

Employee Experience: The new digital workplace

Robert Vassoyan,

Head of Healthcare & Life Sciences,
Head of Unified Communications

James McMahon,

Head of Atos Digital Workplace



THE CRISIS HAS DISRUPTED ALL WORKPLACES

Organizations went from 10% to 90%+ home working over night

ATOS BELIEVES:

- | >40% remote will be the new normal
- | 'Return to office' not expected until Q4 2020 with hygiene measures extending into Q1 2021
- | Many solutions deployed in 'CRISIS MODE' are not sustainable long term



ORGANIZATIONS ARE LOOKING TO MAKE A STEP CHANGE IN EMPLOYEE EXPERIENCE

EMPLOYEE EXPERIENCE IS NOW A STRATEGIC PRIORITY



62% of employees are not engaged today (improvement vs pre Covid)



30% of overall employee experience is perceived to be 'IT'



>50% workers say they would prefer to continue to work from home.



| THE CRISIS HAS BROUGHT **EMPLOYEE** AND **EMPLOYER** CLOSER THAN EVER BEFORE

OUR VISION FOR THE FUTURE 'NEW NORMAL'

IMMEDIATE ADJUSTMENT

- | Remote working
- | Voice & Video explosion
- | Virtual adoption & learning
- | Secure remote working



New Digital Workplace Skills



End to end Expertise



Investing in future assets already



REIMAGINE NEW WAYS OF WORKING

- | Flex working & reinvented office space
- | Collaboration redefined: video, workflows, bots & citizen developers
- | AR/VR for the mass usage
- | Insight & data driven operations
- | Decarbonized experiences
- | Accessible & inclusive design

Digital Workplace Services
Market size in 2025
growing at 4.8% CAGR

\$48bn

(Source: NelsonHall)

Atos

ATOS DIGITAL EMPLOYEE EXPERIENCE WILL DELIVER THE NEW NORMAL

DIGITAL EMPLOYEE EXPERIENCE PLATFORM

EMPLOYEE ENGAGEMENT SERVICES

CHANGE & ADOPTION

COLLABORATION REIMAGINED

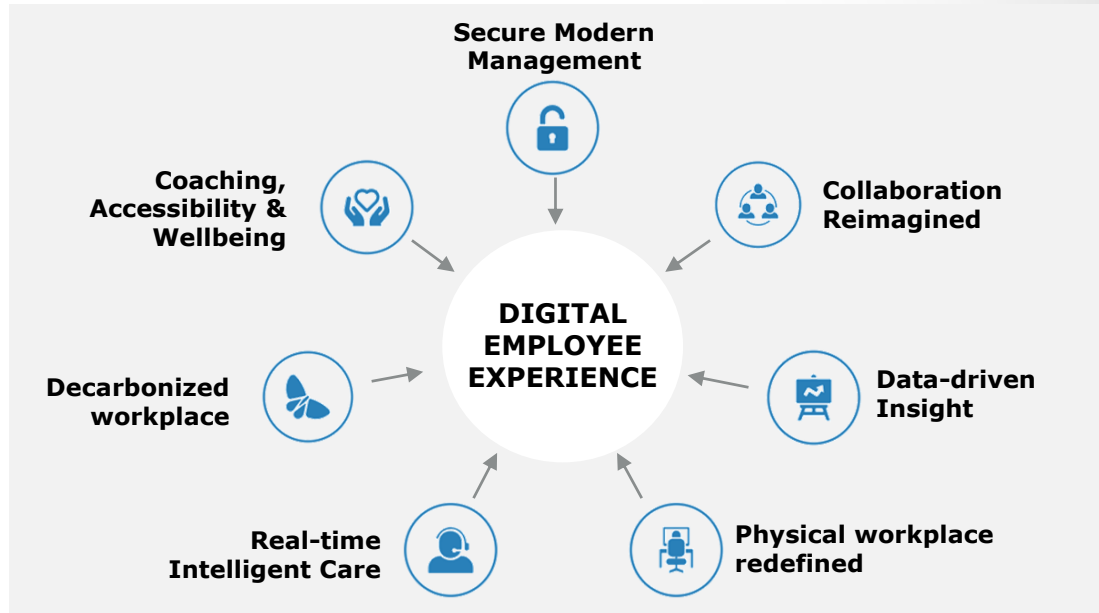
INTELLIGENT CARE CENTER

PROACTIVE & DATA-DRIVEN

SECURE FLEXIBLE WORKING

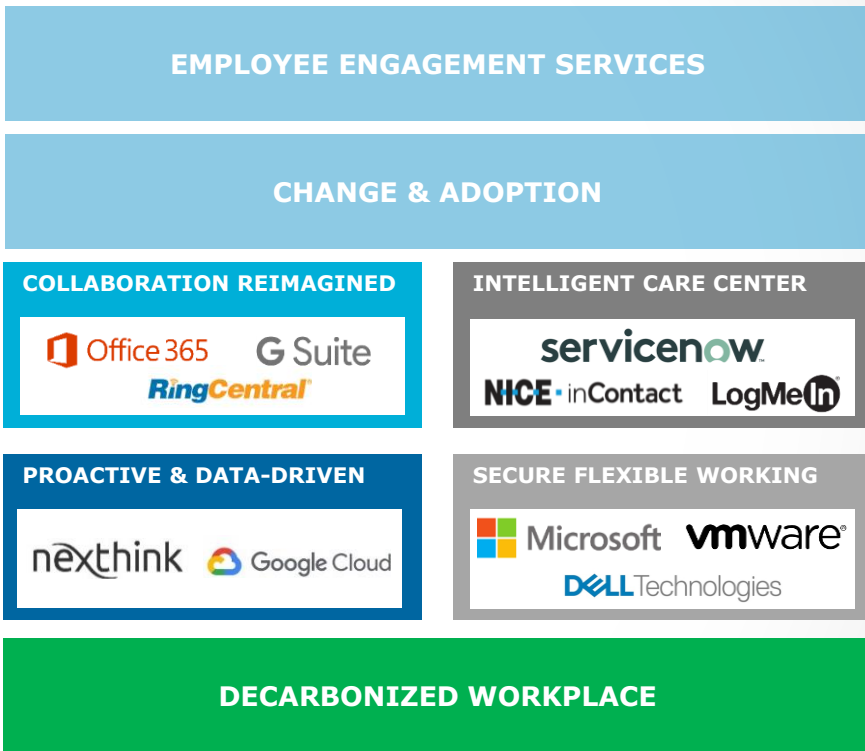
DECARBONIZED WORKPLACE

DIGITAL EMPLOYEE EXPERIENCE SERVICES



ATOS DIGITAL EMPLOYEE EXPERIENCE ENABLED THROUGH A STRONG PARTNER ECOSYSTEM

ATOS DIGITAL EMPLOYEE EXPERIENCE PARTNER ECOSYSTEM



FLEXIBLE WORKING EXTENDS BEYOND JUST HOME WORKING ATOS IS DESIGNING INDUSTRY-SPECIFIC EXPERIENCES

UNDERSTANDING PERSONAS



DEFINING DIGITAL JOURNEYS



MANUFACTURING



R&D & Design
Shopfloor Worker
experience

FINANCIAL SERVICES & INSURANCE



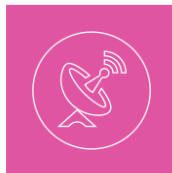
Secure Remote
Worker
Cloud enabled
workforce

PUBLIC SECTOR & DEFENSE



Rapid Cloud Care
Center
Connected Soldier

TELECOM, MEDIA & TECHNOLOGY



Secure Remote
working
Contractor
enablement

RESOURCES & SERVICES



Digital Field Worker
Mobile & Remote
working enablement

HEALTHCARE & LIFE SCIENCES



Telemedicine
Health stations



CASE STUDY: A GLOBAL CUSTOMER

CUSTOMER SITUATION

- | Digital Workplace customer
- | **220k** users in **81** countries
- | Focused on Employee Experience
- | **Data driven** operations
- | Employee profiles (Office, VIP, Laboratory, Shopfloor)

EXPERIENCE SOLUTIONS DEPLOYED

- | **Cloud enabled** digital workplace
- | **Omnichannel** employee care
- | **AI** enabled chatbot **resolving 50% of requests**
- | Real-time translation
- | 50 Techbars & 48 Virtual Techbars
- | Mobile **AR** for remote support
- | Mobile **employee apps** - onboarding & user care

BUSINESS IMPACT

- | Service continuity during **crisis**
- | Ease of transition to **remote working**
- | **Chatbot** extended for HR & Covid-19
- | Employee Feedback & **sentiment** insight & action
- | **Context aware** services
- | Redesign of laboratories, **shopfloor experience** and industrial PC operations
- | Leading customer experience scores

WHY ATOS IS PERFECTLY POSITIONED

ALREADY DIGITAL WORKPLACE LEADER

- | Atos is already a market leader
- | Growth in Digital Workplace >10% yoy
- | Already invested in Future of Work
- | Partner Ecosystem

END TO END CAPABILITY

- | Leading Unified Communications player
- | Flexible Platforms
- | Experience focus
- | Security expertise
- | Leadership in Accessibility and Decarbonization

INDUSTRY FOCUS

- | Industry experience
- | Specialist workplace solutions
- | Customer centric mindset

ATOS AMBITION

From Digital Workplace leader to THE distant leader in Employee Experience

Q&A

Trusted partner for your Digital Journey



Atos

Thank **YOU**

Trusted partner for your Digital Journey



Atos