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# Business transformation for utilities



Trusted partner for your Digital Journey

**Atos**

# Business transformation for utilities

We understand that it is a challenging time for utility providers. Regulatory pressures are greater than ever and the rise of the digital consumer is causing even greater disruption across the market. This is impacting your business; driving the need for a new 'omni-channel' approach to customer services.

As new entrants come into the market providing single or multi-utility services, competitive pressure is mounting, as is the need to minimise losses within costly, ageing infrastructure. However, although this is a time of unprecedented change and uncertainty for the utilities industry, we believe it also brings significant business opportunities.

By working with us as your trusted and expert Business Transformation Services (BTS) partner, you can embrace the new digital world and transform your business, through embedding a culture and cutting edge business practices that are built on trust and compliance, business re-invention, operational excellence and exceptional customer experience.

# Drivers for change

Through our long term relationships with several utilities organisations, we know that current changes in customer expectations, modifications to regulatory and political policies, ageing infrastructure, micro-grids and new, agile entrants into the market are all having an impact. All of these factors are contributing to an urgent need for business reinvention through digital transformation.

- Need to adopt new digital methods to keep pace with customer expectation or risk losing them to new digitally native, more flexible and responsive market entrants.
- Digital transformation of the workforce is a necessity to protect legacy knowledge and expertise that will disappear with an ageing, retiring and long-serving workforce.
- Disparate and disconnected systems, the result of mergers and acquisitions or ongoing legacy systems, are not suitable for the new digital world.
- Necessity to create new business models in a market where margins are increasingly squeezed.
- Regulatory and political pressure mean that certain standards have to be met to avoid huge financial and other implications.
- Automation is needed to drive operational efficiencies.

## Opening up new possibilities through operational and digital transformation

Imagine if you could:

- Transform your customer experience by providing a seamless, omni-channel experience.
- Provide front-line resources with all the data and information needed to help customers at the first point of contact through linked up front-end and back-end systems.
- Lower the cost to operate and serve the customer by using automation.
- Bring your processes back onshore whilst retaining the cost savings you made by offshoring.
- Reduce the cost of failure by replacing complex, manual operations with automated systems.
- Ensure that your customer data is always clean, reliable and available when needed.
- Have inspired and engaged people that are customer champions and ambassadors of business change.

## Transform your organisation the Atos way

At Atos, we make organisational change happen. By working in partnership with you, you can continuously and confidently transform your business to revolutionise your customer experience, inspire and engage your employees, and reduce your operational costs. As your trusted business transformation partner, we fundamentally understand your industry and have a world-leading legacy of driving digital transformation. We are one of the few Systems Integrators that continues to invest in UK utilities partnerships and innovation:

We believe in doing the right thing for our customers to deliver business outcomes:

### We start

With your end customer needs to ultimately create an organisation that your customers 'want to and find easy to do business with'.

### We apply

An automation first strategy to digitise business processes to drive greater efficiencies, responsiveness and productivity.

### We focus

On holistic transformation, not on selling you pieces of kit and automating disparate systems.

# Our solutions



## Customer experience excellence

We enhance and transform your customer experience (CX) by taking an outside-in approach; looking at your business through your customers eyes. This provides a seamless, omni-channel experience that reduces costs and improves customer satisfaction through faster resolutions. We do this by:

- Understanding what your end-customer wants and then designing your processes around those needs.
- Providing insights to make better business decisions informed by real customers, through our unique CX practice.
- Linking front-end and back-end systems so your employees have full visibility of all the data and information they need to help customers at the first point of contact.



## Reduced operational cost

We reduce operational costs by embedding a culture of operational excellence and automation leading to efficiencies across your business. We do this by:

- Using middle and back office automation to make operations leaner and more agile.
- Automation methods that help bring processes back onshore, whilst retaining the cost savings originally achieved through offshoring.
- Automation to replace complex manual operations, thus reducing human error and ultimately reducing the cost of failure.
- Ensuring that we automate with minimum disruption and no change to customer perception.



# Our solutions

Atos has helped pioneer the business transformation of National Savings and Investments (NS&I) in the financial services market which, like utilities, is undergoing a period of unprecedented change.

## Atos and NS&I

NS&I is both a government department and an Executive Agency of the Chancellor of the Exchequer, and has been a critical part in raising cost effective financing for the UK government for 150 years. 25 million UK citizens have invested £147 billion in savings products with NS&I. The entire end-to-end banking operation, including all customer service channels, all aspects of technology were outsourced to Atos. NS&I retains 187 staff to manage executive leadership, product development, marketing, assurance and business administration of the Executive Agency and relies of the partnership with Atos to deliver their strategic business outcomes.

## Strategic Challenge 1# Business Reinvention

NS&I has the dual challenge of a hugely competitive marketplace attracting billions of investment in R&D and start-ups, whilst government austerity-driven budget cuts were targeted at 25%-40%.

Conceived as a partnership from the outset, the relationship between NS&I is based on trust, mutual goodwill and shared confidence. The overall NS&I governance structure encourages Atos representation at NS&I committees. Both sides are involved in setting strategy, developing actions plans, and quickly resolving issues. Delivering long term value was the focus of the 'NS&I adding value' strategy, which had four key objectives: simplify, modernise, diversify and leverage.

## Strategic Challenge 2# Customer Experience

NS&I was a largely paper-based, process-driven organisation. To be able to meet the rapidly increasing customer expectations of ease of access, through channels of choice and a frictionless end-to-end experience, required culture change as well as the introduction of new digital capabilities to become a truly citizen-centric organisation.

Atos deployed a major culture change programme, introducing new capabilities to capture customer insight and understanding, customer centric design involving both customers and front line colleagues as well

as a rapid test and learn ethos deploying change quickly into the operation in an agile way and iterating based on customer feedback. The new capabilities were supported by the creation of state-of-the-art Customer Experience (CX) labs to innovate and co-create new solutions and critically, empowered the staff closest to end customers, to drive new ideas and improvements.

NS&I now has over 250,000 customers subscribed to its new Premium Bond mobile app, shifted 92% of sales to digital channels and won Best Customer Service in Banking and Finance at the 2016 Top 50 Contact Centres for Customer Service Awards.

## Strategic Challenge 3# Operational Excellence

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.

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.

## Strategic Challenge 4# Trust and Compliance

As more businesses exploit the opportunities of digital technology, the risks of cybercrime and data loss become critical to an organisation's reputation and profitability, particularly in financial services. Post the financial crisis of 2008, the amount of regulation has increased exponentially and compliance and oversight are now a major operational cost for all financial institutions.

Atos has upgraded NS&I's entire core banking platform and supporting IT infrastructure supporting all 25 million NS&I customers, to mitigate emerging vulnerabilities as systems become end-of-life and security threats become more sophisticated.

“Our outsourcing model has transformed our business into a modern and relevant financial services provider backed up by an operating model that is efficient and robust. The scale and complexity of the change achieved has been extensive yet we have delivered this transformation over the years through an effective partnership that seeks to innovate while maintaining service excellence.”

**Mark Keene,**  
Acting Director, Partnership

# Our solutions



## Innovative digital technology

Our proven, high tech market-leading technology and partner relationships mean we can provide the very best end-to-end solutions that can address challenges in the energy and utilities sector.

- Transform customer experience and change the way you interact with your customers through new digital channels, creating a far more engaging relationship.
- Instill operational excellence without compromising standards. Increased automation and better staff collaboration through our technology.
- Reinventing your business through new partnerships, with white goods and building technology specialists to raise the value of your business.



## Cutting edge security

Not only are utilities part of a society's essential infrastructure, you also hold millions of privileged client records too. For that reason you must ensure full physical and cyber security. We ensure security underpins all our solutions. We help you manage personal and financial customer data in a secure and compliant manner, and protect business critical systems from cyber attacks or fraud.

- 4,500 security experts, eight 24x7 Security Operations Centres worldwide.
- We have the 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).
- In the unfortunate event that you face a security breach, our solutions ensure that you can manage a major incident through timely customer communication and updates.



## Employee engagement and inspiration

We work with your employees to automate and digitally transform along with them; automation isn't something we do to them.

- We engage employees right from the start and take them on the digital transformation journey with us.
- We retrain employees to do the jobs of the future and they become brand ambassadors and champions of change.

## Aegon

Aegon is an international provider of life insurance, pensions and asset management. In July 2016, Atos was selected as Aegon's business transformation partner to rapidly deliver a seamless and intuitive customer journey whilst optimising key background systems, for its 500,000 protection customers.

As part of this transformation, the Atos approach has been to systematically make service and CX improvements with built in additional functionality as the core aspect of all activity. The ability to build in additional functionality whilst making service improvements has ensured that Atos has delivered real value and made a tangible difference from the start whilst also working towards delivering a slick and intuitive digital experience.

# Why Atos as a BTS partner?

For 30 years, we have been managing transformations and boosting operational excellence for clients in the energy and utilities sectors. We have a specific energy and utility practice of 1,500 technologists and business consultants with extensive experience of providing operational and consulting expertise to our energy and utility customers around the world.

- The combination of our utilities experience and expertise in digital transformation means that you get the best of both worlds.
- We are a well-established, growing and financially stable organisation. Working with us means you have peace of mind that we are the right partner for the long-term.
- We believe in working with our clients as partners, with aligned objectives and mutual trust to build long-lasting partnerships.
- We hold ourselves accountable for the delivery of your transformation programme and its benefits. We take on the risk ourselves, with little or no initial investment from you.
- We implement an 'automation first' strategy to operational delivery leveraging RPA and cognitive innovations to digitise business processes, eliminate manual activities and drive greater efficiency, responsiveness and productivity.
- Smartly fusing customer experience with operational excellence to deliver an 'outside in' approach to service delivery and continuous improvement.
- We are vendor-agnostic and work with the partners that are best suited to your needs. We provide a single contract and a single point of contact, significantly reducing your risk and project management resources.
- We work hand-in-hand with world-class organisations to deliver superior business value, based on cutting-edge, best-in-class technology. Our partnership approach means we work with you as a single supplier for your end-to-end solutions.
- Our smart grid solution allows new business models in which local generation becomes an essential part of the mix.
- We have extensive experience of working within regulated environments. Our regulated entity Atos BPS Ltd delivers transformation-led business development for our clients.
- Our digital transformation expertise and experience spans different industries with customers as diverse as the Metropolitan Police, McDonalds and the Olympic Games. We bring you best practices from some of the most innovative companies in the world.

See how Atos delivered the massive and incredibly complex IT systems and solutions that are vital to the success of the Olympic Games.

[atos.net/en/olympic-games](https://atos.net/en/olympic-games)

## Olympic Games

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.

We put you, your staff and your environment at the heart of everything we do. To find out more and get in touch with us, go to [uk.atos.net/bps](https://uk.atos.net/bps) or contact **John Yarwood** on +447733 310 137 or or via email [john.yarwood@atos.net](mailto:john.yarwood@atos.net)

# About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over €11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Find out more about us

**atos.net**

**atos.net/career**

Let's start a discussion together



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