

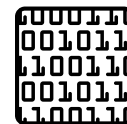
# ATOS HELPS UK GOVERNMENT COMMUNICATE BETTER AND IMPROVE SERVICES



## SOFTWARE AND SERVICES

- Red Hat® JBoss® Fuse
- Red Hat Enterprise Linux®
- Red Hat Satellite
- Red Hat Consulting
- Red Hat Training and Certification

The United Kingdom's government departments need to quickly share information with each other, but many relied on phone calls, printouts, and faxes to transfer sensitive data. Atos, a digital services company, deployed Red Hat middleware, platform, and management technology to build a solution that helps certain government agencies share information quickly, securely, and cost-effectively. With the new solution, departments can share information in near real time at lower cost. In addition, by using Red Hat's consulting, training, and certification services, Atos has gained the support and knowledge needed to take advantage of open source innovation and offer services that better meet customer needs.



## IT CONSULTING AND SERVICES

**100,000** EMPLOYEES  
**72** OFFICES WORLDWIDE

*“Choosing Red Hat gave us access to technical expertise. We received advice and support for defining and building the solution as we tried to do something that no one had done before.”*

RICHARD WILSON  
HEAD OF PORTFOLIO AND STRATEGY FOR SYSTEMS INTEGRATION, ATOS

## BENEFITS

- Increased speed of sharing information between government departments from weeks or months to near real time
- Significant reduction in capital and operational expenditures by offering a pay-per-use model
- Gained opportunity for greater innovation by taking advantage of open source solutions



facebook.com/redhatinc  
@redhatnews  
linkedin.com/company/red-hat

*“From the beginning, Red Hat consultants worked with us to validate the architecture and gave suggestions on how we could progress. And when we hit issues during development, Red Hat was on hand to help us resolve them.”*

RICHARD WILSON  
HEAD OF PORTFOLIO AND STRATEGY  
FOR SYSTEMS INTEGRATION, ATOS

## **GOVERNMENT DEPARTMENTS NEED EASY WAY TO SHARE DATA**

For many years, government departments in the United Kingdom have operated as isolated entities. Each department used its own information system without the connections needed to transfer information seamlessly to other departments. Sharing information—a constant necessity—was a time-consuming, expensive, and error-prone process. To improve this process, the UK government engaged Atos, a digital service provider.

“I’ve seen paper printed using one system, then faxed to another department, where it is re-entered manually, then put through a completely different implementation system,” said Andrew Kozlowski, vice president of public sector at Atos.

## **NEW MESSAGING SYSTEM PROVIDES EASY, SECURE COMMUNICATION**

To connect the UK government’s disparate systems, Atos decided to create Canopy Digital Connect, a cloud-based Software-as-a-Service (SaaS) messaging solution that lets government departments seamlessly share data. This service would, for example, let the UK Department for Education easily exchange student information to schools or help the Ministry of Justice quickly communicate with police forces and courts. In addition, Canopy Digital Connect operates a secure environment that meets strict government data security regulations.

To create this new service, Atos chose to use Red Hat technology. “We selected Red Hat because, first and foremost, it is a trusted partner for giving us the technological foundation we need for our projects,” said Simon Metheringham, Head of Application Development & Integration within Atos UK Systems Integration. “We have built trust with Red Hat on previous projects, so that we now know that when we work together, we are going to get a good result.”

Atos built its new service on Red Hat JBoss Fuse, running on Red Hat Enterprise Linux. The company’s integration team used the built-in integration patterns of JBoss Fuse, based on Apache Camel, to achieve rapid, cost-efficient integration of applications and data. The team also used the messaging system patterns included in JBoss Fuse to provide secure, reliable management of message delivery. Red Hat Enterprise Linux provides a stable, flexible platform that supports the agile creation, deployment, and maintenance of business apps and data in the cloud. Finally, Atos implemented Red Hat Satellite, an easy-to-use system management product, to keep its Red Hat Enterprise Linux environments and other Red Hat infrastructure running efficiently and securely.

To successfully implement these Red Hat products and launch Canopy Digital Connect, Atos engaged Red Hat Consulting. With assistance from Red Hat’s expert consultants, Atos added its first live government customers in January 2016, just one year after beginning the project.

“Choosing Red Hat gave us access to technical expertise. We received advice and support for defining and building the solution as we tried to do something that no one had done before,” said Richard Wilson, head of portfolio and strategy for systems integration at Atos. “From the beginning, Red Hat consultants worked with us to validate the architecture and gave suggestions on how we could progress. And when we hit issues during development, Red Hat was on hand to help us resolve them.”

In addition, Atos employs more than 500 Red Hat certified consultants—and more of its consultants are now participating in Red Hat Training and Certification. In total, Atos now has 535 professionals certified in Red Hat technology.

## **SOLUTION DELIVERS NEW CAPABILITIES AND OPPORTUNITIES**

### **IMPROVED COMMUNICATION**

Previously, UK government departments struggled to interact with many different agencies and IT processes, leading to slower support for citizens. But with application integration from Red Hat JBoss Fuse, Canopy Digital Connect helps information-sharing to happen in near real time. The new solution also lets multiple government departments share information consistently, without errors, ultimately reducing the potential for fraud to occur.

In addition, the system can simplify government interaction for citizens, who, for example, would no longer need to supply the same data to multiple agencies. "Our service can fundamentally change the way UK government can provide services to citizens," said Wilson.

### **POTENTIAL TO REDUCE COSTS**

By achieving full automation using Red Hat JBoss Fuse, Atos' new service can significantly reduce the government's capital expenditures.

Using the new capabilities provided by flexible Red Hat technology, Atos provides Canopy Digital Connect in a pay-per-transaction model, with no minimum or maximum volume commitment.

### **STRONGER SECURITY**

Managing the transfer of government information requires a trusted, secure environment that meets stringent data security rules. Building its service on Red Hat products lets Atos provide Canopy Digital Connect to all government departments while meeting necessary security requirements that protect the data of UK citizens.

For example, the JBoss Fuse framework offers an authentication extension that Atos uses to support security features for Canopy Digital Connect. With this authentication capability, Atos can access a global community of developers who constantly improve the software by fixing bugs and patching any security vulnerabilities.

"The ability to authenticate is very important to why we chose an open source solution for Canopy Digital Connect," said Wilson. "We're now sure we've got a product that meets the government's strict security requirements."

### **ENHANCED KNOWLEDGE FOR GREATER INNOVATION**

Participating in Red Hat Training and Certification has helped Atos' IT teams learn more about the technologies that are part of the company's new solutions and use them to create innovative services.

"Certifications are a way for us to measure our capability," said Metheringham. "That's really important for our customers as well, to have a sense of confidence that we're experts in the technology that they're going to be using."

By building new services using Red Hat products and other open source solutions, Atos can see and learn from the code, ask questions, suggest improvements, and ultimately offer better products to its customers. The company can select the right community software to build robust, stable solutions that meet user needs. Canopy Digital Connect, for example, can help central and local government to better understand citizens and offer more targeted services.



CUSTOMER CASE STUDY — Atos helps UK government communicate better and improve services

“For example, when you lose a loved one, it can be quite a stressful time,” said Kozlowski. “Atos worked closely with the Department of Work and Pensions to deliver the Tell Us Once platform, which lets you register a death and inform multiple government agencies at once, without having to repeatedly fill out paperwork and visit multiple offices to inform the relevant departments.”

### FUTURE PROMISES OPPORTUNITIES FOR BETTER SERVICE

Atos has only begun to deliver Canopy Digital Connect’s full range of benefits. “There are many government services that need to transform to be fully digital,” said Brendan Swarbrick, Business Director for Public Sector at Atos. “And many processes still involve huge amounts of manual intervention. But with Canopy Digital Connect, we believe we have a solution that can really transform the way government works in the UK.”

Support from Red Hat helped Atos take its service from concept to reality. “Without proactive support, many ideas glimmer and die, and Canopy Digital Connect could have been one of those,” added Wilson. “But by taking advantage of regular communications with Red Hat, we were able to combine knowledge and jointly develop our ideas to progress from proof of concept to SaaS faster.”

After its initial success, Atos is discussing further development of the Canopy Digital Connect solution with Red Hat. “We’ve had a lot of success with the first iteration, so now we’re having a conversation with Red Hat on how can we take it to new markets,” said Metheringham. “How can we evolve the service and build those new use cases? We’re working together to build that roadmap now.”

### ABOUT ATOS

Atos provides consulting and systems integration services, managed services and business process outsourcing, cloud operations, big data and cybersecurity solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. It works with clients across different business sectors, including defense, financial services, health, manufacturing, media, utilities, public sector, retail, telecommunications, and transportation. Atos is the Worldwide IT Partner of the Olympic and Paralympic Games.

### ABOUT RED HAT

Red Hat is the world’s leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



facebook.com/redhatinc  
@redhatnews  
linkedin.com/company/red-hat

NORTH AMERICA  
1 888 REDHAT1

EUROPE, MIDDLE EAST,  
AND AFRICA  
00800 7334 2835  
europe@redhat.com

ASIA PACIFIC  
+65 6490 4200  
apac@redhat.com

LATIN AMERICA  
+54 11 4329 7300  
info-latam@redhat.com