Reference

Transforming a global automotive leader's application portfolio with AI and automation

Powering efficiency and savings with the Atos Polaris AI Platform

Atos

About the client

The client is a US subsidiary of a leading player in the global automotive market. It is recognized for designing and producing vehicles that blend innovation, sporty performance, and cutting-edge technology.

At a glance

The automotive leader appointed Atos in a multi-year managed services contract for its large application portfolio spanning across technologies. This covered a wide range of automotive functions in multiple countries leveraging automation, GenAI and Agentic AI, resulting in large cost savings for the client.

Outcomes

- **26% cost reductions** across the application portfolio
- **10% committed Y-o-Y ticket** reductions with options for the business to reinvest its efforts

Challenges

Navigating sharp curves and contours

The automotive leader's application portfolio consisted of a highly diverse and complex technology stack with 100+ applications in fragmented systems that supported critical functional areas adding to the complexity to its AMS services. Ensuring smooth, uninterrupted operations across these systems was essential for maintaining business continuity
The client was also looking to align its SLAs, agility to market and costs with the following business objectives:

- Significant reduction in costs
- Minimal operational impact
- Diversification of locations without any business disruption
- Accommodating an additional scope of work with a optimized resources and agile teams

Solution

Consolidating portfolios for streamlined efficiency

Atos' solution included a portfolio consolidation and reduction of tickets by leveraging the Atos Polaris AI platform with its automation, testing, knowledge management and Agentic AI foundation modules. A tailored business value framework supported 24×7 production support, cross-functional integration, and software maintenance services.

Additional capabilities such as operational integration, maintain-repair-operate tasks, and technology N-1 upgrades ensured seamless service delivery and scalability.

Combining onshore (US), nearshore (Mexico), and offshore (India) teams, Atos' best-shoring strategy delivered 25% resource optimization and higher cost efficiencies. This holistic approach enhanced productivity, agility, and long-term value for the client.

Results

A multi-tiered solution for multi-year cost savings

- 26% cost reduction
- 10% committed Y-o-Y Ticket reductions with options to reinvest saved efforts
- Best shoring solution aligns with client's service location strategy for real-time collaboration
- Continuous process efficiency improvements

Find out more

Atos was the client's partner of choice because of its lengthy and robust customer relationship, nuanced industry and system knowledge of architecture and associated business ecosystems. The automation-led approach incorporating Atos' proprietary Polaris AI Platform and impeccable track record of flawless solution delivery with 100% SLA compliance further solidified its position as digital transformation leader for this project.

>> Find out how Atos can help you amplify your business plans with a streamlined managed services portfolio: **Digital Applications - Atos**.

>> If you are looking to accelerate your business outcomes with a sustainable transformation, contact us today: **Contact Us - Atos**.



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Let's start discussion together

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