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# Delivering digital ambitions through compelling customer experiences

A global European Bank strategy is to deliver market-leading digital banking products through its unique Digitalization Hub At the Factory, Atos accelerates delivery of standout mobile and online services for the Bank's customers.



**Atos**

## The context

A global European Bank established its Digitalization Hub as its driver for innovation, digitalization and the re-engineering of the Bank.

The Digitalization Hub is key to the digital transformation of the Bank's Retail operations and a flagship for all the Bank's other entities.

The Digitalization Hub brings together leading-edge technologists within an innovative environment strongly supported by senior management at the Bank. It is the Bank's nucleus for agile working and rapid route to market for new products.

As part of this strategy, our customer needed expert partners to create a Digital Banking Competence Centre in its headquarters, delivering high-quality mobile and web solutions for the Bank's customers. With 400 digital experts/developers in 2016, its objective was to increase headcount to 800 by 2018.



## The result

## The Challenge

Atos' challenge was to meet the Bank's growing need for best-in-class digital solutions, transformation expertise and agile working.

The Bank chose Atos as a reliable long-term partner to:

- Field stable high-performing teams in the highly competitive banking technology market
- Provide digital transformation expertise to support the Bank's digital journey.

With rising customer demand and the need to retain vital competitive edge for the Bank, Atos' engagement was one of the highest prioritized projects within the Digitalization Hub. Atos' objectives were to deliver:

- **Mobile banking products** using native IOS and Android technologies to enable customers to manage their finances anywhere, any time
- **Online banking products** using single page application technologies to deliver intuitive and engaging online banking services.

- **As a trusted partner and technology advisor, Atos enables the Bank to provide secure best-in-class digital banking experiences to its customers on any device.**
- **Atos' flexible delivery model enables the Bank to scale resources up and down according to budget and demand.**
- **Atos' testing and monitoring services ensure that applications are robust, with any vulnerabilities identified and fixed as early as possible.**
- **Thanks to Atos' agile working methodologies, the standard release cycle for new functionality is just one month, enabling the Bank to accelerate new functionalities such as Apple Pay.**
- **The Bank has achieved its ambitions to double the headcount at its Digital Banking Competence Centre in Europe.**

## The solution

Atos leverages its local and global capabilities to rapidly deliver robust, innovative digital solutions.

Atos fields 11 agile teams, with 70 agile consultants performing 12 roles at three levels of seniority and organized into agile "squads". These include:

- A team to prepare for, manage and coordinate demand
- On-site squads in its headquarters, with support from Atos experts and resources in Germany, Poland, United Kingdom, Switzerland and India
- An application ownership team to support the Bank's operations, provide troubleshooting, and ensure ongoing compliance of applications.

Atos ensures deep interaction with the Bank's business users and, as well as software and engineering expertise, only assigns people who embody the core principles and behaviors of agile: a flexible mindset, teamwork and lateral thinking.

For more information: <https://atos.net/en/contact-us>

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