

# Atos Digital Workplace Services



## Why Atos Digital Workplace Services?



25% reduction of support and IT fulfillment costs through automation, virtualization and improved processes



Global scale and experience, with onsite support capabilities in 115 countries



45 million resolved user tickets and 4.3 million managed user devices



Recognized as a market leader by Gartner, ISG, Forrester, NelsonHall and Everest Group



Broad set of partnerships: Google Cloud, Microsoft, Amazon, Intel, VMware, Citrix, SAP and ServiceNow



Vendor agnostic, with ability to support existing investments and platforms

## Win with Talent by Transforming Your Workplace

Today's organizations are investing heavily in digital transformation to radically change the way they do business and deliver their services. But some aren't realizing the full value of those investments because of complex, inflexible IT environments and failure to tailor technology solutions to specific user needs.

Meanwhile, the rise of mobile, consumer-driven technology is changing employees' expectations for the tools they use to do their work. They expect to be able to use the technologies they need seamlessly, when and where they need them. There's no place for inflexible, "one size fits all" systems that sacrifice convenience and comfort, stifle creativity and hinder the natural tendency to collaborate and innovate.

### Better employee experiences with Atos Digital Workplace

Engaging and supporting employees with effective technology directly affects organizational success, and improves employee and customer satisfaction, corporate image and performance. Atos puts the user at the heart of its Digital Workplace services, giving your employees a personalized, rewarding digital experience. Our holistic services and approach are centered around: support and interaction, platform modernization and management, intelligence and automation, and adoption and new models.

### Platform modernization and management

Transform your traditional workplace toolsets and applications with an agile, modern workplace management solution that leverages cloud technologies and services for end user support. These solutions improve user productivity and data access while reducing costs by providing:

**Cloud and automation-based tools** enable simplified workflows, prolonged application life with new delivery models, tailored user experiences and content access from any location. Users can take advantage of real-time care and support, virtually eliminating downtime.

**Flexible, subscription-based models** enable you to easily replace fixed capital operating expenses and infrastructure. You can cost-effectively refresh outdated or end-of-life technology and provide form factor and device choices for users and business lines. Because Atos supports all leading platforms, you can often leverage existing investments.

**Secure, zero-trust access model** with convenient, flexible authentication methods offers added controls and protection at the data level. Access can be configured and capabilities deployed based upon user personas.

### Support and interaction

Atos' end user support offerings provide personalized, convenient, on-demand service, with both digital and live onsite support options available. We believe in intelligent, tailored services based upon knowledge of an employee's preferred

Trusted partner for your **Digital Journey**

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## Atos Digital Workplace Customer Snapshot

A U.S.-based, global medical equipment and pharmaceutical company chose Atos to provide technical support and identity and access management for more than 200,000 users in 78 countries.

Atos delivers a mobile user interface for service desk access from any location, multilingual chatbots, Tech Bars with local and/or enhanced virtual support including automated and self-service PC refresh through smart lockers. Analytics identify inefficiencies and enable proactive support. A cloud-based contact center supports natural language processing (NLP), speech to text, machine learning and sentiment analysis.

### Results:



37% of transactions handled via intelligent automation and self-service



52% of transactions initiated via chat channel



60% increase in agent efficiency with less attrition



\$340,000/month savings with enhanced remote support



88% user satisfaction rating

method of communication, consumption history, role and user profile. Our automated tools and highly integrated processes make high-value support affordable, while subscription-based platform services ensure that devices, applications and data are secured and customized to meet employee needs without large incremental capital expenditures.

Atos offers users choice when it comes to workplace support options including web portals, mobile apps and chat. We create customized, contextual portal and applications for different user types. Our subscription-based platform services enable on-demand and same-day fulfillment which can reduce downtime by 25-50%. Atos' self-support capabilities lower costs, expedite problem resolution and promote user learning. We ensure consistent support across the IT landscape that can scale for growth and expand into business areas such as HR and procurement.

### Intelligence and automation

Atos' support and interaction services include rich AI and chatbot functionality to automate issue resolution and improve user experience. In addition, we offer high-value, add-on intelligence and automation services to further integrate IT processes and data, drive change, increase service quality levels and reduce costs.

IT service management (ITSM) and service integration and management (SIAM) may be implemented as either a cloud-based, on-premise or hosted service. Telemetry, behavior analytics and desktop agents can, for example, monitor user activity to detect issues and push a notification to the user for preventive action to avoid downtime.

### Adoption and new models

To further transform the workplace, companies can leverage Atos' proven organizational change management (OCM) methodologies to speed adoption of new business models with guaranteed results. These techniques can take you further down the path of engaging employees and creating personalized service experiences while increasing operational efficiency.

Through OCM, you can better utilize your valuable IT resources and reduce the initial adoption curve for new IT models. For example, device as a service enables consistent, flexible expense management compared to individual capital investments. In addition, profiling services allow for creation of personas to provide service delivery diversity without separate platform costs.

Atos is committed to transforming the workplace, so we place user needs at the forefront of all our digital workplace solution designs. Our goal is to be measured entirely based on end user experience and feedback, and to build innovation and user experience into the contract.

### Atos portfolio: Modular services that accelerate digitalization

Atos North America digitalizes some of the world's largest enterprises. Our digital portfolio consists of modular services designed to transform digital services and experiences while optimizing legacy systems.

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

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.

For more information, visit [na.atos.net](https://na.atos.net) or email [info.na@atos.net](mailto:info.na@atos.net)