

Case Study

Automotive financial services company migrates customer-facing operations to AWS

The prominent automotive financial services company was struggling with outdated mainframe technology.

At a glance

Collaboration and digital transformation led to substantial improvements in operational efficiency and customer service.

Why Atos

Since 2013, Atos has partnered with AWS to deliver innovative technology solutions. With 12 AWS partner programs, 20 validated competencies and over 6,000 certifications, Atos combines deep expertise in complex legacy infrastructure with AWS's leading cloud services to accelerate digital transformation.

Challenge

A mainframe roadblock

A prominent automotive financial services company was struggling with outdated mainframe technology. This legacy system was accruing considerable technical debt, hindering the company's expansion into new markets and its ability to deliver high-quality customer service. Additionally, the inflexibility of the old technology limited the company's capability to innovate and introduce new product offerings.

Solution

Reduce speed to reduce risks and costs

The company partnered with Atos to develop and implement a comprehensive digital transformation strategy. They used an iterative API-led approach to gradually phase out the outdated mainframe. This approach enabled smoother integration of new features and avoided the risks and costs of a complete system overhaul.

All in on AWS

Among the project's key initiatives was migration of customer-facing operations to Amazon Web Services. The project team leveraged various AWS services such as Amazon EC2 for computing, Amazon RDS for relational database management and Amazon S3 for scalable storage.

Result

Serverless operations and IAM integrations

AWS Lambda was deployed for serverless operations to run code in response to events without managing servers. AWS IAM was used to manage secure access. These integrations facilitated the expansion of online customer portals and the establishment of a new portal for secure document exchange. In fact, 39% of customer service calls were diverted to the online portals.

Atos guided the financial services company's transition to this new managed services model with continuous support and monitoring tools from AWS, which significantly improved service quality. Further, this project reduced the processing time for customer service requests by 60% and automated 73% of online customer service requests.

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Let's start discussion together



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106907 - JS + MB - CaseStudy - Automotive financial services

