Training, Certification, Skilling, Workforce Management

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AGILE WORKFORCE MANAGEMENT TO ACCELERATE GROWTH
The right person, with the right skills, competences & mindset, at the right time, at the right place, at the right price.

Connecting
DIGITAL SKILLS TRANSFORMATION & OPERATIONAL WORKFORCE AGILITY

<table>
<thead>
<tr>
<th>BUSINESS</th>
<th>EMPLOYEE</th>
<th>CUSTOMER</th>
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<tbody>
<tr>
<td>Higher productivity</td>
<td>Higher satisfaction</td>
<td>Improved satisfaction (CSAT)</td>
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<tr>
<td>Cost efficiency</td>
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<td>Restructuring avoidance</td>
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AGILE WFM
Syntel best practice

LEARNING & DEVELOPMENT
Atos excellence
# AGILE WORKFORCE MANAGEMENT
LEVERAGING SYNTEL BEST PRACTICE INTO SPRING OPERATING MODEL

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2018</td>
<td>Syntel Acquisition</td>
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<tr>
<td>2019</td>
<td>Atos</td>
</tr>
<tr>
<td>2020</td>
<td>Spring WFM Redesign</td>
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<tr>
<td>2021</td>
<td>Roll-out (Spring)</td>
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1. **Single Data Source**
   - Employees as Masters of their careers

2. **Project Based Matching Process**
   - SINGLE DATA SOURCE for information on education, skills and competence
   - PROJECT BASED MATCHING PROCESS considering availability of skills and assignments

3. **People with 2 Major Sets of Industry/Digital Competences & Readily Available**
   - Employees as Masters of their careers
PROFILE MATCHER

Augmenting human decision-making in Workforce Management

MATCHING

Automatically

Before end of assignments

ML and AI to improve efficiency

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

2019
Development & Pilot

2020
Roll-out

WORKFORCE MANAGEMENT

NEXT LEVEL DIGITAL AGILITY AND SPEED

WORKFORCE MANAGEMENT

NEXT LEVEL DIGITAL AGILITY AND SPEED
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

2020
Pilot

2021
Roll-out

2021

TECHNOLOGY
RELEVANCE INDEX

INVEST
Customer Demand
Industry Landscape

RELEARN

LEARNING/EVALUATION

Atos X.0
Skill 1
Knowledge 1
Skill 2
Knowledge 2
THE RIGHT SKILLS

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

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

ANYWHERE ANYTIME

Available on any device – computer and mobile

Atos University

Learning Fridays
Training Academies
Weekly digital demos

Innovation never stops
THE RIGHT MINDSET
DRIVING LEADERSHIP AND TECHNOLOGY EXPERTISE

+2,000 experts

150 Scientific Community members

95% RETENTION*
LEVERAGING ON OUR ECOSYSTEM OF PARTNERS TO AUGMENT STAFFING CAPABILITIES
CONCLUSION

- 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
Thank YOU