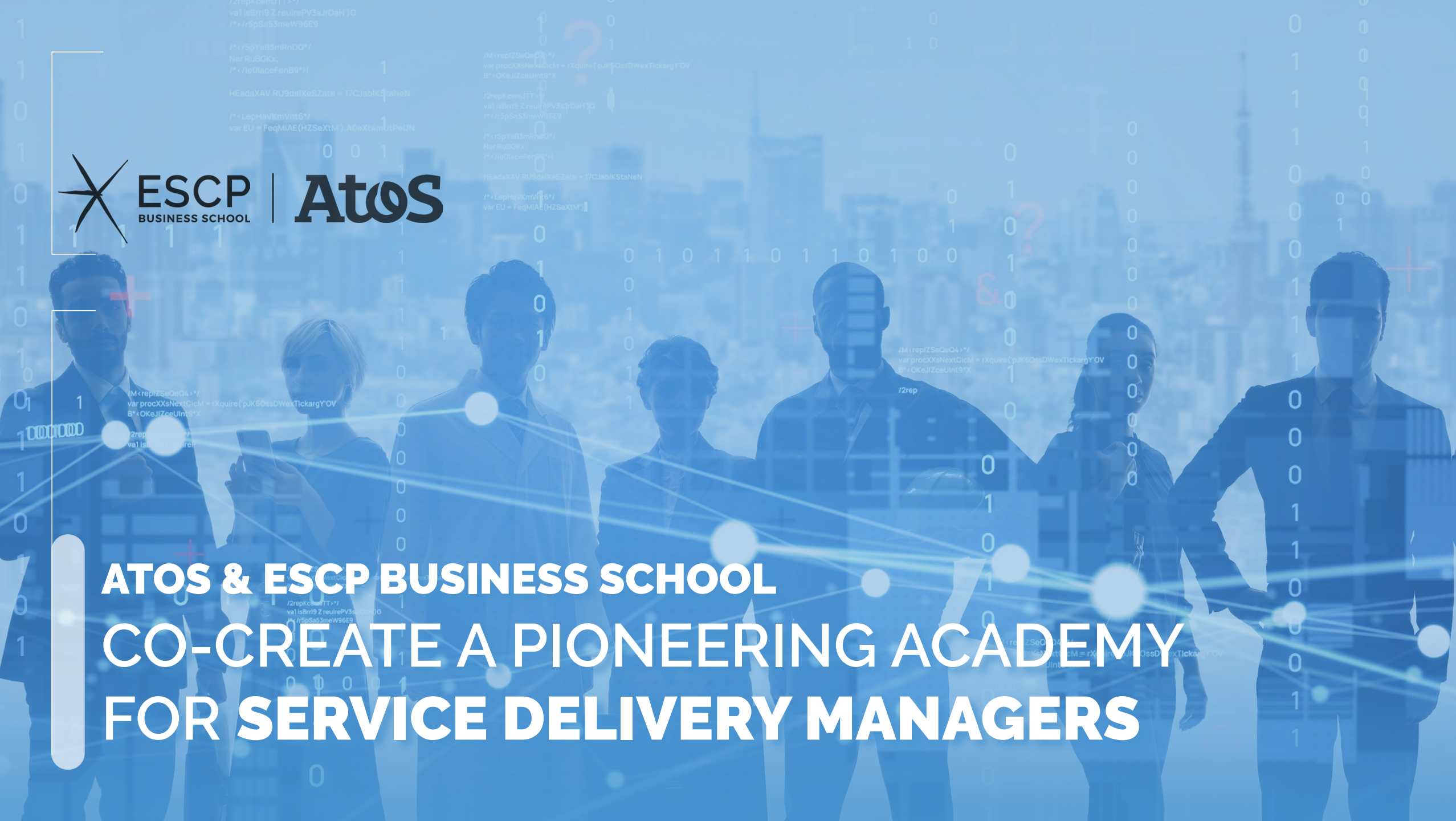




# ATOS & ESCP BUSINESS SCHOOL CO-CREATE A PIONEERING ACADEMY FOR SERVICE DELIVERY MANAGERS



# EXECUTIVE SUMMARY

In 2016, Atos (global leader in digital transformation) engaged ESCP Business School to design and deliver an integrated **blended learning program** to address the development needs of Atos Service Delivery Managers (SDM) across the globe. This ongoing partnership has been spearheaded by Atos SDM Academy.

Evolving corporate customer needs require SDMs to interface with many widespread and complex stakeholders (clients, operations teams, systems architects, vendors and internal corporate functions). The Service Delivery Managers' mission in Atos is a top factor in maintaining long term customer satisfaction and retention, and accounts for a substantial proportion of Atos revenues. SDMs cannot successfully accomplish their mission without relevant technical and business expertise combined with strong transversal leadership skills.

Success of the program in its 6th year continues to be measured against specific learning and development goals:

- ▶ Achieve a specific degree of knowledge and adherence of the target SDM population to the methodologies, standards, and best practices required at various levels of SDM seniority.

- ▶ Develop and strengthen at certifiable levels, the interpersonal and business skills that Atos Service Delivery Managers deploy in their delivery of services and management of stakeholders

**The certification awarded** – whose independence is guaranteed by ESCP Business School – **is linked to measurable and verifiable learning milestones.**

Between February 2016 and June 2022, over 1000 SDMs have enrolled in the program and to date, nearly 800 have achieved full certification (75 credits or over). Of these participants, nearly 500 achieved their certification with Honors (90 credits or over). Approximately 10% of SDMs were part of the Senior SDM stream.

The program, initially conceived as **blended** – combining face to face workshops with synchronous and asynchronous online contents, evolved into being fully online by 2018. This required flexibility and constant adjustment of structure and content in a manner that ensured the same level of participation and learning. The high level of co-creation

has allowed for greater agility and alignment between Atos evolving needs, delivery methodology and content.

Evidence and data collected over the 6 years confirm that the Atos SDM Development Program has had an observable impact on the upskilling of SDMs, including:

- ▶ Increased interfacing between SDMs of different geographies and sectors and account executives, leading to better understanding of customer business.
- ▶ Stronger, and verifiable level of knowledge and commitment of Service Delivery Managers to Atos standards and methodologies around the world, with a positive financial impact.
- ▶ Improvement of stakeholder management and negotiation skills.
- ▶ Enhanced strategic vision of Senior Service Delivery Managers.



**Service Delivery Management (SDM) Academy**

Service Delivery Management (SDM) is one of the most important businesses. To continuously improve our SDM expertise and ensure the same standards worldwide, Atos has designed a Global program for training and development tailored for the Atos SDM Academy.

**Service Delivery Management Academy**  
Be the Leader in Service Delivery

