

zero email

a new way of working

Working smarter by using collaborative ways to do our job

One of the key building blocks to create a great place to work is our Zero Email ambition. A move to Zero Email addresses the challenges organizations face as a result of the continuing explosion in data. The volume of emails we send and receive is indeed unsustainable for business. With an estimated 20 hours a week spent on e-mail alone, it is fast polluting our working environments and also encroaching into our personal lives. At Atos, we believe that email is on the way out as the best way to communicate and collaborate in business. With our Zero E-mail program we are taking action to reverse this trend, and we aim to be a zero e-mail company within 3 years (end of 2013).

Our goal therefore is to eradicate all emails between Atos employees by using improved communication applications as well as new collaboration and social media tools. For example, by using Office Communicator (OCS) instead of email for quick questions to or chats with colleagues, or by using Live Meeting to instantly organize online meetings and sharing documents.

Atos has launched a companywide program to enable more efficient and effective collaboration across borders and organizational units. By applying new ways of working using innovative technologies to bridge the "social business" gap we can also achieve better communication, team working and networking.

Data Overload Demands a New Approach

In early 2011, Atos set out to address the challenges organizations face as a result of the data deluge such as:

- ▶ By 2013, more than half of all new digital content will be the result of updates to, and editing of existing information.
- ▶ Online social networking is now more popular than email and search.
- ▶ Middle managers spend more than 25% of their time searching for information.
- ▶ In 2010 Corporate users received some 200 mails per day, 18% of which were spam.

We believe that this is unsustainable for business and so have announced our ambition to be a zero email company within 3 years.

"We are producing data on a massive scale that is fast polluting our working environments and also encroaching into our personal lives. At Atos we are taking action now to reverse this trend, just as organizations took measures to reduce environmental pollution after the industrial revolution".

Thierry Breton, Chairman and CEO

A Zero Email company within 3 years

Information Overload - The Business Drivers

One aspect of our answer to this unsustainable growth in data is to aim to eradicate all emails between Atos employees by using social media as the new way of communicating and collaborating. We are doing this in response to 4 key business drivers:

- ▶ **Sustainability** - The volume of emails we send and receive is unsustainable for business. It is estimated that managers spend between 5 and 20 hours a week just reading and writing emails.
- ▶ **Efficiency** - New ways of working offer more effective technologies for better communication, team working and social networking.
- ▶ **Innovation** - By adopting innovative social business solutions, we can bridge the 'social business gap' and provide a more personal, immediate and cost effective means to create, share and enrich information with team members, co-workers and community.
- ▶ **Well being** - By implementing social and user centric solutions to support a natural workflow, less information and IT related stress will be experienced by our employees.

This will involve adopting innovative social business solutions to bridge the 'social business gap' and providing a more personal, immediate and cost effective means to manage and share information. As a result the use of email will reduce, work satisfaction will increase, and collaboration across borders will improve. At the moment we are building awareness and looking to change behaviors in order to ensure that everyone uses the right tools for the right job. We are also optimizing our existing processes and policies.

Embracing Future Technologies

To achieve our goal we have developed a Zero Email roadmap, shaping the journey from achieving some valuable quick wins to a new global architecture or Enterprise Social Network enabling collaboration, communities etc. Along with this internal program, we are creating our future business offering to help our clients follow the same path

Atos focus is to adopt innovative social business solutions in the workplace to bridge the "social business" gap. Built on collaborative technology, these solutions provide a more personal, more immediate and importantly more cost effective means to manage and share information that supports the way of working in the 21st century and enables the Smart Organization.

The current drive is to change people's mindset and to persuade them to collaborate more with alternative tools (OCS, Wiki, Live Meeting) and the future Enterprise Social Network involving solutions such as Business Wall, Instant Messaging, Web conferencing, Micro Blog, etc.

The future is clearly collaboration technologies and it is encouraging to see the steady increase in the use of tools such as Office Communicator and the setting up social community platforms to share and keep track of ideas on subjects from innovation and Lean Management through to sales. Initial feedback is that these types of tools reduce email by between 10 and 20% immediately.

So What Can You Do?

By adopting basic set of common and effective behaviors we can work smarter and more efficiently. At the same time it will reduce our email overload considerably. In this regard, and based on input to the AtosWiki, we have produced the following principles and best practices for all email users as an email etiquette attached to this factsheet.

Finally there are many areas on Source and Knowledge - Livelink where you can find more information, links and training modules. Here you can download training materials, consult self-training resources, access videos used in training and use Demos space for class exercises.

- ▶ AtosWiki: <https://wiki.myatos.net/display/zero/trainer+resources>
- ▶ Livelink: "Wellbeing@work / 0 email / Zero email info (public folder)"
- ▶ Source

For more information or any questions, please contact: wellbeing@atos.net

Business Technologists - Powering Progress

At Atos we strive to create the firm of the future. We believe that bringing together people, technology and business is the way forward. Every day we power progress for our clients and partners, the wider community and ourselves. It is our unique approach as business technologists that makes this possible.

Wellbeing@work - Building a Great Place to Work Together

Our business technologists are our greatest asset. Talented, experienced and dedicated professionals who take pride in their work. Wellbeing@work aims to create the right environment for personal development and to attract and nurture talent. Applying new technologies and ways of working that enable collaboration across borders and business units, building communities, and help to achieve a healthy work/life balance. We aim to build a great place to work together, a solid foundation for a sustainable firm of the future.

Atos Email Etiquette

What can you do now to reduce emails?

- ▶ By adopting a basic set of common and effective behaviors we can all actively and significantly contribute to the reduction of the number of emails exchanged within the company.
- ▶ The following principles and best practices stand for Atos recommendation for all email's users to achieve the above objective.
- ▶ Please read the following sections carefully and consider adopting these principles and best practices in your daily business.

Principles of effective email behavior

Some general behavioral principles apply to email use as well, and some are more specific to email. Becoming aware of these principles will make you realize that there is a large contribution you can make to reducing email traffic, and consequently the email overload you might be experiencing.

1. For Every Action there is a Reaction

Newton's Third Law of Physics also applies to email: for every email you send, there is a reaction. Reply, forward, etc. In practice, this translates to the principle: the more email you send, the more you will receive.

2. Read every email only once

And then immediately decide what to do with the message: Do it (if it takes 2 minutes or less), Delete it, Delegate it, File it, or put it on your to-do list or calendar to do later.

3. Email is not 'one tool to serve all needs'

Although email has become the main communication platform of today (yes, it still is), it is not the best platform to serve all communication and collaboration needs. Other, better alternatives exist to serve various kinds of interaction. As an example: when you want to pay someone a compliment, please also take the effort to do that personally (face-to-face, phone, OCS).

4. CC-ing is like spamming

Unless someone explicitly asks you to copy them on a message, don't use the CC: box in the email address bar. If you're using CC to escalate an issue: there are really more effective ways. Realize that CC means nothing more than FYI, and people don't (or shouldn't) act on copy. And realize that more and more people have automatic rules to filter out CC mails.

If you're copying people just to inform them, make sure upfront that they have the need to be informed on that particular message. And all consecutive ones, because once you're one CC, you'll probably stay on it. And never use BCC. That always has a sneaky feel to it, don't you agree?

1. When to use/not to use email?

Use email to share valuable information such as sharing a link to a document located on Livelink or Wiki (Attached files only for external people).

Do not use mail just to say: "hello", "welcome", "thank you", "call me", "me too", etc.). You can use OCS for a real time conversation or pickup your phone! This is the platform for presence, conferencing, and enterprise voice for businesses around the world!

AtosWiki is a collaborative tool, that can be freely modified by users and that allows information to flow through the company. Wiki as a space to create new ideas is a collaborative way.

Livelink is a web-based application for storing, sharing, and distributing information. It provides a collaborative work environment that helps you (and your organization) manage documents and project information, improve business processes, and share information.

Worth knowing

- ▶ *Do not copy out an entire, long message just to add "I agree".*
- ▶ *Do not feel obliged to answer to all the mails you are receiving. Be selective.*
- ▶ *Don't overuse "reply to all". Are you sure you want to reply to the whole list?*
- ▶ *Clean Up Emails Before Forwarding Them. A nice habit to reduce information pollution.*
- ▶ *Do not request delivery and read receipts. Trust people.*
- ▶ *Do not use email to discuss confidential information. It will not be confidential anymore.*
- ▶ *Do not reply to spam. What's the point?*
- ▶ *Never ever say "see below" and force people to read 10 pages of mails to discover it is not relevant for them.*
- ▶ *Use a signature with your contact information. So people can call you.*
- ▶ *"Do" email two times a day max. So you save time for other things.*

2. For what can I send an email?

- ▶ To ask someone for doing something (AF).
- ▶ To respond a request (RR).
- ▶ To inform someone about something (FYI).

Worth knowing

- ▶ *You can use the above initials in the "subject field" of your emails to ease your recipients understanding your expectation.*
- ▶ *Do ensure that you have a relevant "Subject" line to ease your recipients sorting their emails.*

3. Who should I address my emails to?

- ▶ People are directly concerned by the email ("To" field): Think before sending an email with more than one "to". The more people you send an email to, the less likely any single person will feel responsible to act upon it.
- ▶ People can be interested on the information but are not directly involved ("CC" field).
- ▶ People can be interested in the information, are not directly involved and you don't want that anybody knows he is informed ("BCC" field).
- ▶ Avoid the "BCC" field. People you include in the "BCC" field will not visible to others.

4. How should I set the level of importance of an email?

- ▶ High importance. Emails that should be answered/read within 24 hours.
- ▶ Normal importance. The emails with this level of urgency will be answered/read within a maximum period of 4 working days.
- ▶ Low importance. This group of emails will be answered/read within a maximum period of 7 working days.

Worth knowing

- ▶ *Don't confuse importance and urgency.*
- ▶ *Think about the priority of the message for your recipient.*

5. Where can I look for my emails?

Why not create four folders with associated automatic "exchange rules" to automatically distribute the emails received as follows:

- ▶ **"Urgent"** folder: all the emails for which I am in the "To" field and have high priority.
- ▶ **"Normal"** folder: all the emails for which I am in the "To" field and have normal priority.
- ▶ **"Low"** folder: all the emails for which I am in the "To" field and have low priority.
- ▶ **"CC" folder:** all the emails for which I am in the "CC" field.

¹ Presence enables real-time status of employees (based on calendar information, login/activity status, and user preference) to be displayed across the organization and/or to selected colleagues to enable users to contact the right person.

Enterprise instant messaging enables instant messaging with the security, manageability, and reliability required for enterprise communications.

Web conferencing provides a virtual meeting experience that integrates data, content, video, voice, media, and text to enable real-time communication and collaboration.