advance
business process
management

Atos and IBM: your partners in digital transformation

Attain new levels of agility, transparency and control over essential business processes with Atos and IBM.

The business processes your enterprise relies on are critical and potentially differentiating assets – and these assets are just as important as your real estate or human capital. Your sustained success is as deeply rooted in the quality of process as it is on the quality of product or service.

Business Process Management (BPM) software and services improve the visibility and control of your business processes. This helps ensure that your business operations differentiate you from the competition, helping you deliver the right goods and services in a way which meets your customers' demand for consistency and convenience.

Every enterprise now seeks to benefit from the digital transformation made possible by mobility, cloud-delivery and new data analytics. In this landscape, Business Process Management becomes more acutely relevant than ever before. Ultimately, it will be the quality of your processes which enables you to engineer this business power shift in your favor.

IBM has been repeatedly ranked as a leader in independent analysis of BPM software. Atos has a strong track record in helping its clients take advantage of IBM's BPM products to achieve outstanding process agility, transparency and control.

All too often, there is a mismatch between processes as they are designed and documented, and how they are actually implemented and run.

Atos will help you undertake a frank and critical review of key processes and identify areas for improvement. We will also deliver a customized solution utilizing IBM software to ensure that you can put new and enhanced processes into enterprise-wide practice quickly, cost-efficiently and consistently.

What's special about now?

Many of the processes enterprises rely on today still have their roots in nineteenth century manufacturing practices, where rigid sequences and operational hierarchies ruled. The combination of quality and affordability was only achievable through the high-volume production of strictly standardized products and services.

Now the world is suddenly very different – thanks, largely to digital transformation. The way you design, implement and monitor the processes which will help your enterprise thrive, must respond in this new social, business and technological landscape.

Atos business technologists with their depth of process and BPM product experience are ready to help you reap the benefits from four key areas of disruptive business and technological change.

Social	In both our private and professional lives, spontaneous digital collaboration puts an end to rigid sequence – business process will increasingly embrace this parallelism.
Mobile	Your clients, your partners and your employees have permanent mobile access to services, to communication and collaboration – process must now be ready to exploit this mobility – and the context-sensitivity that goes with it.
Data	Data volumes have exploded – person-to-person, machine-to-machine, and everything in between. Process execution both feeds and exploits the data explosion – transparency and intelligence must go hand-in-hand.
Cloud	Virtualization liberates – everything from recruitment to supply chain management can now be truly device-independent and agile. In process design, the cloud shift raises specific challenges both for commercial models (from CapEx to OpEx) and for security.

Premier Business Partner IBM

Atos

Your business technologists. **Powering progress**

The recipe for success: great BPM products and real experience

Where are you at?

Different organizations face decidedly different process management scenarios. For Atos to deliver the maximum benefit, we will work intensely with you to understand current conditions. We will place particular emphasis on any experience of BPM to date – revealing the positives, and even more importantly, learning where results have perhaps fallen short of expectations.

Although scenarios vary widely, some themes recur more frequently than others:

▶ Positive practical BPM initiatives already experienced – but changes in workforce, changes in business volumes, and customer behavior demand that existing processes are reviewed and refined for new business practice.

▶ Major organizational changes, possibly as a result of M&A, create an immediate need for process integration across newly extended enterprises.

▶ Business units across the enterprise have begun to embrace new mobile and social networking techniques on their own initiative – there have been real benefits in terms of agility, but unwanted changes in the risk and security profile.

▶ Radical changes in industry regulation necessitate a rapid review of current processes – specifically with regard to transparency and reporting capabilities.

Atos BPM in action

For utilities

This utility company needed to radically rethink asset management processes. Atos helped them establish a single process framework which delivered an integrated view of all assets, work orders, contracts and procurement histories.

For postal services

Post offices remain an essential business touch-point for postal service companies. Atos established a unified service catalogue for counter staff, speeding delivery of multiple products and minimizing the risk of error.

For telecommunications

Quality of service for business customers is an absolute priority for this global telecommunications player. They engaged Atos to automate the network provisioning process for business VPN customers, speeding response and boosting quality.

For aerospace

Relying on over sixty separate applications for supplier management was no longer an option for this aerospace company. Atos designed and implemented a unified supplier management process, which also paid dividends in control over export regulation and compliance.

Why talk to Atos?

As your BPM implementation partner, Atos combines exceptional experience of IBM products with deep process knowledge of the individual sectors we serve.

This dual focus means we will never simply throw technology at a business challenge. We understand that process pressures and opportunities vary from sector to sector, and from geography to geography.

We are especially mindful of the need for the highest standards in project planning and management for all BPM engagements. We also place the highest emphasis on understanding the full scope of interoperability with existing processes, applications and data sources, and on the security requirements which have to be met.

This extreme diligence as a system integrator is reflected in all aspects of:

▶ Change management

▶ Project management

▶ Continuity management

▶ Industrial testing – both technical and user-acceptance

Atos and IBM

We have been solving customer issues by bringing them the benefits of IBM technologies for more than twenty years. This flow of solutions continues today and covers a wide breadth of IBM technologies from Mainframe, Unix and Intel servers and their associated storage technologies, together with the corresponding IBM software portfolio supporting system integration activities.

Focus technologies:

Atos works across the full spectrum of IBM BPM products*, including:

▶ IBM Business Process Manager

▶ IBM Operational Decision Manager

▶ IBM Blueworks Live™

▶ IBM Business Monitor

▶ IBM Case Manager

In addition, as system integrators, we extend this focus to include associated areas of product expertise. This extended skill-set allows us to offer full-scope solutions and spans:

▶ IBM MobileFirst Platform

▶ IBM MQSeries®

▶ IBM WebSphere® Application Server

▶ IBM Integration Bus

▶ IBM FileNet®

Next moves

Now is a great time to take a closer look at BPM – it's the key to ensuring that all critical processes in your enterprise are fit-for-purpose and ready for consistent application in a digitally transformed enterprise.

Whether you are already experienced in BPM or considering it for the first time, Atos will always recommend combining sector-specific and IBM product-specific expertise in our initial discussions.

Our consultants will work with you to audit and appraise your current process landscape – always with a focus on your immediate business priorities and opportunities.

We will build a solid business case for every proposed engagement, ensuring that the full scope of extended benefit is considered from the start.

And we will take full advantage of Atos capacity to offer scalable BPM resources for trial and test, allowing you to explore and evaluate tangible results from the start.

Atos and IBM: a partnership that speaks volumes

▶ Over 20 years of global partnership

▶ Atos is an IBM Premier Business Partner

▶ Almost 2,000 Atos business technologists are trained on IBM BPM products

▶ Combined 5,000+ man years of IBM experience

For more information:
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