

- » BOOST PERFORMANCE
- » REDUCE COST
- » INCREASE AGILITY
- » ENHANCE CRM
- » SHORTEN TIME TO MARKET
- » DRIVE INNOVATION
- » IMPROVE EFFICIENCY
- » INCREASE ADAPTIVITY
- » ENABLE BUSINESS TRANSPARENCY
- » ENSURE REGULATORY COMPLIANCE



CONSULTING > SOLUTIONS > OUTSOURCING

## Atos Origin Full Year 2009 Results

February 17<sup>th</sup>, 2010

# Disclaimers



- » This presentation contains further forward-looking statements that involve risks and uncertainties concerning the Group's expected growth and profitability for 2008. Actual events or results may differ from those described in this presentation due to a number of risks and uncertainties that are described within the 2008 annual report filed with the Autorités des Marchés Financiers (AMF) on 9 April 2009 as a Document de Référence under the registration number : D.09-251
- » The update of the 2008 Reference Document has been filed to the AMF on 31 July 2009 under the registration D.09-0251-A01. The second update of the 2008 Reference Document has been filed to the AMF on 21 October 2009 under the registration D.09-0251-A02.
- » All definitions used in this document are in the last Annual Report on the Atos Origin website
- » Operating margins by Group Business Unit and by Service Line exclude Corporate central costs
- » New segmentation presented by Group Business Units following the first application of IFRS 8
- » Group Business Units include **France** (France and French subsidiary in Morocco), **United Kingdom**, **Benelux** (The Netherlands, Belgium and Luxembourg), **Atos Worldline** (French, German and Belgium subsidiaries), **GCEMA** (Germany Central Europe with Austria, Poland, and Mediterranean countries and Africa which include South Africa, Greece, Turkey and Switzerland), **Iberia / South America** (Spain, Portugal, Argentina, Brazil and Columbia), and **Rest of the World** (Asia Pacific including China, Hong Kong, Singapore, Malaysia, Indonesia, Taiwan, Japan as well as North America, India, Major Events and Middle East with Dubai)

# Agenda



- » 1. FY' 2009 Highlights
- » 2. FY' 2009 Results
- » 3. Reinventing Atos Origin
- » 4. Objectives for 2010

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## 2009: We reached our commitments



» **Operating margin:** ambition to improve by +50 to +100 basis points compared to 2008 i.e. 5.3% - 5.8%

✓ Achievement: **5.7%** with 4.6% in H1 and 6.8% in H2

» **Cash generation:** objective of a positive free cash flow

✓ Achievement: Net debt reduction by **EUR 165 M**, with Operational Free Cash Flow of EUR 117 M

» **Revenue:** slight organic decrease compared to 2008

✓ Achievement: **-3.7%**

# 2009 Highlights : Reinventing Atos Origin

## » Implementation of the TOP Program as planned

- » Significant improvement of our operational performance
- » New TOP programs added (sales, Well Being at Work)
- » Achievement of offshore objectives
- » Deployment of Lean management

## » Solid commercial activity

- » Reorganization of sales forces dedicated to key markets (Global Atos Market Alignment - GAMA)
- » Start of the TOP Sales initiatives

## » Successful launch of Atos Worldline integration within the rest of the Group

- » Roll out HTTS initiatives in the main geographies of the Group
- » In H2 2009, full set up of organization, staffing, processes and targets

## » Accelerating innovation: anticipating the “after the crisis” IT market

- » New packaged offers developed with AO's Scientific Community every three months

## » Priority on Human Resources

- » Maintain and reinforce skills, develop employability

## Solid commercial activity



- » Total order entry of EUR 5 148 million representing a book to bill ratio at 100% as in 2008
- » Full backlog at EUR 6.8 billion, representing 1.3 year of revenue after EUR 0.4 billion of cancellation for Arcandor
- » Full qualified pipeline at EUR 3.0 billion, increased by +14% or EUR +400 million vs. December 2008
- » Backlog coverage of 2010 revenue at 56%

| Book to bill | Total Group | Consulting | Systems Integration | Managed Services | HTTS |
|--------------|-------------|------------|---------------------|------------------|------|
| FY 2009      | 100%        | 93%        | 96%                 | 105%             | 119% |
| FY 2008      | 100%        | 98%        | 98%                 | 113%             | 90%  |

## Some customers' contracts won in Q4 2009



### » In France

| Customers         | Service Line | Deals                                                          |
|-------------------|--------------|----------------------------------------------------------------|
| Renault           | SI           | Renewal and extension of new developments and maintenance      |
| Major Bank        | MS           | 24/7 server monitoring on infrastructure services for the bank |
| Major Public deal | MS           | Management of all the desktop and mail engineering services    |
| Sephora           | MS           | Infrastructure Outsourcing renewal                             |

### » In The Netherlands

| Customers               | Service Line | Deals                                                 |
|-------------------------|--------------|-------------------------------------------------------|
| Stichting               | MS           | First outsourcing generation for a Dutch pension fund |
| Public company          | MS           | Renewal workplace contract                            |
| Major Energy company    | MS           | Outsourcing workplace server & network management     |
| Major transport company | MS           | Management of critical IT infrastructure              |

## Some customers' contracts won in Q4 2009



### » In the UK

| Customers                      | Service Line | Deals                                                            |
|--------------------------------|--------------|------------------------------------------------------------------|
| Skills Development Scotland    | SI / MS      | Application management for enterprise content management systems |
| Capita Life & Pensions         | SI/MS/HTTS   | Application support and development                              |
| Brakes                         | MS           | 10 years outsourcing with virtualisation and cloud computing     |
| Department for Work & Pensions | HTTS         | Secure on-line payments services for Government                  |

### » In Atos Worldline

| Customers      | Service Line | Deals                                            |
|----------------|--------------|--------------------------------------------------|
| GIP eBourgogne | HTTS         | Administration platform for Regional Authorities |
| Numéricable    | HTTS         | Interactive Voice Response                       |
| SNCF           | HTTS         | Interactive Voice Response                       |

### » Other countries

| Customers             | Service Line | Deals                                                            |
|-----------------------|--------------|------------------------------------------------------------------|
| European Institution  | SI - Belgium | Management of information system around design, testing, support |
| Public organization   | MS - Spain   | Outsourcing of information systems                               |
| Lee County Government | MS - USA     | IT Outsourcing for infrastructure and desktop                    |
| Baker Hugues          | MS - USA     | Developments for Hyperion systems and Business Warehouse         |
| Novus International   | SI - USA     | SAP Project Extension                                            |

# Agenda



» 1. FY' 2009 Highlights

» 2. FY'09 Results

» Operational Performance

» Financial results

» 3. Reinventing Atos Origin

» 4. Objectives for 2010

# 2009 Financial Highlights



## » Financial performance

- » Revenue at EUR 5,127 M with an organic decrease at -3.7%
- » 71% of total revenue is recurring business, 94% European basis, 77% covered by 4 main sectors
- » Operating margin at EUR 290 M (5.7% of revenue), representing an increase of +13% at same scope and exchange rates compared to 2008
- » Net income Group share at EUR 32 M and adjusted net income at EUR 196 M up by +9% vs 2008
- » Strong reduction of net debt at EUR 139 M compared to EUR 304 M in 2008

## » Arcandor impact on financial statements

- » EUR 14 M impact in Operating Margin
- » EUR 30 M for staff restructuring, EUR 22 M for rationalisation and EUR 31 M of goodwill depreciation

## » Reorganisation and rationalisation (excluding Arcandor)

- » EUR 111 M of staff restructuring costs as part of the Group transformation
- » EUR 79 M of rationalisation costs including EUR 36 M related to the Paris area offices

## » Convertible bonds

- » Issuance in October 2009 of a convertible bond for EUR 250 M
- » EUR 48 M recognized as equity as a value for the option of conversion

## » Pensions

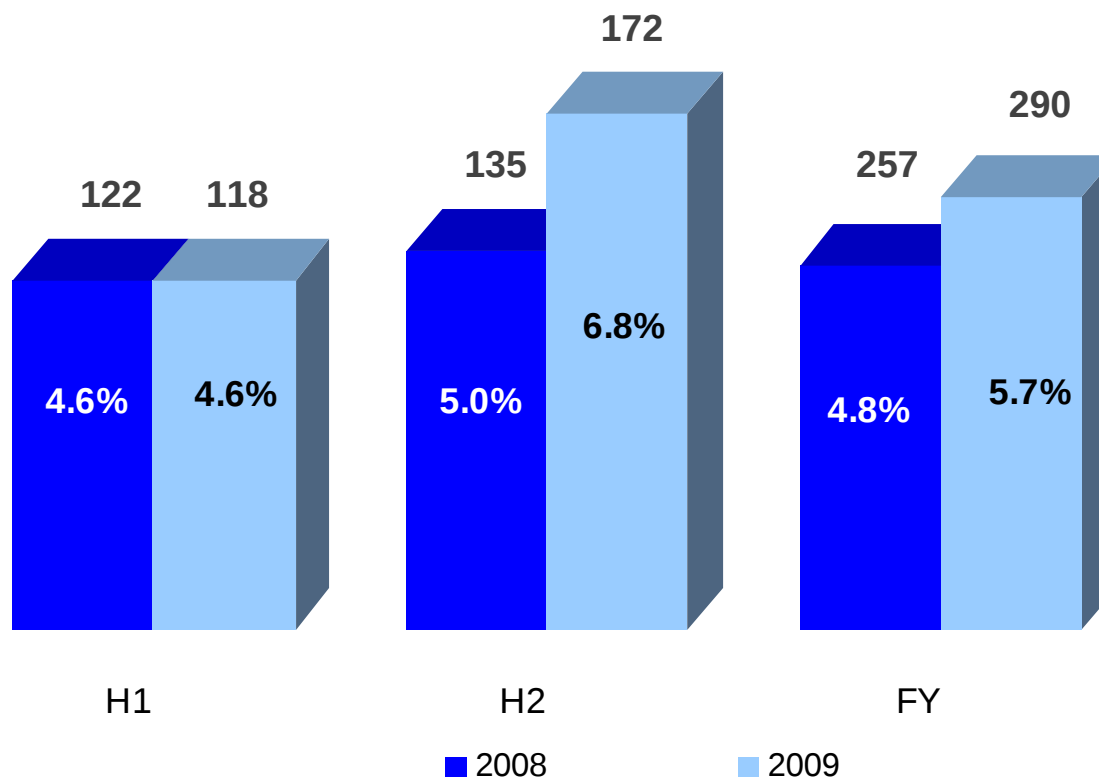
- » In The Netherlands, higher value of assets in the portfolio led to a release of EUR 39 M accrued in 2008 in Operating Income

## Revenue organic change at -3.7%



| <i>In € Million</i>                                 | <i>FY 2009</i> | <i>FY 2008</i> | <i>Δ%</i>    |
|-----------------------------------------------------|----------------|----------------|--------------|
| <b>Revenue</b>                                      | <b>5,127</b>   | <b>5,623</b>   | <b>-8.8%</b> |
| Italy                                               |                | (20)           |              |
| AEMS Exchange                                       |                | (125)          |              |
| Other disposals                                     |                | (54)           |              |
| Exchange rates impact                               |                | (101)          |              |
| <b>Revenue at constant scope and exchange rates</b> | <b>5,127</b>   | <b>5,324</b>   | <b>-3.7%</b> |

# Operating Margin evolution



*NB: all figures based at 2009 scope and exchange rates (M€)*

» Full year 2009 OM% up by +84 pts compared to 2008

» In 2009, full effect of TOP Program in H2

# 2009 Performance by service line



| In EUR Million                                    | Revenue      |              |                  | Operating Margin |              | Operating Margin % |             |
|---------------------------------------------------|--------------|--------------|------------------|------------------|--------------|--------------------|-------------|
|                                                   | FY 2009      | FY 2008      | % organic growth | FY 2009          | FY 2008      | FY 2009            | FY 2008     |
| Managed Services                                  | 1,953        | 1,870        | +4.4%            | 106.8            | 97.2         | 5.5%               | 5.2%        |
| Systems Integration                               | 1,894        | 2,133        | -11.2%           | 94.8             | 87.7         | 5.0%               | 4.1%        |
| High Tech Transactional Services                  | 879          | 849          | +3.5%            | 135.6            | 126.1        | 15.4%              | 14.9%       |
| Consulting                                        | 248          | 325          | -23.7%           | 3.2              | 15.6         | 1.3%               | 4.8%        |
| Medical BPO                                       | 153          | 148          | +3.5%            | 19.6             | 12.6         | 12.8%              | 8.5%        |
| Corporate Central costs (*)                       |              |              |                  | -70.1            | -82.8        | -1.4%              | -1.6%       |
| <b>Total at constant scope and exchange rates</b> | <b>5,127</b> | <b>5,324</b> | <b>-3.7%</b>     | <b>290.0</b>     | <b>256.5</b> | <b>5.7%</b>        | <b>4.8%</b> |
| Italy                                             |              | 20           |                  |                  | -1.1         |                    |             |
| AEMS Exchange                                     |              | 125          |                  |                  | 7.0          |                    |             |
| Other disposals                                   |              | 54           |                  |                  | -3.6         |                    |             |
| Impact from exchange rates                        |              | 101          |                  |                  | 7.7          |                    |             |
| <b>Total Group</b>                                | <b>5,127</b> | <b>5,623</b> |                  | <b>290.0</b>     | <b>266.4</b> | <b>5.7%</b>        | <b>4.7%</b> |

Organic growth: at constant scope and exchange rates

(\*) Corporate costs exclude Global Service lines costs allocated to the Service lines

» Cyclical activities CO & SI at -12.8%  
 » Managed Services +4.4% and HTTS +3.5%

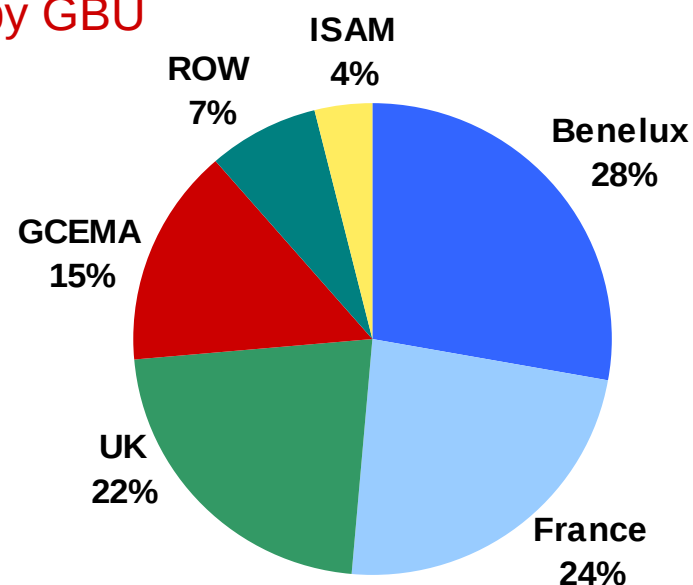
# Managed Services



| <i>In € Million</i>          | 2009   | 2008<br>proforma | % Organic<br>(*) |
|------------------------------|--------|------------------|------------------|
| <b>Revenue</b>               | 1,953  | 1,870            | +4.4%            |
| <b>Operating margin</b>      | 106.8  | 97.2             | +9.9%            |
| <b>Operating margin rate</b> | 5.5%   | 5.2%             | +0.3 pt          |
| Headcount at closing (Dec)   | 16,411 | 16,610           | -1.2%            |

(\*) At 2009 scope and exchange rates

## » Revenue breakdown by GBU



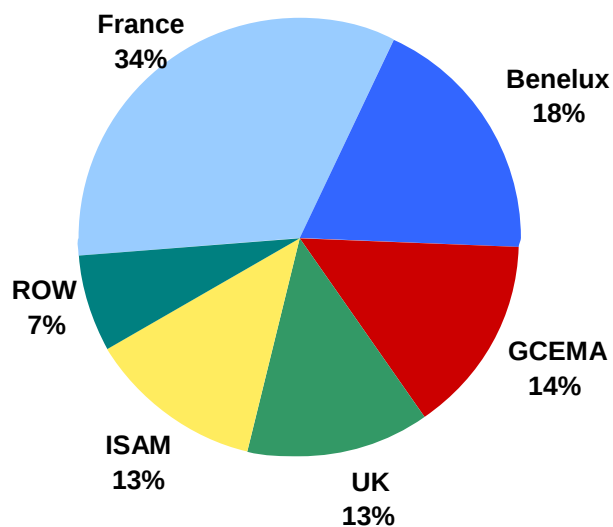
# Systems Integration



| <i>In € Million</i>          | 2009   | 2008<br><i>proforma</i> | % Organic<br>(*) |
|------------------------------|--------|-------------------------|------------------|
| <b>Revenue</b>               | 1,894  | 2,133                   | -11.2%           |
| <b>Operating margin</b>      | 94.8   | 87.7                    | +8.0%            |
| <b>Operating margin rate</b> | 5.0%   | 4.1%                    | +0.9 pt          |
| Headcount at closing (Dec)   | 23,033 | 24,402                  | -5.6%            |

(\*) At 2009 scope and exchange rates

## » Revenue breakdown by GBU



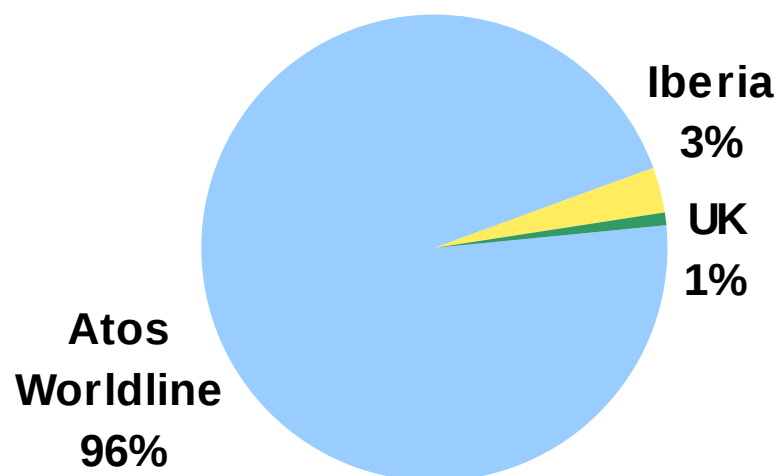
# High Tech Transactional Services



| <i>In € Million</i>          | 2009  | 2008<br>proforma | % Organic<br>(*) |
|------------------------------|-------|------------------|------------------|
| <b>Revenue</b>               | 879   | 849              | +3.5%            |
| <b>Operating margin</b>      | 135.6 | 126.1            | +7.5%            |
| <b>Operating margin rate</b> | 15.4% | 14.9%            | +0.6 pt          |
| Headcount at closing (Dec)   | 5,261 | 5,325            | -1.2%            |

(\*) At 2009 scope and exchange rates

## » Revenue breakdown by GBU



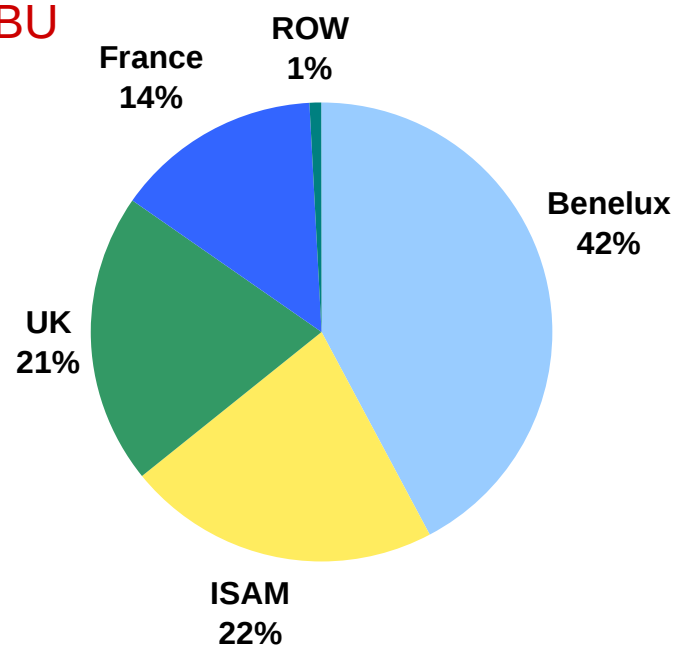
# Consulting



| <i>In € Million</i>               | 2009  | 2008  | % Organic (*) |
|-----------------------------------|-------|-------|---------------|
| <b>Revenue</b>                    | 248   | 325   | -23.7%        |
| <b>Operating margin</b>           | 3.2   | 15.6  | -79.6%        |
| <b>Operating margin rate</b>      | 1.3%  | 4.8%  | -3.5 pt       |
| <b>Headcount at closing (Dec)</b> | 2,087 | 2,667 | -21.7%        |

(\*) At 2009 scope and exchange rates

## » Revenue breakdown by GBU



# Medical BPO

| <i>In € Million</i>               | 2009  | 2008<br>proforma | % Organic<br>(*) |
|-----------------------------------|-------|------------------|------------------|
| <b>Revenue</b>                    | 153   | 148              | +3.5%            |
| <b>Operating margin</b>           | 19.6  | 12.6             | +55.2%           |
| <b>Operating margin rate</b>      | 12.8% | 8.5%             | +4.3 pt          |
| <b>Headcount at closing (Dec)</b> | 1,880 | 1,680            | +11.9%           |



(\*) At 2009 scope and exchange rates



# 2009 performance by Group Business Unit



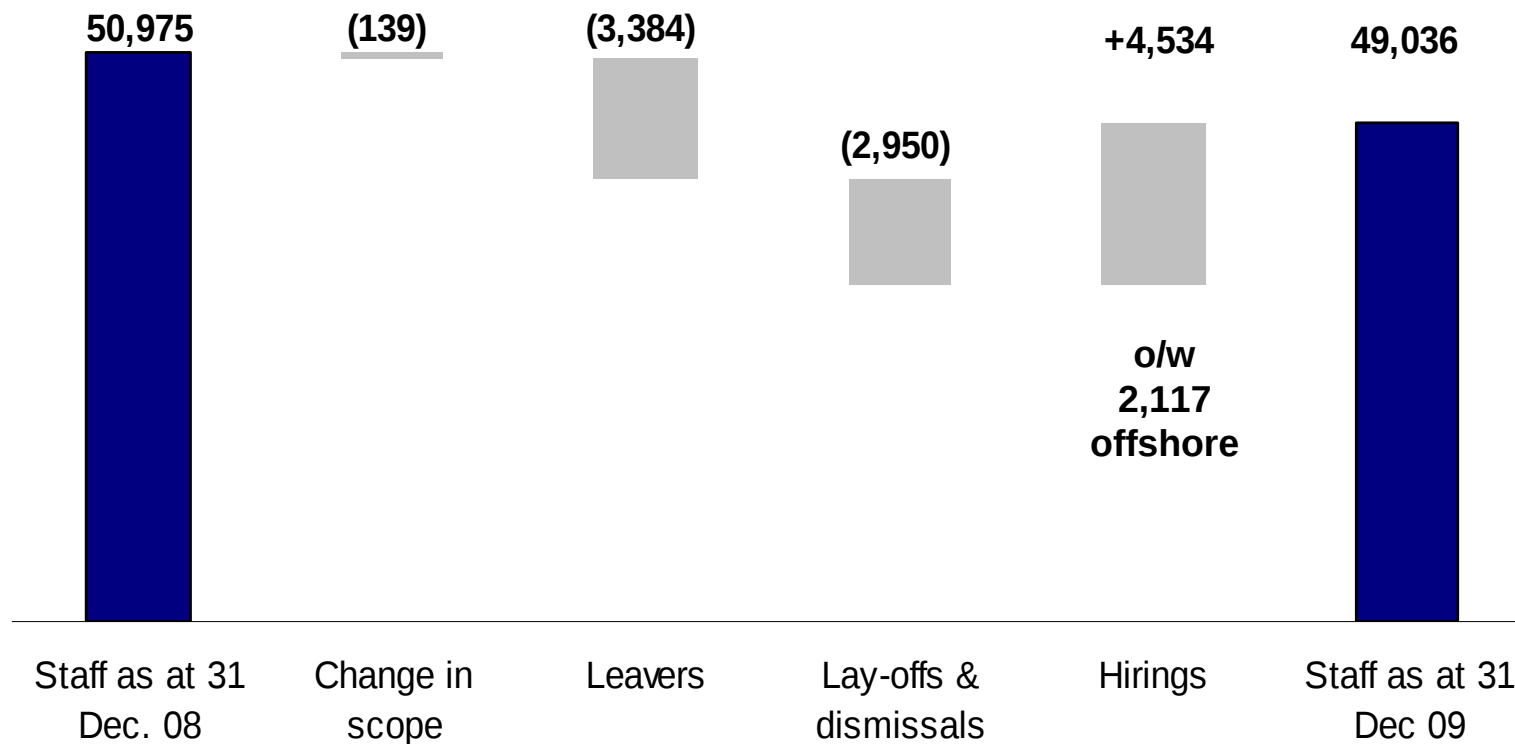
| In MEUR                                           | Revenue      |              |                      | Operating Margin |              | Oper. Margin % |             |
|---------------------------------------------------|--------------|--------------|----------------------|------------------|--------------|----------------|-------------|
|                                                   | FY 2009      | FY 2008      | % organic growth (*) | FY 2009          | FY 2008      | FY 2009        | FY 2008     |
| France                                            | 1,136        | 1,171        | -3.0%                | 44.7             | 25.4         | 3.9%           | 2.2%        |
| Benelux                                           | 997          | 1,154        | -13.6%               | 84.2             | 94.3         | 8.4%           | 8.2%        |
| United Kingdom                                    | 902          | 840          | +7.4%                | 82.1             | 61.3         | 9.1%           | 7.3%        |
| Atos Worldline                                    | 844          | 814          | +3.7%                | 133.2            | 123.3        | 15.8%          | 15.2%       |
| Germany Central Europe / EMA                      | 567          | 608          | -6.7%                | 21.7             | 30.6         | 3.8%           | 5.0%        |
| Iberia / South America                            | 403          | 449          | -10.1%               | 2.5              | 17.1         | 0.6%           | 3.8%        |
| Rest of the world                                 | 278          | 290          | -4.0%                | 18.1             | 11.2         | 6.5%           | 3.9%        |
| Global Service Lines costs                        |              |              |                      | -26.5            | -24.1        | -0.5%          | -0.5%       |
| Corporate central                                 |              |              |                      | -70.1            | -82.8        | -1.4%          | -1.6%       |
| <b>Total at constant scope and exchange rates</b> | <b>5,127</b> | <b>5,324</b> | <b>-3.7%</b>         | <b>290.0</b>     | <b>256.5</b> | <b>5.7%</b>    | <b>4.8%</b> |

(\*) Organic growth: at constant scope and exchange rates

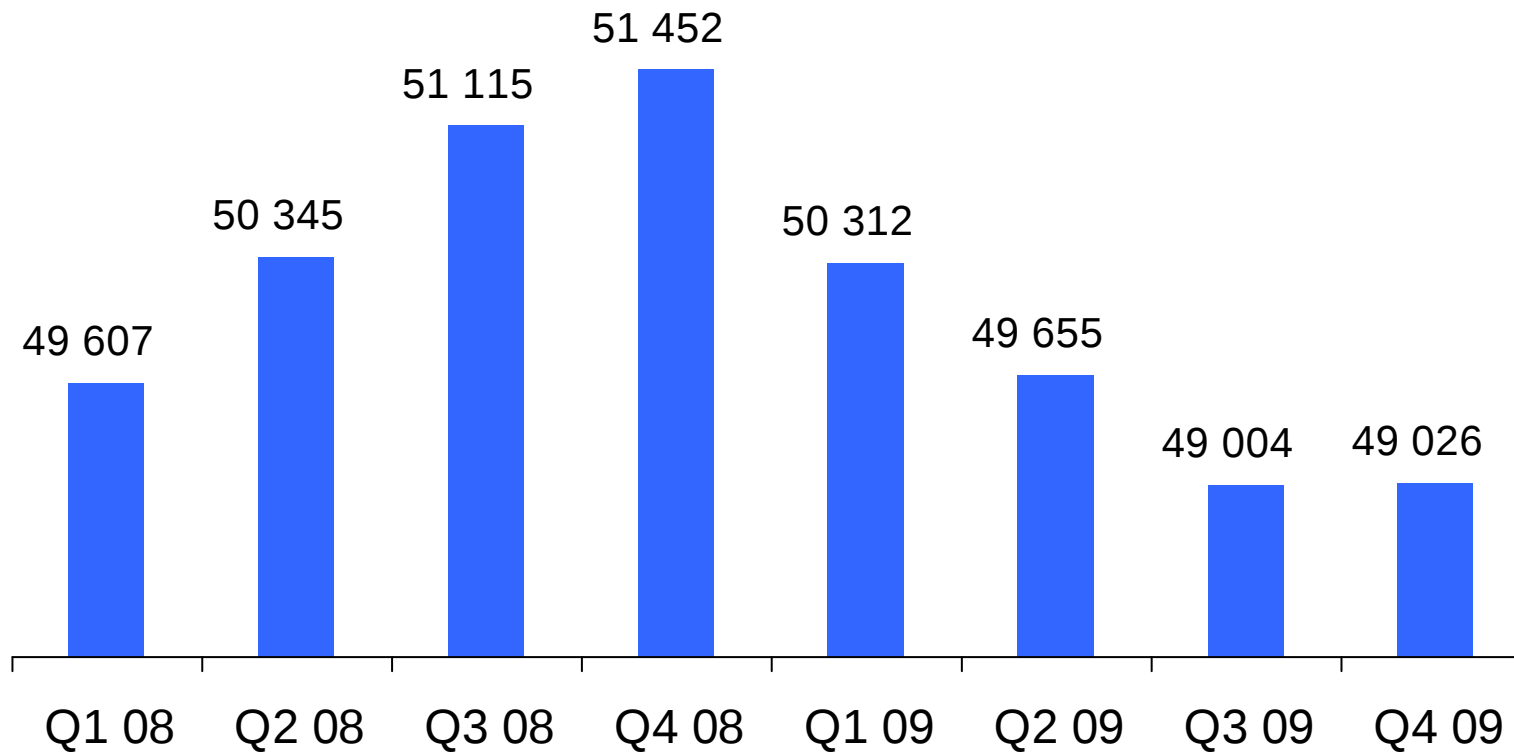
# Headcount evolution



- » Total staff net decrease of 1,900 in 2009 while paying strong attention to maintain employability and key competencies
- » Hiring: total of +4,500 new engineers in 2009 ; with almost half in offshore countries
- » Lay-offs and dismissals at almost 3,000
- » Staff attrition significantly decreased from 13.3% in 2008 to 7.0% in 2009



# Headcount evolution per quarter

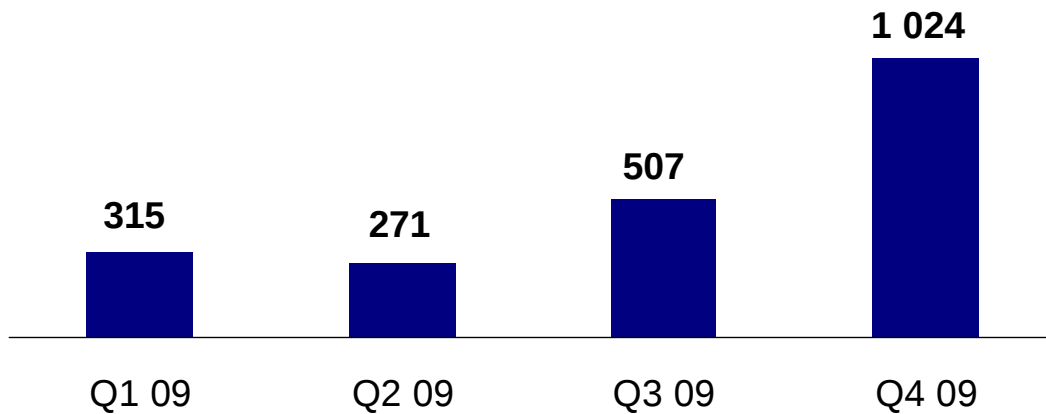


➤ Constant decrease of number of average headcount in 2009

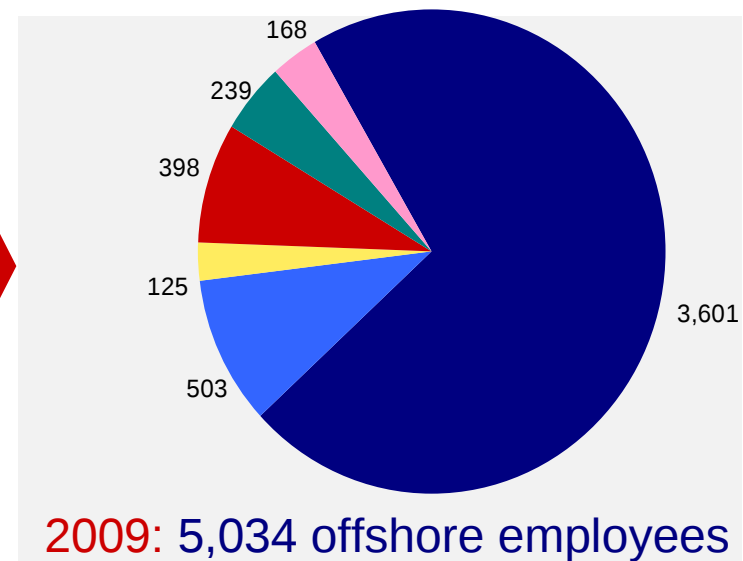
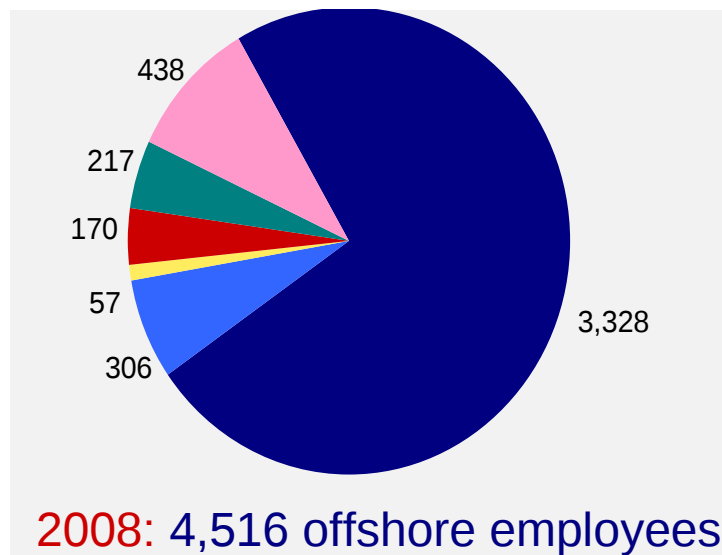
# Offshore staff raise in 2009



»Acceleration of recruitments on the second Half:



»More than 70% of our offshore staff is located in India



■ India ■ Morocco ■ South America ■ Poland ■ Malaysia ■ Others

# Staff by Group Business Unit



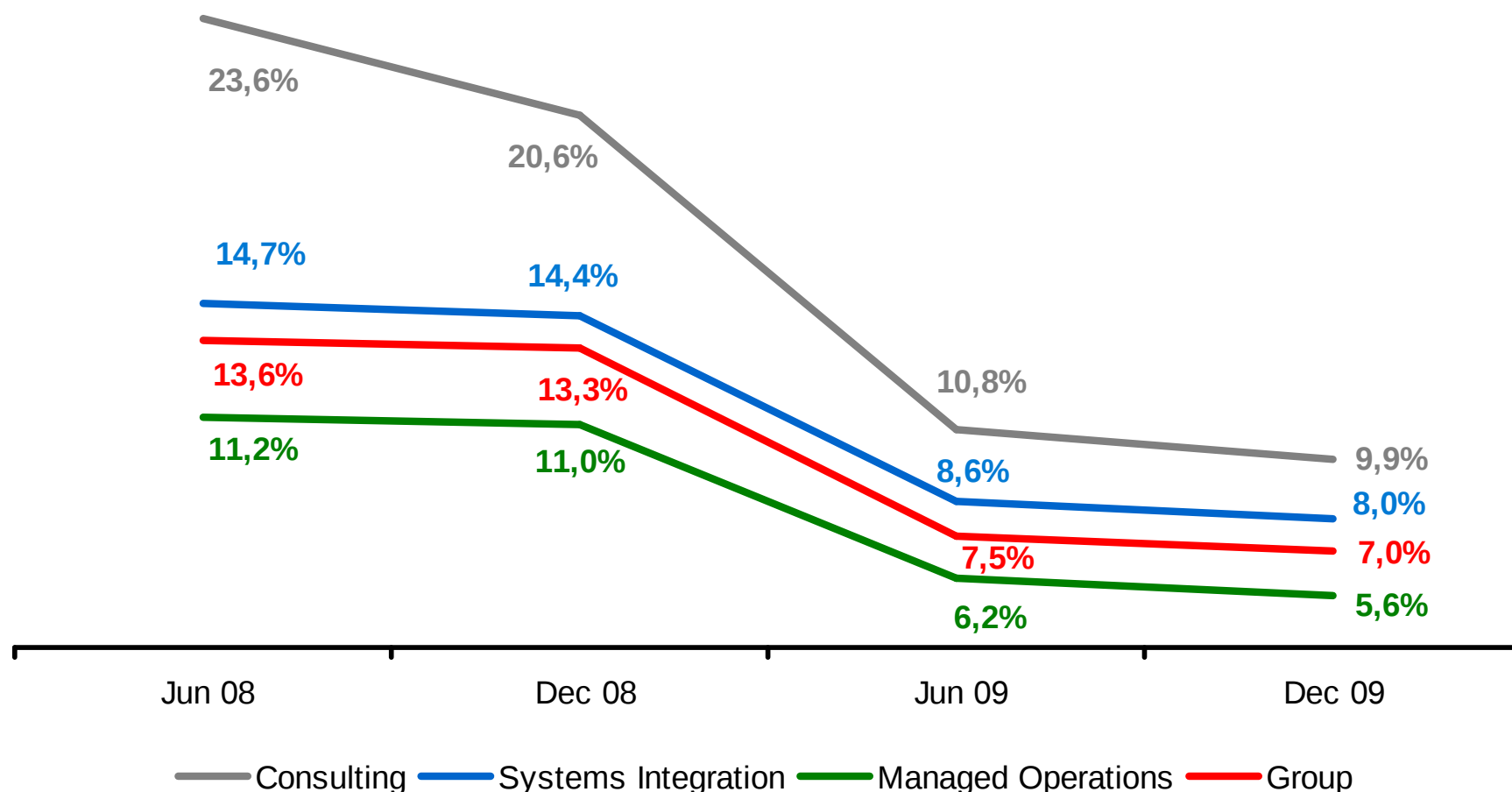
| (in units)                                   | <i>Closing<br/>Dec 2009</i> | <i>Closing<br/>Dec 2008</i> | <i>Change since opening</i> |              |
|----------------------------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|
| <b>France</b>                                | 12,401                      | 12,737                      | (336)                       | -2.6%        |
| <b>Benelux</b>                               | 7,750                       | 9,038                       | (1288)                      | -14.3%       |
| <b>United Kingdom</b>                        | 6,269                       | 6,313                       | (44)                        | -0.7%        |
| <b>Atos Worldline</b>                        | 4,804                       | 4,847                       | (43)                        | -0.9%        |
| <b>Germany Central Europe &amp; EMA</b>      | 3,746                       | 3,838                       | (92)                        | -2.4%        |
| <b>Iberia / South America</b>                | 7,432                       | 8,298                       | (866)                       | -10.4%       |
| <b>Rest of the World</b>                     | 6,270                       | 5,613                       | +657                        | +11.7%       |
| <b>Corporate</b>                             | 214                         | 234                         | (20)                        | -8.5%        |
| <b>Finance Share Service Center (Poland)</b> | 150                         | 57                          | +93                         | +163.2%      |
| <b>Total Group</b>                           | <b>49,036</b>               | <b>50,975</b>               | <b>(1,939)</b>              | <b>-3.8%</b> |

- Strong decrease in The Netherlands and in Spain
- Restructuring focused on Consulting and System Integration (time & materials)

## Attrition rate by Service line



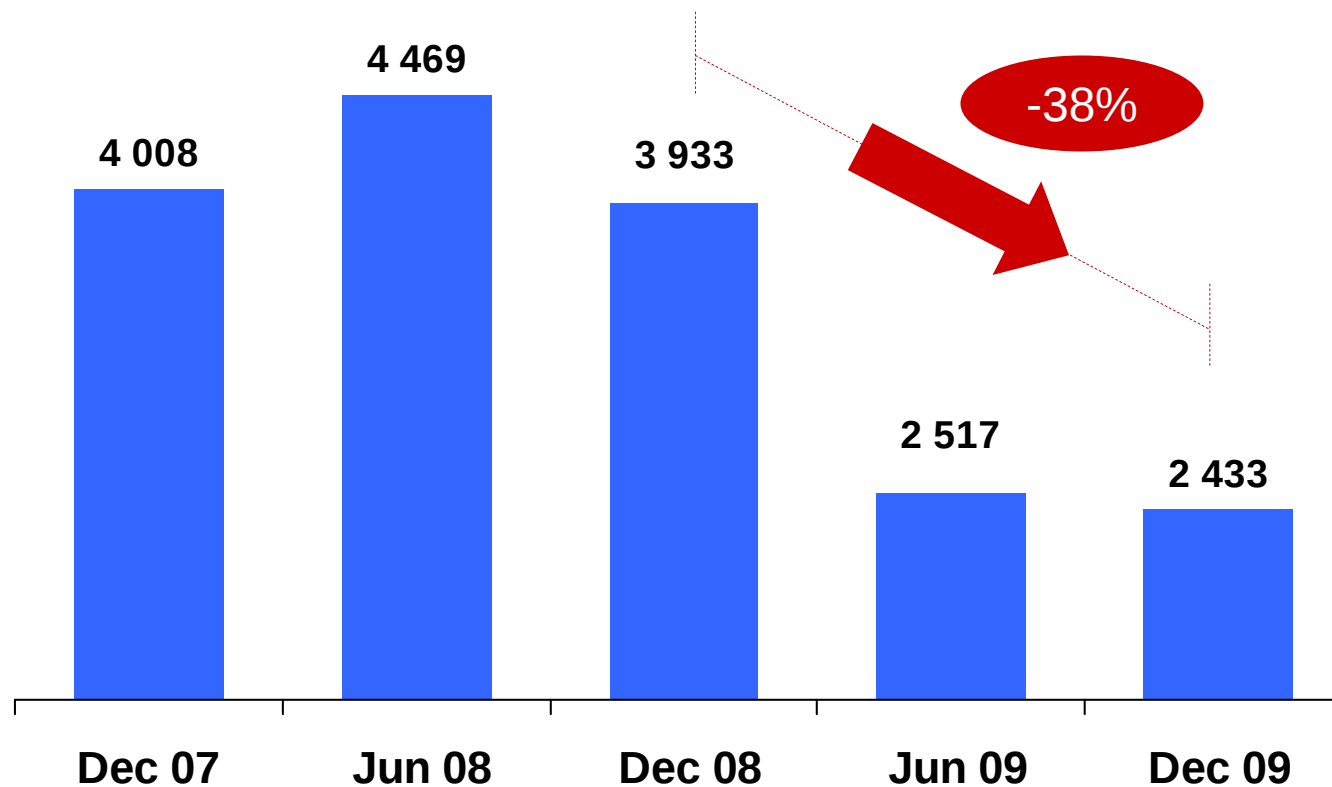
» All service lines reduced attrition in 2009 : Consulting is down by -11 pts, Systems Integration by -6 pts, Managed Operations -5 pts.



## Subcontractors: a significant reduction since end 2008



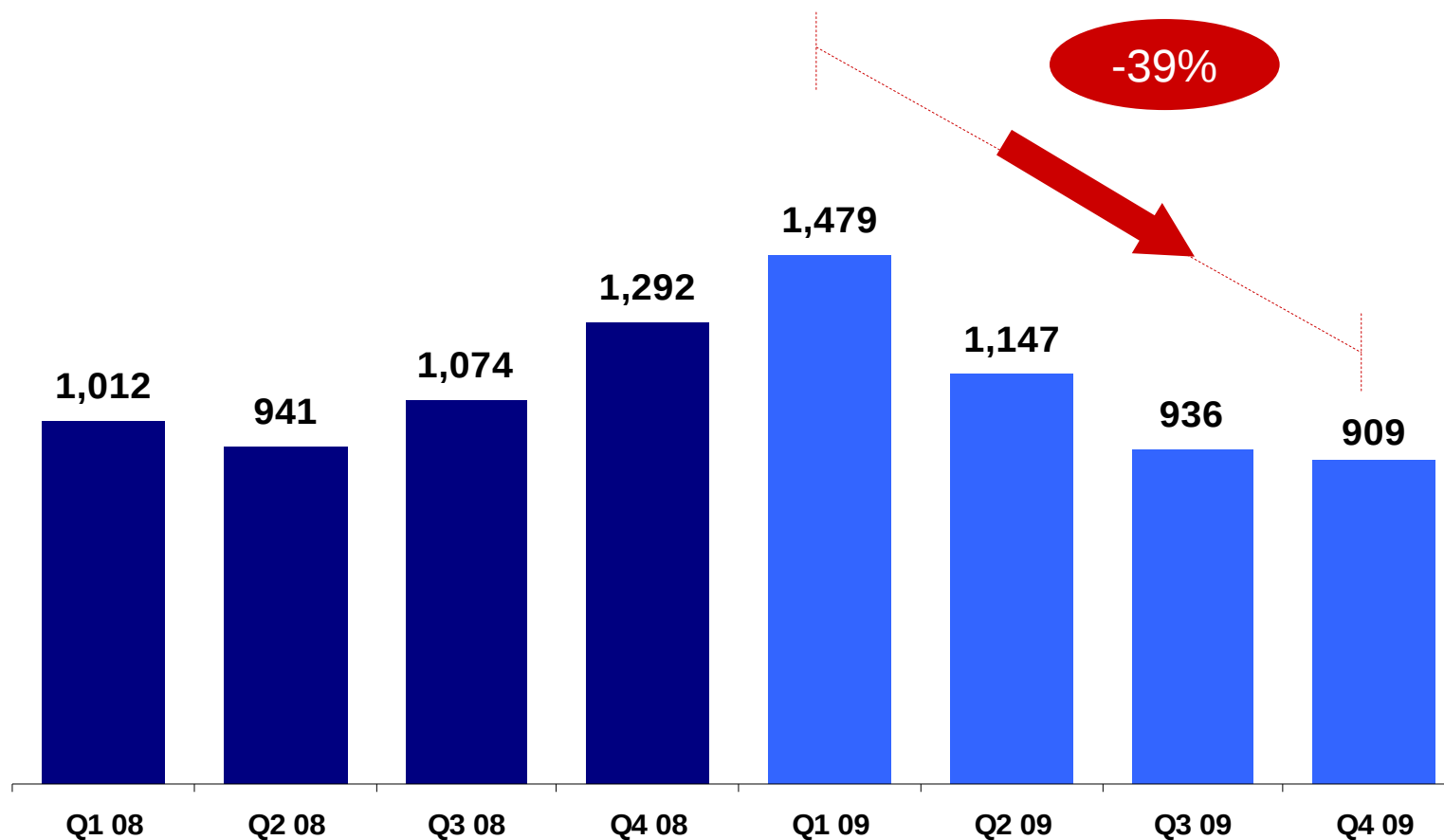
- » Since December 2008, number of subcontractors constantly decreased through the year down by 1,500



## Evolution of quarterly average bench



» Bench strongly reduced by 39% since January 2009 from almost 1,500 to 900 staff



# Agenda



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## Arcandor situation and impact on 2009 Group accounts

| Key dates     | Arcandor bankruptcy chronology                                      | Atos Origin management actions                                                                        | Financial statement impact (in million euros)                |
|---------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| June 2009     | Insolvency filed for Primondo Quelle, Karstadt and Itellium         | ➤ Conclude agreement with administrator granting AO a payment every 3 days for going forward services | ✓ (14 M) for bad debt                                        |
| October 2009  | Primondo Quelle declared in liquidation                             | ➤ Launch of the restructuring plan encompassing 300 FTE in Germany                                    | ✓ (30 M) of restructuring in Operating Income                |
| November 2009 | Launch of the Kardstadt disposal process to be conducted in H1 2010 | ➤ New contract agreed with administrator on Karstadt representing 80M€ of TCV for the next 3 years    | Not included in Backlog                                      |
| December 2009 | -                                                                   | ➤ Conservative approach taken in budget 2010, based on available information                          | ✓ (22 M): asset write off<br>✓ (31 M): goodwill depreciation |

➔ A total impact of EUR -97 M in Operating Income and EUR -76 M In Net Income

# Statutory Income statement



| <i>In € Million</i>           | <i>FY 2009<br/>excl.<br/>Arcandor<br/>bankruptcy</i> | <i>Arcandor<br/>Bankruptcy</i> | <i>FY 2009</i> | <i>FY 2008</i> |
|-------------------------------|------------------------------------------------------|--------------------------------|----------------|----------------|
| <b>Operating Margin</b>       | <b>304</b>                                           | <b>(14)</b>                    | <b>290</b>     | <b>266</b>     |
| Restructuring                 | (111)                                                | (30)                           | (141)          | (98)           |
| Rationalization               | (43)                                                 | (7)                            | (50)           | (5)            |
| Paris offices rationalisation | (36)                                                 |                                | (36)           |                |
| Assets Write Off              |                                                      | (15)                           | (15)           |                |
| Goodwill impairment           |                                                      | (31)                           | (31)           | (233)          |
| Pensions                      | 40                                                   |                                | 40             | 17             |
| Capital Gain on Assets        |                                                      |                                |                | 143            |
| Other non recurring items     | 13                                                   |                                | 13             | 10             |
| <b>Total non-recurring</b>    | <b>(137)</b>                                         | <b>(83)</b>                    | <b>(220)</b>   | <b>(166)</b>   |
| % revenue                     | -2.7%                                                |                                | 1.4%           | -2.9%          |
| Net financial expenses        | (24)                                                 |                                | (24)           | (23)           |
| Income tax expenses           | (31)                                                 | 21                             | (9)            | (48)           |
| <b>Minority interests</b>     | <b>(4)</b>                                           |                                | <b>(4)</b>     | <b>(7)</b>     |
| <b>Net income Group Share</b> | <b>108</b>                                           | <b>(76)</b>                    | <b>32</b>      | <b>23</b>      |

# New headquarters in Bezons



Quai Voltaire in Bezons

6 kms from La Défense

- » New Group Headquarters : 55,000 square meters for 4,500 staff
- » Five locations in the Paris area to be closed during the first semester 2010: EUR -36 M of remaining lease obligation fully financed by the new landlord through a two year rent exemption.
- » As per IFRS rules, EUR -36 M charge taken one time in Operating Income while rent exemption is spread over lease term.
- » A state of the art Campus regarding CO2 footprint and a decisive progress in terms of working environment, conviviality and efficiency

# Cash flow statement



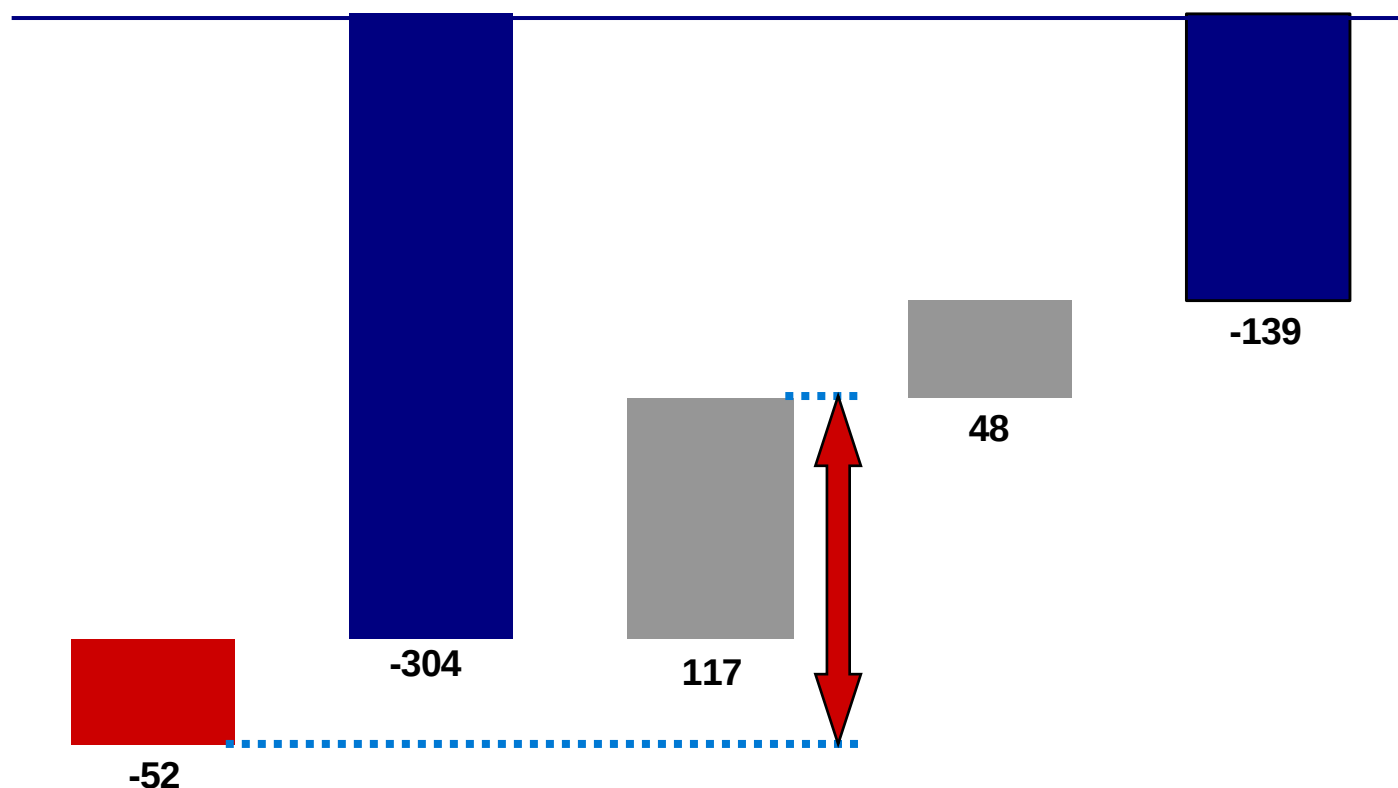
| <i>In € Million</i>                    | <i>FY 2009</i> | <i>FY 2008</i> |
|----------------------------------------|----------------|----------------|
| <b>OMDA (*)</b>                        | <b>501</b>     | <b>477</b>     |
| Net capital Expenditures               | (198)          | (234)          |
| Change in working capital              | 35             | (86)           |
| <b>Cash from Operations</b>            | <b>338</b>     | <b>157</b>     |
| Taxes paid                             | (40)           | (50)           |
| Net costs of financial debt paid       | (13)           | (29)           |
| Restructuring and rationalisation      | (135)          | (103)          |
| UK pensions Plan amendment             |                | (65)           |
| Net financial investments              | (14)           | 209            |
| Dividends paid                         | (4)            | (32)           |
| Purchase and sale of treasury stock    | 6              | (15)           |
| Portion of bonds convertible to equity | 48             |                |
| Other changes                          | (20)           | (38)           |
| <b>Net cash flow</b>                   | <b>165</b>     | <b>34</b>      |
| <b>Opening net debt</b>                | <b>304</b>     | <b>338</b>     |
| <b>Closing net debt</b>                | <b>139</b>     | <b>304</b>     |

(\*) Operating Margin before Depreciation and Amortization

# Net debt evolution (in M€)



|                           |                           |                           |                                  |                           |
|---------------------------|---------------------------|---------------------------|----------------------------------|---------------------------|
| Operating Cash<br>Flow 08 | Net debt as of<br>Dec. 08 | Operating Cash<br>Flow 09 | Equity portion<br>of conv. bonds | Net Debt as of<br>Dec. 09 |
|---------------------------|---------------------------|---------------------------|----------------------------------|---------------------------|



# Simplified Balance Sheet



| <i>In € Million</i>          | <b>31 Dec<br/>2009</b> | <b>31 Dec<br/>2008</b> |
|------------------------------|------------------------|------------------------|
| Goodwill                     | 1 508                  | 1 511                  |
| Intangible assets            | 69                     | 78                     |
| Tangible assets              | 407                    | 454                    |
| Non-current financial assets | 139                    | 69                     |
| Net deferred tax assets      | 147                    | 139                    |
| <b>Non-current assets</b>    | <b>2 269</b>           | <b>2 250</b>           |
| <b>Working Capital</b>       | <b>9</b>               | <b>14</b>              |
| Shareholders Equity          | 1 644                  | 1 531                  |
| Equity of minority interests | 10                     | 11                     |
| <b>Total Equity</b>          | <b>1 654</b>           | <b>1 542</b>           |
| Pension provision            | 223                    | 222                    |
| Provisions                   | 262                    | 196                    |
| <b>Net Debt</b>              | <b>139</b>             | <b>304</b>             |

## Credit lines of EUR 1.1 bn until May 2012



### » Atos Origin well below banking covenants:

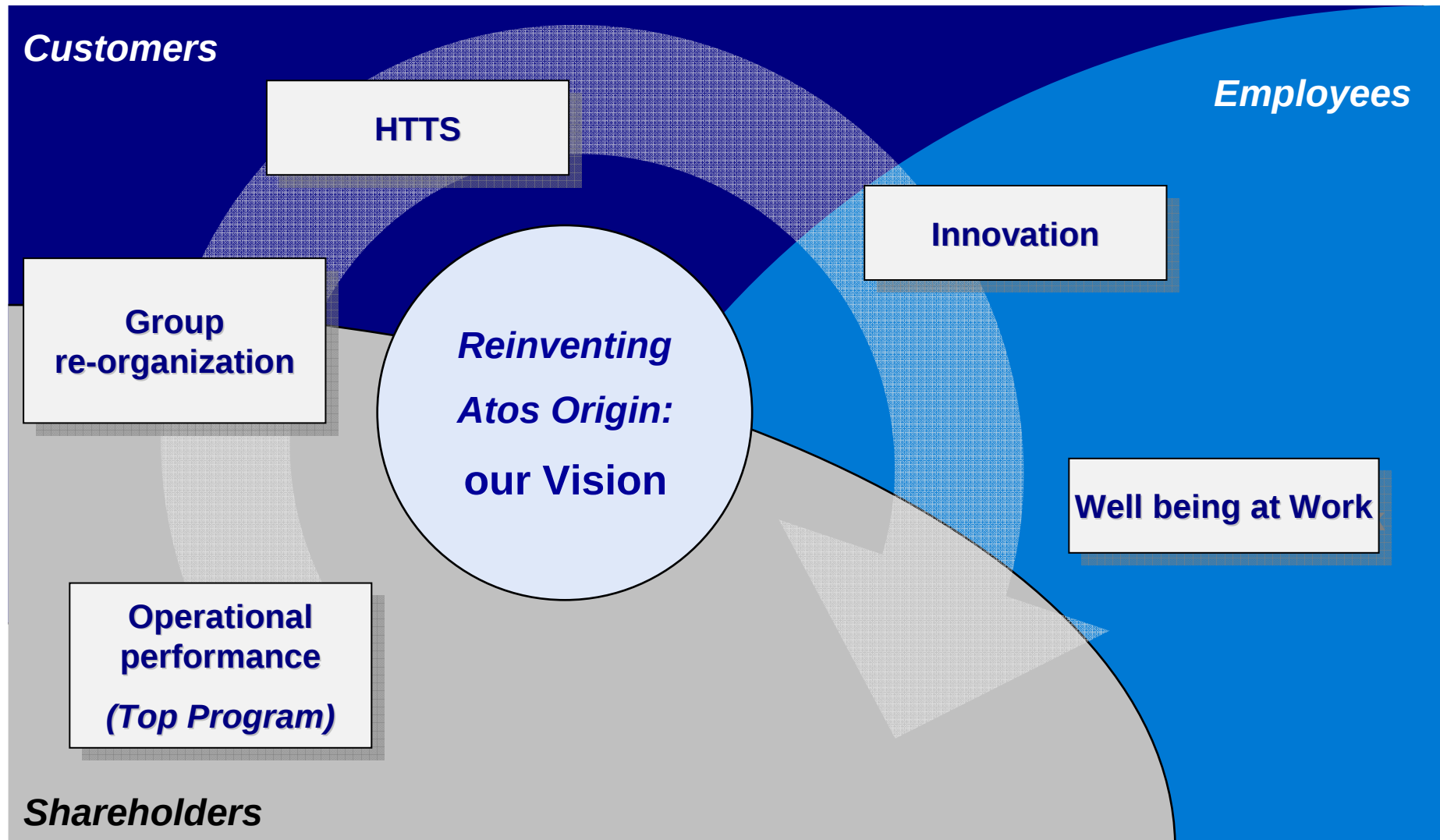
|                                                                              | <u>end 2009</u> | <u>end 2008</u> | <u>covenant</u> |
|------------------------------------------------------------------------------|-----------------|-----------------|-----------------|
| » Leverage ratio<br>(net debt / OMDA)                                        | 0.28            | 0.64            | < 2.5           |
| » Interest cover ratio<br>(operating margin /<br>net cost of financial debt) | 21.48           | 9.3             | > 4             |

# Agenda

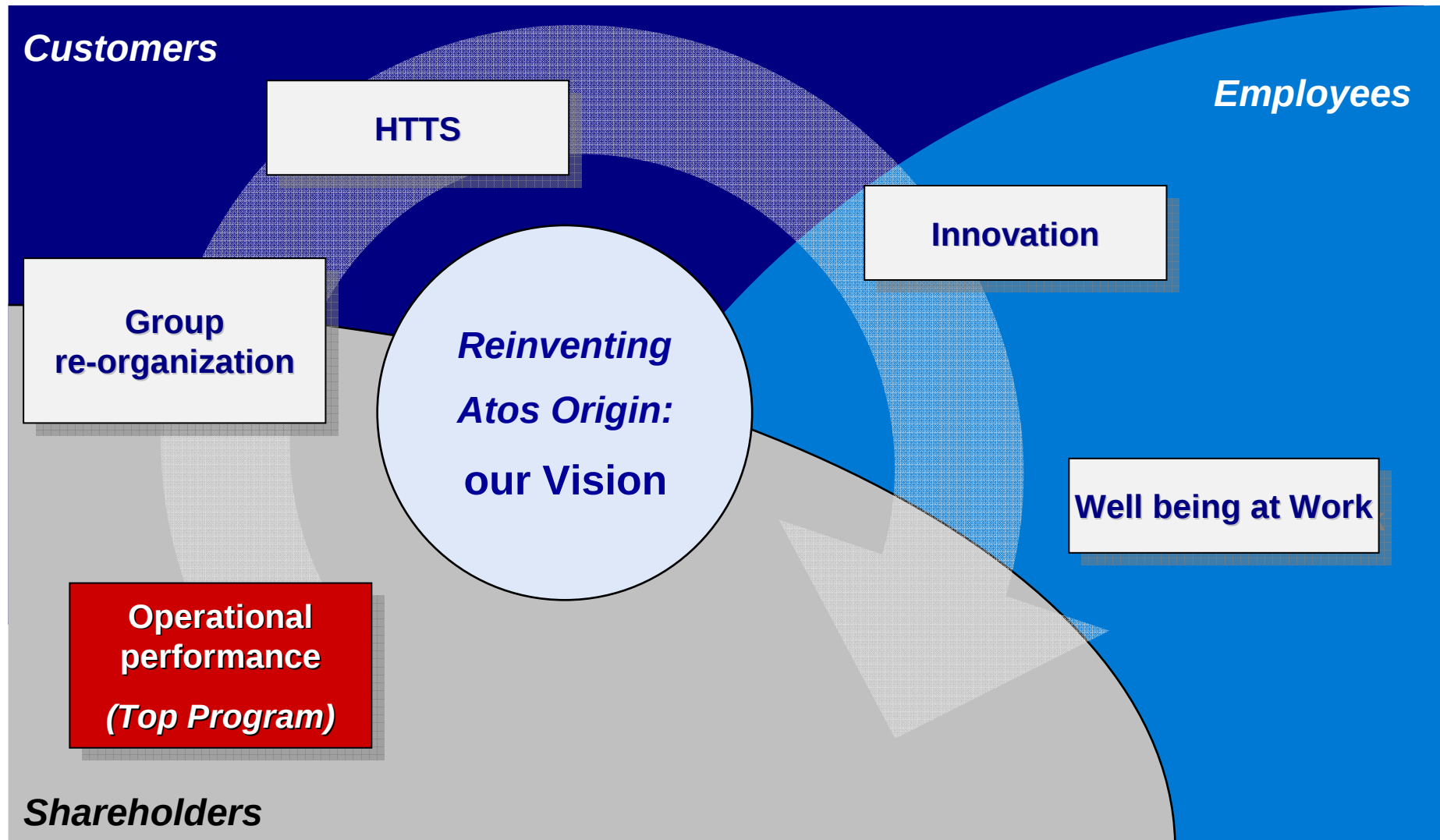


- » 1. FY' 2009 Highlights
- » 2. FY'09 Results
- » 3. Reinventing Atos Origin
  - » Vision
- » 4. Objectives for 2010

# Reinventing Atos Origin



# Reinventing Atos Origin



# TOP Program is accelerating



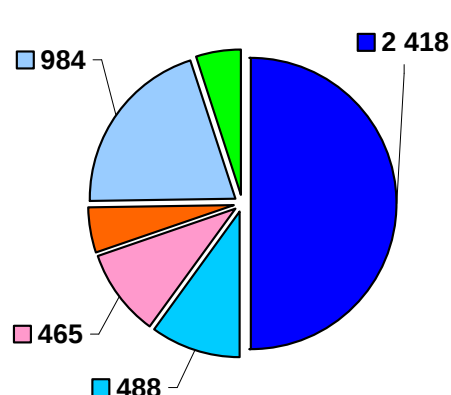
|                                        |         | 2009                                                   | 2010                                                           | 2011                                                                             |
|----------------------------------------|---------|--------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------------------------|
| <b>Non-personnel expenses and cash</b> |         | Standard of living<br>Consolidation<br>Cash collection | Full effect of '09<br>Global purchasing on all categories      | Full effect of '10 and 2 <sup>nd</sup> pass at early levers (e.g., rent & lease) |
| <b>Staff</b>                           | G&A     | Activity value analysis for 2000p                      | Full effect of 09.<br>Activity value analysis for 2100p        | Full effect of 09-10<br>Reach 1st quartile benchmark                             |
|                                        | Directs | Offshore process<br>Lean management for 2800p          | Offshore rate at benchmark<br>Lean management covering ~7 500p | Pursue Lean management roll out                                                  |
| <b>Sales efficiency</b>                |         | Launch of top sales initiatives                        | Rollout and first benefits on H2 sales                         | Full benefit of '10 actions; next level of sales actions                         |

# 2009 costs analysis vs 2008



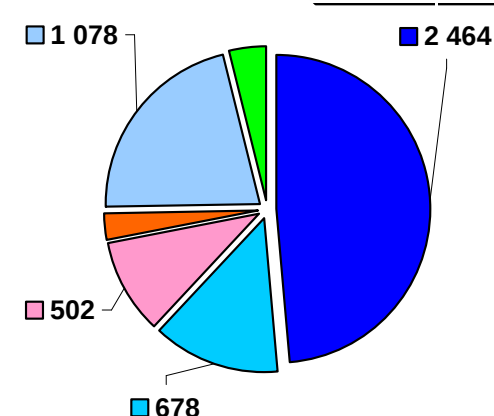
## » Significant costs base adaptation

2009

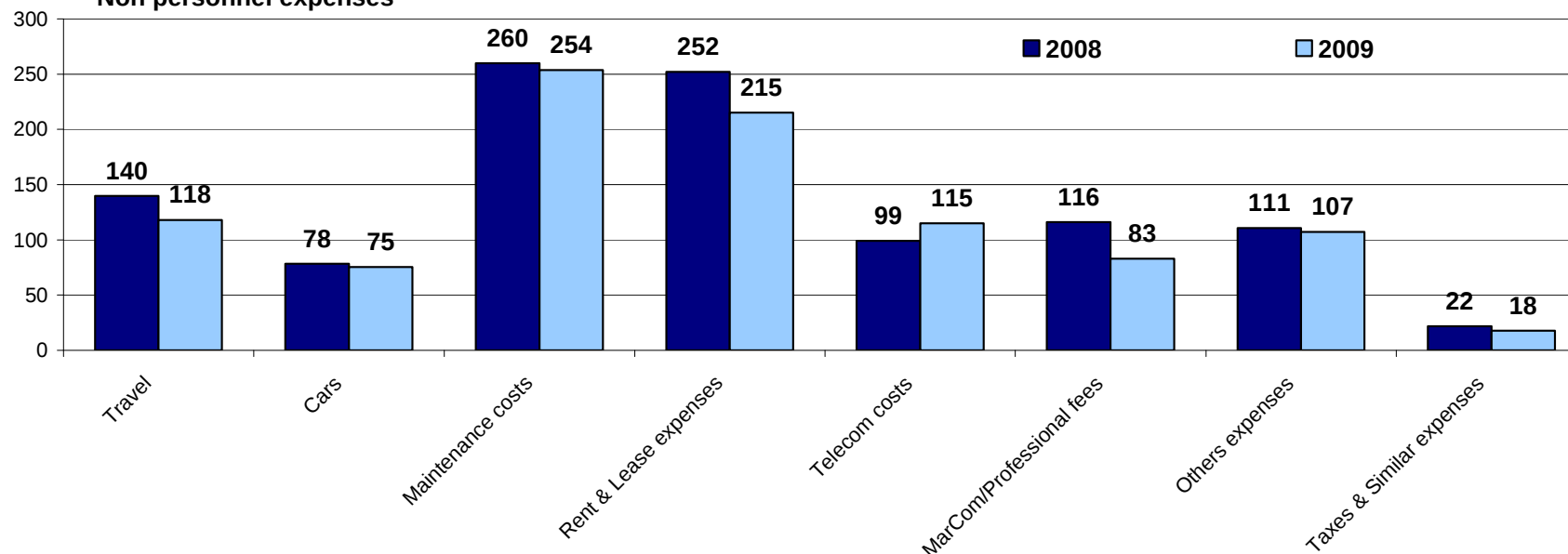


|                         |        |      |     |
|-------------------------|--------|------|-----|
| Personnel Direct        | -46M€  | -2%  | -8% |
| Subco Direct T&M and FP | -190M€ | -28% |     |
| Personnel Indirect      | -37M€  | -7%  |     |
| Costs of good sold      |        |      |     |
| Non personnel expenses  | -93M€  | -9%  |     |
| Non cash items          |        |      |     |

2008



### Non personnel expenses



**Lean Management:** a set of techniques that generate rapid step-change in quality, efficiency and employee well being at work



### Definition

- Core principle: focus on value for the customer by eliminating waste, variability and inflexibility

### Applicability

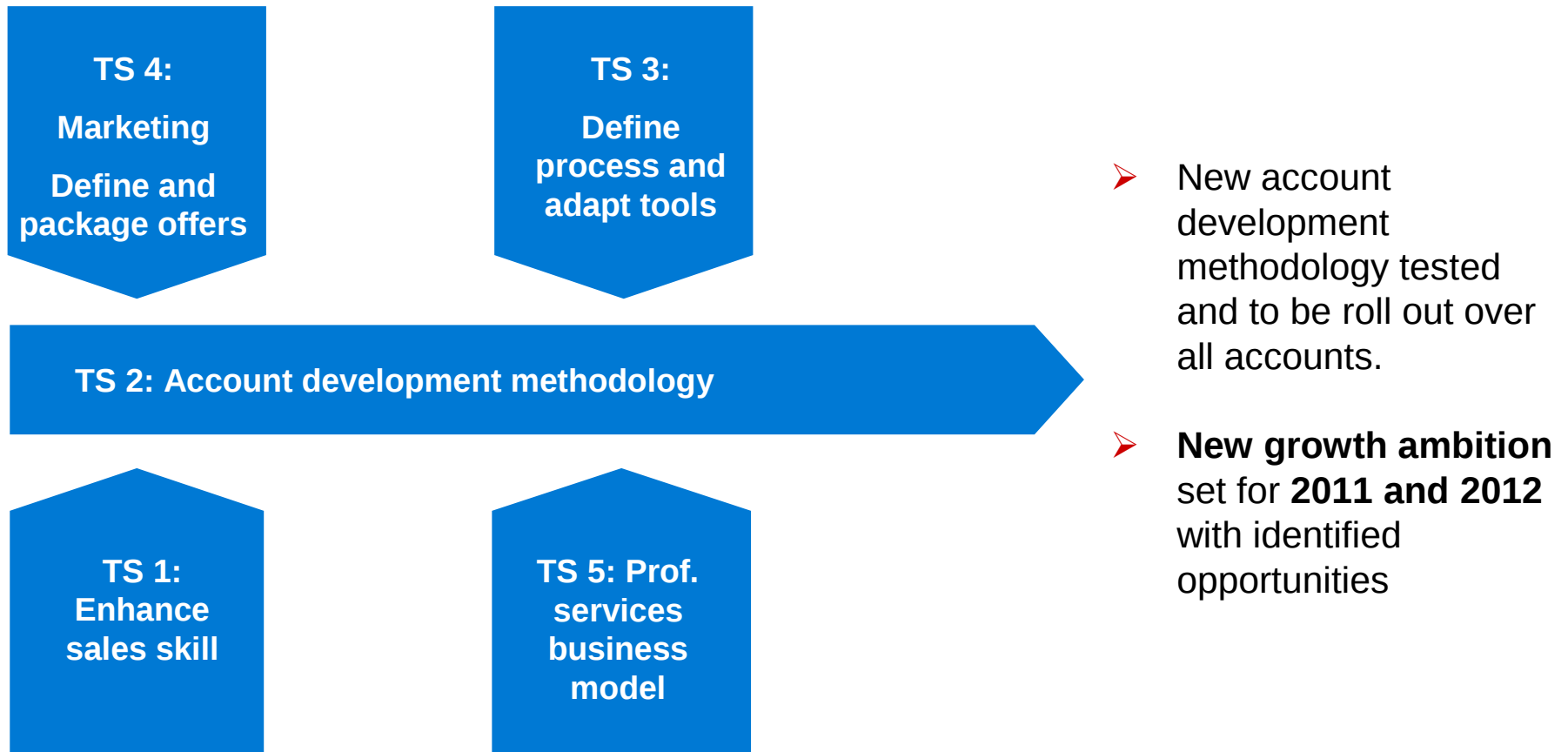
- Lean Management applies to all Service Lines. AO is industry leader in applying Lean to some areas e.g. SI application development

### Results of Lean

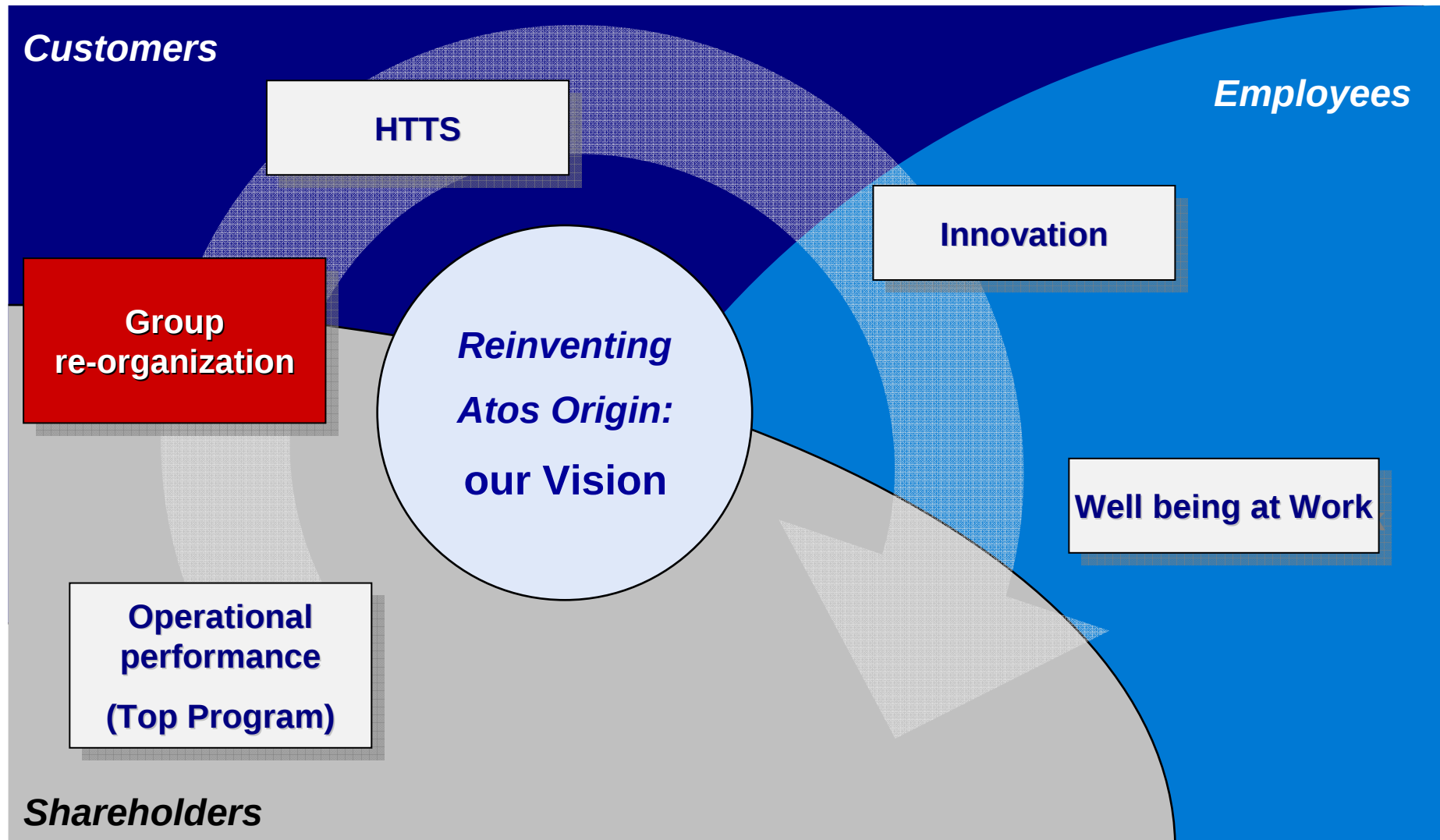
- OM increase: capacity freed up after productivity improvement is redeployed to new revenue (avoided hiring, avoided restructuring)
- Quality increase measured as claim reduction and SLA achievement
- Cultural change and employee satisfaction

# 5 TOP Sales initiatives to reach Sales performance targets

REMINDER

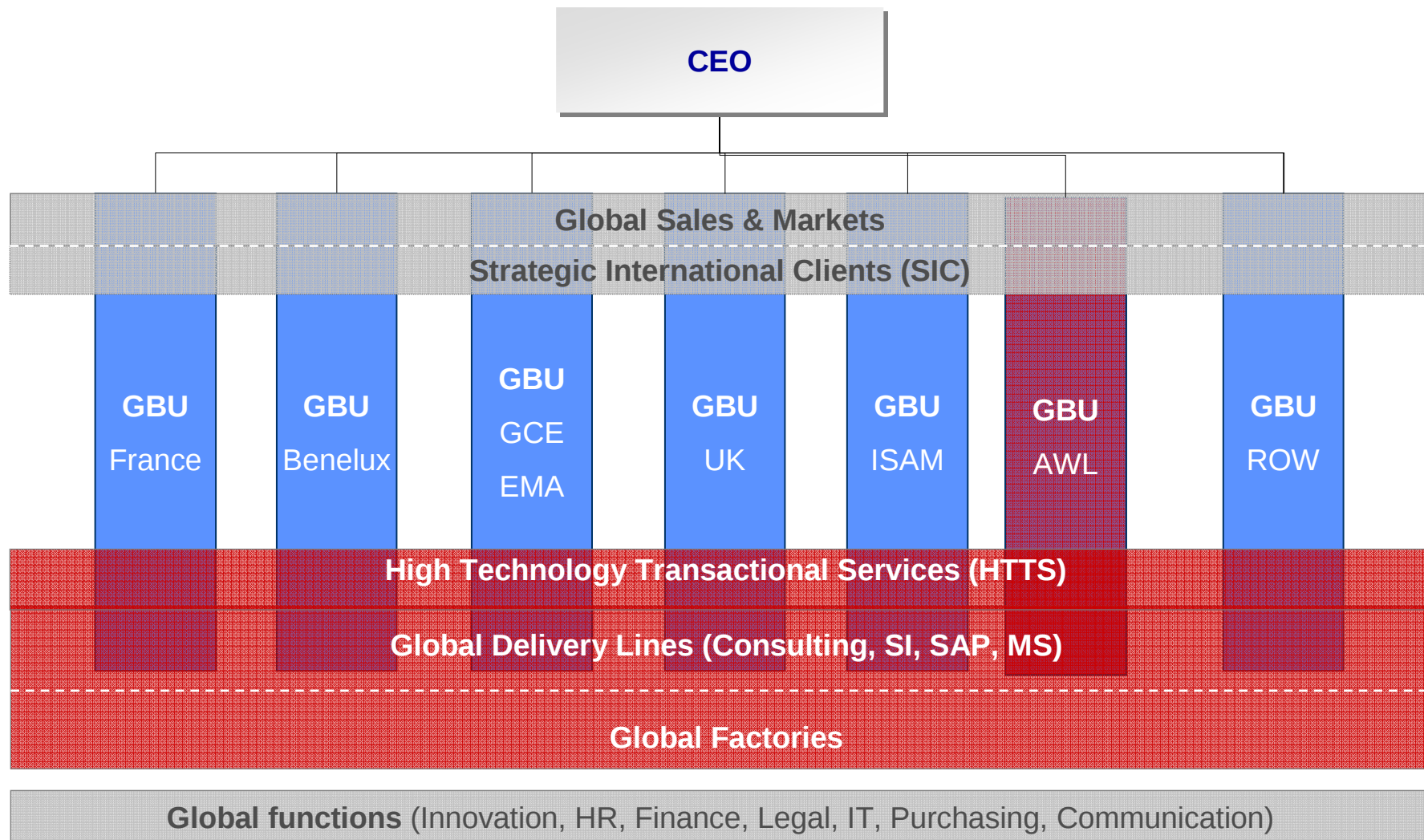


# Reinventing Atos Origin

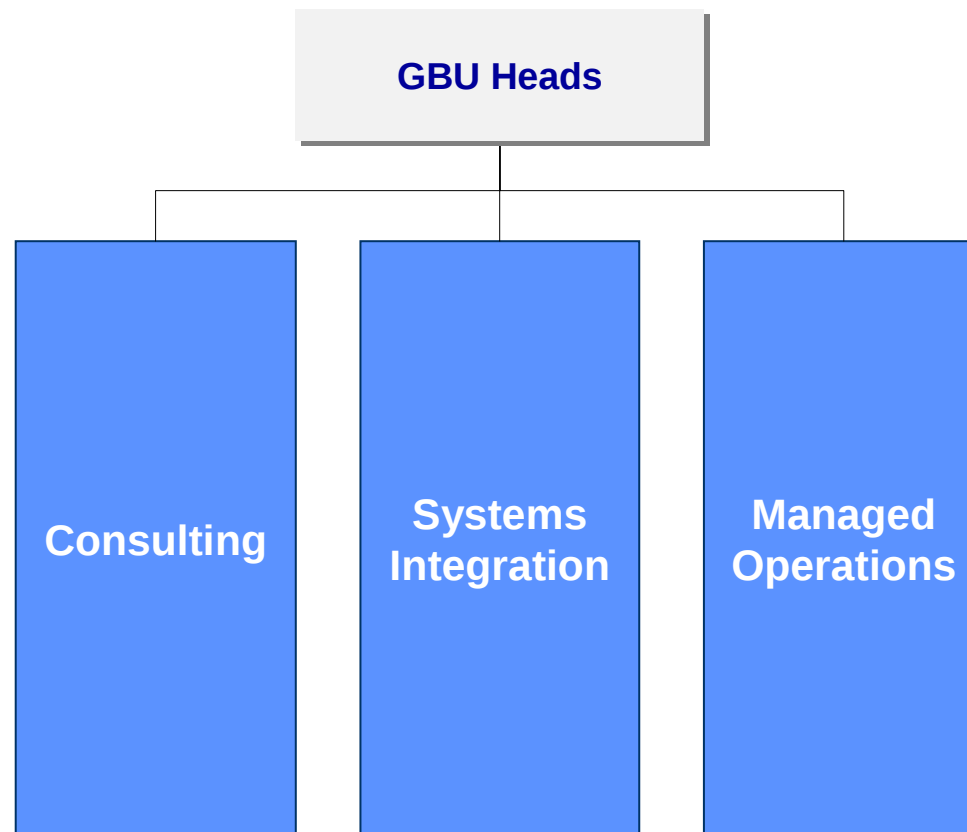


# Atos Origin's new Group operational model in 2009

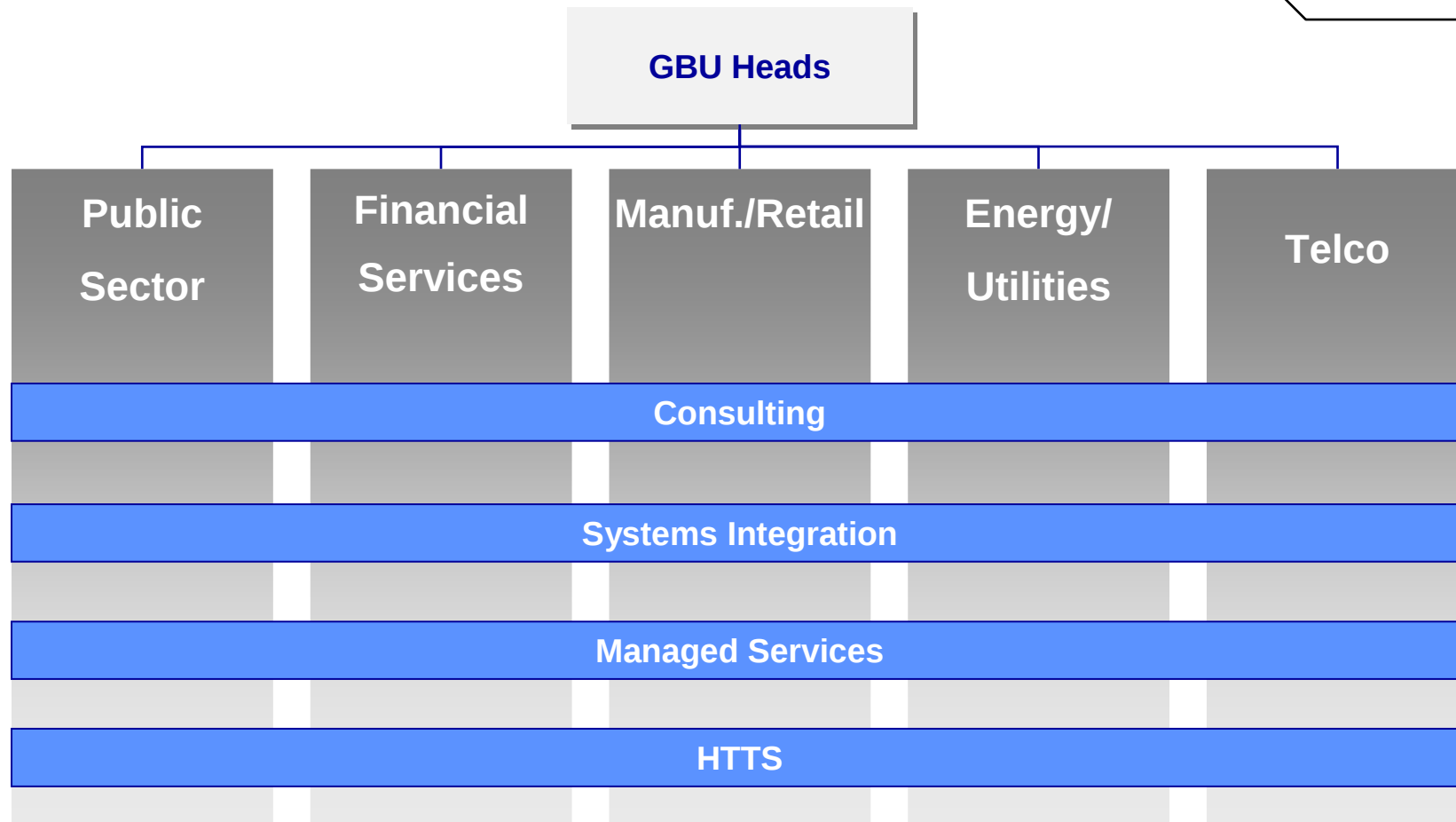
A fully integrated company leveraging on its scale and strengths



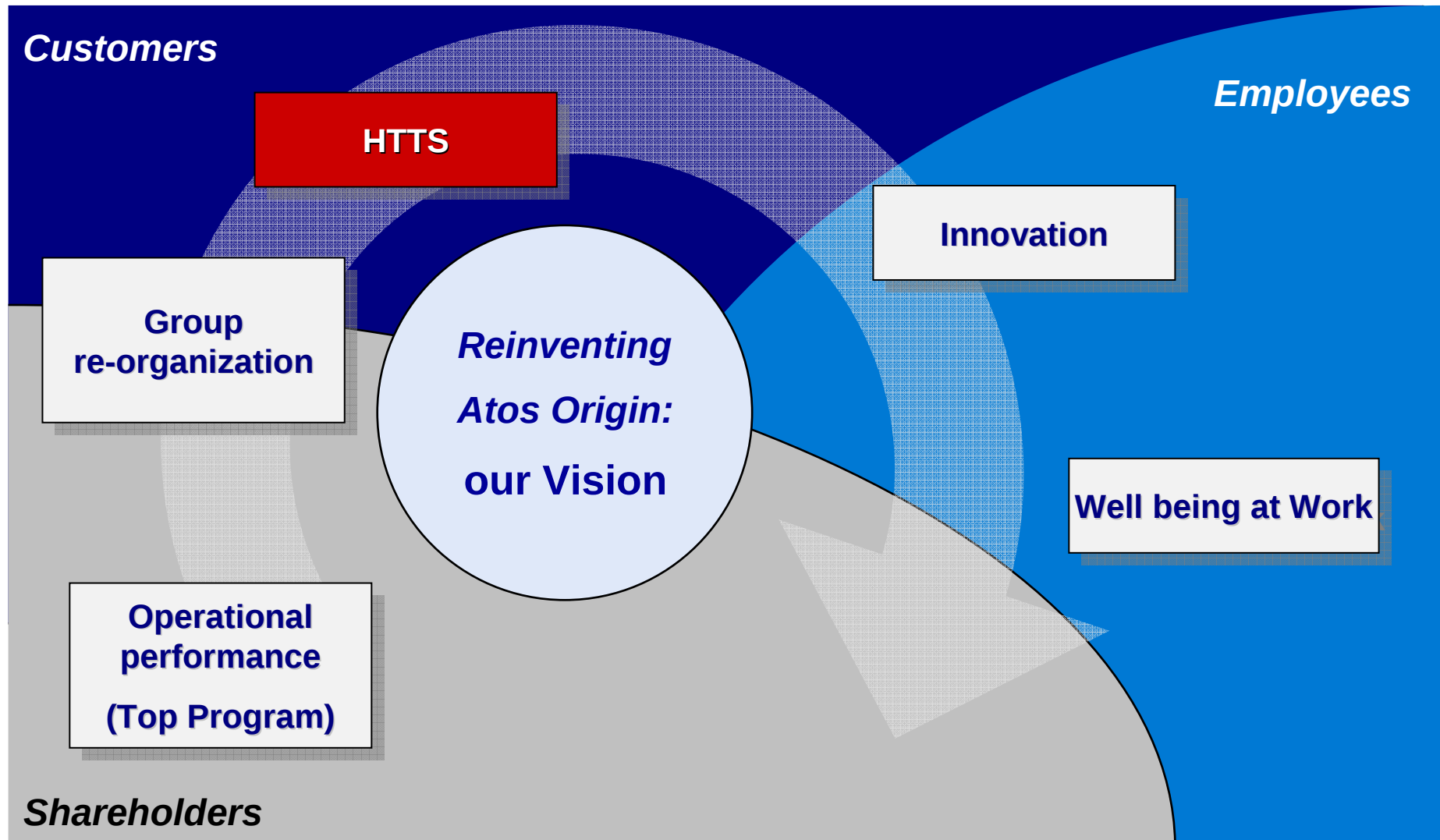
From ...



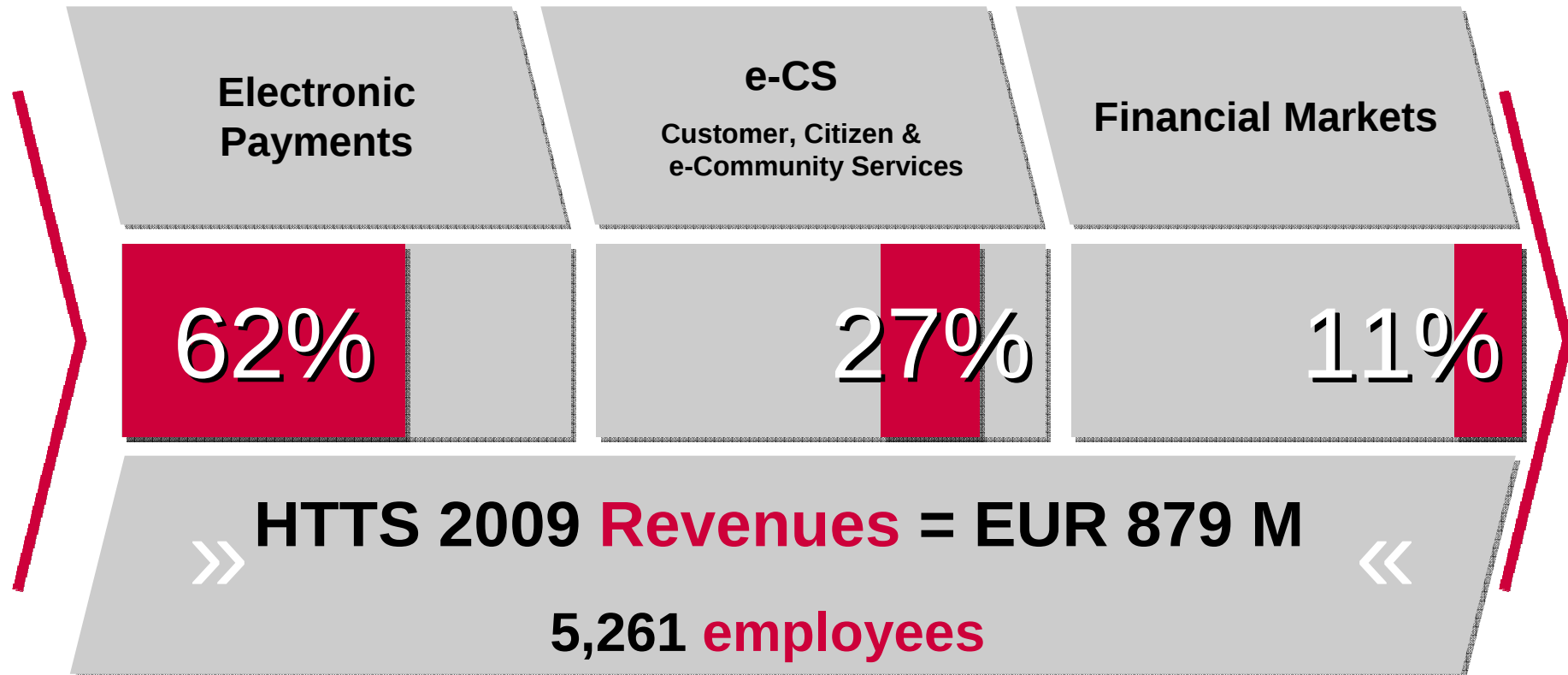
## .. to new Market driven organisation in 2010



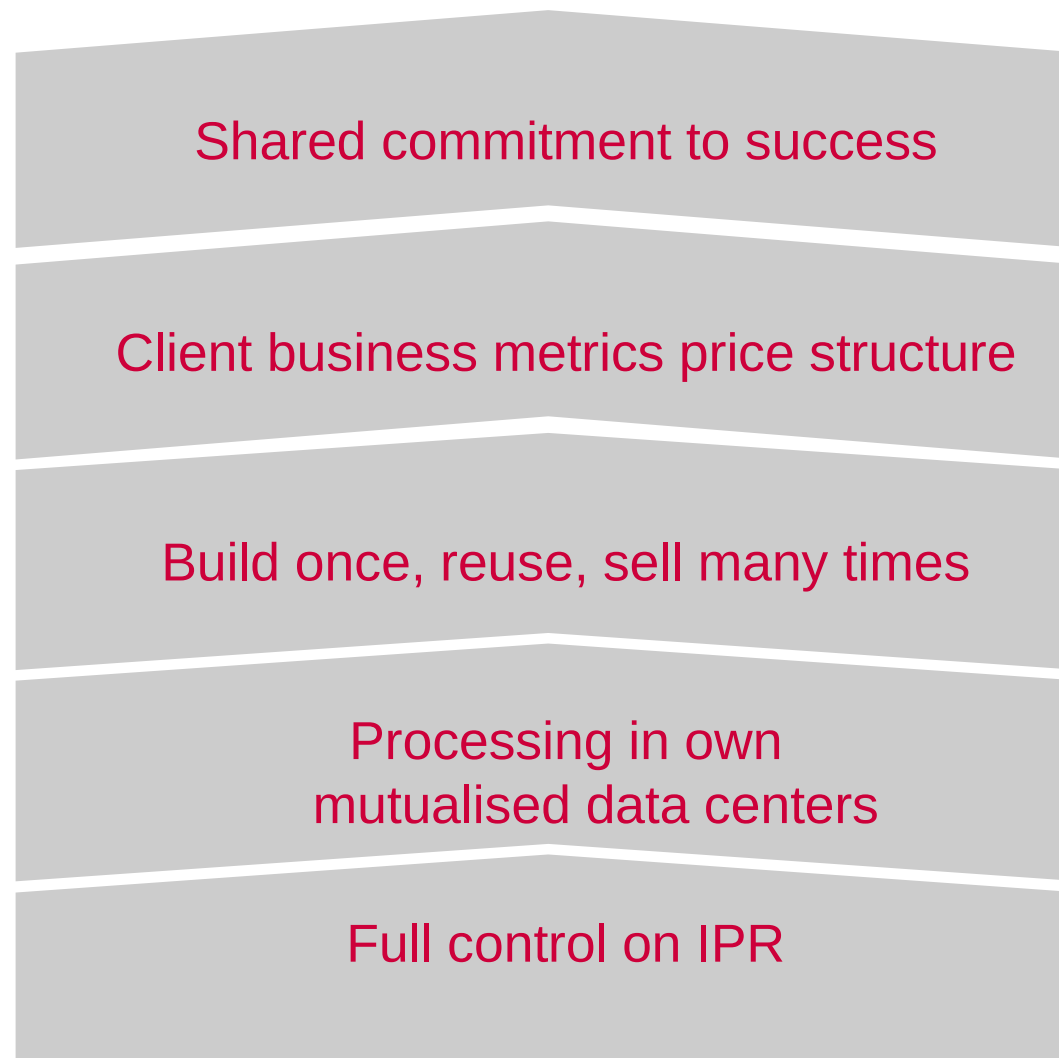
# Reinventing Atos Origin



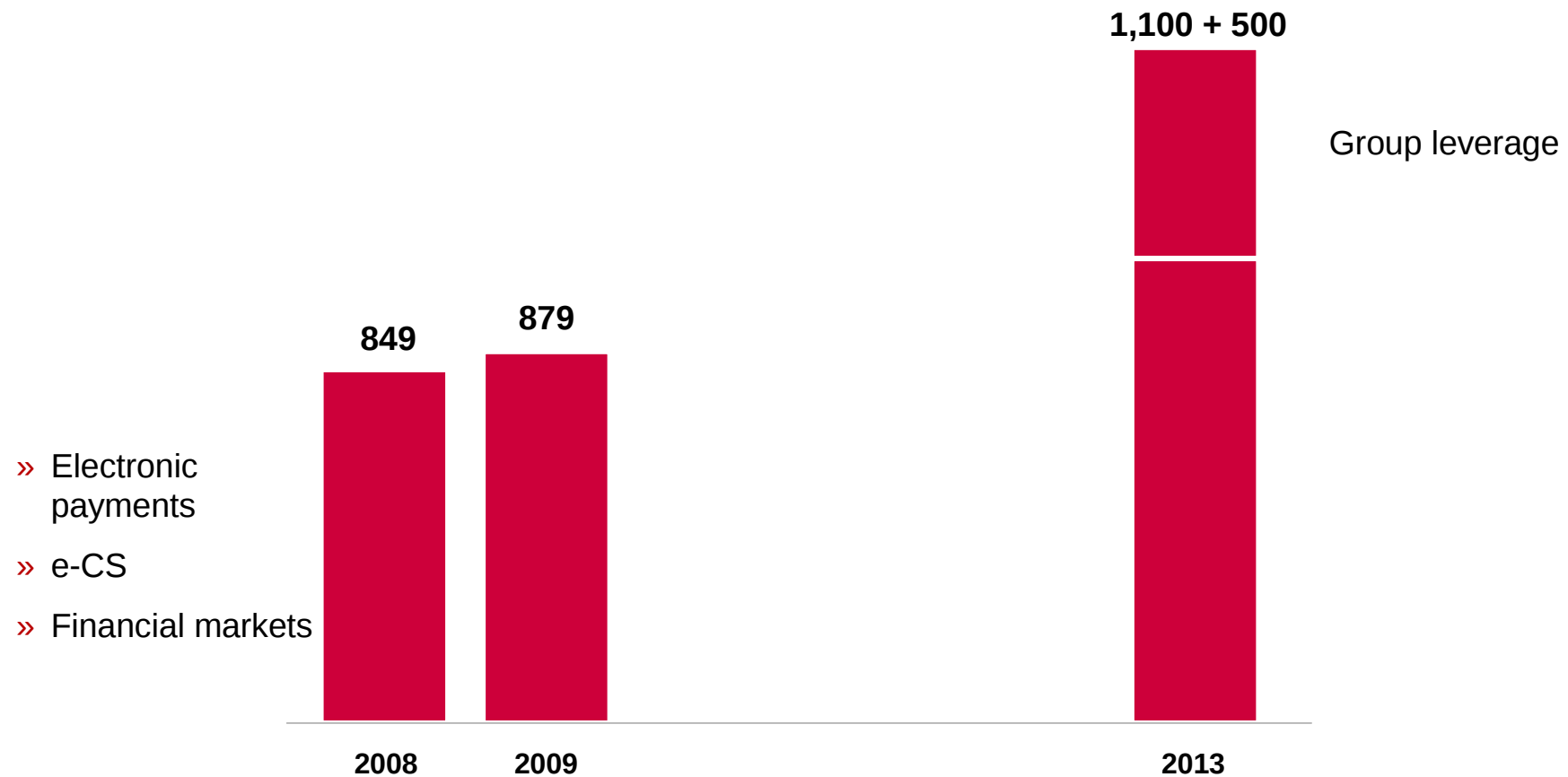
## Building on Atos Worldline strong leading position in 3 business lines



## A further way to deliver IT value to our customers

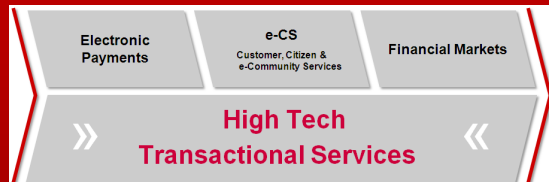


## 2008-2013: ambition to double HTTS revenues organically

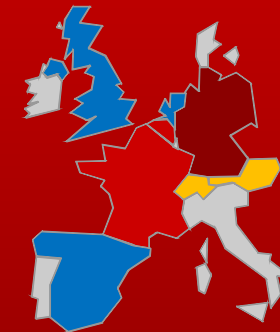


## Ambition based on strong assets

**Atos Worldline  
portfolio of  
offerings**

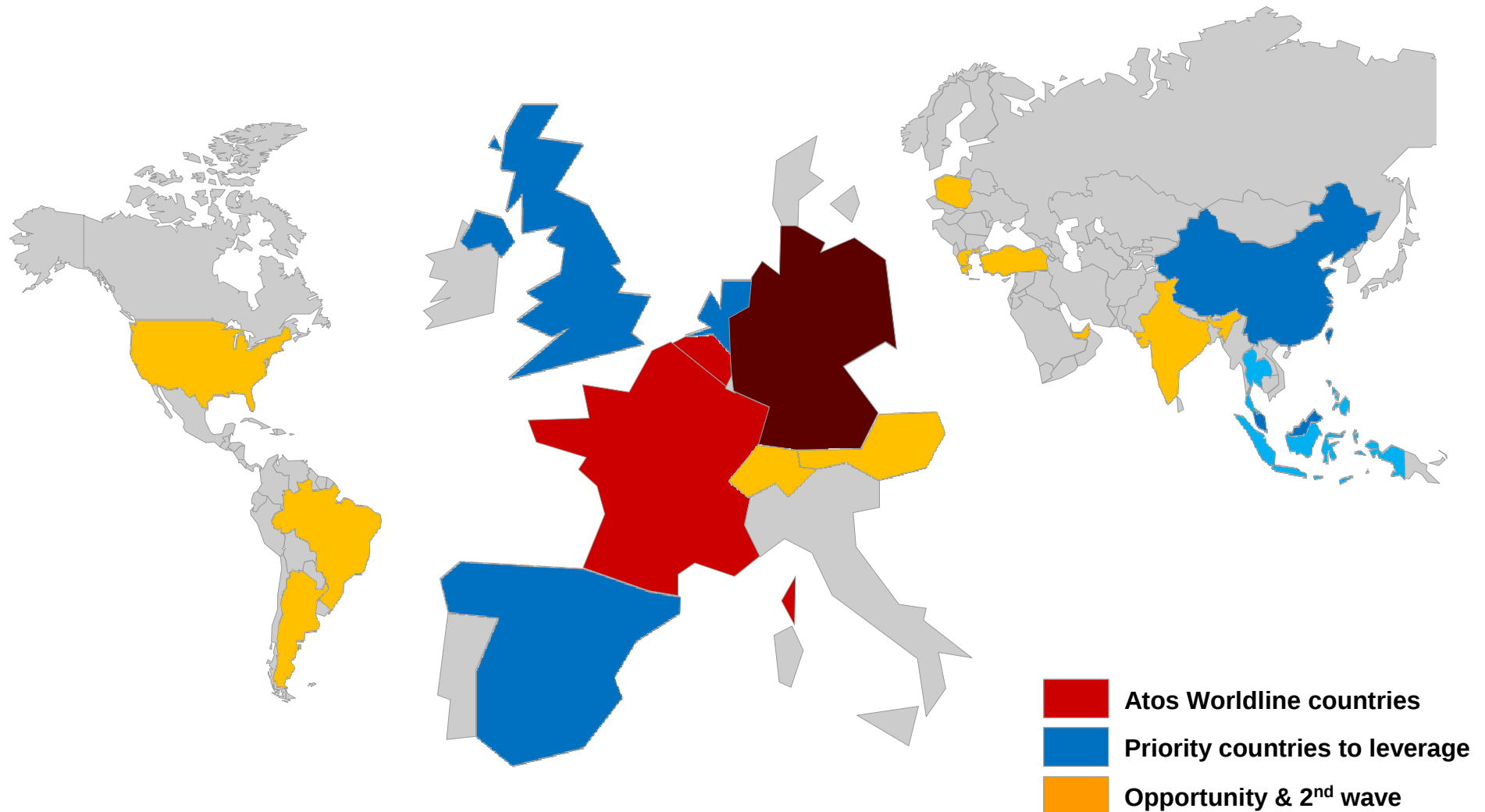


**Customer  
Relationships and  
operations in all  
Atos Origin  
geographies**



**Growing momentum for transactional based services  
delivering business outcome**

## Rollout into the Atos Origin Geographies *Leveraging the customer base*





## Strong Assets to Leverage

### Electronic Payments

- » Leading Asian Payment Solutions, across all platforms
- » Corporate Payment Cards (UK)
- » Fuel Cards processing & service center (UK, Spain, Asia)
- » Payments Polling (UK)

### e-Community Services

- » Transport Ticketing & Clearing Services (UK)
- » Loyalty Programs (Spain)
- » Mobile Applications and Services (Spain)
- » Trust & Security Services (Germany)
- » e-Administration services (NL, Asia)

### Financial Markets

- » Corporate Payments Processing (France)

## 2009: roll-out throughout the group



### 2009 Priorities

- » Set-up HTTS organization & governance
- » Initiate go-to-market in all geographies

### Achievements

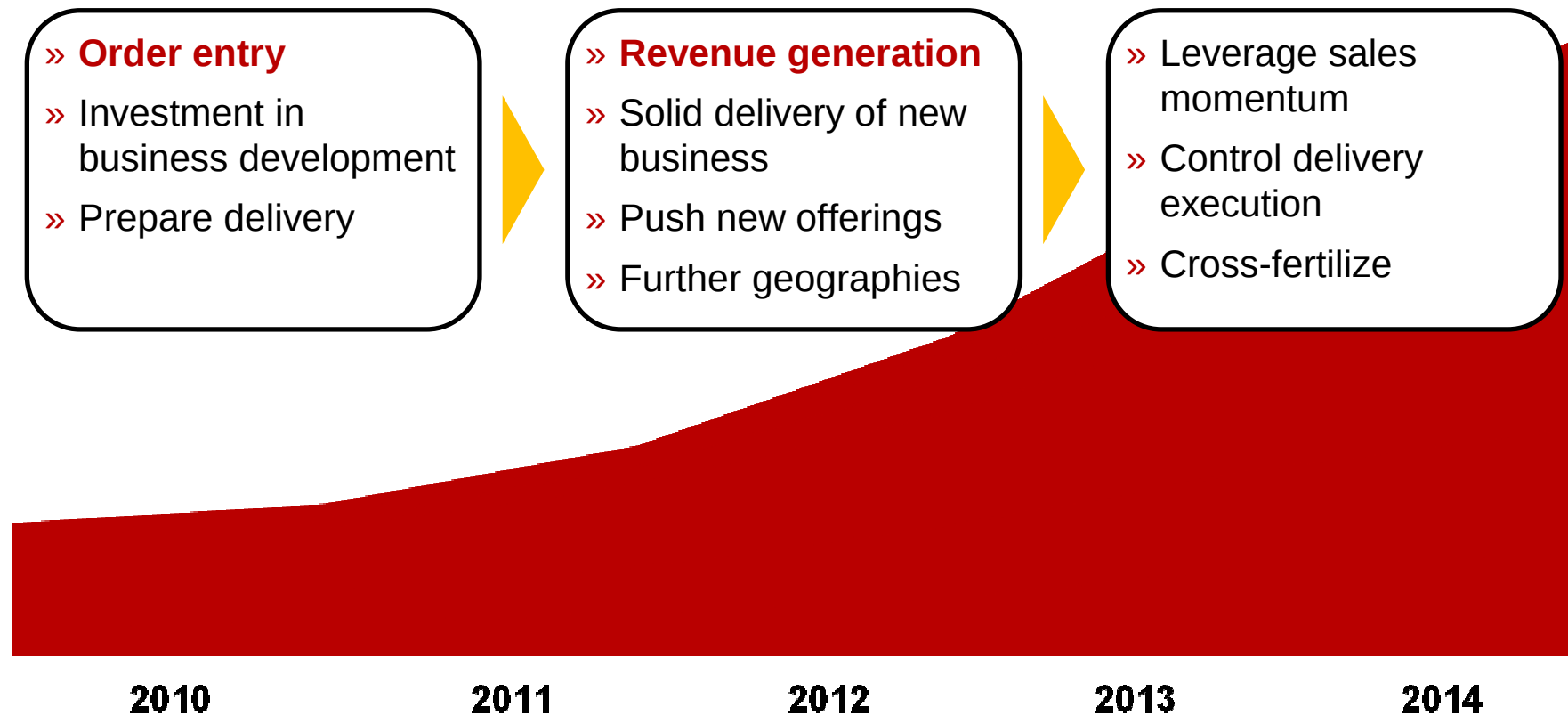
- » HTTS teams set-up in all key geographies
- » Strong support team set-up in Atos Worldline to support country development
- » Specific joint incentive scheme between Countries and Atos Worldline
- » Focused training of country teams and sales force
- » First initial successes
- » First opportunities in all geographies



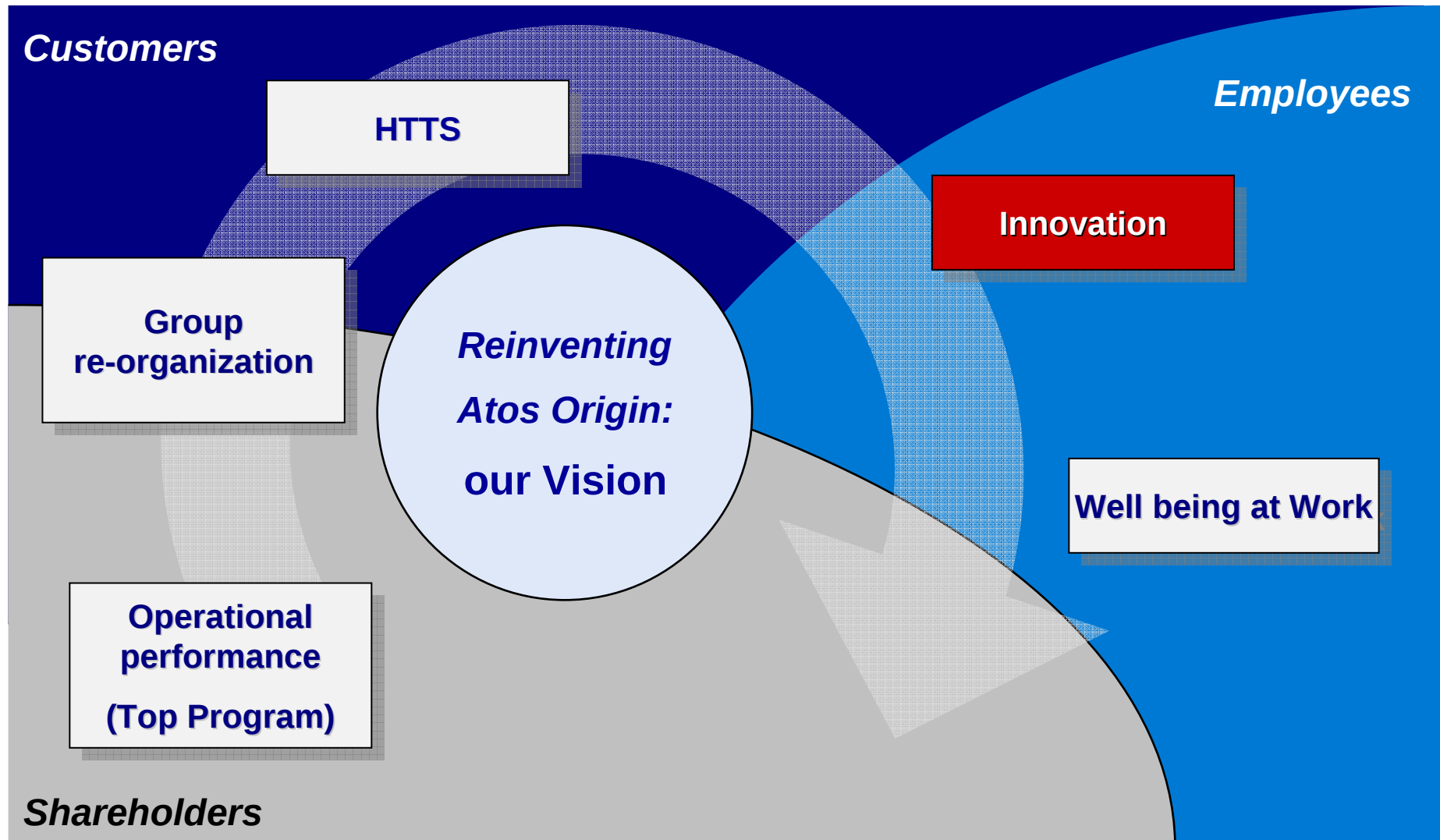
# A sound portfolio of first leads and opportunities identified in all geographies

|                    |                                                                                    |                                                                             |
|--------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>Spain</b>       | » Hospital management<br>» IVR services<br>» Loyalty programs                      | » Fuel Card services<br>» Mobile Salesforce management                      |
| <b>UK</b>          | » Supply Chain Financing<br>» Remote Payments<br>» Business Account / Travel Cards | » Mobile Applications                                                       |
| <b>Netherlands</b> | » EMDD<br>» Private loop hospitality cards<br>» Debit card issuing services        | » Commercial Acquiring<br>» Low Value Payments services<br>» Swift services |
| <b>Germany</b>     | » Smart Metering BPO                                                               |                                                                             |
| <b>Asia</b>        | » Fuel Card program<br>» Cross Country Issuing processing                          | » Payment Solution Upgrade<br>» Low Value Payment System for Transportation |

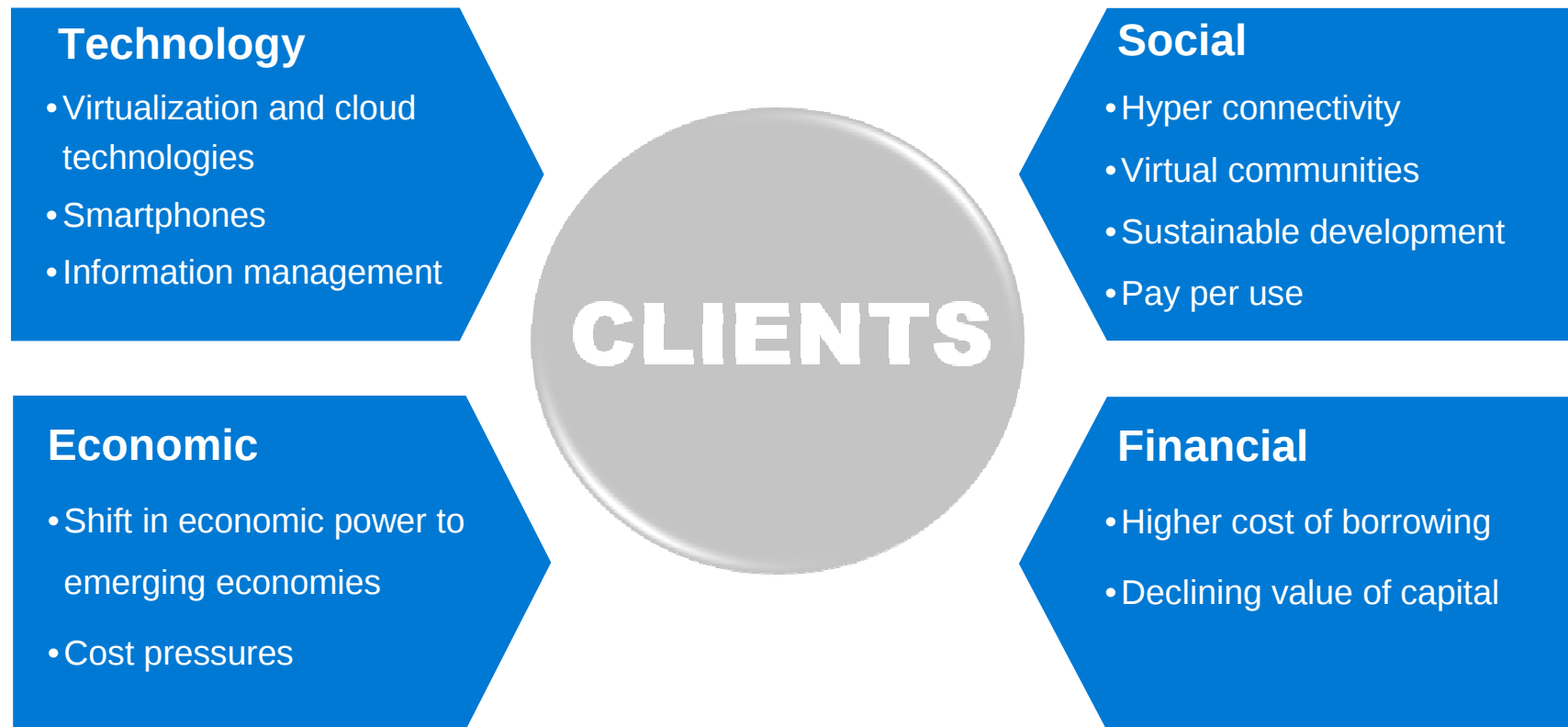
## Roadmap over next 4 years



# Reinventing Atos Origin



» In 2010 post crisis environment, our clients are facing 4 major ruptures



# Reinventing our clients' growth model

The Group is well positioned on the new era of information technology



**Atos Origin operates IT**  
**in two domains** which  
are at stages of  
reinvention

**Business Critical Services Objective:** to bring customers high added value IT based on Atos Origin market expertise and solutions, for example : HTTS, monitoring in the nuclear, Enterprise Content Management, Smart Metering,...

**Classical IT services strategy** providing customers with highly standardized IT to decrease the TCO of their solutions, insuring maximum end to end solutions

**Group answers:** offshore ramp-up, expansion of global factories, strong push for cloud computing offerings, ...

# A priority set on innovation to develop further offerings and differentiation

» **A platform of 43,000 engineers in 30 countries**

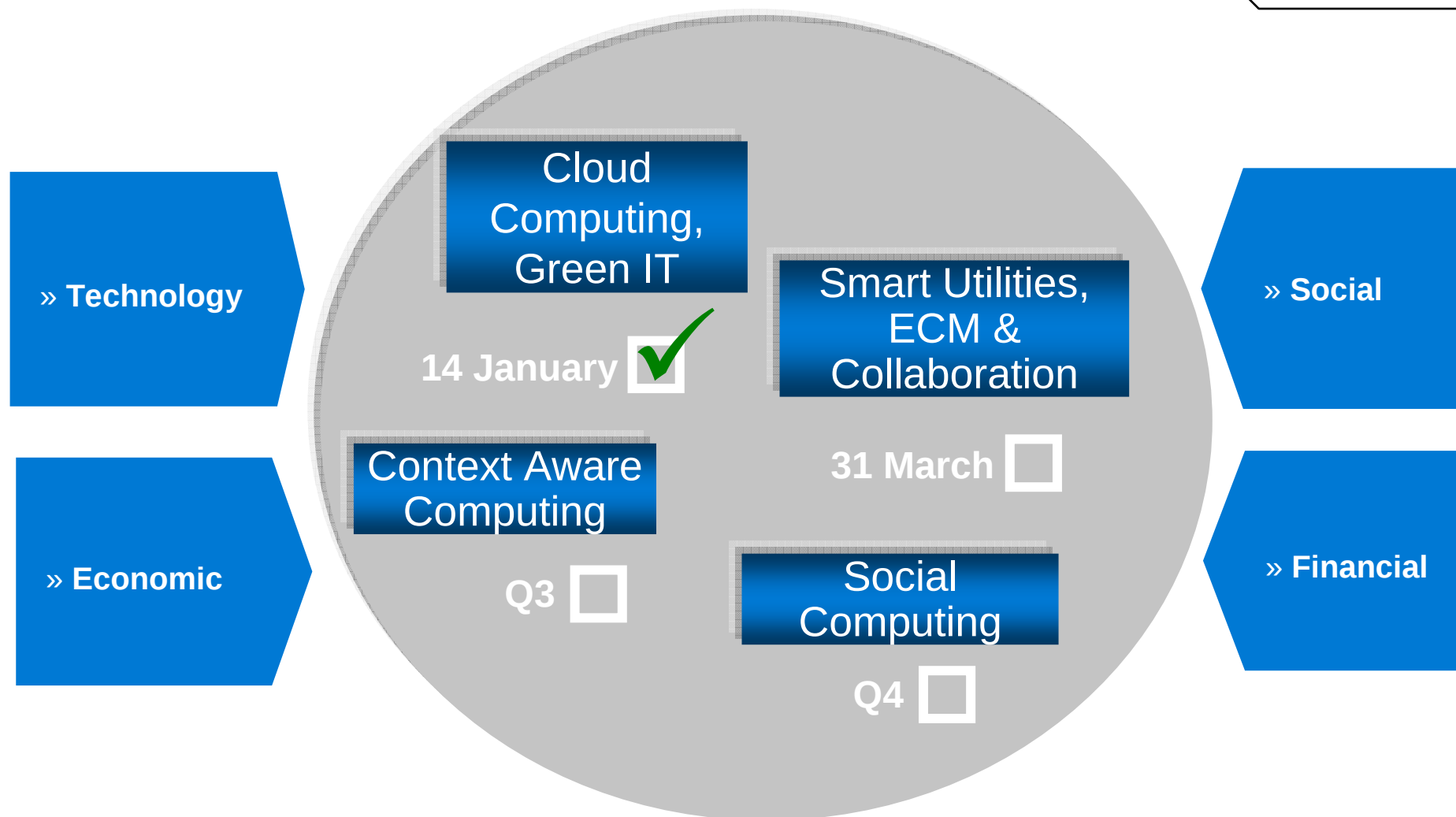
## New initiatives

- » Creation of the Atos Origin **Scientific Community**  
The Group's 50 top scientists (8 nationalities) to anticipate the technological developments of the next 20 years
- » Group-level creation of the **Global Innovation and Business Strategy** department
- » Open innovation approach with **a new collaborative Idea Management System**

## Prestigious awards

- » **"Sustainability Star"** awarded to Atos Origin in Vancouver by the Olympic Games Organising Committee for its contribution to a Greener Olympics
- » **First prize in European 2009 awards** for most innovative use of virtual infrastructure (VMware)
- » **Special prize for innovation in new payment technologies** (SIPS Vocal), "Salon des Paiements 2009", Paris

## Next rendez-vous of our innovation roadmap



# Atos Sphere™: a new positioning of Cloud enabler

## A new Atos Sphere™ offer...

- »A portfolio of Cloud oriented offerings
- »A dedicated brand
- »Innovative services for our clients
- »Offerings already available, throughout the value chain
- »Upcoming extensions



## ... answers our clients' most immediate questions

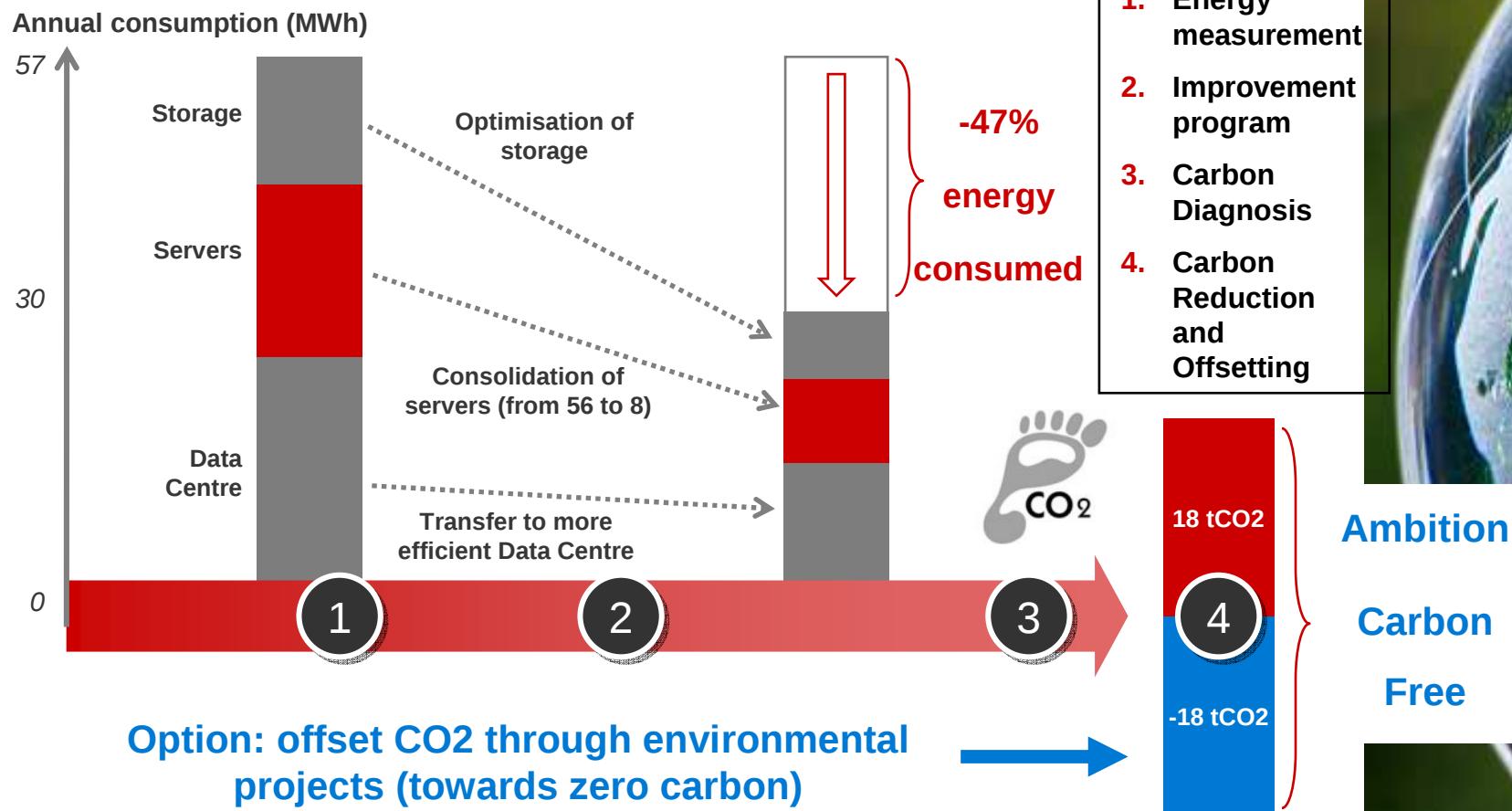
- »What are the benefits of Cloud for my company, and how can I secure them?
- »Where should I put my applications, data, and processes?
- »Will the cloud let me access new services that today are out of reach?



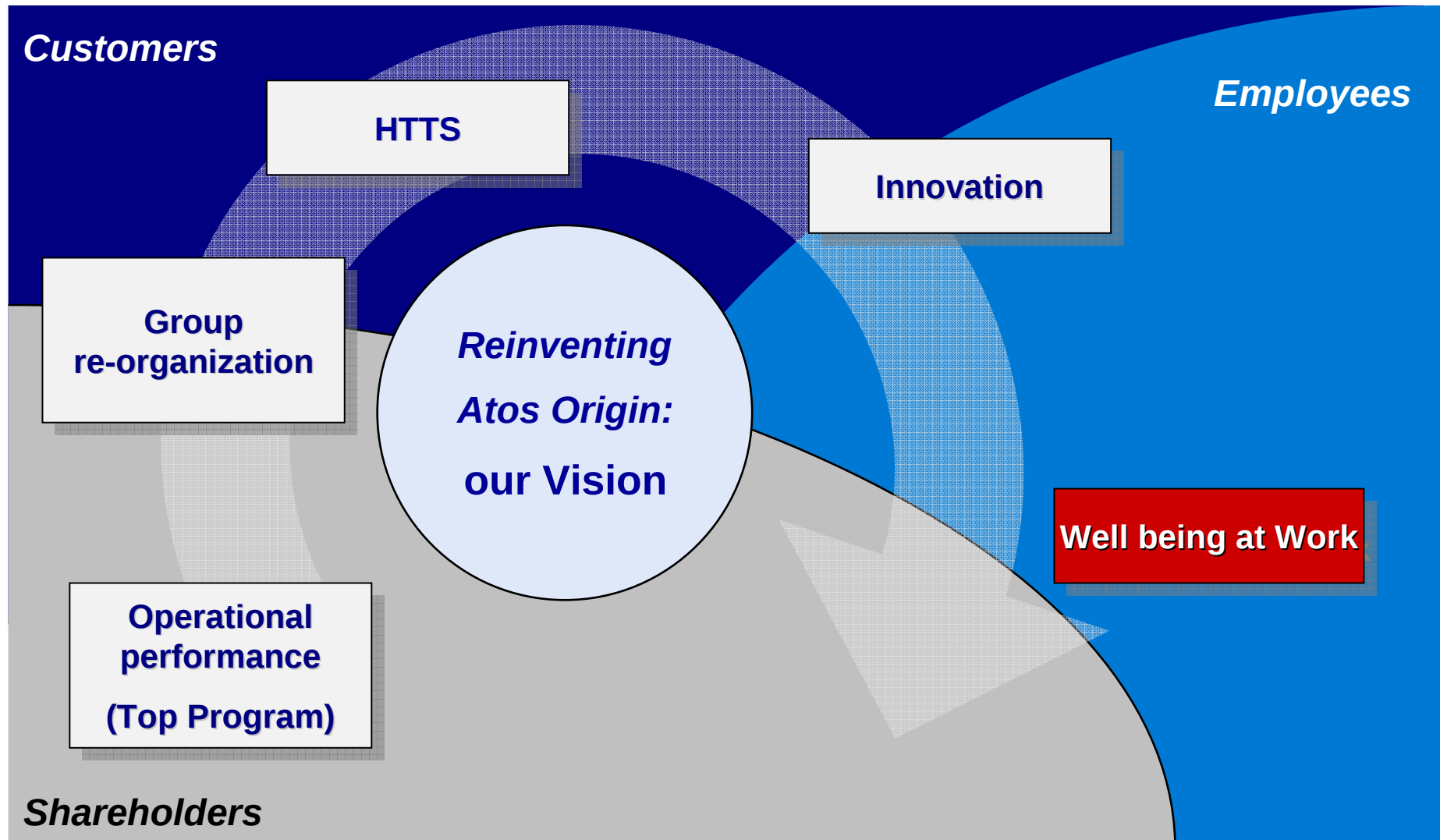
# Ambition Carbon Free: a new Green IT offering

Atos Origin offers its customers the opportunity to offset the CO<sub>2</sub> emissions of their IT activity

Green Transformation for IT - Case study showing the transformation of a large chemical company's SAP system:

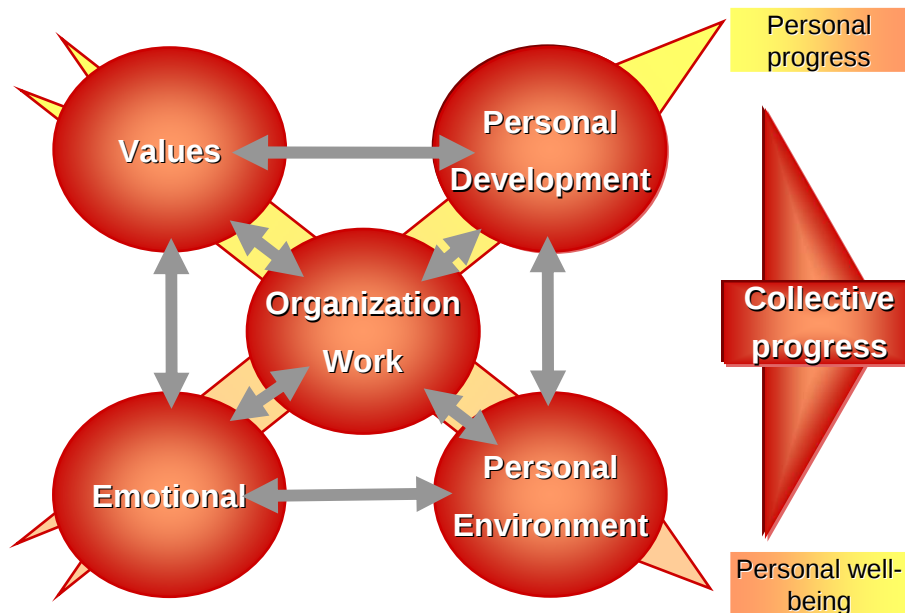


# Reinventing Atos Origin



# Well being at Work ... ... implies employees engagement

## What does well-being involve?



## Well Being at Work objectives

- » **Imagine the new way of working** using intensively the new technologies while matching the social expectations of our employees and the “Y generation”
- » **Be recognized as one of the best companies to work for** (“Great place to Work” , “Corporate Equality Index”, “Diversity Award”, ...)

# Well Being at Work

## 7 new social projects have been launched



➔ **Imagine at work**



**“Imagine WbW Council”**  
**25 International Talents**

### Projects

**WbW 1- Working Organization**

**WbW 2- Management**

**WbW 3- Working conditions**

**WbW 4- Recognize & Reward**

**WbW 5- Skills & Competencies**

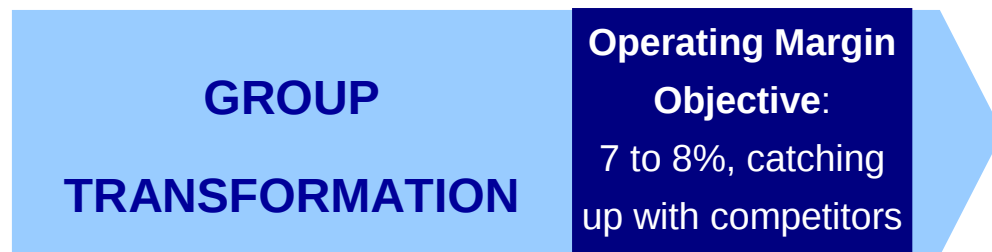
**WbW 6- Communication & Social link**

**WbW 7- Corporate & Social Responsibility**

### Objective

- ➔ **Imagine new working organization within AO (*virtual communities, ...*)**
- ➔ **Reinforce involvement & encourage transformation towards the 2.0 *Management***
- ➔ **Create an innovative & friendly working environment improving life/working balance**
- ➔ **Increase employees recognition**
- ➔ **Develop, catch AO employees capabilities & abilities**
- ➔ **Reinforce AO's identity and social link**
- ➔ **Be proud of AO values & image**

# Dynamics of the strategy



» *Supported by targeted acquisitions*

# Agenda



- » 1. FY' 2009 Highlights
- » 2. FY'09 Results
- » 3. Reinventing Atos Origin
- » 4. Objectives for 2010

## Objectives for 2010



- » **Revenue:** due to the Arcandor bankruptcy, the Group expects in 2010 a slight revenue organic decrease, however at a lesser extent than the one achieved in 2009
- » **Operating margin:** the Group confirms its ambition to improve OM by +50 to +100 basis points compared to 2009
- » **Cash flow:** the Group has the objective to confirm the improvement achieved in 2009 by generating a net operational cash flow in the same range in 2010

- » BOOST PERFORMANCE
- » REDUCE COST
- » INCREASE AGILITY
- » ENHANCE CRM
- » SHORTEN TIME TO MARKET
- » DRIVE INNOVATION
- » IMPROVE EFFICIENCY
- » INCREASE ADAPTIVITY
- » ENABLE BUSINESS TRANSPARENCY
- » ENSURE REGULATORY COMPLIANCE



CONSULTING > SOLUTIONS > OUTSOURCING

## Atos Origin Full Year 2009 Results

February 17<sup>th</sup>, 2010