outperform
in government
solving central and local challenges

Atos

A moment of truth for the public sector

Times are tough for just about every public sector body, in just about every country. Demand for public services continues to grow but budgets are under intense pressure, jobs are being cut and the citizen body is becoming more complex every year.

Doing things the same way as before, but just a bit faster and more efficiently, is no solution. The entire public sector is being challenged to think more creatively, pioneer new methods and build innovative two-way relationships with citizens and private sector partners. The public sector has to maintain continuity and it has to reach new, higher levels of quality and efficiency, but it has to do all of this while also going through a period of transformational change that is unprecedented in recent history. The public sector cannot afford to be conservative. It's at the leading edge, for strategy, technology, service delivery and all-round innovation.

Focus on continuity

Public sector bodies cannot afford to stop what they're doing in order to redesign, re-engineer or reorganize. They still have to collect taxes, police the streets, pay benefits, keep the roads open and carry out all of the other activities that keep a city, region or country in business.

They have to be ready for the unexpected: from terrorist attack to natural disasters, from floods to pandemics.

They have to monitor regulations and stay compliant, especially if they are one of the 27 members of the EU.

And the world doesn't stand still while they are managing their day to day activities.

Citizens are changing. Their tastes, preferences and capabilities are quite different from what they were just a decade or two ago (when most of today's services were being introduced, in fact).

The security landscape has changed, and very much for the worse. And what about sustainability? That was not a key concern in the past, but today, tough new sustainability targets are being built into national legal systems.

It's all business as usual for the public sector.

Transformational change

What's the difference between change and transformation? In one word, it's speed. Everything changes - but not all at once, and not normally this fast.

Consumer technology has changed the way that people buy products, source services and work with each other. More and more people are used to taking what they want, when and how they want on a self-service basis, adapting and tailoring for their own needs. That includes public services.

The population of most European countries is aging. Healthcare, pensions and social services are under growing pressure. Traditional methods of delivering key services won't be affordable in the long-term.

More people are living in cities and challenges are mounting. Governments have to keep traffic flowing, optimize energy use, reduce pollution and keep security levels high. Communities become more crowded and complex.

Globalization is driving open markets in which every region competes with every other. Governments have to sell themselves actively, while working collaboratively to establish a level playing field on which everyone can play to win.

Meeting the challenges

No government body has all the answers. They are all facing the reality of having to deliver more, to people whose expectations are higher than ever, with resources under constant pressure.

They need to share services, getting past the desire to own specialized processes and systems, recognizing that they can do most of what they need through shared platforms and common standards.

They need to free up capital by using on-demand services wherever possible, while ensuring that uncompromising security standards are always met.

They need to maximize the willingness of niche specialists to add value to services, and of citizens to customize and adapt for their own needs.

They also need to use private sector partners effectively, sharing risk, opening up new sources of investment, while delivering for their citizens.

You could say that public sector bodies have to think differently and act differently from this point on if they are to work effectively at a time of such fast and radical transformational change.

Structured for successful change

The public sector has to deal with change in three dimensions, and Atos has structured its own capabilities to address all of these in a flexible, interactive way.

Social forces define the context for public services. Megatrends, such as urbanization and sustainability shape the priorities and concerns of people and institutions. Consumer technology revolutionizes the ways in which people access services and connect with each other. Big forces like globalization and security redefine the ways in which governments make policy and work together.

Operational priorities are driven by the need for efficiency gains, changing IT models and the potential for innovation in commercial structures.

And all of these are impacted by the drive for transformation, leading to a tireless search for innovation, the ability and willingness to collaborate with specialists in pursuit of best practice, and the public service culture needed to ensure that change is consistent with your principles.

The Atos difference

The new Atos brings together two companies with many decades of experience in delivering for the public sector, all over the world. From the world's most secure government ID management scheme in the UK, to the visionary program that is making the European open market a reality; from one of the world's first successful patient records solutions to global defense support to government online solutions: the combination of Atos Origin and Siemens IT Solutions and Services combines a unique level of capability and experience.

Atos aims to work with you by thinking together, planning together, acting together and mobilizing together.

▶ **Thinking together by developing revolutionary new concepts based on fundamental strategic needs. With unique research capability in our public sector development labs, Atos brings visionary ideas to life and makes them work in practice**

▶ **Planning together by creating long-term strategic programs, combining innovation in technology, processes, management concepts and commercials to enable large-scale positive change**

▶ **Acting together by delivering on an industrial scale, with total peace of mind, just as we do today in managing all IT for the Olympics or handling the UK government's online ID authentication service, with 18 million users and transaction levels of up to 500,000 per day**

▶ **Mobilizing together by not only unlocking the power of a global organization with 78,500 skilled staff in 42 countries, but through our proven ability to collaborate both with world-leading technology players and fast-moving niche specialists to deliver the right outcomes for you.**

This is familiar territory for us. Together, we already manage the European Commission communications infrastructure, handling 600 million secure messages a year. We provide the IT for the German Ministry of Labor, which is the biggest and most consistently successful labor exchange in Europe. We are program leaders for STORK, the EU project that enables citizens and companies from 16 countries to open for business and access services by using any one of 110 different ID systems for open access in any participating country.

Government bodies
are being asked, not
just to do the same for
less but to do better
for less. Creative use of
technology holds the
key to a step change
in performance.

Reuse, not reinvention

Atos knows better than most that no public sector body can afford to develop its own solutions from square one. It takes too long, costs too much and doesn't take account of the great ideas and innovations being developed across the market.

Atos builds repeatable, adaptable and scalable solutions that bring together proven technologies and methodologies, while enabling fast configuration for specific purposes. These are also open to continuous improvement as new concepts and techniques emerge.

Solutions like Smart Mobility, creating two-way communication between citizens and government; making it easier to access services anywhere, anytime; providing the right content for people and professionals to use, depending on where they are.

Identity, Security & Risk Management, for trust-based services, where single-point authentication connects citizens to a vast array of public services; while our advanced biometric validation approach ensures that more open access does not come at the cost of security.

Online government, using the right combination of virtualization and cloud-based services to cut cost (by replacing upfront investment with pay as you go); improve the user experience (by enabling better targeting and greater convenience); and introducing shared-risk, shared-reward commercials (as shown by our ground-breaking Public Private Partnership agreement with the region of Burgundy in France).

Sustainability, using proven excellence in lifecycle management and low-carbon industrial expertise to create the most effective all-round solutions for the public sector.

Clear leadership in content management, based on our ground-breaking media archiving solution (now in growing use across the world's leading content owners) and our unique digital library, pioneered with the Bibliothèque Nationale de France.

Local government eSuite, providing an easy to adopt, low-cost approach to shared services on a region, local or small municipality basis, after years of successful experience in the Netherlands.

The business technologists

The new Atos builds on the joint heritage of Atos Origin and Siemens IT Solutions and Services. We have over 25 years experience of successfully supporting the public sector worldwide, with 16,000 skilled business technologists, two industry-leading research facilities and world-class capabilities in everything from pure innovation to industrial-strength delivery through our Hi-Tech Transactional Services, which handles everything from most of the world's credit card transactions to all of the UK's online tax returns.

We're ready to go, right here and right now.

▶ The new Atos is not a work in progress: all of our capabilities, from Homeland Security to Advanced Biometrics are in place, fully integrated and ready to work with you today

▶ Our scale and financial strength offers complete peace of mind that we can give you the stability and risk mitigation you need for even the most demanding projects

▶ We are collaborative by nature, so public sector clients have guaranteed access to the best thinking, innovations, know-how and expertise we have gathered in all sectors, countries and disciplines

▶ We share everything we do, between ourselves, with our partners and with our clients. We have a global network for ideas and knowledge sharing, backed by seamless processes to ensure rapid access and interactive working

▶ We are at home everywhere. Ours is a unique structure and culture: the absolute antithesis of the monocultures you find in some huge IT service businesses. We are French and German, Dutch and British. We are powerful in Iberia, Eastern Europe, Central and Southern Europe and the Nordics. We have a strong business in North America and a massive presence in India and other Asia Pacific countries. We have Centers of Excellence in Singapore, Spain, Germany, the US and the Middle East. We are one community but we are true citizens of the world. Through our partnership with Siemens, we are supported by the world's largest private data and communications network.

A new vision for a new age

Public service design and delivery are being transformed all around us. The boundary between public and private is becoming blurred. Different agencies are pooling their resources and learning how to collaborate faster than ever. Cloud computing is reality.

The relationship between citizens and their representatives is becoming two-way, interactive and much more dynamic. A step change is needed in joined-up services, with our complex cities and towns depending on seamless connections between central and local governments, a huge range of different specialist agencies, private providers, large and small, empowered groups of citizens, charities and volunteers.

They are all legitimate stakeholders now and all need a secure, collaborative environment where they can work together, evolve together and build a very different public sector landscape in the century ahead.

Atos is ready for the challenge and ready to help public sector bodies around the world build a better future for us all.

Your business technologists.

Powering progress. Atos.

Smart cities

The way we manage the social space where we live and work presents a special challenge to joined-up government. The Atos approach to Smart Cities aims to ensure that strategies and policies do not work in isolation but are optimized together: urban transport, for example, must be connected to sustainability. Atos is a leader in developing new concepts for urban development, with a global center of excellence and industry-leading consultancy expertise gained in research carried out jointly with world cities, such as London and Shanghai.

About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services. 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, Atos Worldline and Atos WorldGrid.

For more information, contact: dialogue@atos.net

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