL standards implementation
- » Less silos (country/service silos) and **consolidation of data centers**

Operational objectives

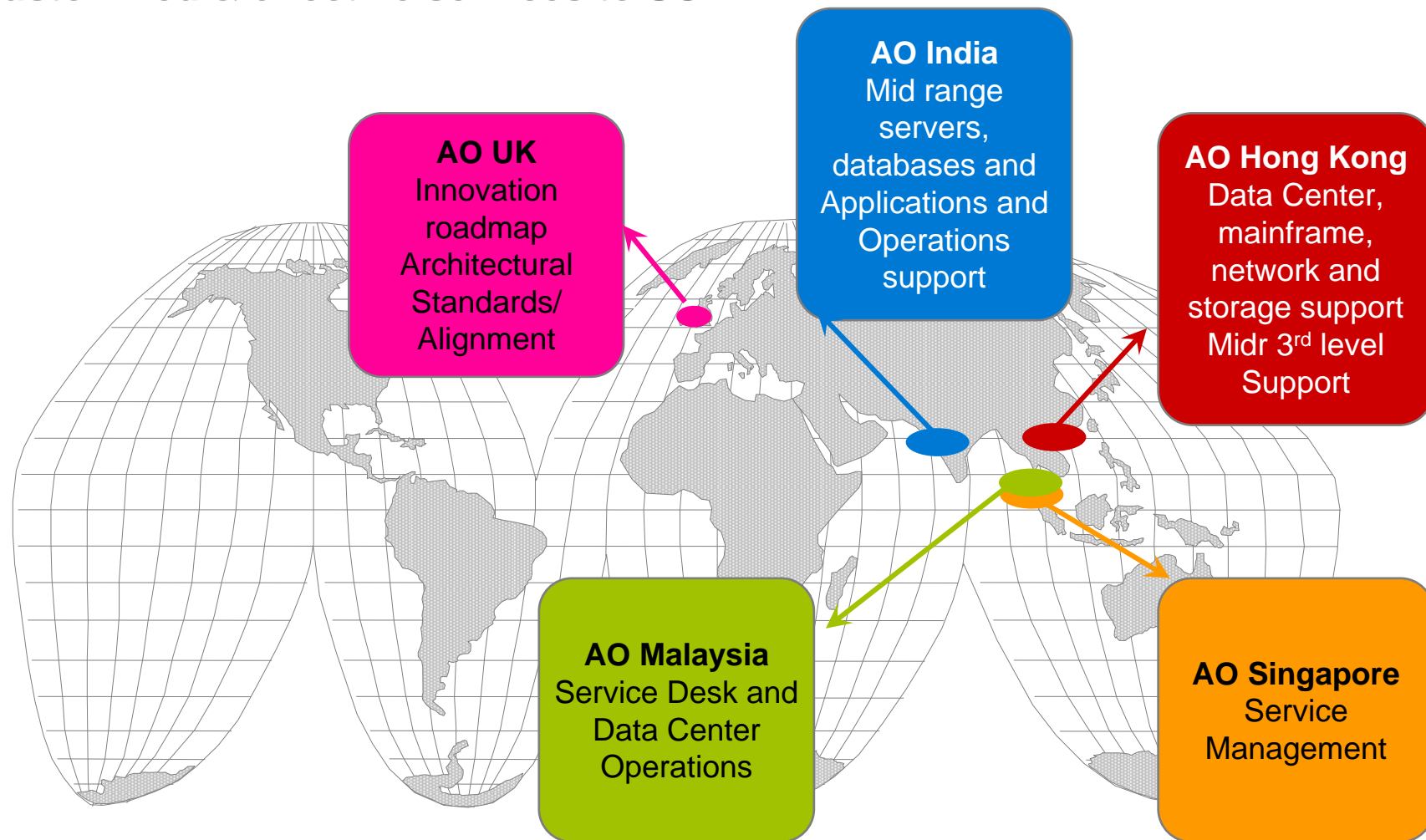
- » Efficiency improvements

- » Better **economies of scale** in operations
- » Continuous Year-on-Year improvements
- » Automate as much as possible to improve productivity and quality

Innovation objectives

Overview of the Solution

Atos Origin envisaged Global Sourcing to provide customized & effective services to SCB



Transition Program Summary



» Scope:

- » 4 DC consolidation across ASIA into 1 PR/DR
- » 95% technology refresh
- » Tier 1 DC/DR in Hong Kong
- » Migration & consolidation from old HK, MY & SIN data centers
- » 100% Disaster Recovery for production
- » Transformation of service delivery – using GEMS/CSDM etc.
- » Services relocation FMO
- » Termination of 3 DC facilities

» Total effort:

- » Technical transition : 23000 mandays:
 - Including the Testing effort: 3,500 mandays
- » ATE effort: 2,000 mandays
- » Service delivery transformation : 5,500 mandays

» Benefits:

- » 20% headcount reduction
- » 30% price reduction to SCB
- » 3 DC Closed
- » APAC print activities outsourced
- » Relocation of services to « low cost countries » Malaysia/India

Helpdesk and distributed computing for Alstom



ALSTOM



- » Alstom is a global leader in equipment and services for power generation and rail transport. The Group is present in more than 70 countries worldwide and employs 65,000 people.

Business challenges

- » Provide an homogeneous, multilingual and always available support to Alstom IT users
- » Reduce costs

Our Solution

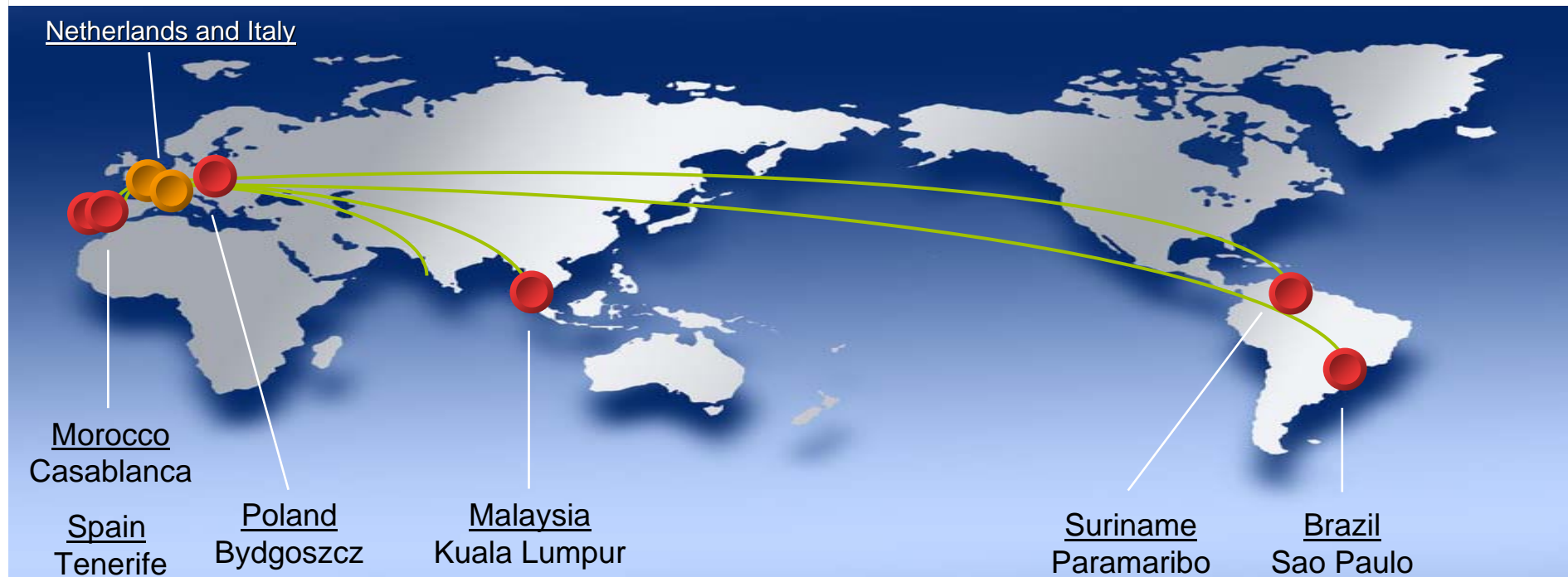
- » One unique and centrally managed interconnection of Alstom and Atos Origin's voice and data networks, allowing a secure sharing of tools
- » Eight service desks in Poland, Malaysia, France, Morocco, Italy, Spain, Brazil, Netherlands
- » On site support in the major Alstom countries
- » A global engineering team managing centrally software packaging and tele-distribution, masters, patches and antivirus

The results

- » A six years contract till May 2013
- » Managed and flexible costs based on seats and calls
- » Local and global KPI's allowing effective users satisfaction follow-up
- » A local and global simplification of IT processes and suppliers management

Alstom Global Delivery Model

Global support for > 48,000 seats and 53 countries



Alstom phase 1 (seats):

Belgium (1,024), Brazil (2,323), Canada (1,050), France (12,000), Germany (4,085), India (1,400), Ireland (50), Italy (2,868), Mexico (365), Netherlands (107), Poland (1,776), Portugal (227), Spain (1,381), Sweden (925), Switzerland (6,208), UK (3,865) and US (4,630).

On-shore Near/off-shore

Alstom phase 2:

Argentina, Australia, Bahrain, Bulgaria, Chile, China, Colombia, Croatia, Czech Republic, Denmark, Dubai, Egypt, Estonia, Greece, Hong Kong, Hungary, Indonesia, Japan, Korea, Latvia, Malaysia, New Zealand, Norway, Panama, Peru, Philippines, Romania, Russia, Saudi Arabia, Slovakia, Taiwan, Thailand, Turkey, UAE, Venezuela and Vietnam (with 3,745 seats combined).

Future Direction – Leveraging the 3o3 Plan

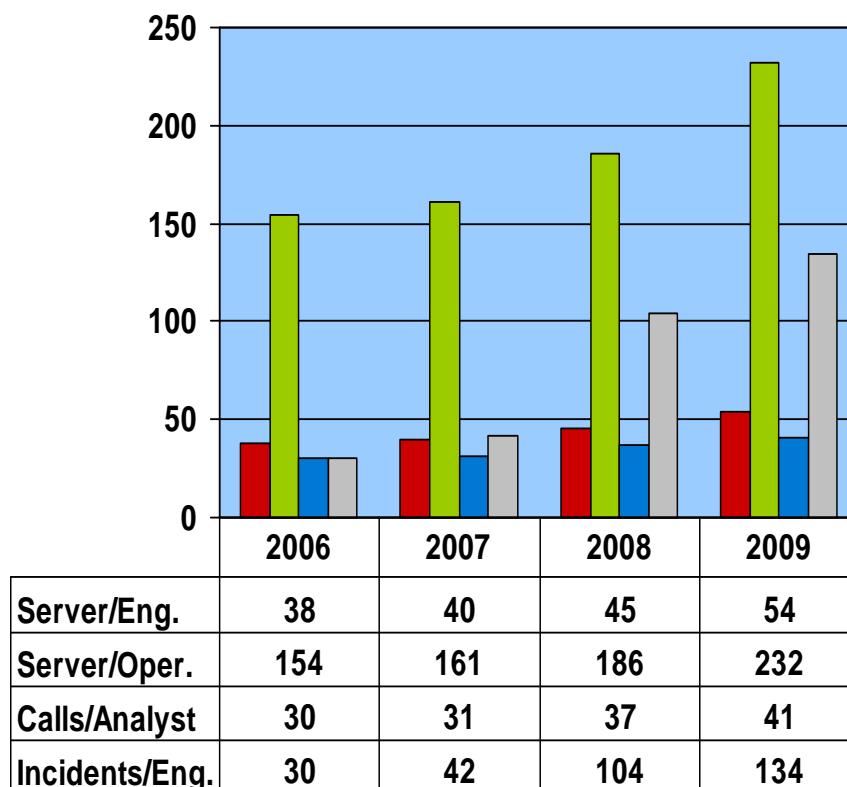
We are leveraging the results of the 3o3 Transformation Plan in the following areas:

- » Consolidating Data Centers
- » Consolidating Mainframe Processing
- » Further Industrialization of the management of Server and application Management
- » Expanding our Global Service delivery capabilities through our offshore centers
- » Improving the efficiency of our Service desk and Managed workplace operations
- » Expanding our service portfolio to Globalize the availability of our professional service offerings
- » Optimization and further deployment of standard ITIL-based global delivery processes

Building the Global Factory

MO Tooling progress

...enabler for global sourcing and industrialization



» Server Management:

- » Stages: Basic, Standardized, Consolidated, Optimized. Plan to move towards Optimized

» EMC:

- » Consolidation of EMC and further standardization and industrialization

» Service Desk:

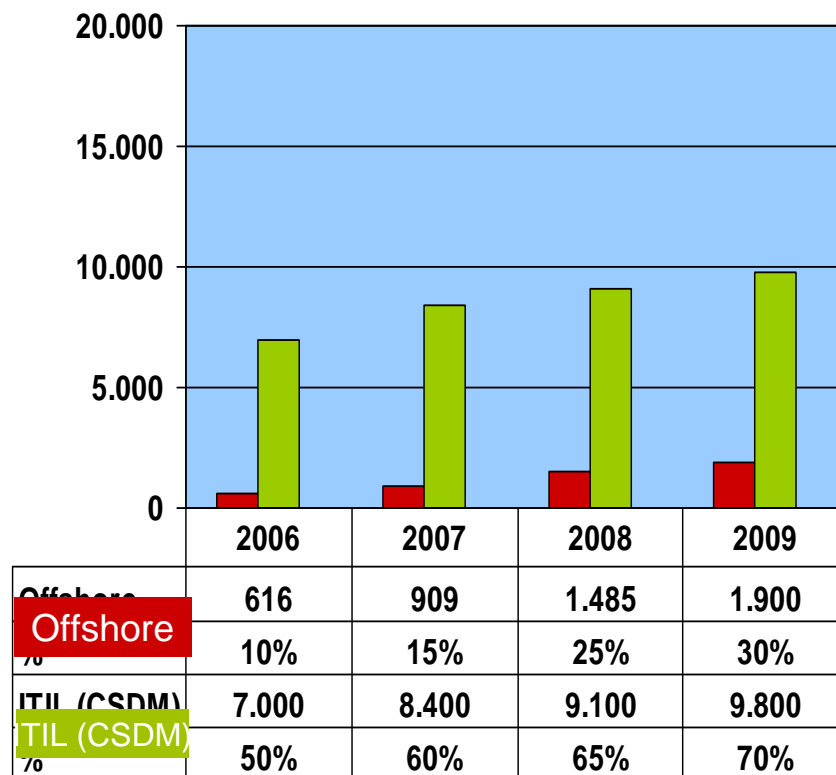
- » Increased efficiency thru optimized process and industrialization

» Field Services:

- » Increased usage of remote repair and optimized resource deployment

Significant efficiency improvement

MO: Progress on global sourcing & ITIL



» Offshore:

- » Service Desk, EMC and 2nd level support
- » Built in the Service Portfolio
- » Activities are moved offshore

» Global processes:

Continuous Service Delivery Model (CSDM):

- » 100% ITIL compliant
- » Globally deployed
- » >7,000 CSDM certified operational staff worldwide

Well on track for balanced sourcing

Moving to “SOFT” Outsourcing

Market Drivers

» Shorter Term Contracts



» Selective Outsourcing



» Consortia Approach



» Transparency



» Flexibility



Meeting Market needs

» Our business model (short transformation, fast up/down scaling) makes shorter contract terms possible

» Our Services are constructed to address the needs of specific domains. We combine consultancy and remote services

» We have proven ability to work successfully within a consortium. Our delivery model is designed to incorporate partners

» Our Customer Portal provides operational transparency of our services

» MOOD, Capacity and Storage on Demand offerings provide complete flexibility

**We have the Commercial ,Technical & HRM flexibility
to meet Outsourcing requirements**

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