

Atos Experience Operations Center: A revolutionary approach to employee care



Elevate the employee experience with real-time data, AI insights and proactive problem-solving

The challenge in today's digital workplace

In today's fast-paced digital workplace environment, relying solely on historical data to predict future issues is a reactive approach that often proves insufficient. By the time a problem is identified and addressed, it already impacts the business. This latency in response times is a significant challenge.

The solution: Atos Experience Operations Center

Based on decades of digital workplace experience, Atos has developed a new paradigm in employee care: Atos Experience Operations Center (XOC). This state-of-the-art solution is designed to enhance the workplace experience through real-time data aggregation, AI-driven insights and proactive issue resolution. It integrates data from across the enterprise to provide a unified, real-time view and actionable insights into the operational performance and employee experience, enabling immediate response and actions to address anomalies and transforming how you care for employees.

What's new about XOC?

What sets XOC apart is how it provides a real-time view of any issues impacting or threatening to impact user experience. Unlike Security Operations Centers (SOC) and Network Operations Centers (NOC) (which focus on security and

network activities), XOC is dedicated to monitoring and addressing user experience at scale. Powered by Atos Real-Time Data Processing Framework (RTDPF), it leverages cutting-edge technologies to deliver seamless employee experience monitoring, observability and management.

What benefits does XOC deliver?

XOC provides real-time insights into your digital workplace experience, enabling proactive issue detection and, ultimately, accelerated resolution. It enhances operational efficiency by leveraging advanced data analytics and AI for continuous user experience monitoring from multiple points of view — resulting in improved productivity and reduced downtime.

User experience continuous improvement:

XOC focuses on optimizing the employee experience in real-time, which is crucial for maintaining a reliable workplace environment and ensuring an overall productive and happy workforce. Real-time employee experience monitoring and management transforms IT from a service-based organization to a care-oriented organization.

Immediate decision making: The platform enables agile and responsive decision-making based on real-time data, which provides a competitive advantage in fast-paced business environments.

Reliability: XOC provides a 24/7 “Eyes on Glass”-monitoring command center, ensuring that any issues are proactively addressed, thus maintaining a highly-available and dependable workplace IT ecosystem for employees.

Future-ready technology: XOC’s Real-Time Data Processing Framework (RTDPF) and multi-platform data ingestion leverage a serverless architecture, ensuring scalability, flexibility, and robust security. This architecture eliminates the need for managing infrastructure, allowing seamless scaling to accommodate varying workloads while

maintaining high availability. The highly tuned machine learning models, trained on extensive IT datasets, excel at identifying anomalies, making predictions, and uncovering correlations. This advanced capability empowers organizations to proactively address potential issues, optimize performance, and enhance overall employee experience.

Proactive issue resolution: XOC takes a proactive approach to tackle events as they occur, ensuring that potential systemic problems are addressed before they impact the employee experience and saving you time and resources.

How does Atos Experience Operations Center work?

Atos Experience Operations Center operates through a sophisticated, multi-layered approach. It utilizes automation and is integrated with leading enterprise tools like ServiceNow, Nextthink and Microsoft Graph to continuously monitor the user experience, uncover friction-factors and enable operations teams to act quickly in the event of an incident.



Data Ingestion: XOC continuously collects data from a wide array of sources, including ITSM Systems, end-point management tools, policy/update management tools, and self services tools. This data encompasses everything from performance metrics to user interactions.



AI and ML Analysis: The enriched data is then analyzed using highly tuned AI and machine learning models. These models, trained on extensive IT datasets, are capable of detecting anomalies, predicting potential issues, and identifying correlations across different data points.



Real-Time Data Processing: Leveraging the Atos Real-Time Data Processing Framework (RTDPF), the ingested data is processed in real time. The serverless architecture allows for seamless scalability and efficient resource management, handling large volumes of data without latency.



Visualization and Insights: The results of the analysis are presented through intuitive dashboards and reports, offering actionable insights into the digital experience. This includes real-time alerts on emerging issues, detailed analytics on user experience trends, and predictive insights for future planning.



Data Enrichment: As data is processed, it is enriched with context through advanced algorithms. This involves applying metadata, identifying key patterns, and filtering out noise to focus on relevant information.



Proactive and Immediate Response: With real-time insights at their fingertips, operational teams can swiftly respond to issues as they arise, preventing disruptions before they affect the end user. The system also supports automated actions for predefined scenarios, ensuring rapid resolution and minimal downtime.

By integrating these components, XOC provides a comprehensive, real-time overview of the digital workplace environment, empowering organizations to maintain optimal performance and enhance employee satisfaction.

For more information about Atos Digital Workplace services, please [contact us](#)