

optimise customer experience

Atos Oracle CX Practice

**Your customers demand more.
More choice, better experiences.**

**They are becoming increasingly empowered
and organisations need to be ready to address
these changing needs against the backdrop
of today's challenging economic environment.**

**Atos can help you optimise your customers
experience, reduce costs and maximise your
profits by providing services that will support
your business in an ever-changing world.**

We deliver high quality, innovative and cost effective solutions based on Oracle applications that cover the full range of customer needs, from CX strategy through to system design, implementation and support.

Atos is one of the leading implementers of customer centric solutions; with over 1000 cross-technology CX specialists worldwide we offer deep technical and business expertise across all industry sectors.

We are a worldwide member of the Oracle Partner Network with over 1,500 skilled Oracle practitioners. In Europe we are an Oracle Platinum Partner and Certified CRM Specialist and winner of the UKOUG Siebel and CRM Partner of the Year Award in 2013, 2012 and 2011, winning silver in 2014, as voted by our customers.

Oracle has an ever increasing, powerful (and sometimes seemingly overwhelming) set of offerings within the "Customer Management" space including Siebel CRM, CRM On Demand, Marketing Cloud, Sales Cloud, Service Cloud (including RightNow and Knowledge Management), Policy Automation, Endeca Search, Business Intelligence and more.

With over 120 customer centric projects completed, we understand how to use the right technology to enable multi-channel solutions to enable you to provide an exceptional customer experience, driving tangible business results.



Atos can help you shape your CX strategy and technology to maximise business benefit and optimise customer experience across sales, service and marketing

We can talk technical, but we mean business

To achieve the best possible return on your investment, you need your CX technology to perform to its full potential to enable the optimisation of your customer experience. This requires a partner with a breadth of knowledge and experience that goes beyond the technical to encompass the business issues facing your organisation.

Working closely with your business and ICT teams, our expert consultants combine specialist Oracle and CX knowledge with in-depth business insight across multiple sectors, resulting in solutions that are focussed on your business needs.

Examples of where we help business power progress with CX

A Major Scottish Council

We are helping our client deliver digital services as part of a large scale digital transformation programme. Using Oracle Service Cloud our client has reduced the average handling cost per transaction by 98%

A Leading Insurance Company

Using our Multi Channel Knowledge Management blueprint, we developed a strategy for our client which was realised using Oracle Knowledge Management. Tangible benefits included an increase in employee productivity of 15% and overall savings of €2.5million

A UK Rail Ticket Retailer

Atos used Oracle CRM to drive customer loyalty for this online retailer, increasing repeat customers by 25%

Global Telecommunications

We have helped two of the largest mobile telco operators in Europe harness the power of Oracle Commerce, enabling a digital shift to online commerce

Service Portfolio

Our comprehensive service portfolio is focussed on four core business issues. Increasing your revenue whilst still controlling your costs and keeping your business going in a rapidly changing environment.

	<p>CX Strategy & Roadmap</p> <p>Helping you understand and address your customer needs and how to use technology to address them</p> <ul style="list-style-type: none"> ▶ Customer Experience Journey Mapping and Vision ▶ Product Selection, Solution Architecture and Roadmap
	<p>CX Healthcheck & Optimisation</p> <p>Value Assessment and optimisation of your current customer facing solutions - are you getting the most from your system?</p> <ul style="list-style-type: none"> ▶ User Adoption and Best Practice ▶ Performance and Technical ▶ Application Use and Upgrade Assessment ▶ Customer Experience Perspective
	<p>Enhancement & Upgrade</p> <p>Keeping pace with business change, enhancing, evolving, adding to and upgrading your existing CRM solution</p> <ul style="list-style-type: none"> ▶ Enhancements to support business change ▶ Rollout to new user groups ▶ Application upgrade and extension to take advantage of new features ▶ Journey to Cloud
	<p>System Implementation & Transformation</p> <p>Designing new customer centric systems to transform your business using the full suite of Oracle products (Sales Cloud, Marketing cloud, Service Cloud, Siebel) and integration with 3rd party solutions. We take a holistic view across systems, processes and organisation.</p> <ul style="list-style-type: none"> ▶ Customer Centric Transformation ▶ System Design, quick wins with Agile Implementation and Integration
<p>Revenue growth</p>	<p>Smart growth - aligned to organisation, new markets and maximisation of profits</p> <ul style="list-style-type: none"> ▶ Increase customer loyalty through an integrated multi-channel approach across Sales, Service and Marketing ▶ Enable excellent Customer Experience and drive customer growth
<p>Cost control</p>	<p>Control without stifling the organisation and informed cost decisions</p> <ul style="list-style-type: none"> ▶ Effective use of disparate information for Customer & Case Management ▶ Harmonise and consolidate processes & applications, increase agility by moving to the Cloud
<p>Business continuity</p>	<p>Resource availability and competence, organisational resilience and agility</p> <ul style="list-style-type: none"> ▶ Ensure your CX solution continues to be optimised now and for the future ▶ Upgrade your solution to a stable foundation for future growth
<p>Changing environment</p>	<p>Regulatory pressures, globalisation, new competitors and sustainability</p> <ul style="list-style-type: none"> ▶ Adapt to compliance change through Policy Automation ▶ Go mobile; embrace the new world of mobile devices and social media

About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €10 billion and 86,000 employees in 66 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defence, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

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

For more information, visit: uk.atos.net/oracle or email us at: oracle.solutions@atos.net

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