

Global IT Managed Services at Scale

Client

Provider of industry-leading enterprise print, mail, and customer communication solutions.



Business Challenges

Upon separation from the parent company, our client needed a partner for global IT services across the network, infrastructure, and application layers. The client needed to strike the perfect balance between executing a clean-slate strategy along with a new operating model, while maximizing the re-use of existing partner processes, procedures, and technology all through a single, consolidated IT vendor.

The key challenge was to minimize risk and increase the speed of execution to effectively separate operations from the partner company on time and support their aggressive growth targets in the future. Key client objectives include:

- Consolidation to one single-point-of contact vendor for all things IT
- Thought leadership, innovative approach, established strong experience and capabilities
- Maintain and enhance user satisfaction and personalized support
- Improve operational efficiencies and first call resolution
- Strong cybersecurity controls
- Flexible, dynamic commercial model and speed of contracting

Solution

Atos was able to streamline transformation of the company's environment by assuming management responsibility for an Microsoft Azure migration and implementation of Atos' fully managed services. Atos provided full-scope managed IT services including:

- Workplace Solutions
- Managed Infrastructure
- Network and Communications Management
- Cybersecurity services
- Cross-functional ATF 2.0 tooling, Service Management Center (SMC) and multi-vendor management

Results

This client-focused approach is driving an accelerated five-month transition solution with a specifically designed service activation phase. This allows for speed to **operate the environment, faster financial benefits, and reduced overall impacts to affected client personnel.**

Customer Benefits



Minimized CAPEX via a dynamic, consumption-based commercial model



Enhanced user experience, productivity, and consistency



Improved efficiency and effectiveness in reporting, logging, tracking, incident and service request resolution, and root cause analysis



Strong security controls and proactive protection of data assets



Driving of efficiencies, minimized risk, and overall service quality via ATF 2.0 tooling



Seamless management of third party providers and "future fit" alignment of technology with evolving business needs

