

Atos Healthcare wins customer delivery supplier of the year at the Department for Work and Pensions Supplier Excellence Awards

London, 14 June 2010

The Atos Healthcare occupational healthcare programme was key in cutting the number of working days lost across the Department by 20 % while improving employee wellbeing

London, 14 June 2010, Atos Healthcare, the number one occupational healthcare provider in the UK and a business division of Atos Origin, today announced that it won customer delivery supplier of the year at the Department for Work and Pensions (DWP) Supplier Excellence Awards held in London last week. The award recognises the contribution that the occupational healthcare programme delivered by Atos Healthcare has made in cutting the number of working days lost across the Department by 20%.

“Many congratulations to Atos Healthcare on their success at winning DWP’s inaugural Award for Excellence in Customer Delivery,” said Colin Herring, Programme Manager for Occupational health and Attendance Management at the DWP. “The service improvements that Atos Healthcare has delivered over the past 18 months have been key to our success at reducing sickness absence and improving employee wellbeing. As a result of this shared success, we have had the confidence to promote our joint approach as best practice across Government.”

Atos Healthcare took over management of the occupational healthcare service for the Department’s 120,000 employees in 2008. Working in partnership with the Department for Work and Pensions, Atos Healthcare has made significant improvements to processes and services. The benefits include returning employees back to work quicker, increasing employee productivity and providing more support to managers to deal with absence issues in a timely and effective manner.

The Occupational Health Service helped DWP reduce its current sick pay bill by around £13m annually and increase staff resource by the equivalent of nearly 1,000 full-time posts. Assessments can now be scheduled within 4 days and customer satisfaction has increased to 91%.





Improvements implemented by Atos Healthcare include the launch of a new web portal to make it easier, faster and more convenient to make an appointment and track cases; and new standards and an audit regime to ensure the quality of clinical advice.

“We are delighted that our occupational healthcare service has been recognised at the Department for Work and Pensions Supplier Excellence Awards,” said Gary Gear from Atos Healthcare. “The award is testament to our team of clinical and administrative experts who are committed to delivering a professional, high quality service that supports both the Department’s employees and the wider organisation. It also shows what we can achieve working in partnership with an engaged and proactive customer.”

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About Atos Origin

Atos Origin is an international provider of IT services. The company transforms the vision of the client into results by using hi-tech transaction services, advice, system integration and implementation management. The company has an annual turnover of 5.1 billion Euros and employs 49,000 staff. Atos Origin is the world-wide partner of the Olympic Games and has a client base made up of countless internationally renowned companies across all sectors. Atos Origin is registered in the Paris Eurolist Market and operates under the names Atos Origin, Atos Wordline and Atos Consulting.

About Atos Healthcare

Atos Healthcare, a division of Atos Origin, combines the Company’s expertise in consulting, technology and healthcare to improve the way care is delivered. Services range from lean service transformation, commissioning, hosting and software development, through to disability assessments, occupational health and front line primary care. Atos Healthcare has over 3,000 staff, of whom around two-thirds are medical professionals. For more information, visit www.atoshealthcare.com

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