

CLIENT SUCCESS STORY

Atos

Project

Consleague Teams Installed (Platform Services)

Client

Atos



Industry

Consultant/Professional Services

Location

Worldwide

Staff

105,000

Products

Service & Experience Cloud

Atos is the global leader in secure and decarbonised digital with a range of market-leading digital solutions along with consultancy services, digital security and decarbonisation offerings; an end-to-end partnership approach.

Their mission is to push the boundaries of scientific and technological excellence to ensure that everyone can live, work and thrive sustainably in a secure information space.

The Business Challenge

Atos's client, a lead professional services organisation, was in need of a better support system for their customers. Their support offering was mainly conducted via customer support centres and, during peak times, they hired external agents to help manage the demand. Ultimately, this meant that full-time staff were overwhelmed and struggled to cope with their mounting responsibilities. They needed a platform to help them succeed.

"Consleague had the right team with the right technical capabilities to come aboard, build the solutions and deliver. It was a very challenging project, but it was delivered very efficiently by the team. The Consleague team turned things around and took ownership. They had the fundamental knowledge and understood the needs of the project in a very effective manner."

- Project Manager, Atos



Consleague partnered with Atos as a delivery partner for two solutions:

1: Service Cloud - this solution enabled the agents to have access to all the support data on the online platform. Through the Service Cloud, they were able to unite their entire support team and personalise their interactions with customers.

2: Experience Cloud - this solution ensured that customers had all the necessary information available to them without the need to call customer services. This was key to helping build strong customer relationships.

In this instance, there were very specific requirements. The CSS had to be uniform with the client's website to ensure that integration was seamless.

Skillset is limited in the market, and experts are always in high demand. The Consleague team were able to step into this partnership with the quality of developers and consultants needed.

The Results

As a result of the work completed, Atos has been able to:

- Ensure efficient delivery
- Build strong customer relationships
- Seamlessly integrate
- Use expertise to address their business challenges and establish a foundation for sustainable and efficient business practices.
- Maintain their mission to push boundaries and become industry leaders.

Enabled stronger customer relationships

Enhanced workflow process throughout the support team

Improved efficient business practices

Assisted Atos to maintain market leadership