

## Atos delivers Next-Generation Employee Experience for EY

**Paris (France) July 22, 2021** - Atos today announces that it will provide a **Next-Generation Global Employee Experience** to EY, one of the largest global professional services organizations. The 7+ year contract will see Atos personalize and improve the IT experience for more than 300,000 EY people through its **Proactive Experience Center**, a team of dedicated experts, supported by advanced tooling and processes, driving towards the highest levels of proactive, pre-emptive and automated employee experience seen in the sector to date. This new contract reinforces Atos' position as a leading enabler in the new frontier of work and employee experience.

The evolution to a 'Next-Generation' employee experience is a growth area in the marketplace, driven by new frictionless work styles and the new generation of digitally-savvy employees that expect the same level of digital flexibility at work wherever they are.

### Proactive Experience Center

Atos' **Proactive Experience Center** is designed to intelligently support all employee needs by offering an integrated omni-channel experience with personalised and contextualised support. Employees will be able to easily access self-help and virtual assistance through automated and self-learning AI chatbots. Critically, support will be tailored to employees' individual needs and preferences, using sentiment analysis to ensure the best possible experience is received. As a result of this employees will experience less disruption to their Digital services, with most of the requests being fulfilled automatically and immediately.

A dedicated team of data scientists, sentiment and journey analysts, as well as experts in multiple areas such as AI, knowledge, organizational change management, digital adoption, and employee engagement, will work together in real-time to react to sentiment feedback and enhance the employee experience. Atos' data analysts will monitor and understand trends over time to consistently improve the overall service experience, and to identify, address and ultimately reduce call volume.

*"Each day, 300,000 EY people are supporting businesses and governments to help solve their toughest challenges as part of the EY purpose to build a better working world. We are focused on providing EY people with innovative tools, like these from Atos to help them in providing exceptional services to clients," said **Steve Krouskos, EY Global Managing Partner – Business Enablement**. "We are looking forward to deploying this agile and responsive solution, using transformational initiatives and new-generation technologies, so we can drive improved client and people experiences."*

*"We are excited about supporting EY to make the change to a highly personalized, proactive and automated 'care' model, which puts EY people at the center, demonstrating once again our leadership position in the new frontier of work and engaged employee experience."* said **Elie Girard, CEO at Atos**.

Leveraging its recognized expertise in **Digital Workplace Services**<sup>1</sup>, and as part of its **Engaged Employee Experience**<sup>2</sup> initiative, Atos will provide a Next-Generation global Service for EY people across more than 150 countries. This will offer an anywhere, anytime care experience from any device, to provide a more efficient service to employees while enabling increased productivity.

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#### **Further information about Engaged Employee Experience**

To find out more about **Engaged Employee Experience**, listen to Elie Girard in Atos' **Engaged Employee Experience** event [here](#).

To find out more about Atos' vision for the future of work, read the **'Digital Vision for Engaged Employee Experience (EX)'**

#### **About Atos**

Atos is a global leader in digital transformation with 105,000 employees and annual revenue of over € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos operates under the brands Atos and Atos|Syntel. 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 space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space. [www.atos.net](http://www.atos.net)

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<sup>1</sup> Atos is recognized as a leader in Digital Workplace Services by leading analysts : Everest Group, [Gartner](#), IDC, ISG and [NelsonHall](#).

<sup>2</sup> **Engaged Employee Experience** encompasses the latest tools and technologies, consulting capabilities, and new and existing partnerships with leading experts in the field, all underpinned by clear decarbonization objectives. It is the most comprehensive intersectional set of services on the market today and the only one which combines both traditional Digital Workplace solutions with Employee Experience services.