

Business Transformation Services



Trusted partner for your Digital Journey

Atos



Financial services, utilities, energy and the public sector have all seen disruption on every level for the last few years. The speed of change is rapid and diverse. Growth and change are no longer linear.

New and innovative ways of operating are a must, otherwise revenues, customer base and all other key performance indicators will be adversely affected.

Organisations are now increasingly looking towards a transformation agenda that enables them to be agile and relevant at all times, both in the digital and physical spaces.

What is driving the need for change? —

Organisations are facing significant challenges. There are new technologies, new competitors and rapidly emerging new business models. Customer expectations are heightened and they are demanding the same great experience from service providers across all sectors, putting pressure on organisations to respond and match best-in-class experiences.

In addition, legacy systems and high cost-to-serve are adding to the challenges.

The need for transformation is being driven by a dual challenge: to simultaneously think of and implement new, agile and relevant business strategies while continuing to offer the secure, trusted and reliable experience that customers of all generations have come to expect. To survive, organisations need to:

- Transform and grow efficiently to gain new customers, retain existing customers and cross-sell and upsell to them
- Access an agile technology platform that allows better integration and rapid response to changes in the environment
- Transform as new digitally native players enter the market, using customer-centricity and customer experience as differentiating factors
- Have operational and technological platforms that can change and adapt quickly to match the agility of the new players
- Be ready to embrace continuously changing business models, with speed and agility
- Create unique and unforgettable customer experiences that keep customers engaged intimately and individually
- Have systems and processes to keep up with and always be compliant with regulation
- Have data analytics capabilities to extract the value that data holds to provide personalised and enhanced customer experiences

Transforming – the Atos Way

We partner with our clients to drive transformation in the new digital world.

We take on client operations and implement fast-paced transformation, optimised operations and customer experience excellence to radically transform, digitalise and make our clients more profitable and fit for growth.

We deliver capacity for growth

We look to free-up people through making processes more efficient and by using automation. We help you to get more capacity from existing resources, which can then be used to fund growth for your business.

We deliver customer excellence

We are passionate about customer experience. Our Customer Experience (CX) practice creates a customer-centric culture within our client organisations. We build high quality, innovative and cost-effective solutions that help deliver a simple, engaging and captivating end-customer experience.

We create value from data

We turn data into actionable business insights that help to improve customer or operational excellence and reduce cost-to-serve.

We reduce cost-to-serve

We help our clients embrace automation by humanising the robot and turning employees into ambassadors of change. Through operational excellence and adding a digital layer to legacy systems, we deliver faster cycle times, accuracy, more accountability and auditability – all of which ultimately drive down the cost-to-serve.

We transform business to make it relevant to the new digital world

We help our clients become digital companies, create new business models and develop new revenue streams. Our futurologists use 'Journey 2020, Digital Shockwaves in Business'¹ and research on technology disruption to work out business strategy in the context of the future world: we work together on executing that strategy.

We invest together in business growth

We work in partnership with our clients, invest together in growth and share the risk. Together, we drive a growth and innovation agenda.

We help manage risk

We enable our clients to respond to new market opportunities quickly. We provide scalable resources that help our clients act with the agility of a start-up without the need for large capital investments. We also help manage regulatory compliance and use a 'three lines of defence' approach to ensure that relevant levels of control and assurance exist within the business.

¹ 'Journey 2020, Digital Shockwaves in Business' is our vision of the evolving world of business, society and technology that we hope will stimulate and challenge thinking about the forces that will shape business during the next few years.



Our solutions are designed to make transformation happen

1. Customer excellence practice

Our Customer Experience (CX) solution is a holistic approach that focuses the people, operations, processes, technology and culture around the needs of our clients and our clients' customers.

Our CX solution is a unique, embedded eco-system of six critical practices that make the customer the central focus of business activity:

- Customer understanding - using the voice of the customer to understand performance, quality and the prioritisation of investments
- Customer experience measurement - measuring the impact, value and the drivers of customer experience
- Customer-centric design - creating 'interactions' that deliver the required experience through the active engagement of customers in testing iterations
- Customer-centric delivery - ensuring structure, systems, people, facilities and processes are orchestrated to deliver the designed customer experience

- Engagement, Cultural Development and Human Performance (ECDHP) - practices to 'occupy the attention and efforts' of all employees, to encode these practices and drive aligned behaviour
- Managing the eco-system - joined-up thinking, approach and consideration of the customer experience across every part of the organisation and alignment of critical assets and strategy.

We do this through the Atos CX Labs, where our clients have the chance to experience the journey that their end-users take.

We are so committed and passionate about customer experience that we are launched a ground-breaking initiative:

The CX Academy

Through a partnership with Ulster University, Atos is the first Systems Integrator to deliver a formally accredited Advanced Diploma in Customer / User Experience.

2. Intelligent operations

We use intelligent operations to deliver long-term transformation value to our customers. Intelligent operations consist of:

- Lean operations excellence: includes redesign and improvement of employee engagement and empowerment, reducing waste, creating appropriate organisational design and helping organisations measure the right behaviour in order to drive the right outcomes. We also empower employees to fix problems as they arise, therefore creating a continuous improvement culture.
- Robotics Process Automation (RPA): Our RPA practice is a central service management process solution that manages incidents, changes, service requests, problems and even escalations like a 'human'.
- Analytics: to deliver real-time business monitoring, insight and foresight.
- Smart-shoring: to deliver optimal value to clients rather than focus just on cost. We near-shore and on-shore to enable better collaboration and end-to-end delivery of service improvements. We also rapidly re-shore or repatriate work to create the right future operating model.

- Technology eco-system: our BTS delivery has an integrated approach. This encompasses infrastructure, software, process management and people. Through our partnerships and investments like Worldline², Unify³ and our SME Harbour⁴, we deliver innovative, cost-effective solutions for our clients.

3. Legacy systems transformation

We use two-speed IT to take existing legacy systems and wrap a digital capability around them. We provide customers with a digital wrapper around their existing systems, at a cost-effective price.

As part of transforming legacy systems, we also help our customers on their journey to the cloud and are experts at public, private and hybrid cloud deployments.

Legacy IT systems, intertwined over many years of development, supporting complex, manual and often paper-based processes created an operational cost base that was in excess of comparable digital businesses.

Atos worked with National Savings and Investments (NS&I) to transform its front-line contact centre as well as back office processes to achieve a more integrated operation and reduce errors overall.

The problem:

There have been challenges in terms of managing a significant real estate base, developed to accommodate circa 15,000 full time employees but we have worked collaboratively to reduce these demands and find mutually beneficial solutions to ensure that we are able and equipped to provide the resources required to deliver the customer journey.

Following the Government's Spending Review in 2010, NS&I direct+ was announced as the new NS&I business strategy. This aimed to balance the needs to customers, taxpayers, and the stability of the wider financial services sector, and aimed to maximise the use of electronic channel.

The solution:

A cloud-based workforce optimisation platform and a back-office suite were implemented, that holistically addresses issues in both parts of the business and improves the experience that customers receive. This embedded a cultural shift within NS&I Retail that empowered

teams to deal with issues more quickly and a feedback loop that ensures continuous improvement.

The benefits:

Over the period of the partnership, NS&I has transformed their efficiency ratio from over 30 basis points (£3,000 cost to manage £1m of customer funds) to just 10 basis points, a 300% productivity improvement. Operational headcount has reduced from 4,200 to just over 1,200. Whilst customers adopting digital channels have been a catalyst for operational transformation, it has required end-to-end customer journey design and delivery, automation and operational excellence tooling and working practices to unlock the financial benefits from our digital investments.

Furthermore, NS&I's brand and reputation for Corporate Social Responsibility has been enhanced as Atos has replaced the entire operational estate portfolio, reducing the legacy footprint of 1.2million sq. ft. by over 85%, released £12m of capital receipts for the Exchequer, reduced running costs by 47% and ensured all Atos and NS&I staff now work in new, fit for purpose highly efficient buildings with a low carbon footprint and inbuilt sustainability.

²Worldline is our secure payments and identity management service

³Unify is our UC solution

⁴Our SME Harbour is the way we work with SME technology companies to bring you the latest innovation and agile technology, without you taking on the risk and resources needed to deal with multiple SMEs.

4. Data Analytics – Codex

Codex is our market-leading analytics platform that provides the ability to transform data into actionable business information and competitive advantage.

Atos has been positioned as a Visionary in the Gartner Magic Quadrant for Business Analytics Services, Worldwide

- We have 4,000+ analytics, cognitive and IoT experts who deployed 100+ Atos Codex engagements in 2016
- Industry-leading High-Performance Computing (HPC) solutions (Bull Director for HPSS)

5. Innovative digital technology

We use proven, high-tech market-leading technology and work with partners, when required, to make sure that our customers get the best solution.

- Canopy: our comprehensive suite of orchestrated hybrid cloud services ensures agility, scalability and security. Canopy is the cloud foundation for successful and sustainable digital transformation.
- Digital Workplace: provides a platform for the workforce to connect, communicate and collaborate in an easy and efficient manner.

Atos is positioned as a Leader in Gartner's Magic Quadrant for European Managed Workplace Services

- Employee engagement and inspiration: we take employees on the journey with us and engage them in the transformation process, right from the start. we retrain employees to do the jobs of the future and they become brand ambassadors and champions of change.

Aegon is a global life insurance, pensions and asset management company. Atos was selected to deliver Aegon's protection business processes. Atos manages the full customer journey lifecycle, from initial underwriting through to claims management, for Aegon's 500,000 protections customers.

As part of this transformation, multiple business processes have been automated to deliver higher efficiency and better customer experience. All Aegon staff have been put through a Customer Experience training by Atos, so that they can deliver better customer service as well as perform the jobs of the future rather than carry on performing labour-intensive, manual processes which can be automated.

6. Security

Cutting-edge security solutions underpin everything we do. Our employees have the right level of security clearance required by your business. We bring you the value of:

- 4,500 security experts
- Eight 24x7 Security Operations Centres worldwide
- Expertise and experience of providing fit-for-purpose security solutions to the most demanding and exacting organisations such as the Ministry of Defence (UK), the French Army and the Metropolitan Police (UK)
- We also bring experience from managing the cyber security for the Olympic Games.⁵

⁵<https://atos.net/en/olympic-games/what-we-can-do-for-you/cyber-security>



What makes us different?

1. We share the risk

We work with our clients as partners and hold ourselves accountable for the delivery of any business transformation programme. We take on the risk ourselves, with little or no investment from you.

2. Full service supplier

We are a full-service, single supplier for your end-to-end solutions. We are vendor-agnostic and work with the partner that is best suited to meet your needs.

We work hand-in-hand with world-class organisations to deliver superior business value based on best-in-class technology. Our strategic partners include EMC, Microsoft, Oracle, SAP, Siemens, VMware to name a few, but we can also work with any of your existing suppliers.

3. Our partnership approach

We build long-lasting partnerships based on mutual trust and aligned objectives. We invest in the growth of our clients and we go on this journey along with them.

4. Continuous improvement

We don't stop once we have finished a transformation programme. We continuously look at how we bring improvements and the methods of the most innovative companies in the world to your business.

We constantly reskill our staff to keep their skills current and up-to-date with the changing world of business.

5. Our unique CX practice

Our holistic CX approach, incorporating all six critical practices, is something our competitors cannot offer. At Atos, we provide it as part of our business transformation solution rather than as an add-on that clients have to pay for.

6. Low-risk

Working with a well-established, growing and financially stable organisation like Atos gives our clients the peace of mind that we are the right partner for the long term, helping mitigate the risk often felt with smaller, less secure partners.

7. Our digital transformation capabilities

IT transformation enablement is at our core.

- We are leaders in digital services with pro forma annual revenue of circa € 12 billion and circa 100,000 employees in 73 countries, serving a global client base.
- We have 30 years' experience in managing transformations
- We bring our digital transformation expertise and experience from different industries as well. Our customers range from the Metropolitan Police to McDonalds and the Olympic Games: we bring you best practices from across these customers and industries.

We fulfilled a key role in the digital transformation for the Olympic Games. We have turned the Games into the most connected and digitally-enabled experience to date, with its heightened demands on increasingly sophisticated technology solutions and integrated strategies.

8. Innovation

Innovation is one of our core values and we drive innovation through:

- Our scientific community of 135 best-of-breed business experts.
- Business Technology and Innovation Centre (BTICs) where we showcase over 90 solutions (not just demos). At our UK BTIC, we run more than 700 innovation sessions every year.
- SME Harbour - where we work with small and medium sized (SME) technology companies to bring the latest innovation and agile technology to clients without them taking on the risk and resources needed to deal with multiple SMEs.

9. Our culture

We believe in doing the right thing, rather than just saying the right thing. We put you and your employees at the heart of everything we do. We care about your staff and we work with you to redeploy them in the best possible manner.

10. Our values

We are open and honest and committed to transparency. Trust and accountability are our core values. We always act with integrity and transparency, demonstrating mutual respect in all our relationships.

To find out more and get in touch with us,
go to atos.net/bts or
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About Atos

Atos is a global leader in digital transformation with approximately 100,000 employees in 73 countries and annual revenue of around € 12 billion. The European number one in Big Data, Cybersecurity, High Performance Computing and Digital Workplace, The Group provides Cloud services, Infrastructure & Data Management, Business & Platform solutions, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies, digital expertise and industry knowledge, Atos supports the digital transformation of its clients across various business sectors: Defense, Financial Services, Health, Manufacturing, Media, Energy & Utilities, Public sector, Retail, Telecommunications and Transportation. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline. Atos SE (Societas Europaea) is listed on the CAC40 Paris stock index.

Find out more about us

atos.net

Let's start a discussion together



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