

Reference

Enterprise-wide digital transformation for a Middle Eastern telecom provider

Automation, optimization, and smart delivery
for a digital evolution



Atos

About the client

The client is a major telecommunications provider in the Middle East, offering mobile, fixed-line, internet, and digital services to both consumers and enterprises. Known for its customer-centric approach, the organization is focused on accelerating digital transformation through intelligent automation, operational efficiency, and scalable platforms to meet evolving market demands.

At a glance

A leading Middle East telecom operator partnered with Atos to automate operations, streamline fulfilment, and modernize its Pega platform, driving faster processing, improved efficiency, and scalable enterprise-wide digital transformation.

Outcomes

- **80% reduction** in process execution time with Pega RPA
- **65% faster order fulfilment** using Pega Case Management
- **20% efficiency improvement** in overall supply chain processes
- **Upgraded to Pega v 24.2**, enabling new features and platform stability

Challenges

When collaboration is critical

The client aimed to reduce operational costs, enhance service efficiency, and modernize its IT landscape as part of a broader digital transformation strategy.

Legacy systems across business units were working in silos and required extensive manual interventions. This was leading to a lack of real-time visibility, hindering the agility and decision-making of operations teams. In the order fulfilment process, partner delays and limited tracking impacted customer satisfaction and delivery accuracy.

The outdated Pega platform was lacking non-production environments, restricting testing, deployment, and scalability. Security and compliance gaps further constrained innovation. The client sought automation, orchestration, and platform modernization to drive agility, transparency, and sustainable growth.

Solution

Unlocking platform potential with RPA

Atos implemented Pega RPA as a managed services model, **deploying over 100 bots across 15+ business units to automate 200+ processes**, reducing manual effort and improving execution speed.

For order fulfilment, Atos designed and delivered a Pega Case Management solution integrated with legacy systems and external courier platforms, enabling real-time tracking, faster cycle times, and paperless operations. Additionally, Atos executed a seamless upgrade to Pega version 24.2 across five hybrid environments using containerized infrastructure, along with externalized Kafka, and Elasticsearch.

Over 50 bots were migrated, unlocking new platform capabilities while ensuring business continuity and scalability for future innovation.



Connecting for the future

The engagement delivered measurable business impact by streamlining operations and increasing agility across teams. Manual tasks were eliminated, and system coordination improved. This boosted operational capacity and allowed employees to focus on higher-value work resulting in productivity gains of over **100,000 hours annually**.

The order fulfilment initiative also generated **AED 1 million in savings** through reduced workforce effort, paperless processing, and faster revenue realization via same-day billing.

Customer experience improved with quicker, more accurate fulfilment.

The upgraded platform now offers a future-ready foundation, enabling faster innovation, stronger compliance, and alignment with the client's long-term digital transformation goals.

Find out more

Atos' deep industry and application knowledge of the client's systems were key drivers in ensuring the success of this project. The team's global Pega expertise helped deliver an integrated, end-to-end solution. Backed by a strong Center of Excellence, cost-effective licensing, and flexible resourcing, Atos emerged as a trusted partner in driving the client's digital transformation with speed and scalability.

>> Explore how Atos can design and deliver digital readiness for your business' success: **Digital Applications - Atos.**

>> Contact us to learn more: **Contact Us - Atos.**



Find out more about us

atos.net

atos.net/career

Let's start discussion together



Atos is a registered trademark of Atos SE.
October 2025. © Copyright 2025, 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.

106949 - EM + JD - Case study - Telecom - Middle East

Atos