

# Training, Certification, Skilling, Workforce Management

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# AGILE WORKFORCE MANAGEMENT TO ACCELERATE GROWTH





# THE WAY TO AGILE WORKFORCE MANAGEMENT

The **right** person, with the **right** skills, competences & mindset, at the **right** time, at the **right** place, at the **right** price.

## | BUSINESS

- | Higher productivity
- | Cost efficiency
- | Restructuring avoidance

## | EMPLOYEE

- | Higher satisfaction

## | CUSTOMER

- | Improved satisfaction (CSAT)

Connecting  
DIGITAL SKILLS TRANSFORMATION  
& OPERATIONAL WORKFORCE AGILITY

AGILE WFM  
*Syntel best practice*



LEARNING &  
DEVELOPMENT  
*Atos excellence*

# AGILE WORKFORCE MANAGEMENT

## LEVERAGING SYNTEL BEST PRACTICE INTO SPRING OPERATING MODEL

1

SINGLE DATA SOURCE  
for information  
on education, skills  
and competence

2

PROJECT BASED  
MATCHING  
PROCESS  
considering  
availability  
of skills and  
assignments

3

People with  
2 MAJOR SETS OF  
INDUSTRY/  
DIGITAL  
COMPETENCES &  
READILY  
AVAILABLE

2018

Syntel  
Acquisition

2019

Atos|Syntel  
Integration

2020

Spring WFM  
Redesign

2021

Roll-out  
(Spring)

Employees as Masters  
of their careers



# WORKFORCE MANAGEMENT

## NEXT LEVEL DIGITAL AGILITY AND SPEED

### MATCHING



Automatically



Before end of assignments



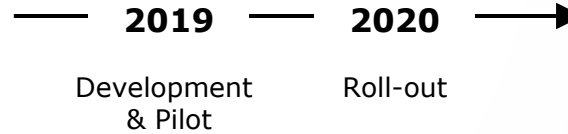
ML and AI to improve efficiency



Reducing end-to-end time to staff < 3 days

### PROFILE MATCHER

Augmenting human  
decision-making  
in Workforce  
Management



# THE RIGHT COMPETENCES

## ATOS X.0 – A HYBRID INTEGRATED WORKFORCE & SKILLS MANAGEMENT MODEL



1

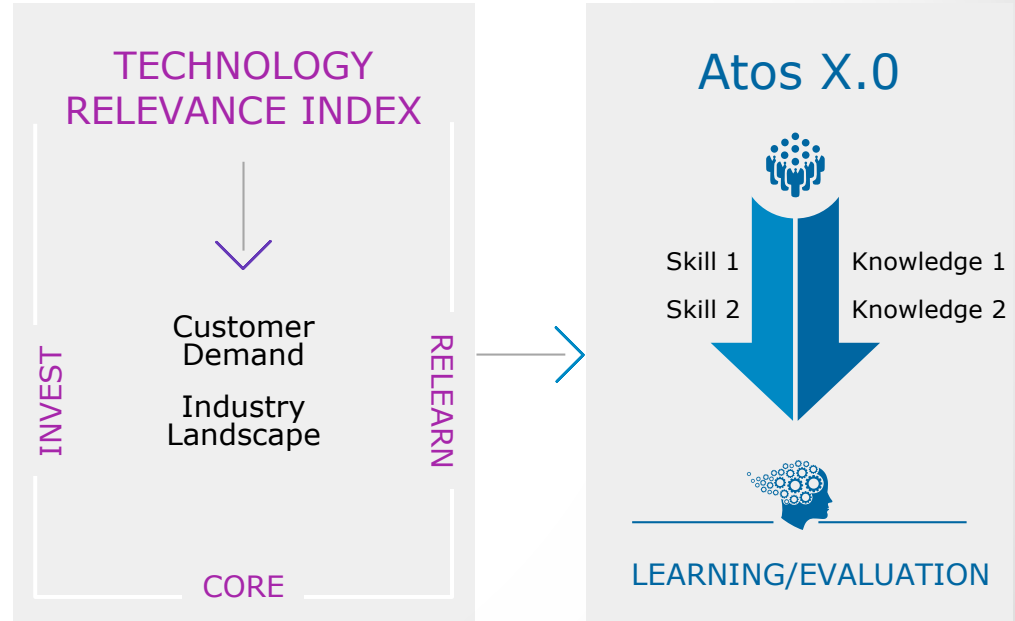
INVEST: Emerging skills

2

CORE: Existing skills

3

RELEARN: Legacy skills



# THE RIGHT SKILLS

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## 2017-2020

| DIGITAL CERTIFICATION PROGRAM

+170k digital certifications

## 2020-2025

| SPRING DEVELOPMENT PROGRAM

- | Best in class digital skills  
Cybersecurity, Google Cloud, SAP Hana, Java, Agile, Devops, ...
- | Industry knowledge  
Digital Twin, Blockchain, Smart Grid, ...
- | Decarbonization expertise  
Green digital technologies, ...
- | Collective Intelligence  
AI & Chatbot powering knowledge sharing

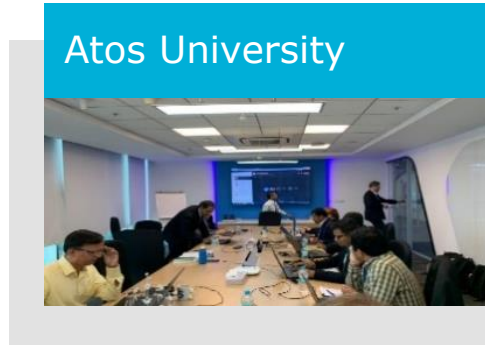
# THE RIGHT MINDSET – BUILDING A LEARNING CULTURE

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“I FEEL I HAVE THE RIGHT SKILLS AND COMPETENCIES to deliver an excellent service to our customers” (83%, Atos employee voice, GPTW survey 2019)



- | Available on any device – computer and mobile



- | Learning Fridays
- | Training Academies
- | Weekly digital demos

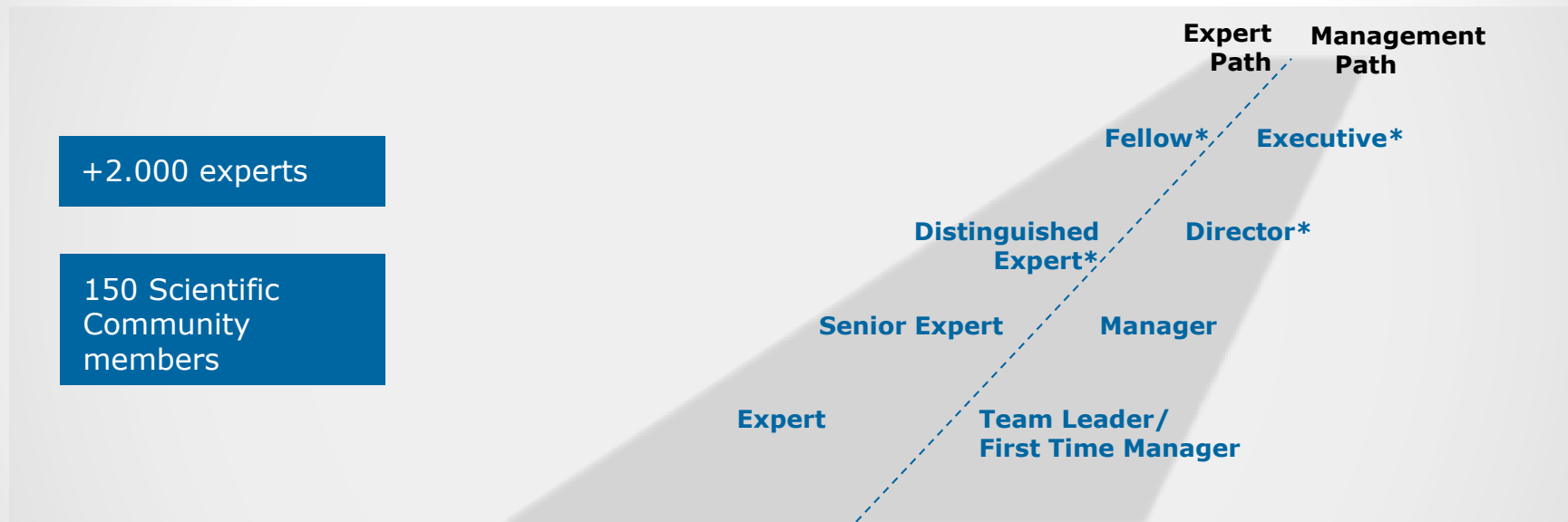


- | Innovation never stops



# THE RIGHT MINDSET

## DRIVING LEADERSHIP AND TECHNOLOGY EXPERTISE



95% RETENTION\*

# LEVERAGING ON OUR ECOSYSTEM OF PARTNERS TO AUGMENT STAFFING CAPABILITIES

## UNIVERSITIES



## START-UPS



## AQUISITIONS



## PARTNERS



# CONCLUSION

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- | SMALLER BENCH
- | SPEED OF MATCHING
- | BETTER FIT OF PEOPLE SKILLS TO MATCH CUSTOMER REQUIREMENTS
- | EMPLOYEES MASTERS OF THEIR CAREERS
- | LEARNING CULTURE

- | HIGHER PRODUCTIVITY  
RESTRUCTURING AVOIDANCE
- | BETTER RATES & FASTER PROJECT STAFFING
- | IMPROVED CUSTOMER SATISFACTION (CSAT)
- | HIGHER EMPLOYEE SATISFACTION
- | ENHANCED INNOVATION &  
ENTREPRENEURIAL SPIRIT

# Q&A

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Trusted partner for your Digital Journey



**Atos**

# Thank YOU

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