CX IS AT THE HEART OF EVERYTHING WE DO LEVERAGING IP-DRIVEN SOLUTIONS

SERVING HUMAN NEEDS

MANUFACTURING  FINANCIAL SERVICES & INSURANCE  PUBLIC SECTOR & DEFENSE  TELECOM, MEDIA & TECHNOLOGY  RESOURCES & SERVICES  HEALTHCARE & LIFE SCIENCES

INNOVATION AND IP-DRIVEN SOLUTIONS

AI DECISION ENGINES  HIGH PERFORMANCE COMPUTING  SMART PRODUCTS  AR PRODUCT RECOGNITION  IMMERSIVE CUSTOMIZATION  MOBILE EDGE COMPUTING  NO UI EXPERIENCE

CHATBOTS  DIGITAL TWINS  EXPERIENCE PLUS  CONVERSATIONAL PLATFORMS

SyntBots  Agile by default  Atom  Lean CX  Atos Studios  CX Academy
ENABLING DIGITAL EXPERIENCES THAT DELIVER VALUE

Atos uses DESIGN THINKING, PERSONAS and JOURNEY MAPPING to create digital experiences tailored to meet the needs of individual end users. We bring experiences to life with:

- TECHNOLOGY INNOVATIONS
- CX SERVICES
- INDUSTRY EXPERTISE

INTERNATIONAL PHARMA COMPANY
Delivering ROI within 8 months by improving production efficiency and waste reduction

INTERNATIONAL ENGINEERING COMPANY
Improving production with AI, Analytics and ML, increasing speed by 35%+

INTERNATIONAL THEME PARK
Enabling the experience of a lifetime for 500 million annual visitors
DELIVERING VALUE THROUGH CUSTOMER EXPERIENCE
DRIVING INNOVATION FROM INFRASTRUCTURE TO ADVOCACY/FROM SERVERS TO SERVICE

CUSTOMER AMBITIONS

- Convert consumers into advocates
- Create new revenue channels
- Maximize ROI on digital technology & platforms

OUR END-TO-END APPROACH

- Omnichannel Customer Experience Design
- Next Generation Customer Insight
- Robust, End-to-end Technology Solutions

VALUE DELIVERED

- Delivered all-time high channel shift scores of 78+%:
- New revenue channels for the manufacturer and the supplier ecosystem:
- $200 million incremental revenue enabled by field mobility solution
MOVING FROM OFFLINE TO DIGITAL CHANNELS FOR A BANK WITH 25 MILLION CUSTOMERS

Helped NS&I, the UK Government’s bank, digitally transform from a paper-based organization to a digital-first business with improved customer centricity.

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<tr>
<th>BENEFITS TO CUSTOMER’S CUSTOMER</th>
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<tr>
<td>Improved self-service</td>
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<td>Instant access to services</td>
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<tr>
<th>CUSTOMER BUSINESS BENEFITS</th>
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<tr>
<td>78+% channel shift</td>
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<td>Reduced strain on call centres</td>
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<td>8X faster time to market</td>
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TRANSFORMING CX THROUGH IOT & AI FOR A LARGE APPLIANCE MANUFACTURER

Created a new revenue stream by enabling a sustainable end-to-end consumer “food journey” — from purchasing to preparation to composting.

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<td>Intuitive, multilingual, voice-driven interface</td>
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<td>Convenience enabled by Smart home ecosystem</td>
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<td>New partner-driven revenue stream</td>
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<td>40% faster time to market for IoT</td>
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<td>Deeper insight &amp; customer engagement</td>
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Delivered $200m in new sales by modernizing legacy systems and building an intuitive mobile selling solution that delivers quotes 10x faster, with greater accuracy.
WHY CLIENTS CHOOSE ATOS?

1. We deliver CX services driven by CUSTOMER OBSESSION and designed to deliver BUSINESS RESULTS
   - CONNECTING 20+ million objects for a better employee experience

2. Our TECHNOLOGY INNOVATIONS deliver business impact faster, enabled by CX PLATFORMS AND ACCELERATORS
   - IMPROVING engagement and experience for 100 million citizens
   - IMPROVING CX with 13 of the top 20 banks and 15 top insurers
   - HELPING build a compelling CX for 150 Telco, Media and Technology clients

3. Atos has the in-depth INDUSTRY EXPERTISE to design experiences that SERVE INDIVIDUAL HUMAN NEEDS
   - BOOSTING customer service for 200+ utilities
   - ENABLING patient-centric care at 1,000+ hospitals in Europe and North America
Thank YOU