

Reference

Streamlining digital applications for frictionless operations at a Fortune 100 financial services company

Driving automation, self-healing and observability for seamless customer journeys

Atos

About the client

The Fortune 100 financial services company is primarily known for its credit cards, payment processing, and travel-related services. It is a premium brand focused on providing differentiated products, services, and experiences to individuals and businesses.

At a glance

Atos partnered with the Fortune 100 financial services company to deliver end-to-end application services with 450+ FTEs across 7 business lines and 340+ applications. Using Atos' Observability framework, the team implemented an automation and self-healing solution with 99.99% availability, thereby enhancing the overall customer experience.

Outcomes

- 40% reduction in costs
- 60+ processes automated
- \$135M of impact avoidance
- Supports 30,000 new merchant setups daily, \$100B payments per month and 34M merchants globally.

Challenges

Aiming for customer-centricity

The client's relationship with its primary stakeholders, i.e. merchants was badly impacted due to the following reasons:

- Delay in fixes for recurring incidents
- Multiple redundant alerts
- Frequent organizational changes
- Uncontrolled infrastructure changes that pose risks to system reliability and operational continuity
- Lack of unified support across multiple locations

While it was looking to address these key challenges, the client was also keen to improve its merchant satisfaction score and its competitiveness with rival payment card companies.

Solution

Cutting-edge frictionless operations for digital applications

Atos implemented a series of strategic initiatives including monitoring, metrics consolidation, collaboration, and optimization. A dedicated build and support team was assigned to proactively handle incidents and problems. They integrated mobile monitoring with Slack and migrated from Jobtrac to CtrlM — a project that has significantly improved responsiveness and reduced turnaround time.

Enhancing alerting mechanisms using automation tools like Eazytrieve further strengthened incident detection and resolution capabilities.

Our commitment involved a 'Risk and Reward' pricing model for our customer, where the SLA performance was directly tied to the revenue generated by Atos.

Atos achieved 100% SLA adherence and a perfect Disaster recovery (DR) scorecard in alignment with the client's business SLAs and resiliency goals, delivering demand management cost savings of approximately \$500K, with 99.5% system availability.



Results

Optimizing for a future-ready application landscape

Atos' collaboration and DevOps transformation have played a pivotal role in driving this project's success. Early engagement models have prevented 60% of incidents in new implementations, leading to a 40% reduction in overall incident volume. Optimization efforts such as customer journey mapping, latency checks, and automation self-healing have ensured zero impact during ~2,000 ServiceNow upgrades annually.

- 40% cost efficiency through application fine-tuning and demand management
- Automated 60+ processes
- \$135M of impacts avoidance through consolidation and maximum optimization
- 30K new merchants' setups supported every day
- \$100B remittance processed per month

Find out more

Atos' solution harnesses the power of AI for alerting, mobile-integrated monitoring, and automation tools. This modernized incident management reflects Atos' commitment to innovation-driven frictionless operations.

Additionally, migrating mainframe apps to CtrlM, with a focus on DevOps and demand management strategies showcased Atos' ability to deliver cost-effective solutions in a seamless end-to-end project delivery. With customer journey mapping, latency checks, and self-healing solutions, we've enhanced operational agility, establishing Atos as a digital transformation leader.

>> Learn more about how Atos can help you design and deliver the digital backbone your business runs on: **Digital Applications - Atos.**

>> Contact us to find out more about how we can accelerate your business outcomes: **Contact Us - Atos.**



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Let's start discussion together



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