
Digital Workplace in Financial Services

Trusted partner for your Digital Journey

Atos

Digital Workplace in Financial Services

People expect a lot from the institutions they entrust with their money. It's one of the most intimate and long-lasting relationships most people have, encompassing:

- Paying bills and making purchases
- Saving for rainy days or sunny vacations
- Planning to turn aspirations into reality
- Protecting against the unforeseen
- Growing investments for long, active retirement
- Having a safety net to pay for care when activity declines
- Looking out for dependents/family and friends.

There's a very low tolerance for technological glitches or less-than-stellar customer service. It doesn't matter that you're dealing with regulatory pressures on several fronts, from data security to fraud detection. And if an aging computer delays a transaction, it's not the customer's problem. You'll have more to worry about than software maintenance when that customer takes their business to another company.

Customer satisfaction depends on your user experience

Instead of worrying about patches and updates, you can empower your users to focus on customer experience.

Atos Digital Workplace is a suite of collaborative, secure, intelligent work tools and support services delivered in a monthly subscription model. It provides device as-a-service, unified collaboration and intelligent support, all embedded with security, automation and analytics.

Automation and standardization, in this workplace platform, are key to compliance with data security and antifraud regulations as well as cybersecurity and system maintenance requirements.

With Digital Workplace, users get a consistent personalized experience on any device at any location:

- Corporate offices
- Branches
- Agencies
- Remote locations
- Contact centers
- Trading floors

All of this is available as a subscription service billed on a per-user basis.



Digital Workplace in practice

Financial services companies around the world use various components of Digital Workplace to overcome universal challenges.

Banking and capital markets

Challenge:

A U.S.-based multinational financial services leader used our smart trading solution to consolidate 45 independent offices to 4 virtualized core locations supporting 34 locations worldwide.

Solution:

- OpenScape Xpert, OpenScape Voice, OpenScape Contact Center
- 1800 OS Xpert 6010p turrets
- Geo-redundant architecture and geographically separated
- Expanding international locations
- Integration with existing Cisco Communications solution

Outcomes:

- Massive savings in hardware cost, real estate and efficiency
- Moved from a hardware-based CapEx model to software-based OpEx

Global investment management

Challenge:

At the end of a long-term end-user services contract with Atos, the financial services company wanted its next contract to provide:

- The same high standards of service with consistent customer satisfaction scores
- Innovation for continuous improvement in all areas
- A lower price

Solution:

Help & Interaction Center

- Service desk delivered from onshore and offshore contact centers
- Onsite support providing deskside services in offices
- Dedicated onsite support for the trading floor and executives
- Dedicated security support onsite
- Identity and access management

Device as-a-service

- Hardware refresh
- Imaging, hardware certification, business application packaging
- Device lifecycle and asset management from provisioning to disposal
- Anti-Virus & Encryption packaged services

Unified collaboration

- Video conference support
- Mobility support

Outcomes:

The Atos account team and solution architects were able to guarantee a 10% to 12% cost savings over the existing contract.

Multiline financial services

Challenge:

A financial, retirement, investment and insurance company wanted to improve end-user services for 10,000 users across the United States:

Solution:

Help & Interaction Center

- Standard end-user services delivered primarily from Mason, Ohio
- Enhance service desk services with
- Remote control
- Chat
- Password reset services
- Develop automated IT service management capabilities
- Reduce costs with limited off-shore support through channels such as chat
- Deskside services onsite at the largest locations and dispatched elsewhere
- Service request automation
- OneSource Dashboards—For Management oversight of the services

Device as-a-service

- Mobile device management
- Hardware asset management
- Software distribution administration and support
- Application packaging
- Operating system patch management
- Image management and hardware certification

Outcomes:

- Expanded end-user services including service desk, onsite support and device support
- Leveraged and extended the client's IT service management tools
- Reduced costs
- Minimized risks

Make the connections

Digital Workplace connects your enterprise to enable operational excellence from the boardroom to the self-service kiosk.



Device as-a-service

Whether it's a financial advisor meeting with a customer at a coffee shop, or an adjuster assessing damage in the field, your customer satisfaction depends on many thousands of devices working seamlessly in various and changing locations. You need the most advanced technologies and services available.

Device provisioning and asset management services generally include:

- Devices like phones, tablets and computers
- Image packaging
- Shipping
- Software distribution
- Device support
- Asset management
- Disposal and refresh

Atos is redefining device management by incorporating analytics and automation into those basic services. We collect rich data from the connected devices and use it to personalize and improve the user experience. Collecting device data also enables predictive analytics that help to identify incidents before they happen.



Unified collaboration

If there's a lack of communication between any disparate areas of your enterprise, it's obvious to your customers.

Connected workplaces improve the way people work with each other and with their technology ecosystems. Unified collaboration services provide simple but secure access to team collaboration tools and applications designed for mobility.

Collaboration tools can include audio, web and video conferencing as well as messaging, voice over IP and email all with federated presence to indicate user availability. If a branch manager is screen-sharing on a conference call, you'll see her status change when she's available to respond to your chat message.

Collaboration apps provided, such as Office 365, allow teams to work on documents together from different locations using a variety of devices in real time. Publicly available document collaboration services don't often meet strict financial services requirements for encryption or role-based access. With Atos, your users will only see that they can access their files from anywhere.



Intelligent support

There's no such thing as bankers' hours anymore. When a user needs support, it's available around the clock and accessible through an online portal, a virtual assistant, a mobile app, or a traditional phone call.

Intelligent support understands certain user contexts that eliminate excessive questioning and prevent users from having to repeat themselves when switching between support channels. We employ automation and AI to narrow down available choices based on insight into user profiles. This helps users make better decisions faster. Behind the scenes, analytics and telemetry tools reveal where problems might occur and resolve scores of issues that users aren't aware of yet but would otherwise result in downtime. They spend less time receiving support and more time supporting your customers.



Make the connections



Behavioral analytics

Every user leaves a unique trail of interaction across support channels that shows a pattern of activity. The top providers of managed workplace services use behavioral analytics to gain a factual understanding of each user's journey through seemingly unrelated interactions over time. A data analytics approach provides insight into their individual experiences, as well as aggregate user experience, revealing opportunities to improve both their satisfaction and your operations.



Embedded security

Many people, particularly in financial services industries, assume that modern connected workplaces are less secure because of their dependence on the cloud. In truth, security is better because it shifts from the perimeter to the applications and data. One of the most effective approaches in Atos' experience is conditional access, which allows policies to be set at the application level. These policies could prevent a user from accessing certain services or servers unless certain compliance conditions are met on the device. Conditions may include current virus patches and definitions, operating system updates, and whether a device is in an office, a remote location, or a trusted facility.

In the most forward-thinking organizations, applications that access corporate data are moved to mobile or cloud-based apps. Users never actually connect to the corporate network. They consume all their services via internet-enabled applications and portals. The user node of the network no longer exists. The attack surface of the data center is drastically smaller. And your sensitive data and operations are that much more secure.



Next-generation trading floor

OpenScope Xpert, our virtualized, software-driven smart trading system centered around a state-of-the-art IP trading turret.

With OpenScope Xpert, you can:

- Dramatically simplify setup, maintenance, moves, adds and changes, in a system designed to be fully supported in live operation
- Connect your entire trading environment with a flexible and fully virtualized back office
- Improve operational efficiency through centralized management
- Return your investment through reduced power consumption and rack space, SIP lines, VMware and reduced dependence on private wires
- Ensure regulatory compliance through voice recording and call logging seamlessly integrated with third-party solutions



The user experience simplified

Every component of Digital Workplace, from automated device provisioning to self-service tech support, improves the user experience and increases efficiencies.

Devices are ready for users out of the box. The management policies, distribution of applications and configurations all happen from the cloud. As part of the one-time setup, users simply sign in to their new devices with their work account credentials. Everything else is taken care of. It's only as complicated as entering a user ID and password. Installation and configuration are automatic. In less than an hour, in most cases, users are ready to work.

The less time they spend managing their technology, the more attention they can pay to the details that turn customers into loyal advocates of your financial institution.

For more information about Digital Workplace in financial services, visit pages.atos.net/financial-services or email info.na@atos.net.



The fast track to Windows 10 (that's also better and cheaper)

With Microsoft and Intel no longer supporting Windows 7, companies are looking at how they'll get to Windows 10. For many organizations this means investing a lot of capital in new infrastructure to support compatible versions of management software, asset management tools, software distribution and packaging products.

Gartner has estimated a per-user price of \$250-\$450 for a typical organization with 2,500 users.

Our Digital Workplace services are more cloud-based and don't require as much of that onsite capital investment. For a per-user, per-month operational expense, you get the management tools and software distribution/upgrades plus a deployment and enrolment process that's extremely simplified.

Spending in line with Gartner's estimate would pay for the same user to subscribe to device as-a-service by Atos for nearly a year. And it would come from your operational expenses.

With deployment, build and management simplicity, it makes much more sense to move to this model before you upgrade to Windows 10. New management and deployment tools built into the operating system make it the easiest time. The upgrade itself is significantly less costly if you're implementing those things in the cloud, versus having to build new infrastructure to support them.

About Atos

Atos is a global leader in digital transformation with approximately 100,000 employees in 73 countries and annual revenue of around € 13 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
atos.net/blog
na.atos.net

Let's start a discussion together



For more information:

info.na@atos.net
pages.atos.net/financial-services

All trademarks are the property of their respective owners. Atos, the Atos logo, Atos Codex, Atos Consulting, Atos Worldgrid, Bull, Canopy, equensWorldline, Unify, Worldline and Zero Email are registered trademarks of the Atos group. Atos reserves the right to modify this document at any time without notice. Some offerings or parts of offerings described in this document may not be available locally. Please contact your local Atos office for information regarding the offerings available in your country. This document does not represent a contractual commitment. April 2018. © 2018 Atos