



Application Services - Frictionless Operations

Aligning operations to digital customer journeys
by leveraging Gen/Agentic AI

Reduce TCO (IT: 25-30%, BizOps: 40-50%)

Industry aligned business Outcomes

Industry Agents, e.g., Recon, Claims, After Care

Atos

Vision



We deliver AI-driven intelligent systems that seamlessly integrate into our customers' operations, improving efficiency and driving business outcomes

Introduction

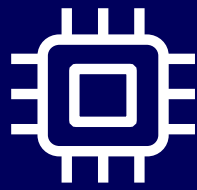
Enterprises today are faced with multiple challenges where customers fail to see full picture of the health of ecosystem resulting into delayed root cause analysis with scattered data, poor customer experience and high operational cost. This has direct impact on growth, profitability and ability to invest in newer technologies and gaining competitive edge.

Our offering



Observability Ecosystem

- Observe Business Process/Transaction, servers, networks, balanced scorecards
- 360° view of entire state



Intelligent Automation & Self-healing

- Analytics, Predict, Event based detect & heal
- Automation of everything



Business Operations

- Bot command center
- BOT First, Self Heal



Empower Customer

- Digital self care
- Knowledge Management

Value proposition



Atos IP e.g., Agentic AI powered Atos Polaris AI platform
Development, Maintenance, Modernization, Testing, Knowledge Management and Foundational Agent Repository



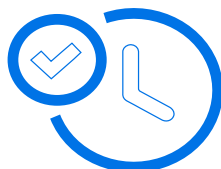
New Age Pricing Models
Consumption based pricing, Self-funding, Revenue tied to Customer business outcomes



Deep Industry Consulting, Process Knowledge and Agents (e.g., Recon, Claims, After care)

Business benefits

Evolve to touchless operations, committed saves and business outcomes



20-30%

Faster time to market



40-45%

Reduction in support efforts



30-40%

Reduce cost of ops

Frictionless Operations in Action



Global Cards and Payment Major

- **40% reduction** in TCO
 - **45% reduction** in support efforts
 - **30% lower** incident in-flow
-



Leading Healthcare Player

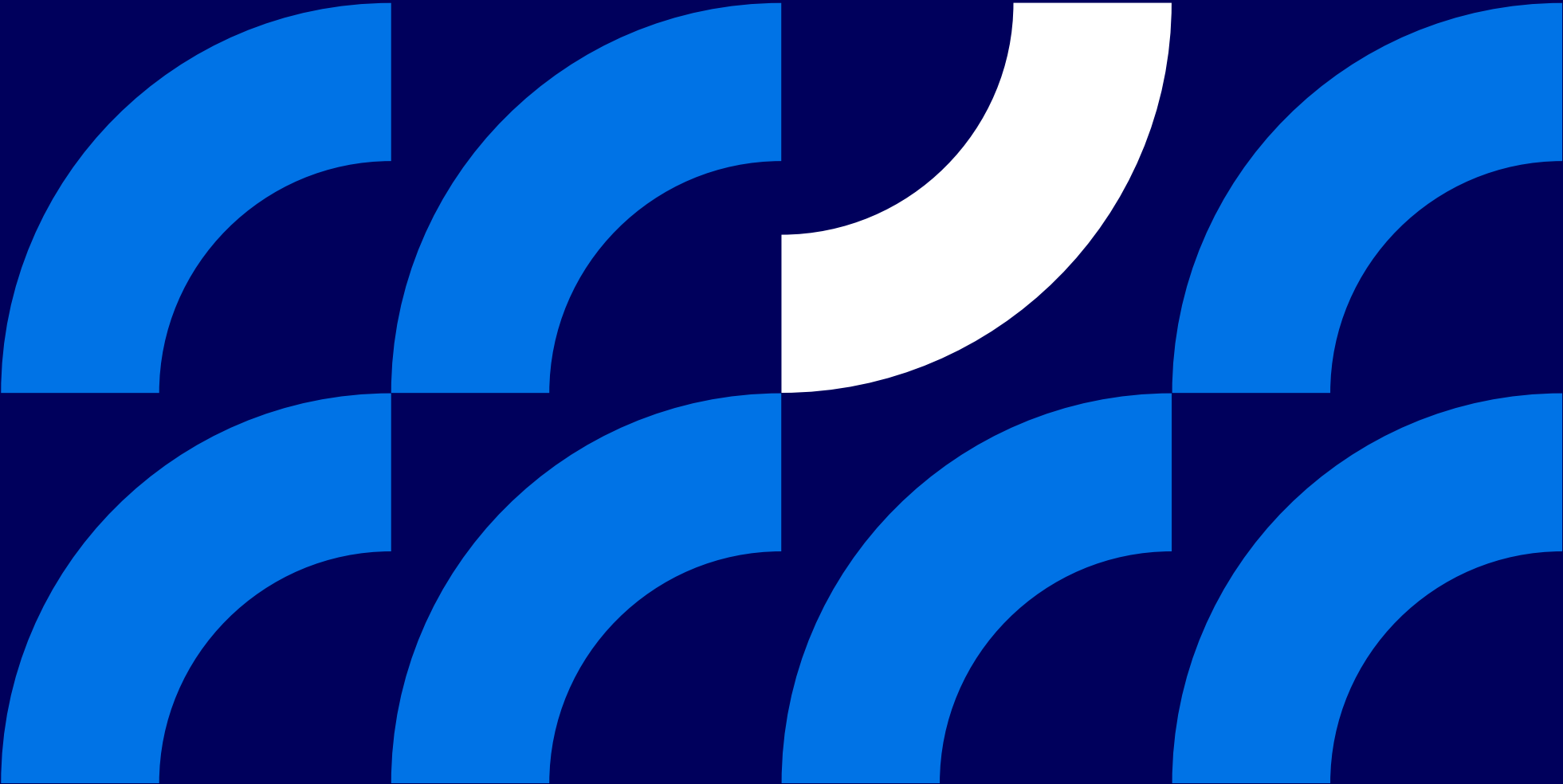
- 25% reduction in TTM
 - **90% + IP Ops incident resolution rate**
-



International Pharma Group

- 10% annual improvement **on productivity levers**
 - 10% annual improvement **on RTO / RPO**
 - 15% annual **Toil reduction**
-

Atos is a registered trademark of Atos SE. April 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.



Atos