

# Digital Workplace & People Experience Customer Presentation

April 2023

**Atos**

# Our Mission



We as Atos, aim at empowering **any individual** to achieve personal and professional fulfillment while driving business success through **safe and secure human-centric workplaces** that prioritize well-being. We believe that unlocking needs and priorities of people **unleashes the full potential** of every individual to deliver outstanding performance and drive **sustainable growth** for all.

**01**

# **Market Trends and Atos Proposition**

# Liberating People Potential with New Ways of Working

## A different people approach

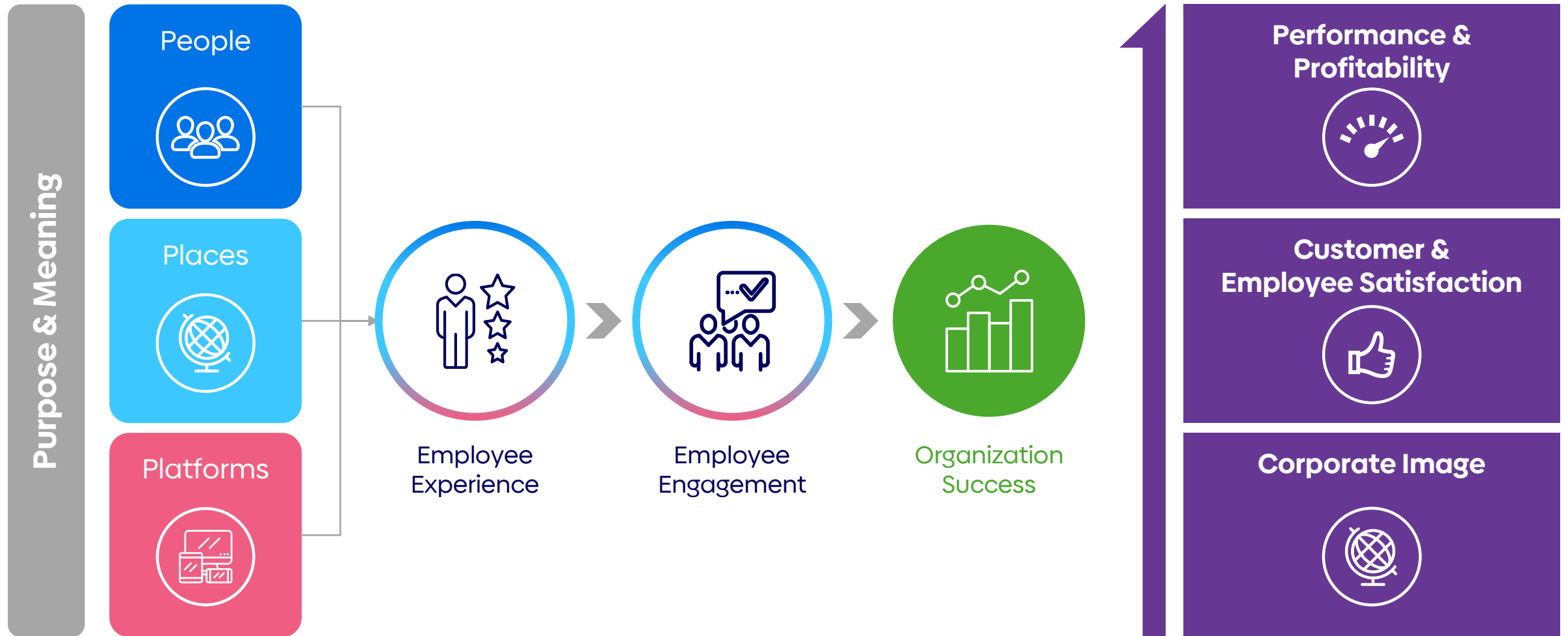
### Traditional Ways of Working

- Work/Life **Balance**
- Employees as **Assets**
- **Extrinsic** Motivation
- **Office** Culture
- **Bottom-line** Driven
- **Service** Management
- **Functional** and **Disciplinary Managers**

### New Ways of Working

- Work/Life **Integration**
- Employees as **Human beings**
- **Intrinsic** Motivation
- **Remote/hybrid** Culture
- **Purpose** Driven
- **Experience** Management
- **Emotionally** and **Intelligent Coaches**

# Empowering Employees Drives Performance



# 02

## **Committing on Outcomes**

# Shifting the Mindset from 'Serve' to 'Care'

A fundamental change in client guidance and support to enhance employee experience

From **Service to Care** is the transition of **Re-active to Pro-active** client support measured by **XLA's** instead of **SLA's**.

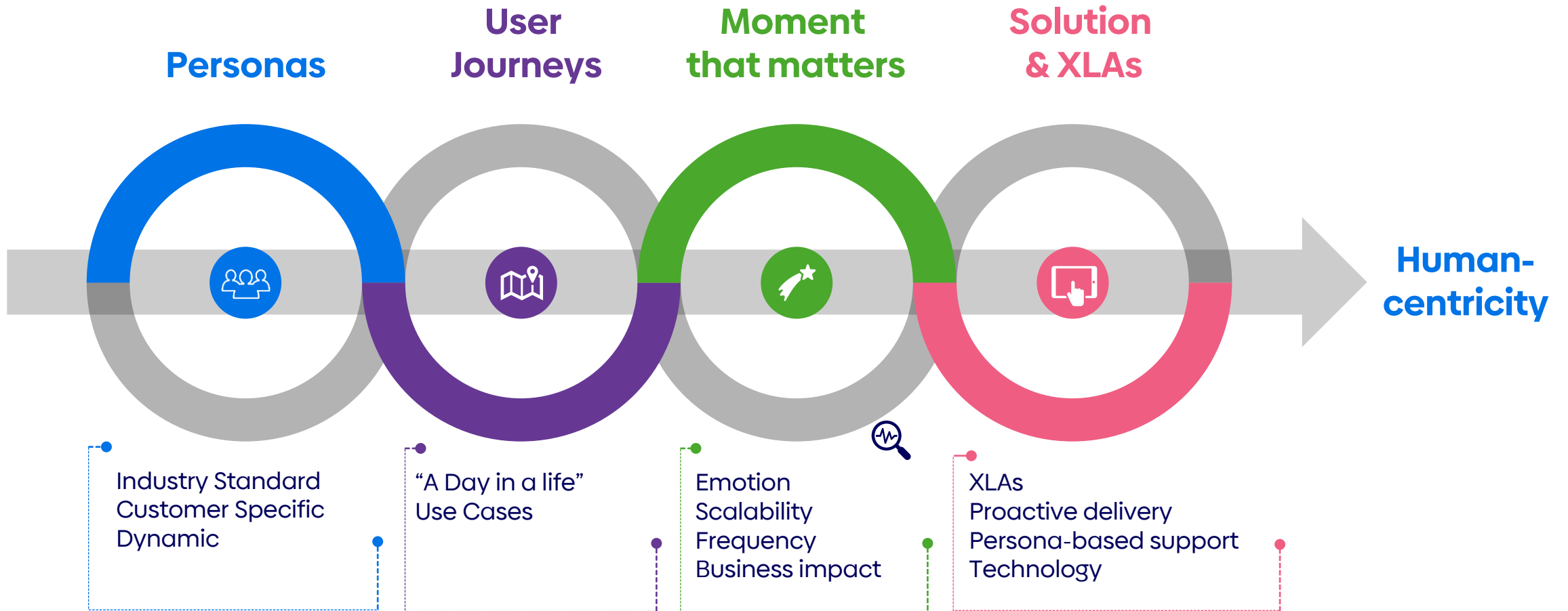
## **XLA's unlock the power of employee experience**

- Measure what matters, not what happens regarding client support
- Committed to business outcomes
- Based on the voice of the employee enabling improvements in real time
- Addresses employees demand for improved support experience



# From Personas to XLAs

Applying design-thinking to build solutions that are transforming People Experience





# Liberating People Potential – Transforming the Total Experience

## By Changing Behavior and Reducing Costs in Parallel



**“Consumer-like”:** self-service increases usage



**Predictive analytics**  
reduce total incidents proactively



**Intelligent Automation**  
leveraging cognitive capability



**Cloud-based Modern Management**  
improving end user productivity

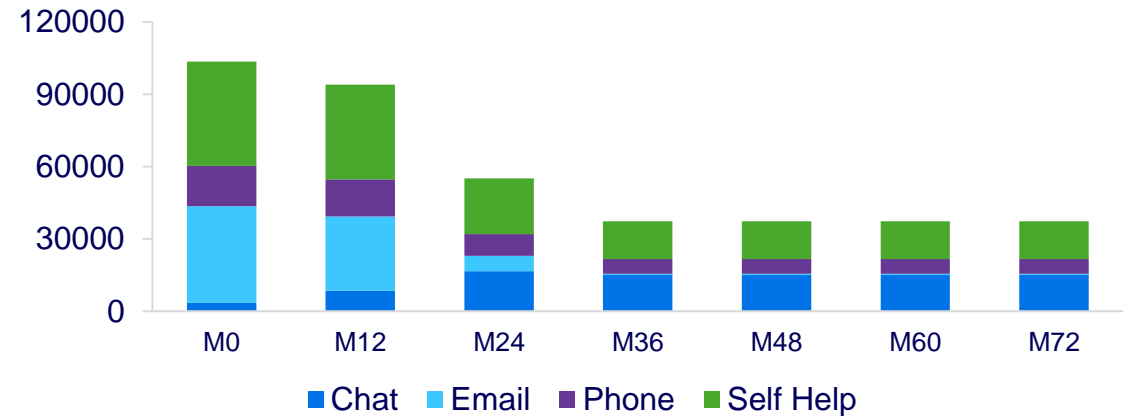


**Redesign Field services** with supply-chain automation, fulfillment & dispatch

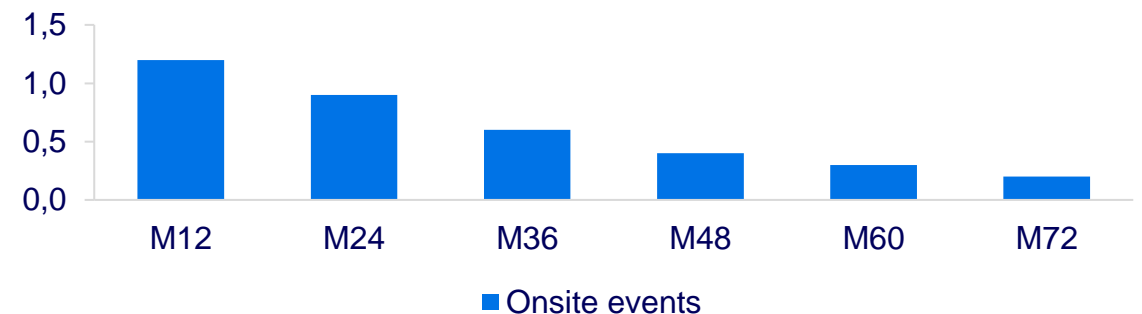


**Great local experiences**  
Tech hubs, smart vending and lockers 24x7, automated supply chain...

**Customer Example - Net Annual Ticket Reduction Reaching 64%**



**Customer Example - Net OSS events Reduction Reaching 85% (excluding Tech Bars & VIP)**



# 03

## Commitment toward Sustainability

# Digital Workplace in the NetZero Portfolio

## Decarbonization

### Digital Workplace Service Offerings

Intelligent collaboration

Intelligent Care Center

Engaged Employee Experience

Digital Workplace Platform

### Decarbonization Embedded in All Offerings

#### DWP Carbon Footprint Measurement

- Understanding and **monitoring carbon footprint reduction** generated by DWP migrations and **Employee Engagement focus**
- Devices, Staff, Cloud, M365, Server
- Power consumption measurement natively available in Nexthink
- DWP Decarb reports built on **XLA reporting platform**
- Reports integrated into **MyCO2Compass reporting platform**
- Employee-facing awareness and reporting through **GreenApp**

#### DWP Carbon Footprint Reduction

- Carbon neutral and **remanufactured devices** with Circular Computing
- Device **repurposing and refurbishing** with Tier 1
- **E-Waste management and bioleaching** with N2S
- **Device Configuration optimization** for decarbonization
- **Device catalogue setup and life extension** through performance analytics



### Enhanced Decarbonization Offerings



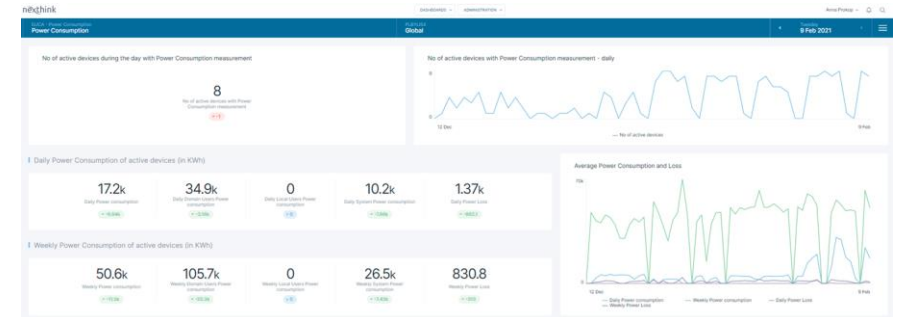
- **Application optimization** with Greenspector
- Complete NetZero Portfolio (AtoZero) including **EcoAct Climate Advisory and Climate Finance**
- Contractual Binding **Decarbonization Level Agreements**



# Digital Workplace Carbon Footprint Measurement

## Through End User Computing Analytics

- Detailed **insights into the DWP generated carbon footprint** for scope 1, 2 and 3 at devices and employee level
  - Basic energy consumption reporting & DWP carbon footprint measurement
- Set of measurements **coming from a variety of sources**
  - **Device lifecycle information by the OEM** (carbon footprint generated at manufacturing, usage and disposal)
  - Actual **device energy consumption** (OEM gives only theoretical values) correlated with device settings and device health
  - Carbon footprint generated by **support services** (staff and infrastructure)
  - Carbon footprint generated by **print services** (OEM & actual usage)
  - Carbon footprint generated by **cloud services**
  - Carbon footprint generated by **datacenter usage**
  - Carbon footprint generated by **M365 usage**
- **Reporting also integrated into further NetZero portfolio solutions**
  - **DLA Power BI** reports for the customer
  - **GreenApp**
  - **MyCO2Compass** for Decarbonization Level Agreement Reporting

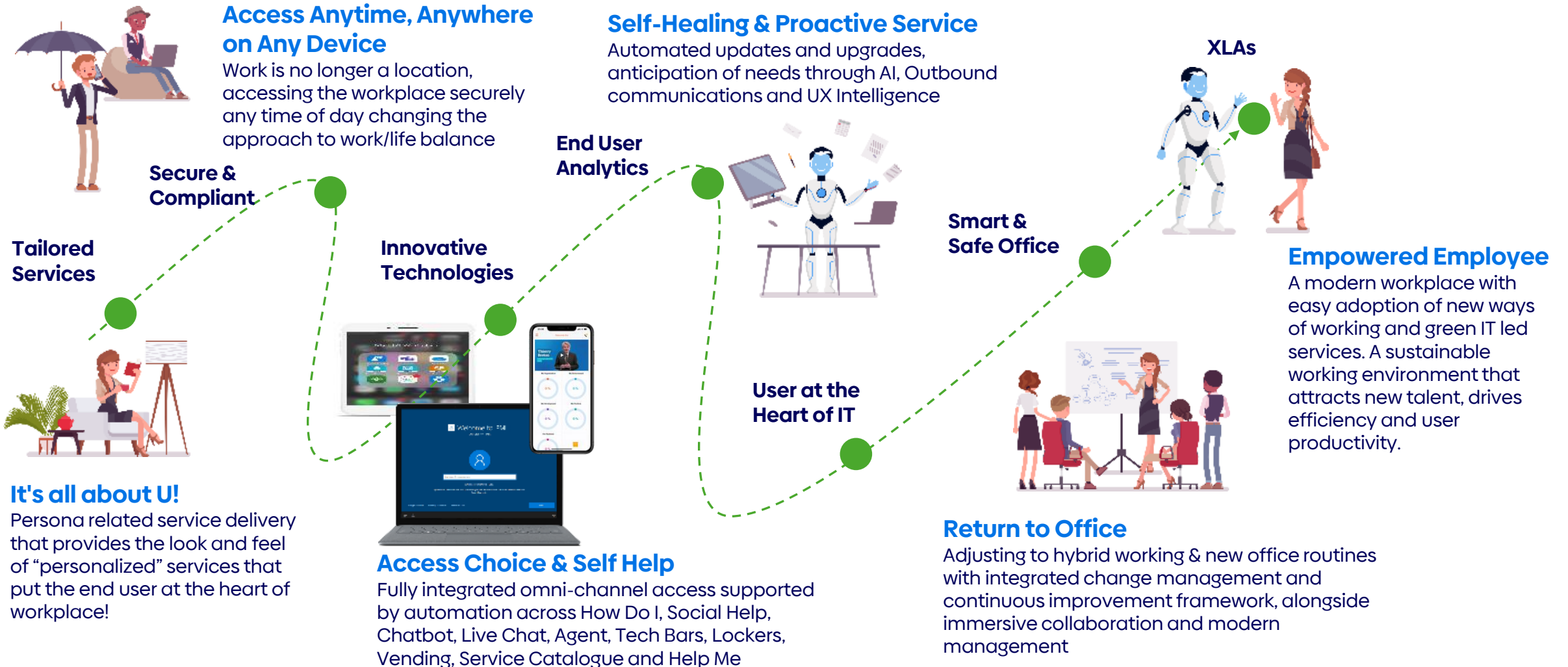


# 04

## The Technology Platform

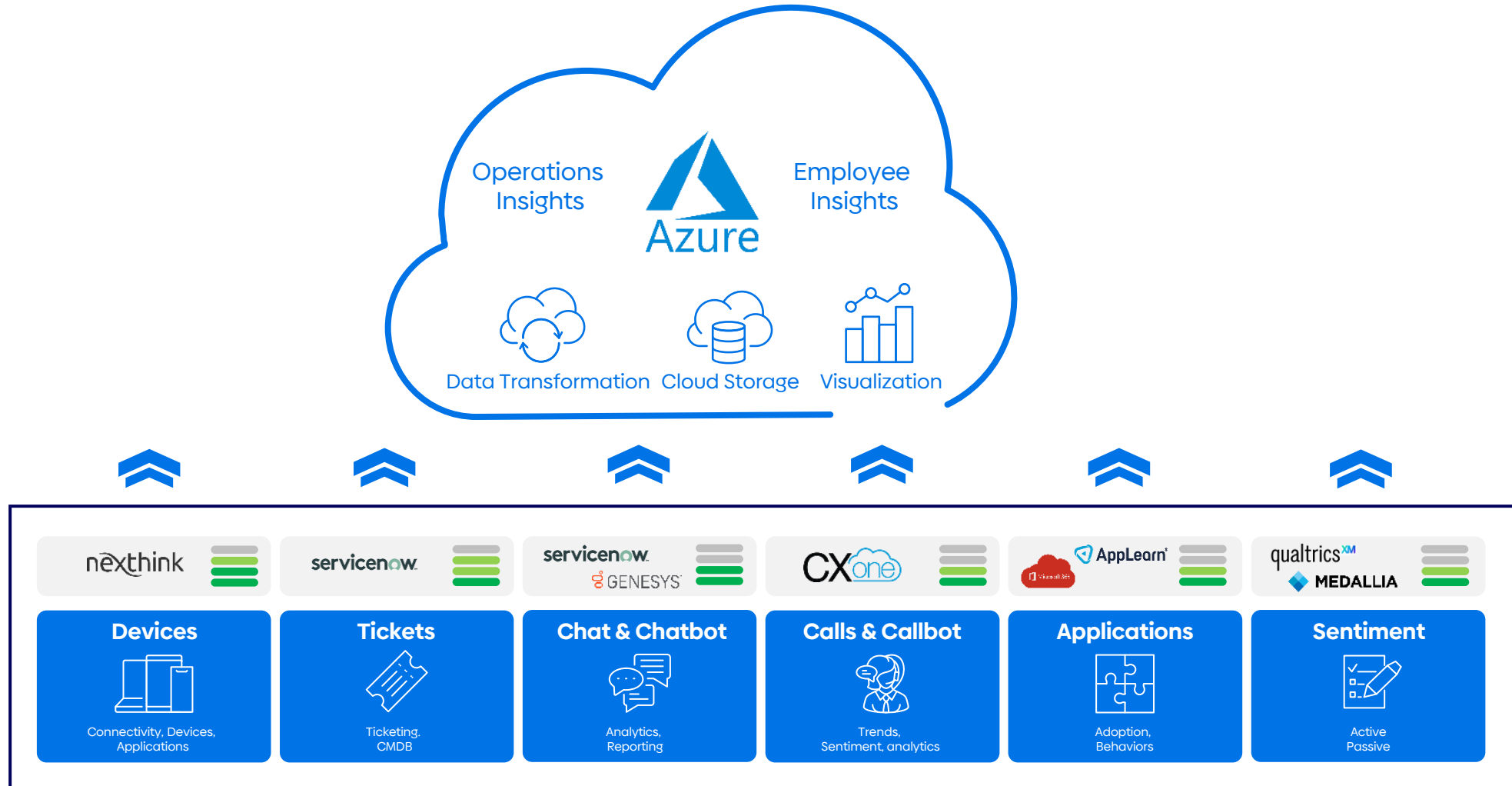
# Future Mode of Operation

## Transforming the Employee Experience...



# Delivering a Positive Support Experience

Employees no longer need to think about support



# Delivering a Positive Support Experience

Employees can easily access support and it's effective in resolution



## Interactive Menu

### Conversational interface

- Omni-channel
- Natural-language understanding
- Translation services
- Use cases beyond technology

**95%** Speech recognition accuracy

## Insight

### Conversation Insights

- Sentiment Analysis, frustration detection
- Real-time trends, compliance risks
- Feedback identification

**80%** Sentiment analysis accuracy

## Smart Assist

### Augmenting SD Agent

- User context
- Real-time recommendations
- Next-best actions

**35%** Time agents spend to search knowledge (\*)

## Intent Anticipation

### Smart-routing

- Context-based routing based on 3rd-party data
- AI-enabled to optimize agent-matching skills
- Unique personal assistant for all

**>50%** Chatbot efficiency

**AI-enabled Employee Care Platform**



# Delivering a Positive Support Experience

Field services are transformed

Incidents & standard requests  
**Remote, Automated, Immediate**

Device Provisioning  
**Automated Supply-chain**

Empowerment  
**Individualized**

Specialist  
Services  
**On-demand**

**Analytics &  
Self-healing**

Proactive

**Intelligent  
Automation**

Bots,  
orchestration...

**Remote  
Support**

Omni-channel,  
augmented  
reality

**Lockers &  
Vending**

Integrated

**Fulfillment  
Centers**

Consolidated

**Hybrid Tech Bars**

Remote  
coaching,  
training,  
enablement

**Smart Hands**

VIIP, Meeting  
rooms,  
functional  
devices

# Secure Flexible Working

## A revolution in workplace management

### Modern Management

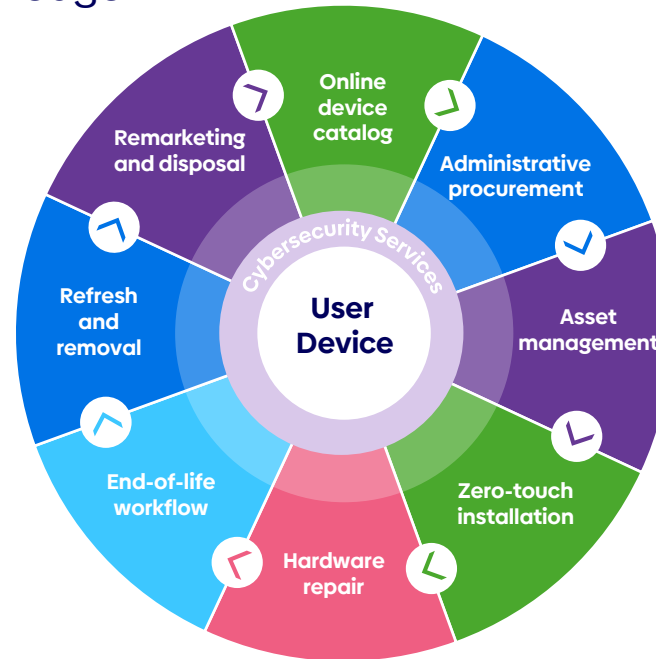
- Cloud-based modern management
- Seamless experience
- Apps and network transformation
- Cloud virtual workplaces
- Decarbonized management

**110k  
Devices**

Atos has deployed modern management internally for all user devices

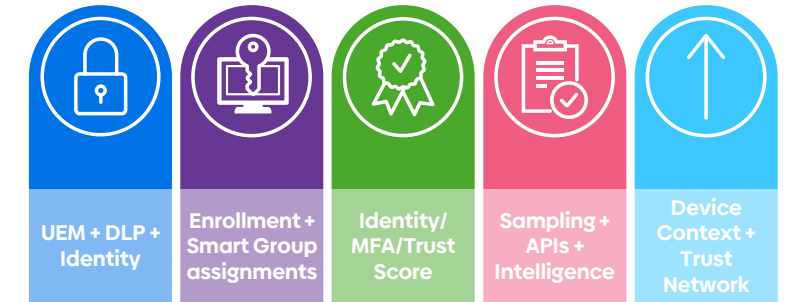
### Device As-A-Service

- Device as-a-service
- Automated supply-chain
- Any device from workplace to edge



### Zero-Trust

- Protect data with a zero-trust approach
- Providing security everywhere, without the 'walled garden'



**05**

# **Client Success Stories**

# Digital Workplace Services – Client References

Delivering complexity globally

## SIEMENS

Full ITO, including Workplace, Service Desk & On-site Services. Implementation of XLAs, modern management, EUC analytics

**250,000 users**

Worldwide, 150 countries

## Johnson & Johnson

Service Desk & On-Site Services, Chatbot, Intelligent contact center, Lockers, Virtual Tech Bars

**217,000 users**

Worldwide, 25 languages

## Disney

Workplace, Service Desk and on-site services Chatbot, smart lockers, automation

**357,000 users,  
120,000 devices**

Worldwide



Full ITO, including Workplace and Service Desk. Innovations include chatbot, EUC analytics, journey analytics, lockers...

**130,000 users**

Worldwide, 100 countries

## NOKIA

End-user support. Chatbot with knowledge access, ticket status and 15 self-healing use cases.

**95,000 users**

Worldwide



Workplace, Service Desk & On-site Services. Device as-a-service, chatbot, OneContact

**100,000 users**

8,000 locations, 7 countries

## nationalgrid

Workplace, service desk and on-site services EUC Analytics, persona-based support, chatbot, Tech Bars 2.0

**40,000 users**

UK and North America

## BASF

We create chemistry

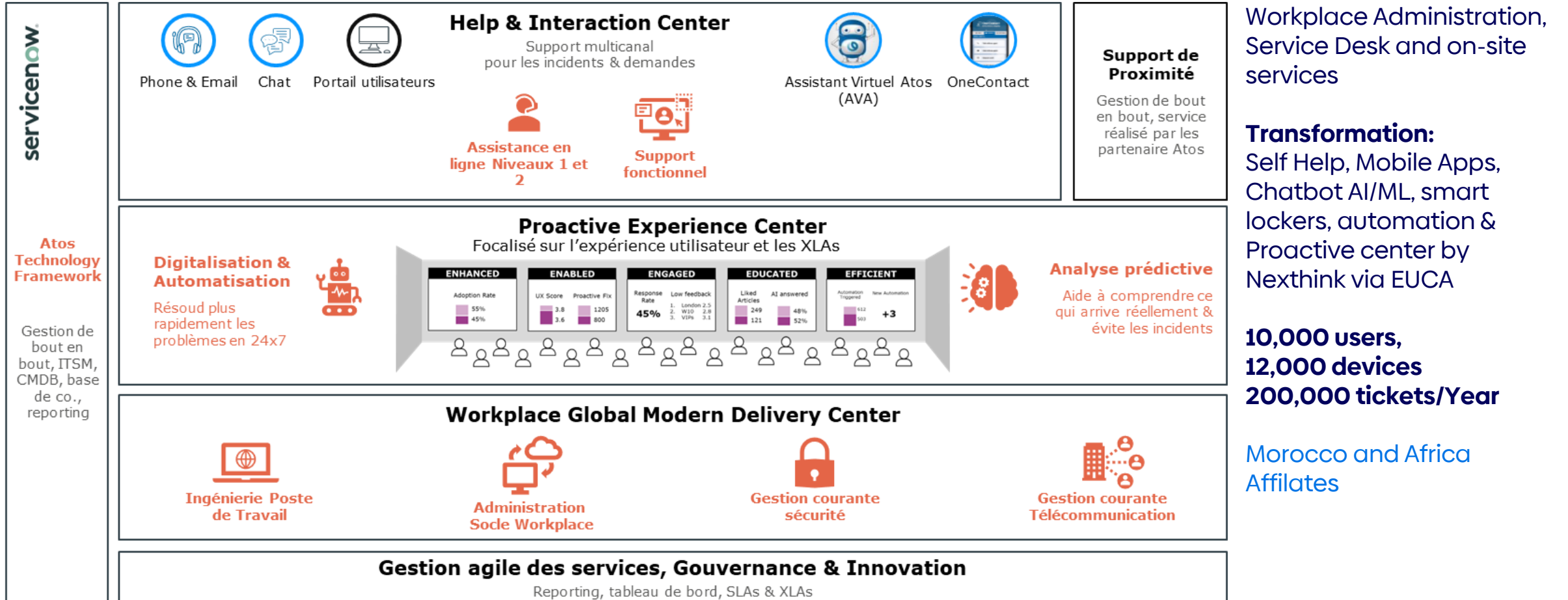
Service Desk, workplace and onsite Services

**105,000 users**

Worldwide, 30 countries in Americas and APAC

# Digital Workplace Services – Client References

## Attijariwafa Bank – 1st customer in Africa



**06**

# **Atos Commitment to Digital Workplace**

# Atos Digital Workplace portfolio

Investing in an end-to-end portfolio to address Employee Experience

## Services Beyond IT, Entering the People Space



### Engaged Employee Experience

Measure and improve your people experience

- EX Advisory Design & Adoption
- End User Computing Analytics
- XLAs and Enhanced Analytics
- Digital Adoption Platform
- Voice of the Employee
- Employee Journeys
- Digital Learning
- Wellbeing



### Accessibility

An inclusive experience benefits all your people

- Accessibility Consulting
- Accessibility Testing
- Accessibility as a Service

## Services Beyond the Workplace, to full Experience



### Intelligent Care Center

Care for your people and let them focus on the bottom line

- Intelligent Care Online and Live
- Intelligent Care – Virtual Agent
- Intelligent Care Local
- Hybrid Tech Bars
- Lockers and vending



### Intelligent Collaboration

Empower your teams collaborate wherever they are

- Smart offices
- Google Workspace
- M365 Collaboration
- M365 Data Governance
- Managed Meeting Rooms
- Citizen Developer
- Voice Integration
- Immersive Experience



### Digital Workplace Platforms

Set a new management style with BYOD and hybrid working

- Device Subscription Service
- IT Asset Management
- Unified Endpoint and Application Management
- Identity & Security
- Virtual Workplace
- Workplace Decarbonization

## AI-enabled & Decarbonized Workplace | Identity & Security

# Delivery Capabilities

A true global footprint with a unique delivery model leveraging both scale and expertise



47 languages supported, capabilities in 130 countries

45 million resolved user tickets annually

4.3 million managed user devices worldwide

c.11.000 staff working in Digital Workplace Operations

24x7 follow-the-sun capabilities

\* Sources: [24]7.ai, Google.



# Platform Powered by Leading Technologies

Built with partners to simplify and enable the future of work

## Intelligent Care Center

servicenow

NICE inContact

GENESYS™

kore.ai

## Proactive Experience Center

nextthink.

qualtrics.XM

Microsoft

AppLearn®

Medallia

Google AI

## Intelligent Collaboration

Microsoft 365

Unify

Smart Offices

Comfy

]pexip[

AVMI

Google Workspace

Microsoft

Automation

SyntBots

servicenow

UiPath  
Robotic Process Automation

## Modern Workplace Platform

Microsoft vmware® intel xerox™ citrix™ jamf

Any Device/OS



Windows 10



chromebook



Combining strategic Digital Workplace partners with a growing number of integrated SaaS solutions

**07**

**Major Analyst Ratings:  
Atos's Leading Edge**



## Atos is Leader in Digital Workplace Services for many years now

- 38 languages supported, capabilities in 115 countries
- 45 million resolved user tickets annually
- 4.3 million managed user devices worldwide
- c.11.000 staff working in Digital Workplace Operations

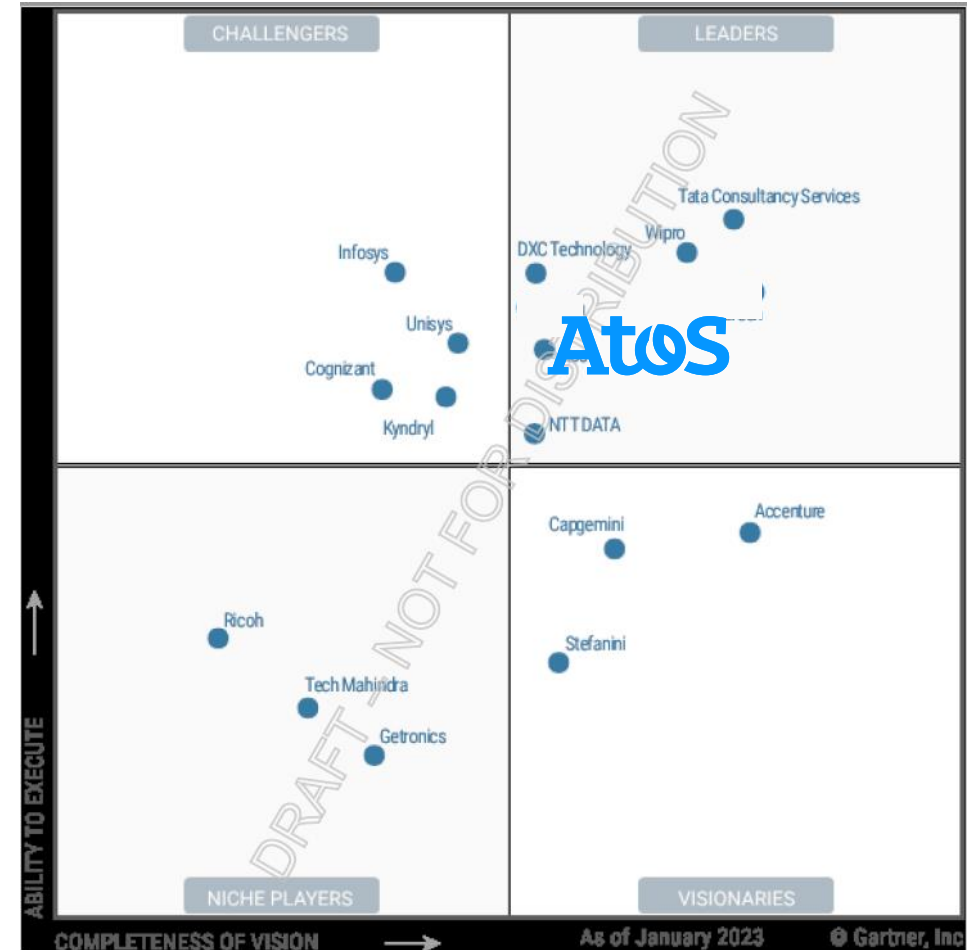


# Analyst Recognitions of Atos DWP

	<b>Leader</b> Magic Quadrant Workplace Services Americas, Europe & APAC
	<b>Leader</b> Workplace Services Global, Europe, NAM
	<b>Leader</b> Workplace Global
	<b>Star Performer</b> All 5 archetypes! Workplace Global
	<b>Leader</b> Digital Workplace Services Worldwide



<https://atos.net/en/lp/leader-in-gartner-magic-quadrant-for-odws>



# 08

# Questions

# Thank you!

For more information please contact:

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