

Leverage business process automation to provide faster service with increased quality and reduced human effort

Atos business process automation services combine RPA, AI, machine learning and chatbots to seamlessly automate repetitive business process and deliver an amazing end user experience.



Atos

Many business processes are repetitive and complex, involving multiple IT systems. Automation by orchestrating the process centrally via APIs or adapters is expensive. Often, these APIs and adapters are either not available or organizational constraints don't allow them to be used.

In such cases, RPA can be used to automate the business process using the existing application user interfaces. In other cases, RPA can be used to provide a simple web form to collect data from the end user, manage all interactions with the legacy systems, and display the result on the web form.

Atos solution

Our solution starts by identifying a pipeline of automations, followed by the design, build, testing and deployment of bots using RPA tools. This process is complemented by intelligent document processing and AI capabilities to process semi-structured and unstructured data — depending on the requirements of a specific use case.

Atos portfolio of offerings

Consulting and CoE Setup

- A consultative approach used to help define your automation roadmap
- Atos helps create a Center of Excellence (CoE) team that provides leadership, best practices, research, support and training.

Intelligent Automation

- Enhanced RPA with intelligent document processing, speech to text for IVR processing, and "human in the loop" for attended automation



We employ an industrialized bot factory approach to creating bots using best practices, templates and reusable components to accelerate automation deployment. Atos also provides architecture, build and deployment services, to implement the automation platform in your data center.

Bot Factory

- Atos methodology to build automations faster, at higher quality and lower cost
- Employs reusable bot libraries, best practices, design guidelines and a unified project framework.
- Demand planning ensures that build capacity is available when required

Bot Managed Services

- A standardized, scalable solution for managing bots, ensuring that bots are available and executing optimally
- Platform is utilized to efficiently deliver the business value

Atos

Why Atos

Atos has proven expertise delivering business process automation and strong partnership 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 business. They include:

SyntBots Process Discovery and Ticket Analytics tools

- o Aid demand generation and enable automation consultants with auto-generated as-is flows and critical insights based on operational analytics

Cognitive automation suite

- o Integrates existing Atos AI services and pre-trained models with commercial RPA tools to deliver cognitive automation solutions

Bot factory development framework

- o Standardize discovery, build and operations and enhance reusability
- o Robust development and deployment governance

Bot command center powered by SyntBots AI Ops

- o A bot management platform to digitally monitor RPA operations 24*7. Uses AI capability to predict, diagnose and rectify bot failures
- o Delivers enhanced observability and focus on prevention of bot failures

Business Benefits

Improved customer service by resolving customer issues faster

Faster turnaround with bots able to work 24/7

Higher data accuracy and consistency

Fully documented audit trails for improved compliance

Optimizes time-critical, routine or repetitive processes

20-30% reduced human effort, enabling employees to focus on higher value activities

Increased operational agility



Atos in action

Automated testing of electronic control modules for a global automaker (Daimler)

- Automation solution to enable 100% testing of ECMs, using bots to thoroughly test every ECM by connecting it to a “truck simulator” before final installation
- \$480,000 savings per year in shop call expenditures
- \$175,000 cost avoidance per year

Medicare verification for a US healthcare client (DHP)

- 15 UiPath bots make outbound calls to patients using RingCentral to get details about their Medicare claims. A “speech to text” solution extracts relevant information from audio files to validate the Medicare coverage and filter patients accordingly
- Zero touch validation
- Approximately 4,200 calls processed per day
- 97% accuracy in speech to text

Back-office process automation and monitoring for a large energy client (ENEL)

- Digital desk solution to automate back-office processes, document processing for invoices and bills, plus an RPA solution to negotiate more convenient service contracts with service providers.
- 100+ bots in production
- 69 business process streamlined
- 51% reduction in effort

HR, finance and sales process automation for an engineering services provider (WSP)

- End-to-end intelligent automation solution including platform set-up and management, identification, development, and support of automation use cases across multiple business areas
- Approximately \$1.3 million in annual savings achieved
- 20+ business processes automated



For more information: DAA-Presales@atos.net

Atos is a registered trademark of Atos SE. December 2022. © Copyright 2021, Atos SE. Confidential Information owned by Atos group, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval of Atos.