

Convert IT, OT and process efficiency into business value with Atos Bridge



Atos

Any company's success largely relies on effective business processes and the underlying IT and OT that supports them. Managing these processes and applications is important, but how can you ensure they deliver value?

In the Digital Age, enterprises rely more than ever on continuously available, high-performance applications. Regardless of the industry they belong to, application failure and the resultant process disruption can significantly impact business performance. Process and application monitoring and management are critically important but are increasingly difficult in a multi-supplier, multi-technology environment.

To put our clients back in control of their business processes, we developed Atos Bridge, our service integration and orchestration solution. Bridge provides proactive, outcome-based IT management and ensures that every task, business process and application is aligned to meet your core business goals.

Atos solution

Delivered in flexible models as a managed service, Bridge uses industry best practices delivery methodologies and our business outcome orientated tooling to ensure all stakeholders in your value chain work towards your business goals instead of individual SLA targets.

The intelligent automation, machine learning tooling and experienced team deliver a top-tier service that manages your business in real-time, 24x7, with detailed dashboards that enable you to drill down for real insight into business performance. It provides enhanced control, increased clarity, alignment with business goals and efficiency using five primary mechanisms.

01 Service integration & orchestration services

- Delivers proactive business alignment
- All ITIL processes from an end-to-end perspective
- Outcome-oriented
- Delivers verifiable, documented efficiency gains

02 End-to-end customer care monitoring

- Proactive 24x7 monitoring and event management
- Covers business processes, apps and infrastructure across the supplier ecosystem; ability to zoom in and out by aggregation layer
- Combines IT & OT components into a single source of truth dashboards

03 AI / Machine learning

- Prevents issues from impacting your business
- Assigns anomaly scores to events to detect issues that might become a problem
- Historical data analysis

04 Automation

The Bridge team's automation department automates work proactively and on request across all elements of the business chain. They work closely with the IT service management and delivery teams to ensure maximum efficiency

05 Electronic daily production plan (EDPP)

Allows to schedule, track and audit all standard tasks such as:

- Daily/monthly reports
- Backup/health checks
- Planned patches
- Scheduled rollouts
- Recovery tests

Based on the industry leading ServiceNow and Elastic platforms, Bridge fully integrates with ServiceNow incident and change management processes for production, testing, development and acceptance environments. Elastic provides out-of-the-box machine learning, anomaly management, application performance monitoring (APM), security monitoring and metrics.

Business Benefits

Bridge is not just a monitoring tool. Its service places your business at the core by tracking performance against business KPIs – not simply SLAs. Bridge combines your service management, application control and monitoring in one centralized location and one unified model, enabling you to stay in control and fully business enabled.

Other benefits include:



End-to-end visibility and transparent reporting on business process performance



Provides a consolidated source of business process knowledge



Monitors operational health at critical points in the process chain



Delivers reduced repair time and improved service quality at lower overall cost



Delivers consistent and continuous customer experience excellence

Atos in action

Atos Bridge has successfully managed the IT nerve centers at numerous global enterprises for over 12 years. Typical results include incident reductions of 60% or more and a 25% acceleration in time to market for new services.

For one major manufacturer, Bridge was able to generate an 86% reduction in the total number of alerts over one year and a 73% reduction in major incidents.

More importantly, since Bridge prioritizes business value metrics over SLAs, we have seen enhancements in customer satisfaction reaching up to 50%.

Contact us at
atos.net/bridge to learn more.



About Atos

Atos is a global leader in digital transformation with 107,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea), and listed on Euronext Paris.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together



About Tech Foundations

Tech Foundations is the Atos Group business line leading in managed services, focusing on hybrid cloud infrastructure, employee experience and technology services, through decarbonized, automated and AI-enabled solutions.

Its 52,000 employees advance what matters to the world's businesses, institutions and communities. It is present in 69 countries, with an annual revenue of € 6 billion.

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