

Manage efficiently your infrastructure

End-to-End maintenance with guaranteed SLAs, 99,99% High Availability and E2E monitoring.

The claim that information systems are getting more complex should come as no surprise to anyone. The problem is that the effective management of how these systems react is beyond the scope of many companies. If they want to do away with inexplicable disruptions, painful restarts and dangerous incompatibilities, organizations need to identify experts who are able to strengthen their production teams in a timely way.

The more that IT plays a central role in business activities, the less tolerable it is to application or dataset unavailability as well as system breakdowns. And while it is essential to be responsive when incidents happen, it's even better to proactively manage the risks and know how to anticipate potential deteriorations of service or faults. That's the aim of the Maintenance & Service Assurance services of Atos.

A real intimacy with customers.

Present in 73 countries, with more than 91% of satisfied and loyal customers, sometimes for more than 10 years with us, the Maintenance & Service Assurance teams of Atos deliver unique end-to-end services going from reactive to proactive maintenance with ultra-high availability unified monitoring.

High added-value services

Powered by a high level of partner's certifications, Atos can unify all your maintenance contracts, current or future, manufacturers, ISV and multi-vendor support through a single dedicated organization

in order to deliver continuous operational improvements throughout the lifecycle of your infrastructures. These services draw on an organization that effectively combines industrial-scale resources, tools and methods, technology expertise and service delivery:

- High quality, partner certified maintenance, for all mainstream environments
- Access to operational teams bringing the highest level of architectural expertise inherent to Atos, as well as R&D specialists and support centers.
- Quality management based on best practice (repositories and certifications)
- An international network of local offices, so resources are always available close and at hand
- Very high-level industrial facilities, like the Service Assurance Center and the User Call Center.

Optimizing infrastructure capacity

The problem for IT Departments is not simply to be aware if a system is operational or not, but whether it is sufficiently agile and capable to meet the current and future demands of users and businesses. Monitoring SLAs is key in controlling environments that are increasingly complex and heterogeneous. Moreover, Atos will complete an asset optimization, an in-depth analysis of the customers assets consisting of parts availability analysis, fault probability studies, and best fit replacement searches. This analysis allows us to determine the most cost-efficient maintenance solutions for the customer. This will not only be advantages in terms of savings but also in terms of operational availability and performance.

Drivers for cost optimization

Whatever the type of maintenance contracts (together with a new system or software, in a MVS or hybrid environment), Atos has a number of vital drivers to ensure costs are kept under control:

- A single supplier and as benefits, economy of scale
- Precise alignment between service levels and how critical each application actually is to the business
- A proactive approach, backed up by the use of remote surveillance and maintenance systems
- Practical infrastructure optimization (energy management analysis, consolidation,...).

IMAC services all along the life cycle

Install: Involves the pre-installation visits, hardware installation, configuration, testing, and validation of software

Move: From current location to new location within the same facility.

Add: Installing additional hardware or software including customization.

Change: change management.

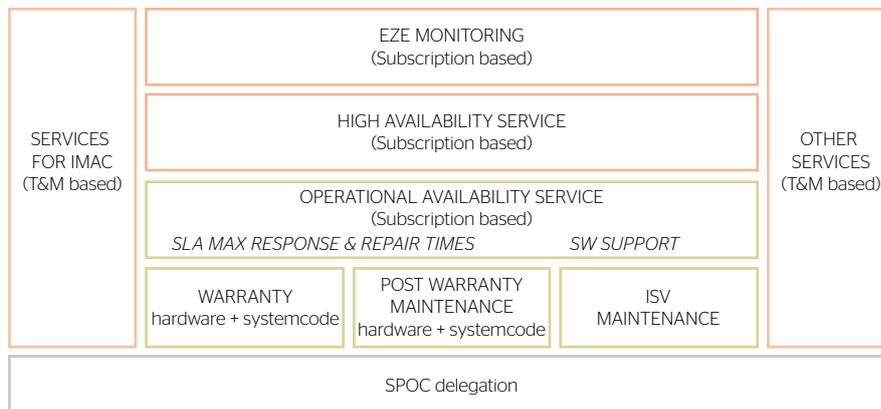
Continuous improvement and simplification

ISO 9001, Atos's dedicated Maintenance, Support and Service Assurance units takes a holistic approach to optimization.

Business oriented, demanding SLA's are guaranteed whenever in reactive or proactive mode. There are different levels of delivery available for you to mix and match in regard of how critical your IT, your applications and your facilities are.

Businesses want you to guarantee the availability and performance of critical systems

The more that IT plays a central role in the organization's activities, the less acceptable it is for the infrastructure and its components to go down. So it's essential to be responsive to incidents and, above all, avoid drops in performance and potential failure. It is also important to have a close monitoring system which enables a proactive approach in order to prevent surprises which can be expensive for the enterprise in terms of lost revenues.



High-availability services and proactive maintenance

Considering your production constraints, you can opt for a guaranteed repair time of less than four hours, and also to an annual availability guarantee of 99.90% or 99.99% for highly critical activities. We optimize daily performance and system availability through ongoing analysis of system behavior combined with 24x7 support services and proactive maintenance by system performance experts. You can rely both on service processes and industrial resources, as well as on support teams of the very highest level.

The SPOC for a high ROI

The SPOC as a service can be provided either as a standalone offer or as a basis for a maintenance contract. It has been specifically designed for customers willing to subcontract the management of their multiple maintenance contracts in order to help them reallocate their onsite human resources towards businesses and services of higher value, thereby optimizing their local costs. The SPOC is a service comprising of Human Resources, Tools, Processes and Delegation of maintenance for a single interface with customers. Structured on a project basis, the life cycle of your infrastructure is under the responsibility of a dedicated Technical Account Manager (TAM).

He or she is responsible for the quality of services, manages all interventions, provides and analyzes results, gets directly involved in resolving any problems and advises on optimization solutions. In addition, he or she can provide regular, customized reports, with recommendations for improving the availability of your infrastructures and respecting SLAs

Also, this single interface is solely responsible for the multi-vendor support project on all products into the customer's catalog. The SPOC can activate, within Atos or the customer, engineers and technicians trained and certified to its environments. This offer delivers the full benefit of an industrialized partnership and the level 3 reinsurance from manufacturers and ISV's. In addition, Atos takes out the complexity of managing several tens of contracts and interfaces. Finally, it brings a significant decrease on the total contract costs because of the volume impact.

E2E monitoring

Here, risk is reduced through rapid alerts and prioritization based on the possible impacts on the SLAs. The performance of your applications can be analyzed from the infrastructures or cloud point of view or at the user level for a better root cause analysis. Our E2E monitoring services guarantee a holistic view of each level of your IT infrastructure including hybrid

clouds, and enable a deep search in case of incident. Historical data are used as a basis for alerts. Maintenance and updates of the monitoring solution are managed remotely by Maintenance & Service Assurance, totally transparent for the end-user thus avoiding operational problems, updates and failure to run the software, which can represent an important cost. Efficient services, our customers state that their first benefits was the structuration and streamlining of their operation processes.

Services using for flexibility and special needs

Should you have special needs for your infrastructures, applications, DC moves, IoT maintenance, performance issues, change management, or any other type of services, just ask, we have the answer. Those services can be put in place either through a Time & Material contract or a project basis.

For more information: atos.net/technology-transformation-services

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