

CLIENT

Atos is a leading international information technology services company that delivers hi-tech transactional services, consulting, systems integration and managed services.

Atos currently employs more than 74,000 workers in 42 countries. The company serves a global client base working in a variety of industries, from manufacturing to media & technology. In 2010, their annual pro forma revenues were €8.6 B.

KEY CHALLENGE

Reduce service costs and standardize application release processes.

THE SOLUTION

Implement Nolio's Zero Touch Deployment™ process to update the application production line, standardize their deployments and improve overall customer service.

KEY BENEFITS

- Increase reliability
- Reduce operational costs
- Reduce application downtime
- Improve time-to-market
- Increase overall customer satisfaction

"By expanding our portfolio with Nolio's platform we can better position ourselves as providers of high-quality application management services that meet the specific needs of our customers. Innovation, quality, flexibility and predictability are the most important principles. With Nolio, we can simplify the management of the most complex, heterogeneous application environments and minimize business risks."

Marnix Harssema, Head of Portfolio Management, Benelux Atos.

Atos Reduces Service Costs and Increases Customer Satisfaction with Nolio ASAP

Leading global company Atos implements Nolio ASAP to modernize its application production line.

THE CHALLENGE

Atos is a leading provider of information technology services for global enterprises. Their operation teams must handle a large volume of weekly application updates that utilize a variety of different technologies. These updates range from complex large scale releases, routine weekly updates, emergency bug fixes and special feature releases.

Maintenance and management of enterprise applications in such complex environments creates a risk of service interruption as well as taxing operations teams with repetitive, routine and error prone tasks.

THE SOLUTION

Nolio ASAP provides a single platform that standardizes and automates application releases across environments. With automated deployment processes, Atos has been able to streamline their application production line in extremely complex environments, regardless of whether the applications are running in physical datacenters or in the cloud.

Atos can now deliver detailed audit trail reports and minimize the risk of service interruption as a result of modernizing their application production line. By enabling seamless and simultaneous execution of application changes across environments including QA, staging and production, Atos has significantly reduced the time-to-market.

THE BENEFITS

With Nolio ASAP, Atos has been able to standardize maintenance processes and eliminate errors in application releases. This has contributed significantly towards a higher level of reliability, application uptime and overall satisfaction of the services it provides. Furthermore, it has helped to reduce the operational cost of delivering managed application services and ensure that expenses are predictable and controllable.

By adopting one comprehensive application release automation platform, Atos has managed to improve the quality, flexibility and manageability of its application deployments. With Nolio, Atos has minimized the risk of service interruption when introducing new applications and application changes and has dramatically improved Atos' time-to-market.