

Government department for environment and agriculture

Future End User Services

The client is a UK government agency responsible for improving and protecting the environment. It aims to grow a green economy, sustain thriving rural communities, and support world-leading food, farming and fishing industries. The client's mission is to improve and protect the environment.

Challenge

- The client has a complex model for 34 000 employees, with the service split across two providers (Capgemini for Service Desk and DXC for end-user services).
- They want to enhance their employees' digital experience to ensure productivity and be able to recruit new talent.
- One of the challenges was major cost pressure.
- There is also a drive for IT transformation across all UK public sector organizations to deliver IT services more sustainably.

Solution

- A secure and approved model that leverages the best that Atos can offer, from local service desk (UK), to global operations (Romania, India, Philippines).
- The most comprehensive sustainable workplace ever created cost-efficient Sustainable Dashboards, Employee Experience solutions (cost-efficient newsletter), refurbished devices, conditioned-based refresh, and eWaste compensation solutions.
- State of the art digital employee experience (DEX) solution with EUCA service, XLAs and Workplace Analytics solution, leveraging AI/ML, analytics and automation solutions embedded to continuously improve End User Experience, accessibility and productivity.
- A proven, optimised and cost-efficient Device Lifecycle Management (DLM) model, leveraging the client's investment in modern management.

Business benefits

- Substantial cost reduction
- Easier contractual mechanism and lower risk to model
- Improved user experience, user/business centric approach
- Measurable sustainability and social value improvements (circular economy, performance-based refresh)
- Continuous innovation

Digital Workplace

Digital Workplace Platforms

Engaged Employee Experience

Accessibility

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Intelligent Care Center

Anonymized

Atos

Major Broadcasting Company

Accessibility as a Service

Leading media company providing news, education, and entertainment to a global audience. The company has public commitment to diversity and inclusion with a history of supporting disabled staff and customers.



Challenge

- The Client has a complex estate with a relatively large number of custom-made and legacy systems that are difficult to support.
- The staff deliver and support broadcasts that are often real-time, so efficiency and tool reliability is essential to their service delivery



Solution

- Atos provided “Accessibility as a Service” to the customer, working in partnership with their internal management and engineering teams to integrate Accessibility and Assistive Technology support into the day-to day activities.
- Dedicated Accessibility resources supported the standard Service Desk to ensure efficient resolution of any issues encountered by Client’s end-users.



Business benefits

- Atos has been providing assistive technologies and dedicated accessibility expertise supporting the Client to deliver an inclusive working environment for its staff as part of the provision of End User Computing
- Atos experts work in partnership with the client’s internal accessibility teams to continuously improve the availability of assistive features and quality of experience across the organization.