

Digital Transformation



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Process

At the beginning of 2018, the Global CDO was appointed to drive digitalization and help achieve three strategic goals: an excellent **Customer Experience**, a highly engaging **Employee Experience**, and best-in-class **Operational Efficiency**. To build the **Digital Transformation Plan**, the Digital Office team performed an exhaustive design exercise to identify the key strategic programs that the company needs to address moving forward. In this design phase we consolidated key takeaways from interviews with ExCom & Senior Leaders, ideas from Atos colleagues in the field, perspectives from our clients, as well as external viewpoints from partners, analysts, and vendors. The results of this phase were key inputs for a working session with the Executive Committee in August 2018 that guided us to the first set of 1+5+16 strategic Digital Transformation projects. These are the projects presented in this document, set to be completed before the end of 2019.

Flower

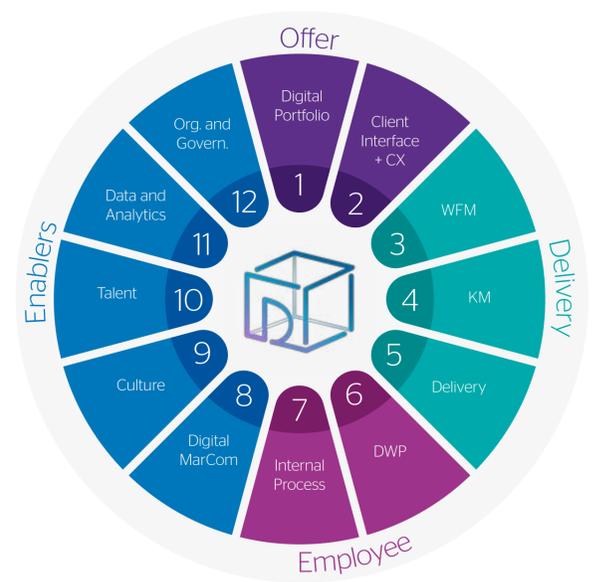
All the ideas, and subsequent proposed projects, are mapped and structured across **12 "Petals"** (in an overall **"Flower"** structure). Each petal belongs to one of the four domains that the group has considered strategic to fulfill the objectives of the digital transformation for the entire corporation:

Offer - All the activities related to our customers, the way we interact with them, our various innovative and strategic offerings, and how we become a more valuable partner for our clients' business and growth.

Delivery - Projects that are set to transform how Atos operates its day-to-day, helping to provide efficient and optimized results to our customers.

Employee - This domain includes all projects that are focused on improving the Employee Experience and engagement.

Enablers - All initiatives that the organization will implement to support and facilitate the changes needed for a successful Digital Transformation.



Projects

Key, strategic initiatives that have been prioritized in order to fulfill the first steps into the Digital Transformation of Atos. They are divided into three groups:

5

Quick Wins

Projects that, due to their tactical nature and expected immediate impact, are set to start presenting results during H2 2018

16

Strategic Projects

Additional projects that are critical for the success of the program and are set to be completed by the end of 2019

1

TAMARA

Development of the "Time and Material (T&M) Agile Resource Allocation" platform to transform a key Workforce Management (WFM) process in Atos

1. Profile Matcher

Use machine learning algorithms to automatically screen candidates based on predefined criteria and identify best matches.

2. Engage

Internal "gig economy" platform that enables the direct engagement of employees in short- and long-term job opportunities, providing incentive mechanisms in a gamified ecosystem.

3. Mobile Digital Workplace

Mobile version of the employee portal integrated with other mobile features - accessible anywhere.

4. Employee Portal 2.0

Integrate all employee-facing tools into one single portal with a consistent interface.

5. Startup Acceleration Partnerships + M&A

Digital acceleration program that sets governance and engagement mechanisms to identify and attract startups, establishing efficient collaborations and partnerships.

1. IoT

Development of cross-platform offerings around Internet of Things, verticalized by market where applicable.

2. AI and Machine Learning

Development of cross-platform, verticalized offerings on AI and Machine Learning.

3. Cybersecurity

Development of cross-market and market-specific cybersecurity solutions.

4. Blockchain

Development of an enterprise-ready blockchain platform, accelerating use cases to drive the development of vertical business opportunities.

5. RFP Digitalization

Automation of the sales proposal workflow and development of a repository to store deal archetype templates and information.

6. Enterprise Customer Knowledge

Centralize key customer data to provide a better path to share the value of Atos' Digital solutions to customers and generate insights about what kind of digital offerings are the most valuable for them.

7. Customer Collaboration Platform

Interactive portal/platform enabling agile collaboration, co-design and quick interaction with Atos products and services for our customers.

8. Knowledge Academy

Platform to share mission-critical knowledge (i.e. customer use-cases, architectural designs, customer domain knowledge and other experiential knowledge), enabling a combination of standard taxonomies and folksonomies (collaborative classification) to facilitate retrieval.

9. SAP S/4 HANA

Implement S/4HANA to facilitate access to data and accelerate/simplify operational and financial processes.

10. Contract Leakage Analytics

Connect transaction data at a granular level and develop calculation logic to identify potential contract value leakage.

11. Contract and Legal Portal and Database

Platform to support more robust contract and legal management by using AI and Machine Learning to extract key data/obligations from contracts and improving knowledge and documentation distribution and control.

12. Hackathons and Virtual Bootcamps

"Hackathons" and virtual events with customers, universities and/or internal teams to drive transformative innovation and integrate and engage young talent.

13. Agile Culture

Definition of the governance, process/tools, and mechanisms to support the training and coaching of Atos employees on Agile methods, promote new ways of working and drive business process reinvention.

14. Digital Labs as Co-working Spaces

Constitution of a vibrant global network of Atos Digital Labs and customer co-creation spaces by defining a governance model and establishing foundational structures of processes, methods, and technologies.

15. Enterprise Datalake

Implement a Data Lake in Atos, ensuring fully integrated reporting, supporting enhanced analyses of our own business, and enabling more efficient, data-driven decision-making processes.

16. Verticalization and Consulting Client Interface

Development of an industry-focused approach to customer relationships by consistently emphasizing user stories and expected customer journeys.

Highlights:

- Agile development by the Atos Digital Team
- Aggregates and correlates information from multiple sources from Atos' WFM, HR and Operations
- Facilitates on-the-fly identification of resources for T&M sales and enables effective communication to WFM for validation and immediate allocation
- Go live in October 2018

Input

- Database with resources from around the world
- Detailing:
 - Office location / region
 - Profile (anonymized)
 - Professional experience and skillset
 - Declared availability (HR + pre-bookings)

Key features:

- Daily processing of data to ensure refreshed information
- Profile search supporting keywords or documents
- Enhanced browsing using result matching, filters, and availability information
- Content-based suggestions to facilitate profile identification
- Simplified form to provide critical project information to support requests
- Tool-based requests directly shared with appropriate resource managers
- Information visible to end users pseudonymized to ensure privacy