Atos Engaged Employee Experience

as answer to challenges of healthcare providers
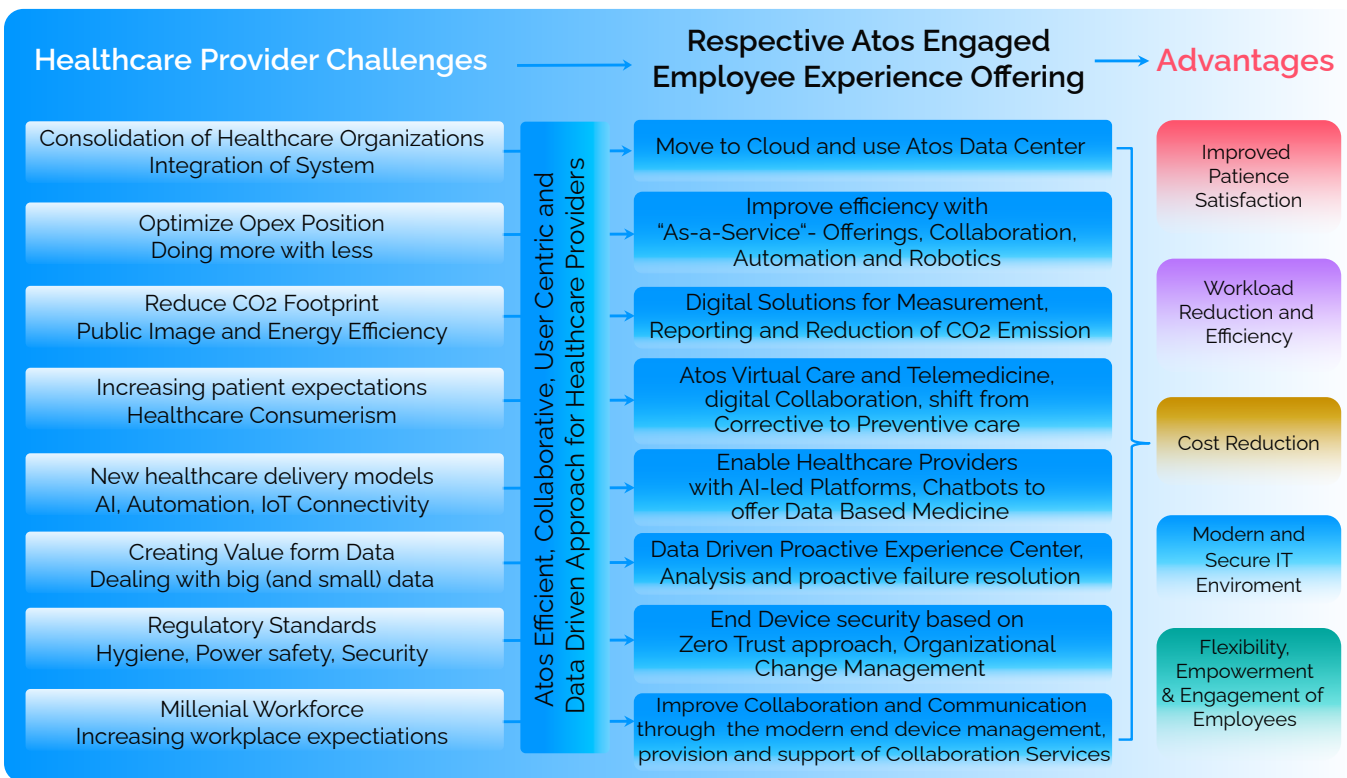
AtoS

Healthcare providers are increasingly challenged with rising costs, lack of resource, patient expectations for lifelong personalized experience, prescriptive care, secure handling of personal data, the challenge and pressure of responding to the pandemic restrictions and the ever-growing expectation and demands of patients and employees. Faced with all of this pressure the risk of staff burnout and major incidents is becoming inevitable.

The potential for digital technology to provide a wide range of options to enable healthcare providers on their way to improvement, modernization, and efficiency is significant. The Atos Engaged Employee Experience (AEEE) covers all areas where healthcare provider have struggled traditionally with:

- Smooth and secure migration to cloud
- Modernization of end devices and applications
- Faster decarbonization innovation to Net-zero targets
- Automation of services and processes
- Security of people, data, systems, and devices
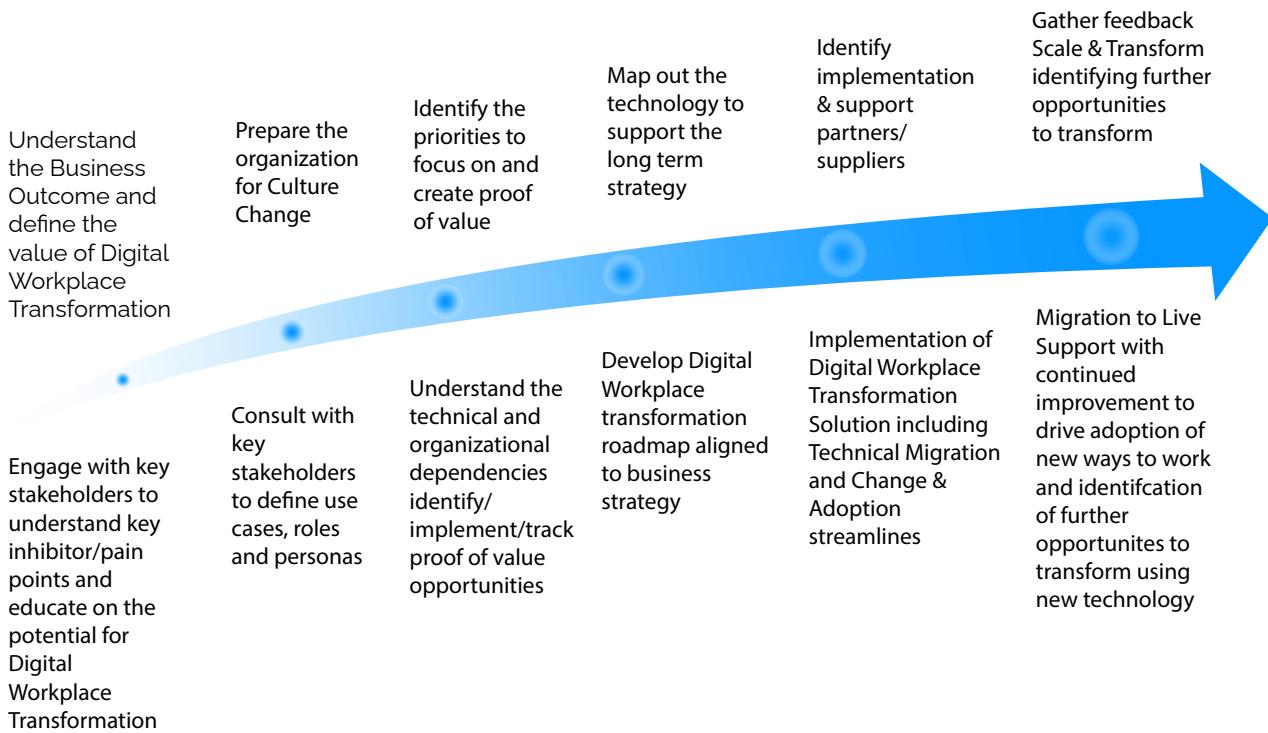- Digital inclusion and accessibility

all required components to make the provision of healthcare efficient, cost effective, flexible, attractive, and enjoyable for both patients as for employees.

Healthcare Provider Challenges	Atos Efficient, Collaborative, User Centric and Data Driven Approach for Healthcare Providers	Respective Atos Engaged Employee Experience Offering	Advantages
Consolidation of Healthcare Organizations Integration of System		Move to Cloud and use Atos Data Center	Improved Patience Satisfaction
Optimize Opex Position Doing more with less		Improve efficiency with "As-a-Service"- Offerings, Collaboration, Automation and Robotics	
Reduce CO2 Footprint Public Image and Energy Efficiency		Digital Solutions for Measurement, Reporting and Reduction of CO2 Emission	Workload Reduction and Efficiency
Increasing patient expectations Healthcare Consumerism		Atos Virtual Care and Telemedicine, digital Collaboration, shift from Corrective to Preventive care	
New healthcare delivery models AI, Automation, IoT Connectivity		Enable Healthcare Providers with AI-led Platforms, Chatbots to offer Data Based Medicine	Cost Reduction
Creating Value form Data Dealing with big (and small) data		Data Driven Proactive Experience Center, Analysis and proactive failure resolution	
Regulatory Standards Hygiene, Power safety, Security		End Device security based on Zero Trust approach, Organizational Change Management	Modern and Secure IT Enviroment
Millenial Workforce Increasing workplace expectations		Improve Collaboration and Communication through the modern end device management, provision and support of Collaboration Services	Flexibility, Empowerment & Engagement of Employees

With the focus on employee and patient, Atos supports its healthcare provider clients on their end-to-end digital transformation journey which includes setting out the digital strategy, implementation of technology and the ongoing business change support. As a worldwide recognised leader in Digital Transformation, Atos has significant knowledge and experience to support a healthcare provider in all phases of its digital journey.

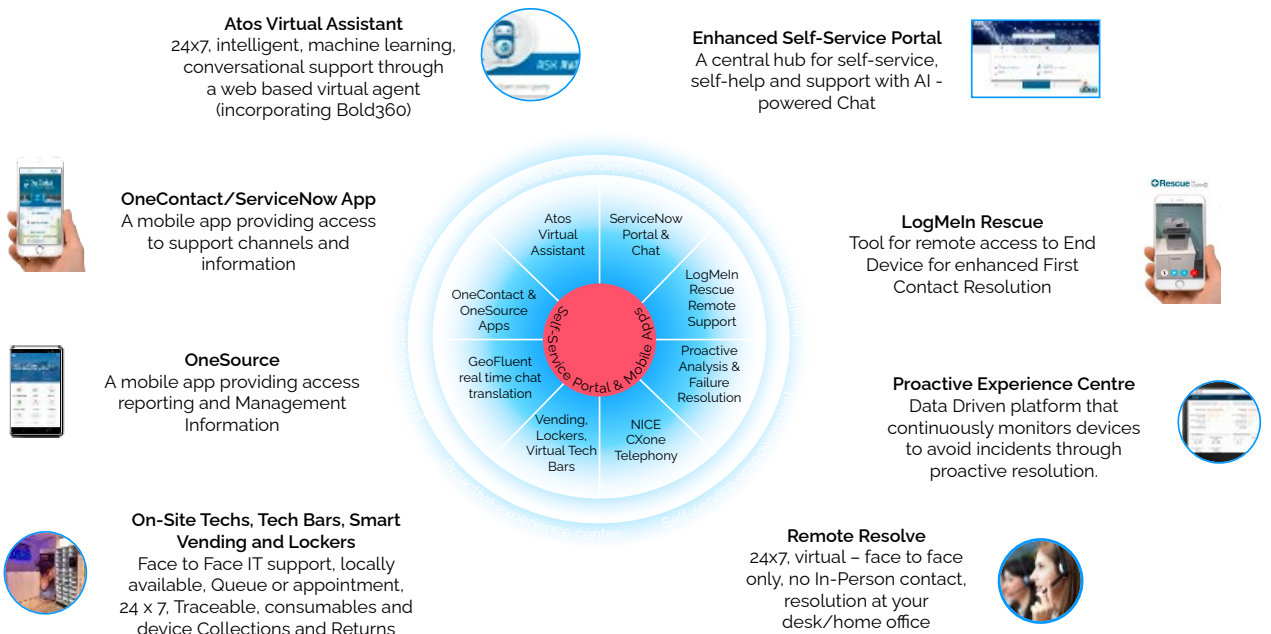## Healthcare Provider's Milestones of Digital Journey

Understand the Business Outcome and define the value of Digital Workplace Transformation

Prepare the organization for Culture Change

Identify the priorities to focus on and create proof of value

Map out the technology to support the long term strategy

Identify implementation & support partners/ suppliers

Gather feedback Scale & Transform identifying further opportunities to transform

Engage with key stakeholders to understand key inhibitor/pain points and educate on the potential for Digital Workplace Transformation

Consult with key stakeholders to define use cases, roles and personas

Understand the technical and organizational dependencies identify/ implement/track proof of value opportunities

Develop Digital Workplace transformation roadmap aligned to business strategy

Implementation of Digital Workplace Transformation Solution including Technical Migration and Change & Adoption streamlines

Migration to Live Support with continued improvement to drive adoption of new ways to work and identifcation of further opportunites to transform using new technology

Intelligent Care Center: Modern and Comfortable User Support

Some of the features offered by Atos AI-led Intelligent Care Center (ICC):
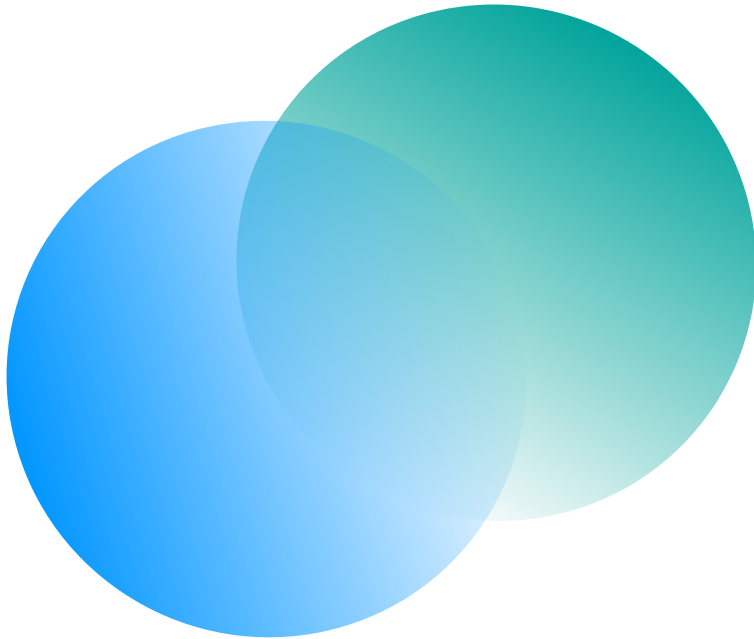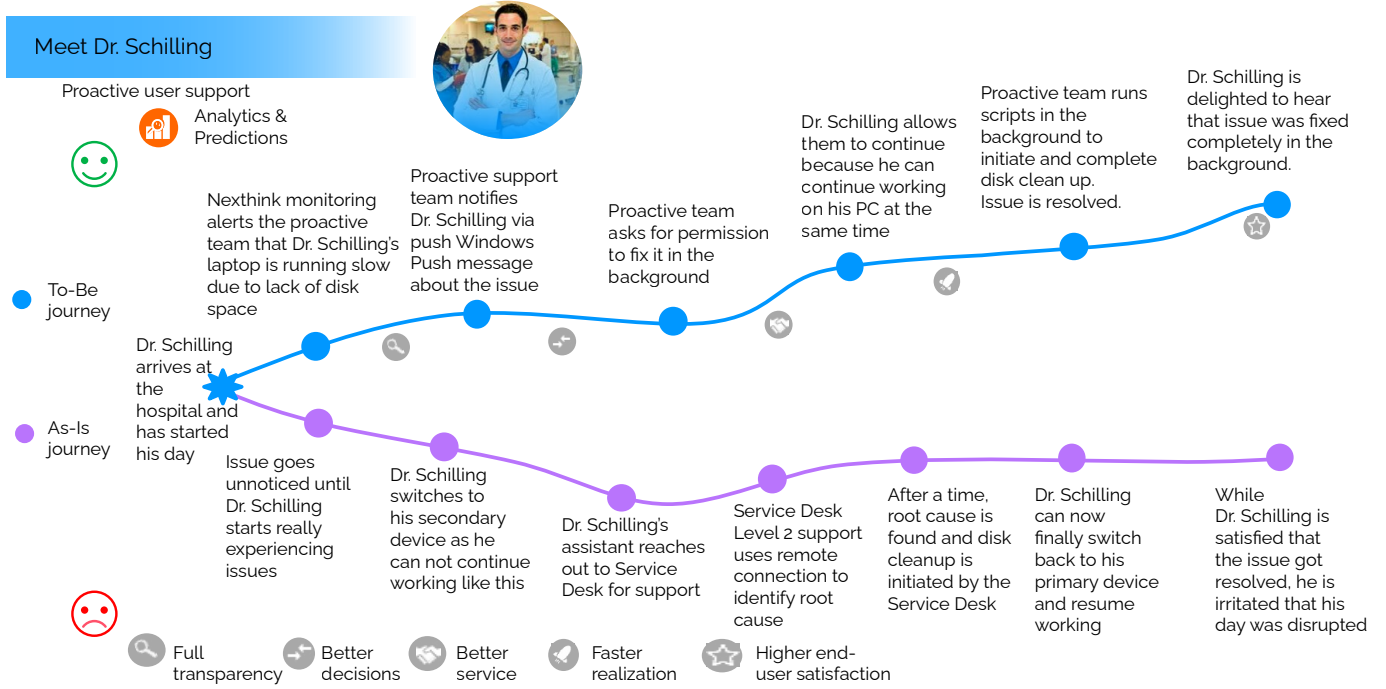
- Chat and Voice Bots
- Web Chat
- User-facing Knowledge Management
- Email Automation
- Full automation of incident, task, and request fulfilment
- Proactive and predictive analytics

ICC provides end users with the gateway to modern ways of accessing inclusive business support with 100% availability and extremely high satisfaction rates. Fully digitalized and always available, ICC satisfies the highest requirements and expectations of end users of different ages, professions, and levels of IT-confidence. Moreover, the analysis of end users data done by the ICC Proactive Experience Center, reduces the demand for support with proactive failure resolution, providing uninterruptable service improvement and end user satisfaction measured through Experience Level Agreements (XLA).

Atos Virtual Assistant
24x7, intelligent, machine learning, conversational support through a web based virtual agent (incorporating Bold360)

Enhanced Self-Service Portal
A central hub for self-service, self-help and support with AI - powered Chat

OneContact/ServiceNow App
A mobile app providing access to support channels and information

LogMeIn Rescue
Tool for remote access to End Device for enhanced First Contact Resolution

OneSource
A mobile app providing access reporting and Management Information

Proactive Experience Centre
Data Driven platform that continuously monitors devices to avoid incidents through proactive resolution.

On-Site Techs, Tech Bars, Smart Vending and Lockers
Face to Face IT support, locally available, Queue or appointment, 24 x 7, Traceable, consumables and device Collections and Returns

Remote Resolve
24x7, virtual – face to face only, no In-Person contact, resolution at your desk/home office

Atos Virtual Assistant

ServiceNow Portal & Chat

LogMeIn Rescue Remote Support

OneContact & OneSource Apps

Proactive Analysis & Failure Resolution

GeoFluent real time chat translation

Vending, Lockers, Virtual Tech Bars

NICE CXone Telephony

Self-Service Portal & Mobile Apps

The adoption of the latest technology, including self-service portals remote mobile applications, virtual assistant (AVA) combined with automated translation into 38 languages, our cloud-based ICC platform enables healthcare providers to discover new forms of remote support and proactive collaboration. Tech Docs, Smart Vending and Lockers transform business with better service responsiveness, enhancing employees and patients' technical horizons, empowering them with new skills, knowledges and abilities drawing in new talent attracted by the latest in modern ways of working. Moreover, Atos Proactive Experience Center (PXC) provides help even before the end user is aware it is needed! End User Computing Analytics (EUCA) ensures proactive monitoring and management of the healthcare provider environment, which means eliminating problems before they happen and thus preventing the failure for avoidance of Incidents and improving the user experience. So, proactive care model leads to reduction of incidents, higher Employees' efficiency, and user satisfaction as it is shown in example - scenario below.

Meet Dr. Schilling

Proactive user support

Analytics & Predictions

To-Be journey

As-Is journey

Dr. Schilling arrives at the hospital and has started his day

To-Be journey:

Nexthink monitoring alerts the proactive team that Dr. Schilling's laptop is running slow due to lack of disk space

Proactive support team notifies Dr. Schilling via push Windows Push message about the issue

Proactive team asks for permission to fix it in the background

Dr. Schilling allows them to continue because he can continue working on his PC at the same time

Proactive team runs scripts in the background to initiate and complete disk clean up. Issue is resolved.

Dr. Schilling is delighted to hear that issue was fixed completely in the background.

As-Is journey:

Issue goes unnoticed until Dr. Schilling starts really experiencing issues

Dr. Schilling switches to his secondary device as he can not continue working like this

Dr. Schilling's assistant reaches out to Service Desk for support

Service Desk Level 2 support uses remote connection to identify root cause

After a time, root cause is found and disk cleanup is initiated by the Service Desk

Dr. Schilling can now finally switch back to his primary device and resume working

While Dr. Schilling is satisfied that the issue got resolved, he is irritated that his day was disrupted

Full transparency · Better decisions · Better service · Faster realization · Higher end-user satisfaction