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WORK at LIGHTSPEED™

ATF2.0 Framework and Client Experience

ERIC CHAPUIS
ATF2.0 PROGRAM MANAGER
ATOS

LAURA SCOTT
HEAD OF GLOBAL ENGINEERING
RS Components

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INTRODUCTIONS

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Speaker Introduction



NAME: Laura Scott

TITLE: Head of Global Engineering

FUNCTION: IT Operations

COMPANY: RS Components

EXPERIENCE: RS Employee for 29 years. (Customer Services and IT). Business Partners with Atos for 12 years

EXPERTISE: Service Management, ITIL and Prince 2 , Leadership coaching for Managers

ACHIEVEMENTS: ServiceNow - migrated 6000+ employees, with 50+ Fulfillers on 1 Instance, 32 Business service mapping represented in CMDB. Implementation of vRealise

CURRENT PROJECTS: Next Generation Service Provider, Beatbox Automation, O365, Fastpass suite ‘GINA’

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Speaker Introduction



NAME: Eric CHAPUIS

TITLE: ATF2.0 Program Director

FUNCTION: Global Engineering

COMPANY: Atos

EXPERIENCE: 22 years of experience in ITSM tooling, Monitoring, and Automation management

EXPERTISE: Program Management, Engineering, and Operations in complex IT Managed Services Organizations

ACHIEVEMENTS: Developed the ATF2.0 framework, migrated 60+ Customers with 10K Fulfillers on 6 Instances with 1M Callers, and 600k CI's.

CURRENT PROJECTS: Driving cost efficiency through Automation and Supporting customers in their Digital Journey

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Session Overview



Objectives

- Supporting Customer Digital Transformation in a MSP Complex Environment



What You Will Learn

- Understand the environment and challenges facing Atos
  - Benefits of a shared instance and standardisation
  - Customer challenges
- Learn about MSP Environment
- Gather key lessons related to Customer Migrations
- Discuss how the lessons may apply to you for your initiatives/projects

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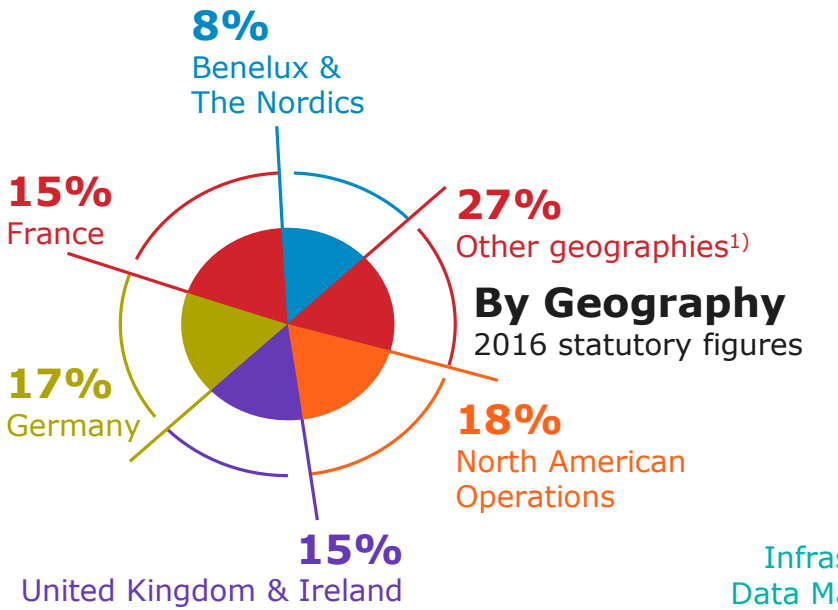
Company Introduction

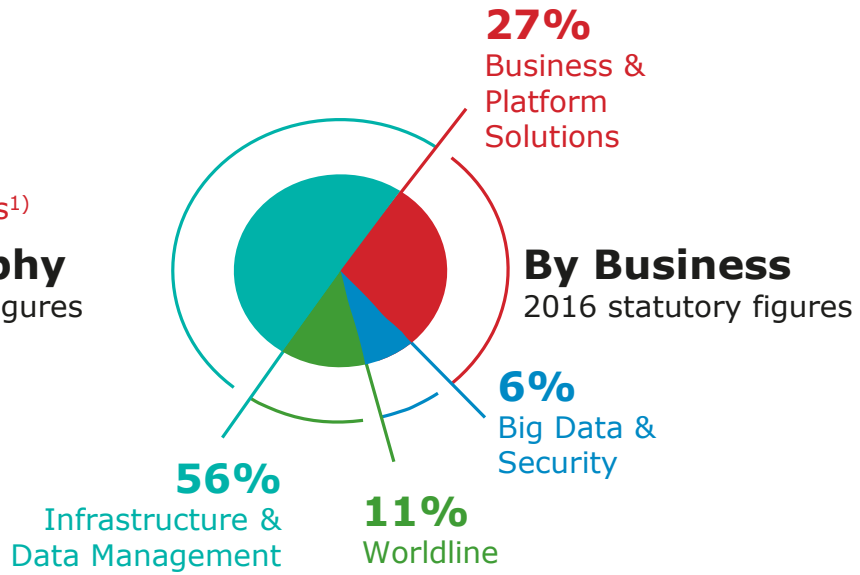
$13 billion annual revenue *circa*

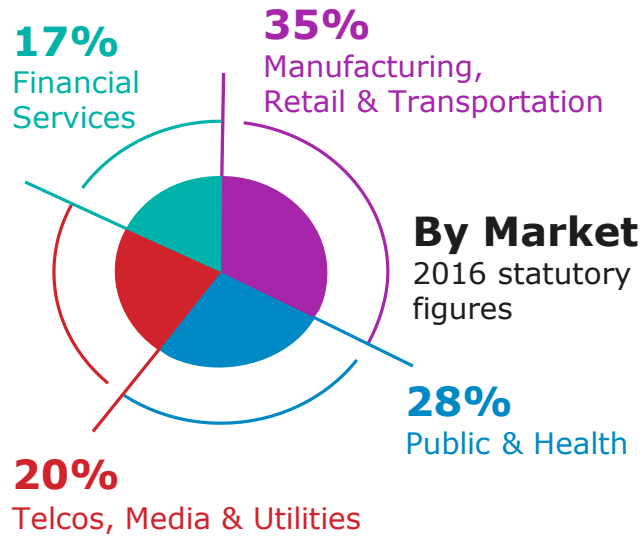
Top 5 digital leader

72 countries around the world

100,000 business technologists





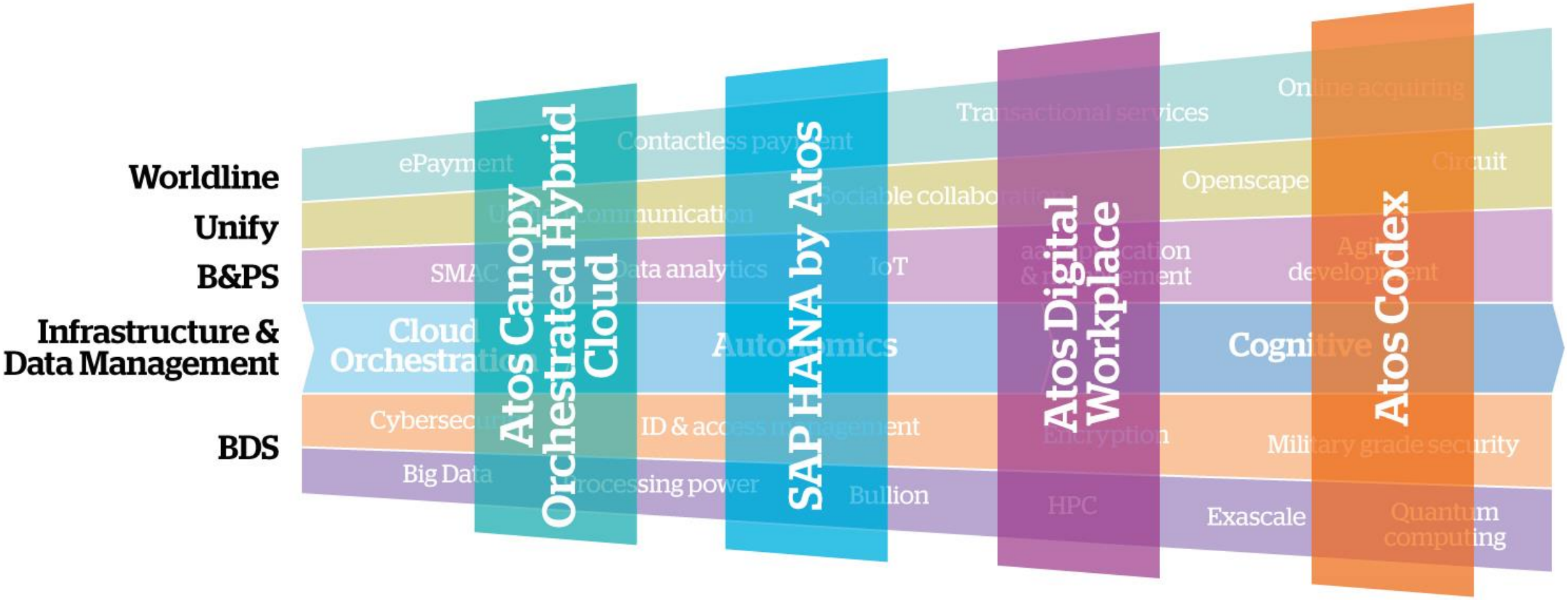


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Company Introduction

A Digital Transformation Factory to implement Atos strategy over 2017-2019



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OUR CHALLENGE

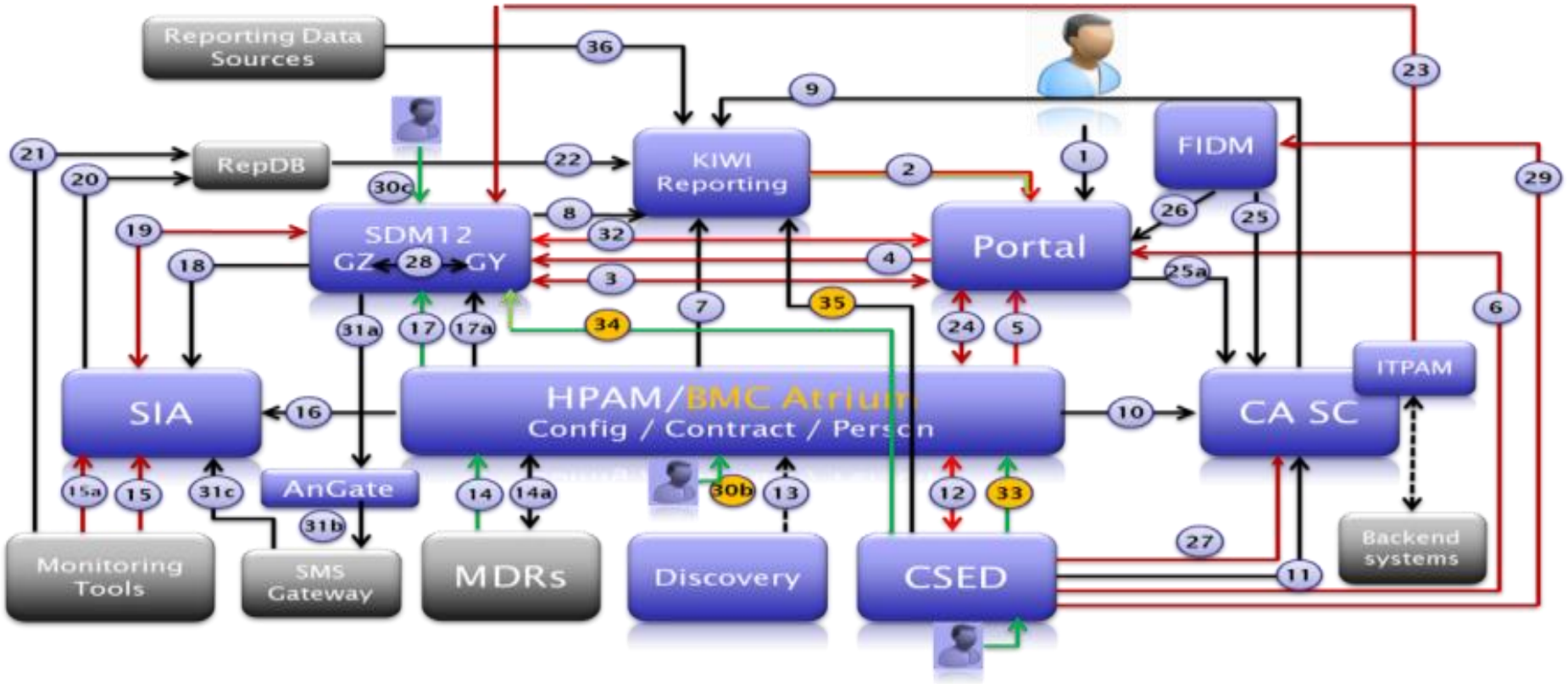
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Key Drivers for Change in 2014

1. A serious need to improve operational ITSM costs
2. A serious need for automation and standardization
3. A serious need for improving end-user experiences using the Atos Technology Framework
4. High volumes were driving the need to increase platform scalability
5. Ability to rapidly deploy and interface toolsets; ensuring support for multi-service integrations
6. Ensure support for multi-service integration models such as SIAM

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Our Old ATF1.0 Framework



Lots of tools from different vendors caused data replications everywhere with dozens of interfaces

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Our Strategic Decisions at the End of 2014

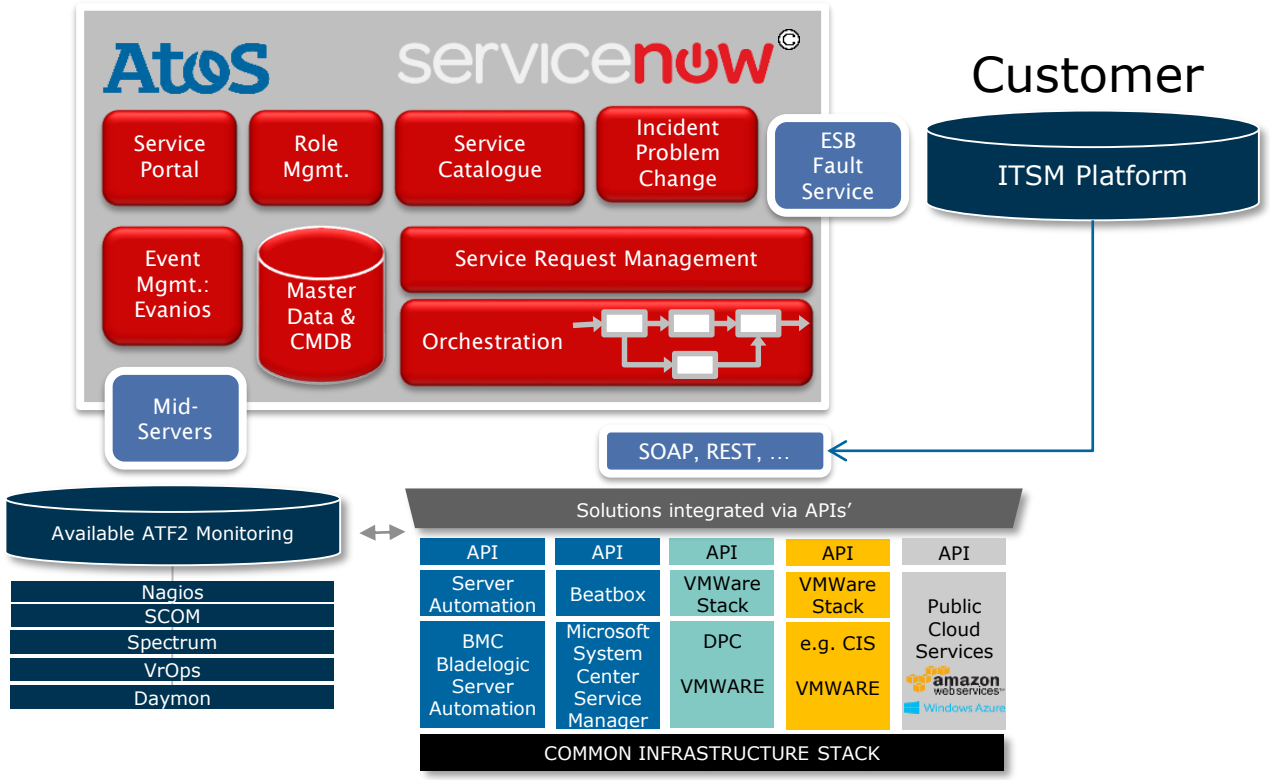
1. Simplification
2. Adopt ServiceNow as the Atos core Service Management solution
3. Use ServiceNow to support the digital transformation of our customers
4. Use Servicenow as a customer front end to their services
5. Maintain and develop a unique solution that we could clone as needed (regional, contractual requirements)
6. Minimize our integration touchpoints and consolidate in ServiceNow

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Our New ATF2.0 Framework

OVERVIEW

- Multi-domain instance based on IT Automation Suite and Performance Analytics
  - Standard Processes & UI defined at a top level domain
  - Sub-domains inherit a working framework that can be set-up in days
- Automation based on Orchestration and Cloud Plugins
- Data model mapped to our best practice frameworks
  - Atos SACM and Service Management models
  - Atos metadata and SLA's available by default to all customers
  - Standard Service Requests available to all customers
  - Standard Reports available to all customers
  - Ability to leverage all Atos support quickly
  - Ability to leverage new ServiceNow features and roll them out quickly
  - Global, Regional, On-Premise models to meet customer security requirements
- The ability to support customer configurations
  - Customer service requests
  - Customer categories, priorities, and resolution timeframes
  - Customer SLA's
  - Customer Portals
  - Ability to override standard offerings
  - Ability to contain their data in restricted domains



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How Did We Get Here ?

Customer Roadmap

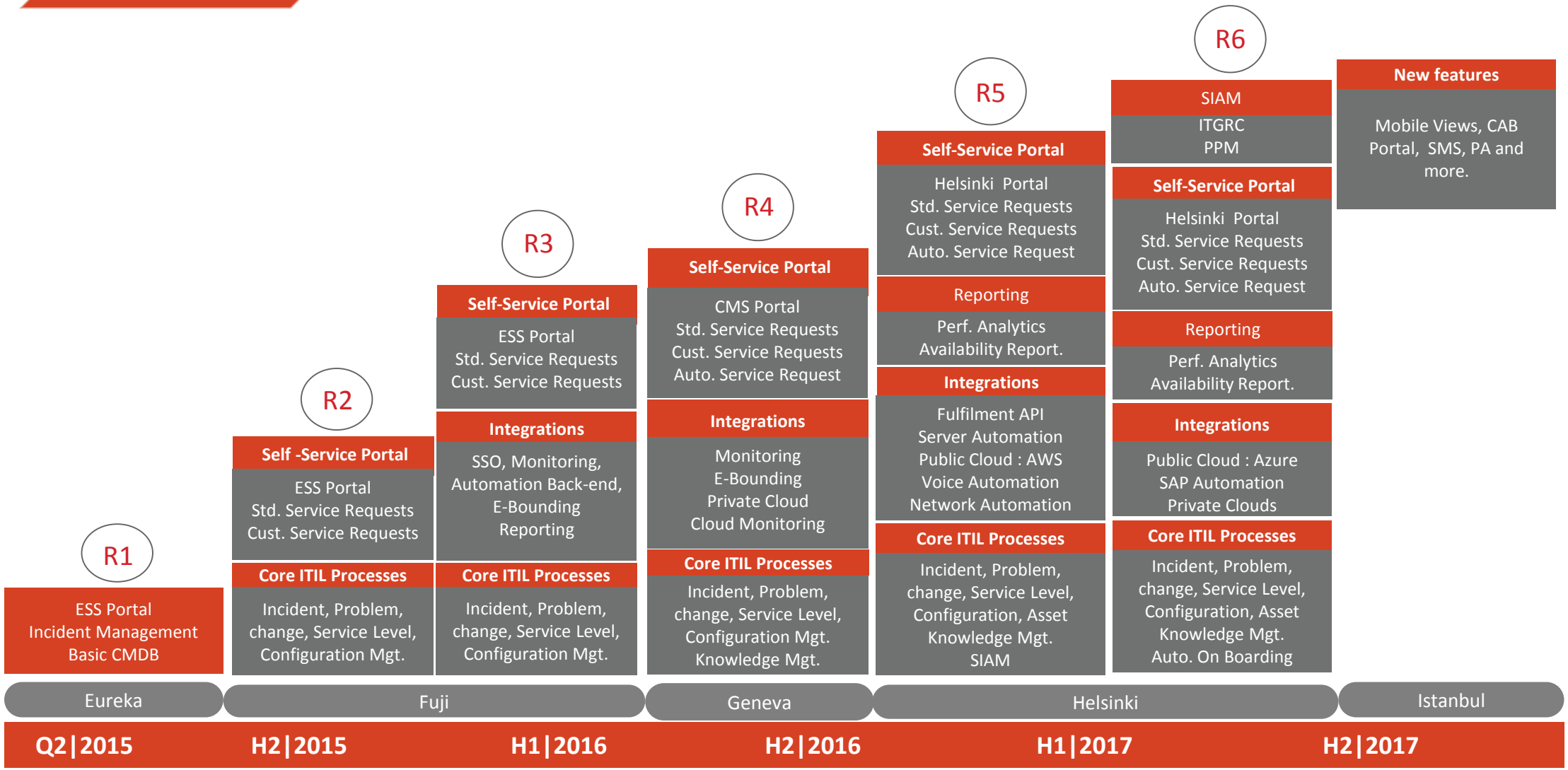
Pilots with UK, and North America

New Service Desk Customers ServiceNow only

Extend our system management capabilities

On-board all new Customers on ATF2.0

Migrate all Customers from ATF1 and Legacy



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Our Lessons Learned….

1. Work with our customer base and explain the benefits of SaaS
2. Stay as close to Out of the Box (OTB) as possible; avoid customisation
3. Work closely with ServiceNow to understand upcoming features and offerings
4. Limit the number of external tools to integrate, use ServiceNow features
5. Implement automated testing to speed-up development lifecycle

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Top Takeaways

1

Keep it Simple

"Challenge the status quo"

2

Keep it Simple

"Be forward looking"

3

Keep it Simple

"Be proactive, don't wait for perfect requirements"

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ServiceNow Migration

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Agenda

- Introductions & Welcome
- Electrocomponents – Business background
- Electrocomponents and Atos
- It's a journey 'Metaphor'
- ServiceNow transition
  - Business Challenge
  - How Atos has contributed to address this challenge
  - Lessons Learnt
  - How issues were overcome during the implementation
- Making things happen
- Questions?

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Electrocomponents Business Background

Electrocomponents plc and its trading brands

Electrocomponents plc is the global distributor for engineers

Listed on the London Stock Exchange, the Group's revenues were £1.29bn for the financial year ended 31 March 2016

Electrocomponents operates under the trading brands of RS Components and Allied Electronics (in the Americas)

Delivering innovation and inspiration to engineers worldwide so that they can do their business better

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Electrocomponents Business Background

What we do



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Electrocomponents Business Background

Our global presence

- Founded in 1937
- Headquarters in Oxford, UK
- Operations in 32 countries
- Over 70% of global revenues derived from outside the UK
- Over one million customers in more than 80 countries
- 60 local trading websites attracting around 10 million visits every month
- Around 6,000 people employed worldwide



Delivering superior service to our customers worldwide

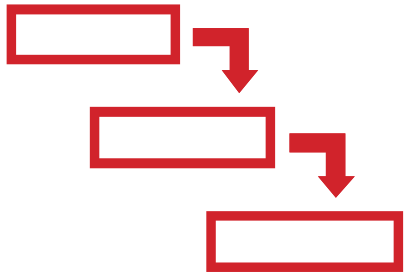
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Electrocomponents and Atos / Partners

Business Partners

- Atos have been our strategic business partner for 12 years
- RS signed a new 6 year deal with ATOS based on the 3rd wave concept of outsourcing



- Wave 1 - "your mess for less"
- Wave 2 - Labour arbitrage
- Wave 3 - Deploy technology automation and orchestration to get automated, provisioning, self help, etc

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Electrocomponents and Atos

It’s a Metaphor

- You may ask yourself what does a Ballet Dancer and ServiceNow have in common





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On the face of it ‘nothing’ – behind the scenes many ‘similarities’

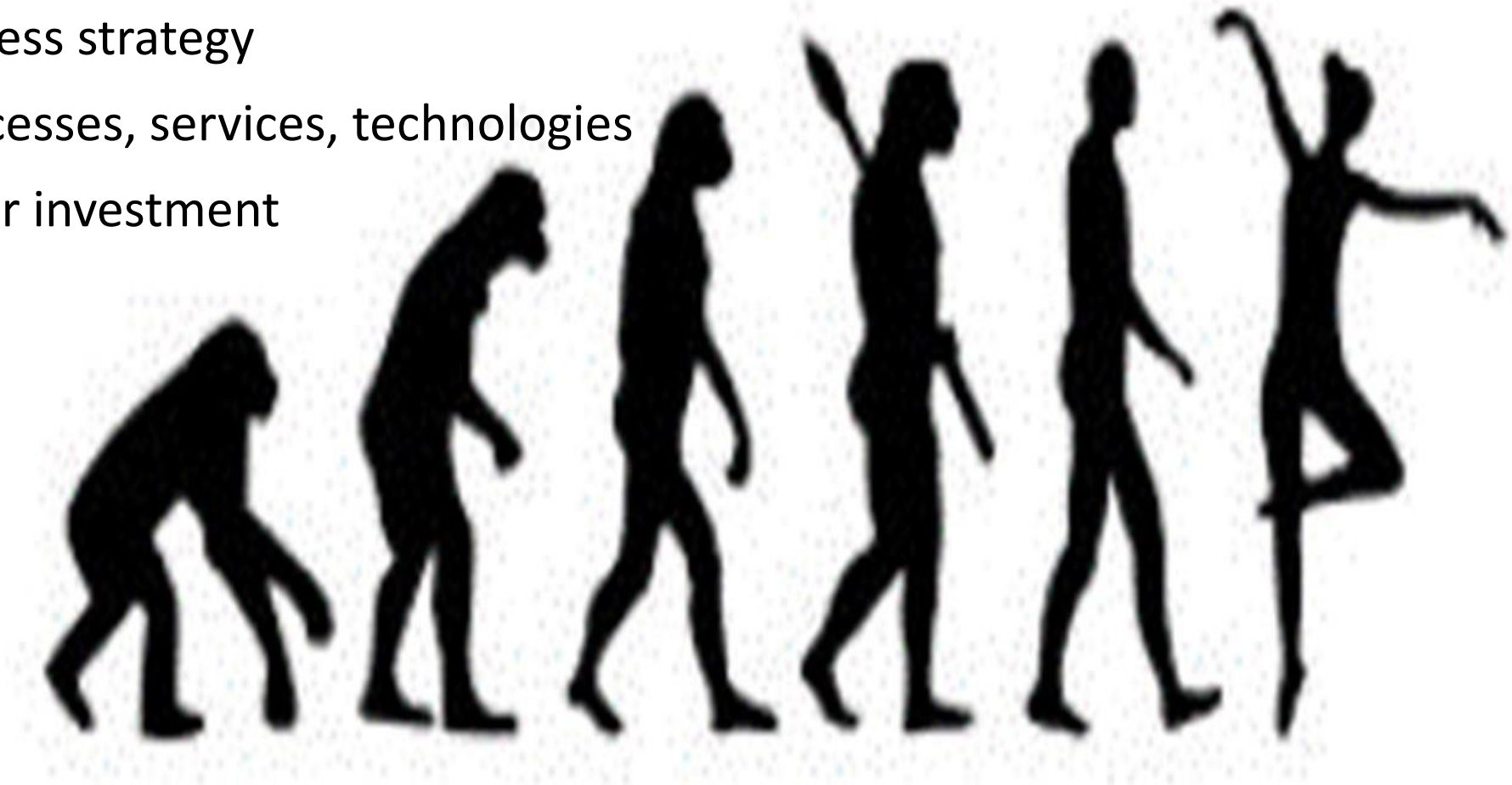
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ServiceNow Transition

The business challenge we were addressing

- To support the business strategy
- Dated products, processes, services, technologies
- Greater return on our investment
- Increase self service



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ServiceNow Transition

How Atos has contributed to address this challenge

- Innovation – vision of the 3rd wave outsourcing
- Right tool ..... integrated toolset,
- Specialist resources
- Understanding the business



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ServiceNow Transition

Lessons Learned – Things are not simple. Don't start off thinking they are

1. Know your business processes inside out before you start
2. Co-ordinate with any other changes (e.g datacentre moves etc)
3. Never assume anything, ask questions, seek the information
4. Right people for the right tasks
5. Planning/re-planning – (realistic deadlines)



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How Issues Were Overcome During the Implementations

- Collaboration, working together, we are all ONE team
- Timely communications
- Deliver on our Promise



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ServiceNow Transition

Making things happen

- Whatever the goal, together we make things happen for ‘Customers and Users’

















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Thank You

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ATOS

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Head of Global Engineering

RS Components

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