

CIONET Beyond the Contract

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May 27, 2025



Atlas Copco
Group



Technology that transforms the future

We develop ideas and technologies that enable our customers to grow and drive society forward. This is how we transform the future.

Key facts

HEADQUARTERS

Stockholm

Sweden

EMPLOYEES WORLDWIDE*

55 000

REVENUE IN 2024*

* Based on the average exchange rate in 2024.

15 BEUR

ESTABLISHED IN

1873

Beyond the Contract — Building Meaningful Relationships



■ Sourcing Strategy

$$V = (I) \times (S)^* \times (S) \times (A)$$

VALUE INNOVATION SUSTAINABILITY SATISFACTION AGILITY

TO SAFEGUARD THE IT FITNESS

Contracts outline expectations but don't capture trust, goodwill, or unforeseen challenges.
Understand what your Partner means to you, and what you mean to your Partner

CASE 1 : Getting ready – Service Desk of the Future

Going out position

- Getting ready for our 4rd generation of Service Desk agreement
- Assesment done together with current partner

Vision >

Make the Service Desk leaner, more cost-efficient, fully digital, and globally standardized, while maintaining the existing service levels and customer satisfaction

Key Challenges to the Vision

- Delivery center consolidation : EMEA tickets handled in India show a relatively low CSAT
- Local Language support : China, USA and Production facilities rely heavily on local phone/language

Channel	Chat	Chatbot	Email	Phone	Self-service	Total
Total	7.689	2.883	508	889	262	12.231

CASE 1 : Getting ready – Service Desk of the Future

Enablers to the Vision / Action Plan

- Promote Live chat as the primary contact channel
 - leveraging machine translation & AI embedded in our chatbot
- Consolidate to India-Centric delivery location
 - Conduct RCA on lower CSAT for EMEA tickets handled in India
 - Pilot English-only phone for production facilities.
 - broaden English language skills/trainings
 - Gradually shift English incidents to India.
 - Eliminate local phone numbers
- **Focus on zero-incident ambition**
 - Finetune Nexthink, Chatbot auto-heal, improved Service Now integration



CASE 2 : Partner Dynamics - Microsoft

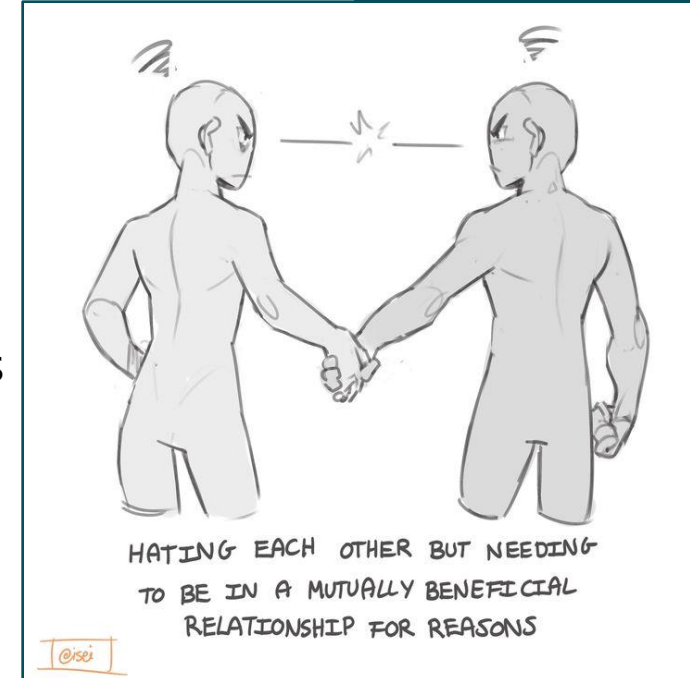
Flashback over 2024

- Commitment of Azure reached
- EA up for renewal after 3years
- Continuous discussions to add Unified Support
- Looking into SAP Rise (which comes with a hyperscaler choice)
- Closing 'Co-Pilot' pilot
- Evaluating MS Dynamics



CASE 2 : Partner Dynamics - Microsoft

- **Start on time** – they need it, you need it
- **Group** – bundle your forces, have a plan
- **Price lock** – watch the currency conversion
- **Price Evolution** – escalating unit price strategy
- **Discounts** – are eroding, expect huge additional commitments
- **Finops** – where the magic happens (greenops/subscription management)
- **Commitment** – beware of smallprint (eg : exclusivity, qualifying charges)
- **Funding** – the secret 'on-off' recipe
- **Partner Lock in** – fight it or embrace it





Questions and answers



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