Digital Transformation

**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 5C and 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 H+5 to 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” for 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 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**

Aim to alleviate the organization will implement to support and facilitate the changes needed for a successful Digital Transformation.

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**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 key Workforce Management (WFM) processes at Atos.

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**Highlights:**

- Agile development by the Atos Digital Team
- Aggregates and correlates information from multiple sources at Atos WFM, HR and Operations
- Facilitates the on-the-fly identification of resources for T&M sales and enables effective communication of WFM for validation and immediate allocation
- Go live in October 2018

**Input:**

- Database with resources from around the world
- Details:
  - Office location / region
  - Profile (Anonymized)
  - 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
- Context-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