Always Ready Program

Atos IDM solutions that support our customers during Covid-19 crisis

27-03-2020
● We are living an unprecedented times,
● Partnership with our customers is more important than ever,
● Offer themour support and the solutions they need to ensure their Business Continuity.

« It is our duty as a global company to help in these times : Atos is mobilized to meet this challenge and support customer collaborators in teleworking and their underlying infrastructure needs.

We continue to be vigilant in the care of ourselves, our colleagues, our families and our clients. And however we support our customers, we will do to the highest ethical and moral standards.»
Supporting our customers

We understand speed is the key to helping customers and partners right now. There are 4 broad categories where we are prioritizing help:

- Extend remote collaboration
- Support for remote working
- Boost your compute performance & ease scalability
- Secure your access & data

Remote collaboration work  Business continuity
All Atos Divisions responding to urgency and adapting as the situation evolves and needs change

Business Continuity ➔ Increased Remote Working IT resources increase ➔ Unified Communication Devices logistic Network and Security Remote assistance

Audio / Vidéo conferencing

Audio / Vidéo conferencing

VDI deployment

Secure workplace for users

Securing connections to web sites

Securing remote access: VPN

Website overload management

Upgrade datacenter infrastructure with funding

Upgrade datacenter infrastructure with funding

Public cloud Lift & Shift to relieve heavy internet workload
Remote collaborative work

Audio & video conferencing
Remote collaboration
Virtual workplace
Audio / Video conferencing

Circuit
RingCentral
Google
Microsoft Teams
Jitsi

Business Impact
- Allow collaboration continuity
- Quickly build-up or extend conferencing capabilities
- Keep the contact with your employees & the business ecosystem

Time to implementation
- ~1 week
  - 2 days: Preparation of pre-requisites
  - 3 days: Implementation and configuration
  - On-demand support

Costs drivers
- Vendors subscriptions in a pay-per-use model
- Implementation project
- Recurrent support

Atos value proposition
- Benefit from Atos pattern design
- Volume discount on subscriptions
- Turn-key project
- Single Point of Contact
Audio / Video conferencing

Open-source solution

ToIP ready

UX & Social collaboration

Microsoft native solution

Google native solution
Remote collaboration

Business Impact
- Allow collaboration continuity
- Quickly build-up or extend communication capabilities
- With native encryption to keep on security

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Remote collaboration

Collaboration

Collaborative creation in **real time in documents**, spreadsheets & slides

Manage content, **store data** and find what you need

Collaboration

Collaborative with **well known** office tools.

**Local and cloud storage** that simplify sharing.
VIP Gmail secured remote collaboration

**Business Impact**
- Use mail encryption to benefit from a very high end-to-end level of security
- Take advantage of a French certified Hardware Security Module (ANSSI)
- Hosted and managed by Atos, a trusted partner

**Time to implementation**
- ~1 week
  - 2 days: Preparation of pre-requisites
  - 3 days: Implementation and configuration
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**Costs drivers**
- Vendors subscriptions in a pay-per-use model
- Implementation project
- Recurrent support

**Atos value proposition**
- Certified solution by the French authorities
- Turn-key project
- Single Point of Contact
Securing eMails

- End to end encryption
- Emails fully protected and hidden from Google
- Keys and HSM built and designed by Atos

Benefits:
- Easy to use
- 100% integrated with Gmail / O365
- Service hosted and operated by Atos
- Immediate audits and revocations at any time.

Bob (VIP)

Alice (VIP)

Charley

Standard eMail service for standard users

Trusted partner

Hardware Security Module

Keys

Service Atos

Gmail

Encrypted email

Browser extension

Read secured email using their regular email client.
Remote workplace

VDI (Virtual Workplace)

Business Impact
- Allow access on-prem apps and desktops remotely
- Secure connection without VPN
- Optimize bandwidth
- Allow ATAWAD (Any Time, Any Where, Any Device)

Time to implementation
- 1 to 2 weeks for extension
- Within 2~4 weeks for basic Cloud delivery option
- Within 4~8 weeks for basic Hybrid delivery option

Implementation costs drivers
- Vendors Licence fees
- Hardware costs (on-premise) / Cloud, Pay-as-you-Go (preferred)
- Number of users

Atos value proposition
- License & hardware resells
- Implementation project
- Recurrent support
- End-to-end services (project or managed)
Remote access to a workstation
Connect securely to corporate applications
Modern Workplace (Cloud managed)

Business Impact
- Allow flexible, secure, workplace solution available anytime on any device, with just an internet connection.
- Simplify users access to data, applications and services
- Mobility experience, work is no longer a location, approach PS like Mobile Devices
- Fast Desktop / Mobile provisioning

Time to implementation
- VMware Workspace One / Microsoft Intune platform
  - 2 weeks : On Cloud, for mobile and desktop devices
  - 4 weeks : On-prem, for mobile and desktop devices

Costs drivers
- Vendors Licence fees
- Hardware costs (on-premise) / Cloud, Pay-as-you-Go (preferred)
- Number of users

Atos value proposition
- License & hardware resells
- Design, Build and Implementation project
- Recurrent support
- End-to-end services (project or managed)
Zero-touch Provisioning

Modernize, Simplify PC provisioning

Windows 10 Provisioning is a new cloud-based zero-touch provisioning service, designed to simplify and modernize our customers’ requirements for enrollment, provisioning and management of Windows 10 PCs.

Self-service deployment provides our customers significant cost savings

From the users’ perspective, it only takes a few keystrokes to make their device ready to use – and with self-service options, higher levels of satisfaction. From IT’s perspective, limited or zero touch involvement, removing a mundane task and saving them time and money.
Temporary Contact Center (Cloud managed)

Business Impact
- Provide a temporary contact center and support desk to answer customer employees questions
- Agents can easily work from home, with their PC

Time to implementation
- Fast implementation (Cloud based):
  - 2 days for the Contact center
  - Agents ramp-up within 5-days

Costs drivers
- Number of agents
- Standard offer includes a CXone licensed for 25 agents / 45-days)

Atos value proposition
- Very rapid delivery of a contact center
- Many experts as potential agents are available in various domains
- Easy to deploy and use
- Based on the N°1 Cloud Customer Experience (CXone from NICE)
Move / Create a Contact Center Agents Home in 48 hours

CXone from NICE

- Leader recognized by Gartner (Contact Center as a Service)
- The world #1 Cloud Customer Experience

Atos

- Leader recognized by Gartner (Digital Workplace Services)
Business continuity

Infrastructure scalability

Securing your access
Website or Application overload management

Public Cloud lift & shift

Business Impact
- Ensure continuity of activity in case of load peaks
- Or enhance operations for an optimal context of work
- Relieve on-prem infrastructure
- Use public Elasticity, Scalability and Reliability

Time to implementation
- From 2 weeks to 1 month

Implementation costs drivers
- Public cloud subscription costs
- Implementation project
- Recurrent support

Atos value proposition
- Single Point of Contact from design & implementation to support
- Resell with volume discount on subscriptions
- Turn-key project
Public cloud lift and shift

Migration of workloads with heavy internet bandwidth usage.

Gain following 2 strategies:
- Using public cloud performance
- Offloading on-prem traffic to the public cloud
Virtual waiting room for a better customer experience

**Business Impact**
- Offer waiting room in case of huge connection peak
- Allow to end-users an high quality and continuous access
- Manage waiting users
- Optimizing customer experience
- Limit lost transaction : sales booster
- Increasing customer loyalty
- Best way to limit outage
- Let your team focus on sales

**Time to implementation**
- 10 days
- 2 levels :
  - Standard (self implementation)
  - Managed (end to end by Agarik)

**Implementation costs drivers**
- Costs :
  - monthly fees
  - bandwidth consumption
- Implementation project
- Recurrent support

**Atos value proposition**
- Single Point of Contact from design & implementation to support
- Resell with volume discount on subscriptions
- Turn-key project
- Web performance : our core business
Provide a friendly fully customize Virtual Waiting Room experience in order to limit transaction lost. It will also secure and protect your website going from overload to outage.

Virtual waiting room - How does it work ?

Traffic Analyzer

Web Application Capacity Reached

Virtual Waiting Room Invited

Available Capacity

Website Access Granted

NOW SERVING 002

Ticket Market

Just a moment ...

You are in a waiting room due to high demand and we are working hard to fulfill every request.

We want you to get your tickets as soon as possible.

Please do not go anywhere, do not log off or refresh your page.

At The Ticket Market our fans come first and we thank you for your patience.

Online Ticketing – Virtual Waiting Room

We are currently experiencing very high demand. As a result, you have been placed into our holding area. Please be patient as you will be passed through to the login screen at the earliest opportunity. Please do not bookmark this page.

On Sale Today:
Manchester City (The FA Community Shield)
Upgrade datacenter compute capability

Bull Sequana

Business Impact
- Ensure optimal operations
- Absorb workload peak during crisis
- Flexible usage outside / inside Datacenters
- Possible reuse for Artificial Intelligence Applications

Time to implementation
- Factory in France - no shipment issue to date
- 2 weeks delay
- Installation by customer (hw based on standard) or Atos (1 day services).

Implementation costs drivers
- Hardware costs - might be OPEX costs through leasing
- Ready-to-use powerful server
- Designed to be used outside datacenter (EDGE)
- Flexible architecture (OS, virtualization)
- High ratio Power/TCO
- High Connectivity
- Security proof

Atos value proposition
- Single Point of Contact from design & implementation to support
- Resell with volume discount on subscriptions
- Leasing solutions
- Turn-key project
Bull Sequana S Appliance
Ready to use and ultra scalable

1. #Server BullSequanaS
   Powering Enterprise Artificial Intelligence
   Boosting Data Analytics
   Accelerating in memory Applications
   Modernization through Cloud

2. #Appliance #BullSequanaS #SAP
   HANA
   Scalable up to 16 CPU/24TB
   Pre integrated sever/OS/Hana/Storage
   Guaranted Performance

3. #Database # BullSequanaS # Oracle
   An integrated system based on standard components
   Oracle certified

4. # Datalake Engine #appliance tackles# new data management challenges
   Cloudera certified
   Hadoop cluster scalability

#1 leader WW
performing server

Ultra Scalability & Flexibility

Preconfigured

Easy to install

Easy to operate

Single Point of contact

One stop shop (UGAP compliant)
support by Atos
Observability to enhance performance and user experience

**Business Impact**
- Give an overview of performance
- Identify quickly bottlenecks
- Control quality of user experience
- Identify biggest intensives users/requests
- Reduce false or unusable alerts by detecting quickly the root cause of the problem

**Time to implementation**
- 2 days if pre-requirements are done (Mainly Flow Opening)
- 1 week for a complexe application deployment

**Implementation costs drivers**
- Licences or service costs
- Implementation project
- Recurrent support

**Atos value proposition**
- Result oriented
- Turnkey project
Observability
Atos Application Monitoring and Performance Analysis

- Increase revenue and loyalty
- Develop the image
- Analyze User Behaviors
- Reduce the costs
- Control complexity
- Increase agility
- Improve service
- Accelerate innovation
  - Reduce troubleshooting
  - Accelerate innovations
  - Improve quality
- Modernize operations
  - Reduce the costs
  - Control complexity
  - Increase agility
  - Improve service
- Optimizing the customer experience
  - Reduce the costs
  - Control complexity
  - Increase agility
  - Improve service
- Increase revenue and loyalty
- Develop the image
- Analyze User Behaviors
- Accelerate innovation
  - Reduce troubleshooting
  - Accelerate innovations
  - Improve quality
- Modernize operations
  - Reduce the costs
  - Control complexity
  - Increase agility
  - Improve service
- Optimizing the customer experience

Monitor and Observe User Experience and Infrastructure Performance
- Improving or maintaining the level of user experience by reducing Incident MTTI (Mean Time To Identify) /MTTR (Mean Time To Resolve)
- Reduction of performance or availability problems impacting user experience or revenue
- Reduction of false or unusable alerts by detecting the root cause of the problem
- Align the capacity of the infrastructure with the need for performance and user experience
- Allows the reduction or replatform of the infrastructure while maintaining the user experience
Securing connections to web sites

GCP Cloud Armor
AWS WAF
Radware WAF

Business Impact
- Avoid unwanted traffic
- Mitigate attack on apps
- Ensure business for users
- Secure on-prem & cloud infrastructure

Time to implementation
- 3 days with SaaS services

Implementation costs drivers
- Subscription costs
- Network costs

Atos value proposition
- Subscription resell with volume reduction
- Implementation project & recurrent support
- Turnkey project
Network securitization
Implementation of a cloud WAF

2 objectives:
- Securing infrastructures
- Guarantee bandwidth for business

Simple to deploy:
- DNS redirection to cloud WAF
- Application of predefined rules
- Creation of specific rules if necessary
# Crisis Management

<table>
<thead>
<tr>
<th>Business Impact</th>
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<tbody>
<tr>
<td>▶ Enable new service or recover service as fast as possible</td>
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<tr>
<td>▶ Ensure coordination between all teams, partners and suppliers being involved</td>
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<table>
<thead>
<tr>
<th>Time to implementation</th>
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<tbody>
<tr>
<td>▶ between 1 and 2 weeks</td>
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<table>
<thead>
<tr>
<th>Implementation costs drivers</th>
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</thead>
<tbody>
<tr>
<td>▶ volume of Major Incidents</td>
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<tr>
<td>▶ number of projects to be launched and coordinated</td>
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<th>Atos value proposition</th>
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<tbody>
<tr>
<td>▶ End-to-end coordination</td>
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<tr>
<td>▶ Add-on to Covid-19 Atos offerings</td>
</tr>
<tr>
<td>▶ Accelerate incident resolution and new service deployment</td>
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<tr>
<td>▶ Communication service (technical and management)</td>
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<tr>
<td>▶ Operational and executive reporting dashboard</td>
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Atos Crisis Management
End-to-end coordination

Customer Business Units

Customer IT Functions

Service Users / Consumers

Provider Coordination

P1 Incident Coordination

Changes, new services Coordination

Communication

Service Reporting

Supplier Ecosystem

Suppliers Services

End User
Application Management
Infrastructure
Network
Cloud Services
Other
Emergency Management

To do

- Business Impact
  - New services for emergency management
    - Emergency Outreach
    - Emergency Self Report

- Time to implementation
  - x

- Implementation cost drivers
  - Enterprise integration (AD/Outlook)

- Atos value proposition
  - Atos/engage ESM is ServiceNow elite partner
Thank you

For more information please contact:
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