

# expanding

IT capabilities and streamlining processes  
while removing in-house limitations



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# Why outsource or use a managed service?

As shared services, managed services and outsourcing continue to evolve, so too do the reasons to consider them. As you evaluate your choices about how to deliver different components of your operations, consider the top advantages of outsourcing.

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## **Savings in operational and labor costs**

Operational and labor cost savings are traditionally the most common reason for organizations to evaluate service providers like Atos, and most business cases for outsourcing remain driven by the hard cost savings that can be achieved. Managed service providers are in the business of creating an optimal skill-to-cost ratio for clients, expanding the capabilities they have access to while delivering better value. Essentially, you get more for less.

## **Access to innovation and skills**

First-class service providers invest significantly to bring innovative new technologies and capabilities to their clients, often deploying research and development centers around the globe to leverage regional specialist knowledge and capabilities. For most organizations, this is beyond anything they could provide in-house, giving them the opportunity to work with a service provider partner to explore technologies, uncover market insights and identify new business opportunities, together.

## **Faster, smoother operations and processes**

Over time, many business functions become decentralized. Outsourcing can be a catalyst to drive business maturity and build a more customer- and process-centric organization. The ability of service providers to consolidate functions is a core competency you can take advantage of across business divisions or your whole organization. A good outsource partner will also have extensive change management expertise and can minimize the risk of transition activities by managing them for you.

## **Happier customers**

Breaking down artificial barriers between customer touch-points is one of the most obvious candidates for process streamlining. If you've got a brand to protect you can't afford for organizational silos or operational inefficiencies to leave customers confused or dissatisfied with the service they receive - especially in a world of social media where unhappy customers can do widespread damage to your brand in an instant.

Companies are therefore turning to the expertise of service providers to help them break down organizational silos and eliminate barriers to deliver a great customer experience at every customer contact.

## **Greater flexibility and opportunity for growth**

Peak periods of growth or high employee turnover can create uncertainty and inconsistency in your operations. Outsourcing, shared or managed services offer an ideal way to access new or additional skills to support mergers, acquisitions and expansion into new markets. By giving you access to their broad talent pool, leading service providers can give a level of continuity to your organization, letting you flex resources up and down to suit the changing needs of your company while minimizing risk. The right provider can help you with skills to support your strategic direction and the development of new capabilities within your organization - worldwide if relevant.

## **Less distraction from your core business**

Successful organizations often find that their back-office functions expand and start to consume resources - both human and financial - at the expense of the core activities that have made them successful. Because service providers are in the business of running these operations - driving innovation, applying disruptive technologies, saving time and improving efficiencies across multiple business units, locations and geographies - they let you free up your own resources to focus more strategically on your real business.

## **More effective regulatory control and risk management**

Achieving, measuring and maintaining compliance is a complex and capital-intensive endeavor. With clearly crafted contractual terms, the proper governance framework, and a provider with proven capabilities, outsourcing can effectively and efficiently meet critical control requirements. The right partner can help with the design, execution and auditing of controls while allowing you to retain internal oversight; making risk management and mitigation strong additional reasons for considering outsourcing.



### **Consistent quality everywhere**

If your organization is global or multinational, or you need people, processes and technologies to be accessible 24x7x365 around the world, your decision to outsource will also depend on being able to maintain a high quality of service everywhere you need it. Leading service providers have worked tirelessly to deliver competitively across geographies - and bring this benefit to you.

### **Improved cash flow**

Flexibility in the treatment of capital costs - essentially shifting capital expenditure into operational cost - remains a key driver of the decision to outsource. Service providers can even divest you of existing non-core assets - creating additional positive cash flow for you. Many service providers are happy to grow their economies of scale by taking assets off your hands and realigning people and processes to work well again.

### **What guides us:**

Our unwavering commitment to excellence, innovation and sustainability defines our future and ensures our success.

### **Whatever your reasons...**

From marketing processes to customer services, from IT to HR, from managing print to processing documents and much, much more - Atos can help you work more efficiently and effectively.

**To learn more visit [uk.atos.net](http://uk.atos.net) or email [dialogueito@atos.net](mailto:dialogueito@atos.net)**



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# About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €11 billion and 93,000 employees in 72 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](http://uk.atos.net)

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**For more information:**

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