Atos and AOM Lifecycle Management

Customer

With 105,000 employees serving clients in 71 countries, Atos is the global leader in secure and decarbonized digital with a range of market-leading solutions including consultancy services, digital security and other offerings. A net-zero pioneer in decarbonization services and products, their commitment to the future extends to carbon-neutrality for themselves, their clients and partners. The company operates under the brands Atos and Atos|Syntel and is an SE (Societas Europaea), listed on the CAC40 Paris stock index.

"Smarter Than SmartNet"

For Atos and their clients today, the main driver is cost reduction. With the global economy challenged by the Covid pandemic, Atos helped clients evaluate better cost options, cost reduction, and how to maintain or even improve upon service at the same time, especially when it comes to clients with Cisco-based infrastructure. Cisco's SmartNet service program is still prohibitively expensive.

"It's such a constant exercise," explains Atos Director of Engineering Scott Rudden, "that our leadership team meets every day to talk about non-personnel cost reduction!"

As with almost all companies, revenue has been significantly impacted by ongoing supply chain restraints. Rudden points out that the fact they charge based on port consumption contributes to the challenge. With many employees working from home on their own residential internet access his clients are using far fewer ports than ever.

AOM Lifecycle Management – A Quality Alternative at Lower Cost!

Rudden has used AOM to provide an alternative servicing program that remains far less expensive than Cisco SmartNet without compromising quality.

Rudden appreciates AOM's responsiveness and constant availability and points out how much help they provided during a serious recent delivery delay from Cisco. "Our clients have a constant need for additional hardware for refreshes, upgrades and other programs," he explains. "AOM has done everything they've said they'd do at a price point that is far lower than SmartNet, and we haven't had any negative events since we signed with them. And that's saying something I haven't often been able to say about any OEM provider!"

"With the AOM Lifecycle Management program they have multiple subcontracting service companies and they're all available through the EPICENTER Lifecycle Management tool. It's all online, and real-time," observes Wachter. "Not only are we getting a high level of service, it's quite a bit less expensive than other suppliers."

lifecycle management

Case Study

Not Only OEM Service!

Delivering excellent IT services to the world's largest corporations requires not only great services, but great parts and products, too.

Atos IT Hardware & Data Center Maintenance Procurement Manager Paul Wachter also faced challenges with expensive original equipment manufacturer (OEM) just as Rudden did in delivering services.

"Third-party hardware from a reliable second source costs me less," explains Wachter. "And when Cisco would tell me its going to take six or more weeks to get needed parts, I can't just accept that. My users won't."

Wachter smiles as he remembers back to his earliest days at Atos when he was trained to prefer second source to OEM parts. "I fought it," he remembers, "and just about lost my job over it. I just didn't think you were supposed to use anything but OEM."

He continues, "That's when my managers told me 'Hey, you don't work for Cisco, you work for Atos. And I've never gone back. And I've never regretted that. Happy users at lower costs."

"With the AOM program they have multiple subcontracting service companies and they're all available through the EPICENTER Lifecycle Managemet tool. It's all online, and real-time," observes Wachter. "Not only are we getting a high level of service, it's quite a bit less expensive than other suppliers."

Comparing what he gets from AOM to what he got from Cisco, Paul Wachter acknowledges, "When we ran tests we could not distinguish the difference between the Cisco-branded equipment and the AOM third-party option."

AOM Lifecycle Management - Keeps Things Profitable for Atos!

Wachter points out that the reduced cost he enjoys from AOM provides him with a bit more budget room just in case something goes wrong. The quality of everything he obtains from AOM is as good or superior to the OEM products, and the cost is always significantly lower.

AOM

lifecycle management

1991 Rawhide Dr.
Round Rock, TX 78681
(833) 287-8761
sales@aompartner.com