



How ADP® helped Atos with their people-first digital transformation

While the term 'digital transformation' may seem vast and nebulous, Atos focuses on the details of how companies and governments can access and use innovative and efficient technological solutions, ranging from cybersecurity and digital workspaces to AI and automation. "We envision a world where technology, data, and digital transformation really drives progress in businesses and society," says Javier Villanueva, head of HR services and HR technology at Atos. "And we want it done in a way that creates a sustainable world and economy in the future."

One of Atos' areas of expertise is decarbonization, a process which has taken on a particular urgency as the world struggles to meet reduced-emission goals amid rapid climate change. Through its Net Zero Transformation Practice, Atos advises companies on how to reach net-zero while introducing innovative digital technology to boost effectiveness and offset carbon emissions. "We have a unique portfolio in the decarbonization environment, to ensure that coming generations can enjoy the same world that we are currently enjoying," says Villanueva.

Headquartered in France, Atos was founded in 1997 after the merger of two French companies Axime and Sligos. Since then, the company has experienced rapid growth as it's established itself as a global pioneer in the field of digital transformations and solutions. Atos now has offices across 69 countries and employs 111,000 people.

For Villanueva, the global scale of the company already meant that running payroll required a great deal of finesse and strong partnerships with ADP.

Quick facts

-  **Company:** Atos
-  **Headquarters:** Bezons, France
-  **Industry:** Information technology
-  **Employees:** 111,000
-  **Product:** ADP GlobalView®

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But this year, with a major company transformation in the works that'll also affect the payroll and HR departments, Villanueva's team is taking their relationship with ADP to a new level.

Discovering the nuances of payroll

When Villanueva started at Atos 24 years ago, he first worked in a customer service role. But when he transitioned to the HR department, he found that many of his assumptions about how payroll worked turned out to be incorrect.

"I was greatly surprised because there are many things that are done in HR, in the human resources department, that are absolutely invisible for the rest of the organization," he says. "People, including myself previously, may think that payroll is as simple as just clicking a button, and then the money will be transferred from one bank account to a number of different bank accounts. And it is much more than that."

Villanueva soon realized how important it was to keep up with changing regulations across different countries in order to stay compliant, as well as the importance of continuously adapting payroll to changes within the company. "Changing IT systems and payroll need to be connected to the strategy of the organization and react very quickly, because all these changes happen at very short notice," he says. "The creation of new legal entities, changes in the labor regulations; all those things require a very agile team and very agile partner, which ADP is."

Working in HR also meant that Villanueva soon became very familiar with how ADP and Atos were working together to provide flexible and reliable payroll solutions. But above all, Villanueva appreciated the level of support and personal service ADP was providing. "We use a wider range of IT solutions from ADP," he says. "But I would say that working with ADP, the solutions, the IT, the systems that we use are not the most important part, because at the end of the day, what we receive from ADP is the service, irrespective of the technology behind it."

"It's a partnership. The mindset and understanding that ADP has of our needs and the agility to react to our demands, I would say it's much more important than technology."

A reliable partner during a company-wide transformation

Atos is currently going through a 'pivotal' period, as Villanueva says. "We are in the process of reorganizing the company completely. And at the same time, we are in a process of implementing what we have called an HR transformation program, which includes not only the renewal of our IT infrastructure in HR, but we are also determined to streamline and standardize our processes and to manage this through a very solid change management process."

As exciting as it is challenging, these kinds of transformations are not entirely new to Villanueva and his team. "At Atos, change and change management is in our DNA. We are changing every day, every month," he says. "Atos is a company that has grown through many acquisitions, and every acquisition, from a payroll perspective and from a human resource perspective, is really complicated and



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needs to be done accurately and be well-implemented in order to ensure that employees will be onboarded in a smooth and agile way." With ADP as a partner, "we have the agile way of working that we need to ensure that those acquisitions are done in the right way."

Nonetheless, a company-wide transformation of this scale requires all hands on deck. In order to ensure that no employees suffer from late or incorrect pay during this process, payroll needs to be involved from the very beginning, Villanueva says, "We need to work together to modernize our payroll assistance and standardize our payroll processes through the support of ADP."

Because this newest project requires a lot of technical expertise and often consists of moving parts that need to work together, Villanueva is particularly appreciative of the extensive support his team is getting from ADP. "Working with ADP in all these transition programs that we have at Atos, it's really a pleasure," he says. "With ADP, we are confident that when we explain our challenges in terms of reorganization or HR transformation programs, they are really quick to identify what the impact would be in our services in payroll."

"And in fact, we have the guidance from ADP about how we should implement these transformations internally, because from a payroll perspective, they have the knowledge, and they understand our company from working together for the last 10 years. So they really know what we have to do, and we have the guidance to do it in the best possible way."



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