Transform from a reactive to a proactive organization with AI-enabled IT Ops automation

Next-generation intelligent automation from Atos can identify and resolve potential IT operations (IT Ops) issues before end users are affected, automatically fulfilling service requests through end-to-end service orchestration, virtual assistants and self-service portals.

AtoS

Today's organizations are under pressure to provide always-on IT at reduced costs. Multiple stakeholders and repetitive, labor-intensive tasks increase the complexity of their processes. Automation augmented with artificial intelligence (AI) in IT operations has emerged the as the number one game changer – enabling enterprises to keep pace with the demands of the Digital Age.

The goal of Atos's **AI-first/bot-first approach** is to enable organizations to use AI and automation in making decisions, creating competitive advantage and transforming their operations with human-machine collaboration. This approach has three key objectives:

- Enable continuous insights with AI-powered operational analytics
- Re-imagine and reinvent customer experience management across the value chain
- Make smarter decisions and resolve IT issues at scale, with Guidance at fingertips

Atos Solution

Digital Experience Management

- o Engage end users digitally using advanced, state-of-the-art virtual assistants and smart self-service portals
- o Fulfill user queries and service requests through automated workflows with full integration with ITSM tools and business software

Zero Touch Operations

- o Trigger automated resolution workflows, perform automated root cause analysis with end-to-end intelligent orchestration
- o Provide automated software provisioning and patching services

Predictive Analytics

- o Predict and prevent outages with pattern mining, anomaly detection and automatic remediation workflow triggering
- o AI-enabled real-time known error database (KEDB) assistance for faster issue resolution

Advanced Observability

- o Detect and isolate events leading to potential outages and reduce unwanted noise
- o Proactive 24/7 monitoring, event management and automated reporting

Business Benefits

70% Improvement in service levels

35% Reduction in total cost of ownership

40% Reduction in mean time to resolve

- Reduced operational risk

- Higher customer satisfaction through reduction in issue resolution time

- Increasing agility in operations

AtoS

Atos Portfolio of Offerings

- **Automation Consulting and Roadmap**

  o Create an end-to-end automation roadmap with a process automation feasibility assessment and ROI analysis

- **Automation as part of a Managed Service Contract**

  o Automation is delivered as part of the overall managed services for a particular application portfolio

- **Automation as-a-Service (AaaS)**

  o Automation is delivered through an as-a-service model
  o Atos owns the end-to-end automation services, from consultancy to implementation and bot support

Why Atos

Atos has proven expertise delivering IT Ops modernization and strong partnerships with the leading commercial automation products. We can deliver services with a wide range of products like UiPath (Diamond partner), Automation Anywhere (Gold partner), or Blue Prism (Silver partner) — depending on your preferred choice of tool.

In addition, we have a leading portfolio of IP-based tools and accelerators that deliver value to your IT Ops automation implementation. They include:

SyntBots automation platform
- An end-to-end hyperautomation platform with support for everything from process discovery to development and support

AI-enabled ticket analysis
- Machine learning-based tool for automated classification of incident records and identification of automation use cases

SyntBots Process Recorder
- Process mapping and discovery tool for process documentation and automation assessments

Atos Virtual Assistant
- Strong capabilities in conversational AI, integration with voice assistants and with automation platforms for remediation

AI Ops platform
- AI-based predictive analytics and cognitive services for IT operations and bot management

Bot Command Center
- A bot management platform to digitally monitor RPA operations 24/7. Uses AI capability to predict, diagnose and rectify bot failures
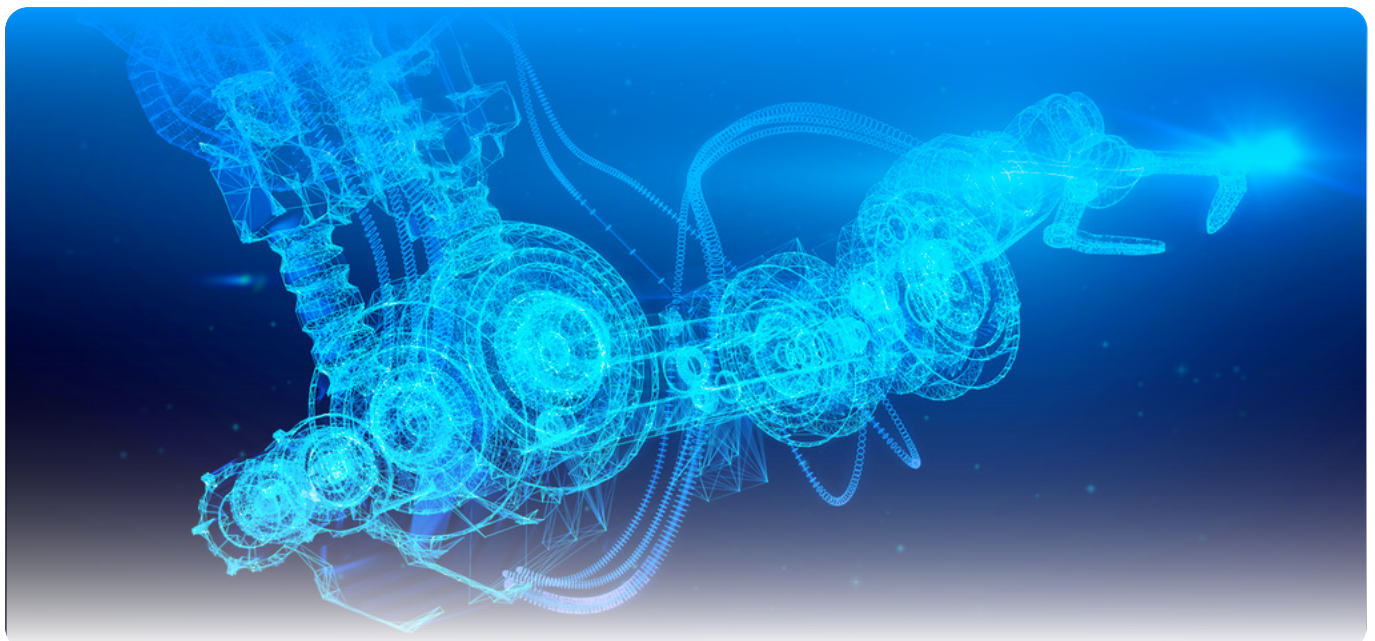
AtoS

Atos in Action

- **Service transformation for a leading manufacturing conglomerate (Siemens)**
  - Service harmonization with a focus on moving technical KPIs to business KPIs
  - Zero-touch operations live with aggressive targets for implementing self-healing IT Ops use cases
  - Use-cases: Automation of KYC, purchase orders, logistics email requests, credit notes, reporting
  - 17,000+ tickets automated, leading to an 88% effort reduction and 20% reduction in ticket volume enabled by AI.

- **Transforming revenue cycle management in healthcare (Mclaren)**
  - Leveraged SyntBots Process Discovery and RPA to improve healthcare client's revenue operations (RCM) efficiency and reduce the cost for claims, which is key to improving cash flow
  - The solution analyzes the systems for discrepancies between patient orders and their charges. This analysis can run 2-3 times every 24 hours, and only the relevant mismatches are notified and raised for correction.
  - SyntBots was used for the overall automation solution, which resulted in 24/7 RCM operations with over 500 mismatches processed without delays or error

- **Automating AMS services for a leading European bottling company (CCH**
  - Application maintenance and support for SAP and non-SAP applications, which included automating many manual activities like application health checks, data fixes and report generation
  - Integration with ITSM tool for automatic updates, automatic ticket creation and alert notifications for job failures
  - Auto remediation of more than 10,000 production support tickets annually in using UiPath
  - 20+% improved resolution time, with over 99% SLA adherence and a 15% overall reduction in ticket volume

- **Chat Ops for a leading telecommunications provider (Nokia)**
  - Service desk operations powered by SyntBots Virtual Assistant
  - Atos Virtual Assistant hosted on ServiceNow and Microsoft Teams
  - Integration with NexThink to drive service fulfillment
  - Hosts 1,500 knowledge articles and handles 60,000 user queries per month

Voice of Customer

"Good impression with the progress. Appreciate the efforts and results achieved. High business orientation and focus on value addition is the key. Keep up the good work!!"
CTO, Leading Manufacturing Conglomerate

"We have automated a number of historically manual processes and activities with SyntBots. The speed of response and speed of delivery of certain requests have improved dramatically, as well as the automation in the back-end infrastructure."
Leading Insurance Broker