Digital Workplace

Transforming the quality and efficiency of end-user support in financial services

Atos enabled a leading European bank to transform the experience of its workforce while optimizing efficiency and boosting productivity

Atos

The context

The bank wanted to transform the way it provided support services to its end-users. Recognizing that its employees needed to work in a smarter, more mobile way, the bank wanted to implement a modern, efficient Digital Workplace. At the same time, with multiple suppliers delivering user support services, the bank needed to reorganize and rationalize these services through one strategic partner. To achieve this, the bank was looking for a digital partner with the necessary experience, capabilities and vision. It chose Atos on the basis of an existing strong long-term relationship between the two organizations, together with Atos' market-leading credentials – including its positioning as a Leader in Gartner Magic Quadrant for Managed Workplace Services in both Europe and North America.

"Banking customers' satisfaction depends on each employees' user experience"

The challenge

The bank wanted a truly end-to-end service, with efficient high-quality support functions and processes.

Atos' challenge was to deliver a future-proofed, innovative and connected workplace. Atos' objectives were to enable the bank to:

- Improve the speed and efficiency of its support services
- Meet users' rising expectations for fast, always-on, convenient online services
- Implement a best-in-class toolset, leveraging automation
- Boost productivity, for example by increasing activity volumes and the numbers of user requests resolved

The bank needed a new technology and governance model, fully aligned with its digital strategy and including a new standardized organization, toolset and services. All this had to be implemented with minimum business disruption while meeting the financial services industry's rigorous performance and reliability requirements.

The solution

Atos' Digital Workplace is a suite of secure intelligent tools and support services, embedding analytics and automation to optimize efficiency, effectiveness and responsiveness.

- **Modern standardized tooling and automation**
  - Atos' Technology Framework provides a comprehensive tooling solution and framework, including market-leading ServiceNow
- **Transformed support model and new operational processes**
  - Vendor consolidation, with consolidation of teams and functions based on global best practice
- **Continuous improvement, with higher transparency, quality and level of reporting**
  - New dashboard, for IT and business managers, showing service status and incident prioritization
  - Ongoing measurement of user satisfaction and incident resolution to improve service quality

The result

Atos has transformed support services for:

- Over 33,800 users with 49 profiles
- 50,000 devices, including desktop, laptop and tablets
- 22,600 virtual users.

Every year, the new Digital Workplace is set to deal with:

- 600,000 requests
- 200,000 requests via other channels.
- 3,000 branch offices with high geographic dispersion.

Benefits:

- More self-help user capabilities, with new channels for users
- More automated service requests to accelerate speed and efficiency of service
- Higher operational efficiency (efficiencies of 25% along the services)
- Fewer incidents
- Better, faster, easier user experiences
- Improved customer satisfaction.