

## CASE STUDY

# Atos Harnesses Network Observability by Broadcom to Deliver AI-Ready Infrastructure, Boost Customer Outcomes

## CLIENT PROFILE

Industry: Information Technology

Employees: 74,000

## CHALLENGES

- The team at Atos lacked unified, actionable insights, leaving them grappling with reactive network management approaches that couldn't scale to support the demands of a global customer base and AI-driven workloads.

## SOLUTION

- To foster proactive, outcome-focused operations, Atos integrated Broadcom's advanced network observability solutions into the Atos Technology Framework (ATF).

## BENEFITS

- With enriched, unified data, Atos now delivers predictive analysis, intelligent capacity management, and actionable insights.

## Business

Atos is a global leader in digital services, delivering end-to-end managed network and IT solutions to a customer base that spans hundreds of countries. The Atos Technology Framework (ATF) is central to the company's offerings. ATF is a proprietary, globally available microservice architecture and tooling stack. ATF enables seamless, end-to-end capabilities, from IT service management to data collection. This framework offers built-in observability and AI features that ensure consistent, high-quality service for a diverse client base.

## Challenges

Modern networks continue to grow more complex and data rich. In today's environments, it keeps getting more difficult for Atos and its clients to gain actionable insights and manage services proactively. Here are a few key challenges:

- **Data overload and diversity.** Organizations are capturing vast volumes of telemetry data from a wide range of vendors—each using different formats. This makes it difficult to achieve a unified view. To deliver valuable insights, this raw data must be cleaned, normalized, and contextualized.
- **Reactive network operations.** Traditional approaches are manual and time consuming, often leading to delays, service disruptions, and missed opportunities for optimization. Teams are stuck in a reactive posture, which simply doesn't scale in dynamic, global environments.
- **Inconsistent global delivery.** As they strive to deliver standardized services across hundreds of countries, teams at Atos must grapple with varying local infrastructures, regulations, and technologies.
- **Building AI-ready networks.** To support the rapid rise of AI workloads, organizations need networks that are highly resilient and ultra-low latency. This demands that teams push beyond the bounds of conventional monitoring capabilities and gain advanced, predictive insights.

**“This kind of value is about more than technology; it’s about outcome-driven decisions for our customers. They’re getting enhanced value from better cost intelligence, performance, and services.”**

**—John Millington, Global Product Manager for Managed Network Services, Atos**

## Solution

To overcome these challenges, Atos deployed Network Observability by Broadcom as a core, strategic component of ATF. This combination enabled Atos to achieve these objectives:

- **Streamline network data management.** Broadcom’s tools helped ingest, clean, and normalize massive volumes of telemetry data from a wide range of sources. By consolidating disparate data into a standardized format, the team established a unified data pipeline that delivers a consistent global view of service health across the ATF ecosystem.
- **Deliver outcome-driven insights.** Instead of being technology-led, Atos takes a business-centric, outcome-focused approach. Running within the ATF framework, Broadcom solutions transform raw network telemetry data into contextualized intelligence. This empowers teams at Atos to gain actionable insights that directly support improved business outcomes for customers.
- **Enable predictive AI-enabled operations.** With Broadcom, the teams at Atos have been able to normalize data in a highly scalable fashion, enabling identification and resolution of network issues before they affect service delivery. With Network Observability by Broadcom, Atos dramatically reduces mean time to resolution (MTTR) for critical network issues, enhancing customer experiences and operational efficiency.

“As a managed service provider, we increasingly see that delivering data-driven outcomes is critical to differentiation,” explained John Millington, Global Product Manager for Managed Network Services at Atos. “Our focus is on using technology to deliver strategic business value to our customers. As a part of our ATF stack, Broadcom solutions help us do that.”

## Benefits

To provide increased value in increasingly complex network environments, Atos focused on tangible customer benefits. By deploying its proprietary ATF and seamlessly integrating Broadcom solutions, Atos established a unified solution that delivered these four key outcomes:

- **Enhanced observability and control.** Atos now provides detailed, granular, and comprehensive visibility into network performance, ensuring consistent service delivery and informed decision-making across global operations. This end-to-end view allows customers to monitor service health, from local networks to the global ecosystem.
- **Significant cost savings.** Leveraging network-insight-driven capacity management, Atos helps teams pinpoint underutilized network resources and predict optimal timing for adjustments. This proactive approach has empowered customers to make smarter, more informed decisions and achieve measurable savings.

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- **Proactive operations and AI readiness.** By shifting from reactive to predictive network management, Atos can now anticipate and prevent disruptions—delivering superior reliability and performance. Through this strategic transformation, the team can proactively ensure customer networks are ready for resource-intensive AI workloads and emerging scalability requirements.
- **Improved customer outcomes.** By focusing on business objectives and delivering data-backed, actionable insights, Atos empowers customers to make smarter strategic decisions and investments. This proactive approach helps clients optimize their infrastructure, adapt to changing demands, and ensure their networks evolve with their business.

“This kind of value is about more than technology; it’s about outcome-driven decisions for our customers,” Millington revealed. “They’re getting enhanced value from better cost intelligence, performance, and services.”

To learn more, please visit the [Network Observability by Broadcom](#) page.

#### About Broadcom

Broadcom Inc. (NASDAQ: AVGO) is a global technology leader that designs, develops, and supplies a broad range of semiconductor, enterprise software and security solutions. Broadcom’s category-leading product portfolio serves critical markets including cloud, data center, networking, broadband, wireless, storage, industrial, and enterprise software.

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