



partnering to create value

with focused systems integration



Systems Integration is a critical activity in our clients' continuous pursuit of improvement and innovation. Business never stops. You cannot separate the continuing implementation of change from ongoing operational management or indeed, strategy - and that's why partnerships matter. We never underestimate the importance of technical and project management skills - but the real value, as always, comes from knowing your client.

Connectivity and compression

What is it that makes the world in which we live and work different from the world we knew ten years ago? We'd make the case for connectivity and compression. Ideas, information, products and services must be delivered with increasing speed, efficiency and focus. Only an industrialized approach to Systems Integration can equip you to manage super-heated change.

With over 22,000 professionals, three global practices and 6,700 global delivery specialists in its Systems Integration team, Atos is intensely focused on the task of ensuring that whenever our clients need to drive business, process and technical change - we can take out the stress and accelerate the demonstration of benefit.

Innovation, passion and a disciplined commitment to repeatable best practice all come into the mix. But before we look at some of the Systems Integration skills we make available to you, let's consider the basics.

Best in class?

How do you ensure that the processes, the applications and the infrastructure your organization relies on are best-in-class? You need to benefit from continuous and controlled innovation as business practice and technology evolve.

All joined up?

When every change you make has repercussions, how do you maximize the benefits of the new with confidence? The new and the heritage must work seamlessly together, making connections, opening new opportunities and minimizing the cost of operations.

When you engage with Atos to drive change, our Systems Integration teams will never lose sight of these two essentials. Whether we are helping you implement entirely new solutions or to rationalize current practice, we will always aim for best-in-class and will always ensure that every change is a safe change, in terms of interoperability with heritage systems and processes.

An end-to-end approach

Systems Integration is part of an end-to-end approach at Atos. We are business technologists, and our four business divisions all work openly and collaboratively together in the pursuit of a single goal: to power progress for our customers. This collaboration is the foundation of our ability to design, build and operate business solutions for our customers.

Consultancy and Technology Services	Our consultants have deep specialist knowledge of both the technologies you use and the sectors we serve. They are keen to ensure that the jobs we are asked to do are the "right jobs", always considering the wider implications and anticipating possible strategic impact.
Systems Integration	Our Systems Integration teams manage all aspects of solution design and implementation, with particular emphasis on interoperability. We also consider the most appropriate commercial and delivery models. Atos is focused on three Systems Integration practices: Business Solutions, SAP and Application Management. Resources are coordinated globally with specialist centers in China, India, Morocco, Poland and Russia.
Managed Services	Our Managed Services resource provides a full range of IT outsourcing for infrastructure, applications and ongoing user support. Here again, client choice is paramount. There are particularly close ties between Systems Integration and Managed Services in the area of application management and operations.
Hi-Tech Transactional Services	Atos is a leader in transactional services, both for payment and for fully outsourced CRM. Whenever a solution or process requires high volume transaction processing, often involving complex multi-party relationships, Atos is able to offer the service.



Systems Integration: Focused Capabilities

Atos is focused. Every organization needs to make investment choices, and this focus is clearly reflected in our Systems Integration specialties. In this business, if you cannot excel, you should not compete. With a carefully selected portfolio of around fifty specialist solutions in total, we aim to be ahead of the pack with every one of them.

The Atos Systems Integration team focuses on three carefully chosen areas:

Business solutions	SAP	Application management
We develop both industry-specific and trans-market business solutions. These are characterized by their ability to help you innovate in the way you run your operations and do business with your customers.	SAP has burst the boundaries of ERP. For many enterprises, SAP is the operational backbone of their business. Atos is a premier provider in SAP design, implementation and long-term management. Atos holds all SAP key certifications. We are a Global SAP Cloud Services Provider and SAP Global Value Added Reseller.	Atos helps you face the challenge of managing the continual demand for new applications on the one hand, with the need to rationalize the application portfolio on the other.

Business solutions

Every market has its own culture and challenges and Atos has deep industry-specific experience. But despite the differences, there are still plenty of shared challenges and opportunities.

These differences and similarities are reflected in the Atos portfolio of business solutions, some of which are market-specific while others can be readily tuned for adoption by organizations in many different sectors.

We have over 30 sector-specific solutions in our Systems Integration portfolio and each one brings specific business-value to our clients in the industry for which it is crafted. The solutions portfolio is under continual review with our clients - it is essential, after all, that our investments match your evolving business requirements. The examples below will hopefully give you just a flavor of what we are doing to drive positive innovation in different sectors.

Energy and Utilities

- ▶ Smart metering and smart grid solutions - with sophisticated utility billing, CRM and grid management
- ▶ Command and control systems for nuclear, with comprehensive simulation and training embedded for secure operations
- ▶ Enterprise asset management solutions for oil and gas companies, tracking and mobilizing resources in even the most hostile environments.

Financial Services

- ▶ Our core banking and insurance solutions span back office processing, credit collection, corporate treasury and cash management
- ▶ Compliance is complex and critical in financial services and we have solutions designed to manage Solvency II (insurance) and Basel III (banking) safely and efficiently.

Manufacturing, Retail and Service

- ▶ With our integrated manufacturing excellence approach, we help clients to apply Manufacturing Execution Systems across multiple plants
- ▶ We design and implement Product Lifecycle Management solutions across the extended enterprise, with cloud delivery an increasingly hot option.

Public Sector, Healthcare and Transport

- ▶ Our civil and national security solutions are instrumental in combating cyber attack
- ▶ In healthcare, Atos solutions deliver secure, cost-effective management of digital healthcare records
- ▶ In transport, Atos ticketing and journey planning systems support millions of travelers every day.

Telecommunications, Media and Technology

- ▶ Billing in telecommunications is unique. Atos solutions allow millions of micro-events to be recorded, aggregated against variable tariffs, billed and collected
- ▶ Atos Digital Media Facility solutions lead the way in enabling content to be developed and distributed over multiple media channels.

Cross-industry solutions

Our industry-specific solutions are complemented by Systems Integration capabilities addressing shared business challenges. These business process and integration solutions include Business Intelligence, Enterprise Process Integration, Finance and Accounting and HR.

Other key cross-industry Systems Integration capabilities include Enterprise Content Management, Smart Mobility, and Testing and Acceptance Management. Our Systems Integration teams help clients take advantage of the wider developments in technology usage and innovation.

With mobile access to the Internet and to business applications, for example, mobile versioning becomes a recurrent demand, as clients seek to benefit from the value-add of geographical context-specific information.

Not surprisingly, the explosion in cloud and social networking also have a significant impact on both industry-specific and cross-industry business solutions, and Atos System Integration expertise in both these areas is in demand.

Business Intelligence

With every business seeking to gain differentiating and actionable insight from increasing volumes of unstructured data, Business Intelligence becomes a top priority. Atos turns its capabilities in managing massive quantities of real-time information to your direct benefit.

We are especially focused on data information management. In increasingly globalized markets, we know how to help you gather, sort and analyze data from across the extended enterprise. Many skills come together here. These range from the rationalization of datacenter practice right through to the information ergonomics of the dashboards needed by everybody from the chief exec to the warehouse manager.

Cloud Computing

Cloud is not the same sector to sector - each enterprise segment has very specific needs and demands. Cloud is a complex integration challenge, involving legacy as much as new software or middleware. We will help you make the move from just using cloud to utilizing it to the full for business ends.

We have a unique positioning within the service market as business technologists, and we approach cloud in a more flexible, integral way suited to the needs of enterprise. Our vision is that 'the' cloud becomes your cloud in whatever model - fully integrated with the existing technology and extendable over your complete value chain.

MAN Truck and Bus

There is a lot to consider when purchasing trucks and buses. In addition to the individual specification of each vehicle, the MAN sales force also need to take into account ongoing service and finance packages. Atos provided MAN Truck and Bus with a seamless .net-based sales system which not only gives commercial staff a single view of all the information they require - it also ties back into logistic and production systems for fully joined up manufacturing.



SAP

The Atos Systems Integration team has one of the world's foremost SAP practices, with some 10,000 specialists working together around the world. We support over 900,000 SAP end-users and have put in place over 5,000 implementations in more than 90 countries.

We have built a comprehensive portfolio of innovative solutions to address core business requirements across every sector. We give you customized solutions, based on solid foundations and rigorous best practice. We have SAP units specialized in:

- Industry-specific solutions, with emphasis on manufacturing, retail, utilities and financial services
- Cross-industry business functions, including Business Intelligence, Mobility, Sustainability and Compliance, CRM, HCM, Finance and Logistics.

SAP usage and management practice continue to evolve, and those who rely on SAP expect to benefit from the wider developments in business technology: mobility, cloud-delivery, pay-per-use and business acceleration through in-memory processing (SAP HANA).

Before considering SAP transformation, however, current practice must be rationalized. The explosive growth of SAP has often led to less than structured adoption in many organizations. Atos has made SAP consolidation and harmonization a priority capability in Systems Integration to meet this demand.

French Air Force

Atos implemented ORCHESTRA (a new integrated human resources information system) for the French Air Force that provides access to employee-specific information via the seamless integration of processes, transactions and metrics for more than 70,000 military population, 30,000 reserves and 8,000 users.



Application Management

IT is deeply woven into the fabric of all processes and is now an increasingly critical business driver. Both business and IT face unique challenges in different industries, particularly when it comes to the applications. The application landscape is typically highly complex, having evolved to meet each organization's specific challenges and to deliver sector-specific capabilities.

From this perspective, Application Management is deeply connected with the entire business process chain, and Atos addresses this critical requirement as a truly business-thinking provider. In today's networked world, no organization can afford to seek simply to optimize isolated aspects of their application and process landscape. Siloed thinking must be replaced by a demand for integrated solutions from a provider that understands how their industry and their individual enterprise works.

With this emphasis on a total view of the application landscape, Atos introduces Right-Fit Application Management. This combines horizontal Foundation Application Management to drive efficiency with real Business-Enabling Application Management that focuses on core processes, to boost performance and deliver innovative business advantage for our clients.

We bring together highly industrialized and globalized service delivery with outstanding business thinking. Most importantly, we leverage a deep knowledge of the individual industry sectors we serve, to ensure that our management of the application and process landscape is tuned to the real needs and practices of each client.

Our Foundation and Business-Enabling Application Management services are crafted and delivered by highly skilled experts. Industrialized process and a keen emphasis on the importance of best-practice means we are able to work efficiently, with flair and focus in the most complex application landscapes.

Financial Services, UK

In 1999, one of the UK's largest savings organizations entered a ground-breaking Public Private Partnership with us which radically improved the efficiency of what had previously been run as three siloed units.

Atos delivers Application Management and Systems Integration services as part of an extensive Business Process Outsourcing (BPO) contract.

The client benefits of this engagement are clear and quantifiable with an estimated productivity increase of around 400%. Through partnership with this client we have achieved both the British Quality Foundation Achievement Award for Partnership Development and the Customer Service Excellence award.

Resource, rationale and reach

The 22,000 professionals who make up the Atos Systems Integration team work together seamlessly. Atos operates on a global scale, exploiting the technologies and processes we propose to our clients, to make sure we maximize the value of our own resources.

We value the intimacy of the team – we encourage individual account and project teams to develop a strong sense of common purpose, inviting client representatives to keep our people up-to-date with business strategy and development.

We also insist on intelligent and highly-structured collaboration across not just our Systems Integration teams, but across all Atos areas of business expertise. Our SAP specialists in Russia or India, for example, can connect directly with our telecommunications units around the world.

In a world of super-connectivity and compression, nobody can afford to invent what already exists, and the Atos Global Delivery Model is designed to ensure that our resources are optimized and shared with specialist centers in China, India, Morocco, Poland and Russia.

Partnerships

Atos is a vendor-independent IT services company – as business technologists, our value lies in our ability to turn technology to business advantage for our clients – creating new and better ways of engaging with customers and helping the extended enterprise work productively, creatively and safely.

As so much of our work is about interoperability, we need not just exceptional breadth of technology knowledge, we also need to know how to form and develop effective technology partnerships. Atos has invested in developing a partner eco-system which includes the world's leading providers of business technology.

Although we have active joint development initiatives with all these industry leaders, the recent combination of Atos and Siemens IT Solutions and Services makes the Atos Siemens Alliance particularly noteworthy. A shared €100 million development fund feeds an exciting series of business solution programs in sectors including healthcare, local government, manufacturing, transport and utilities.

Testing and Acceptance Management

With every Systems Integration engagement, we must minimize the risk of negative repercussion: in this era of instant viral communication, one mistake is enough to put a serious dent in reputation and brand value – or worse.

The Atos Testing and Acceptance Management team plays a pivotal role in the quality of all Systems Integration activity. Highly-automated and industrialized, our TAM team runs about 200,000 hours of tests and simulations every month, validating over 4 million lines of code.







Bringing it all together

Conversation is always a good place to start. Whether you are an existing Atos client or have yet to do business with us, we'd like to make it simple.

Atos is ready to engage with three well-defined sets of Systems Integration expertise in Business Solutions, SAP and Application Management. We add value through depth of industry-specific knowledge, and work and think end-to-end with our "design, build and run" approach – powering progress for our customers.

We combine a highly industrialized approach with a continuous awareness of the need to know the changing challenges of the individual organizations we serve. Although Systems Integration is generally a project-based activity, our commitment does not stop on handover. We hope to partner with you through the continual process of business change.

Prove to yourself, that our 22,000 specialists in Systems Integration can help you turn the connectivity and compression which define the world we all operate in to innovative and differentiating advantage.

Your business technologists.

Powering progress.

About Atos

Atos is an international information technology services company with annual 2010 pro forma revenues of EUR 8.6 billion and 74,000 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting and technology services, systems integration and managed services. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail, Services; Public, Health & Transport; Financial Services; Telecoms, Media & Technology; Energy & 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 Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting and Technology Services, Atos Worldline and Atos Worldgrid. For more information, visit: atos.net

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