



PRESS RELEASE

POWEO customer service run by Atos Origin was elected "Customer Service of the Year 2010" in the category gas & electricity provider - for the third year running

A comprehensive and standardised service to efficiently manage multi-channel interactions and to optimise customer relations

Paris, 30th November 2009- Atos Worldline, which brings together Atos Origin expertise in high-tech transactional services, is pleased with the election of POWEO customer service as "Customer Service of the Year 2010" in the category gas and electricity provider, by BVA and Viséo Conseil French Customer services Observatory. Atos Worldline is in charge of running POWEO's multi-channel customer relations (phone, SMS, fax, correspondence, e-mail), thereby enabling it to manage all its incoming and outgoing contacts efficiently, rapidly and securely, while enhancing its relations with its customers by offering them reliable and innovative information and with a high quality of service.

Atos Worldline runs and develops multi-channel management solutions perfectly adapted to the various types of information that POWEO would like to provide to its customers: incoming calls distributed; automated multi-channel campaign management and a reply to an incoming e-mail automatically generated.

"Satisfying our customers is a priority. Currently, more than 365,000 have confidence in POWEO. We aim at building customized relations with our customers and at ensuring that there are teams easily accessible by e-mail and telephone, so that requests are rapidly dealt with. Thanks to this third award, POWEO will continue to deploy all its energy at its customer's service, Atos Worldline supporting us in this process", states Jean-Denis Mariani, POWEO Business Unit Operations Manager.

About Atos Origin

Atos Origin is a leading international information technology (IT) services company, providing hi-tech transactional services, consulting, systems integration and managed operations to deliver business outcomes globally. The company's annual revenues are EUR 5.5 billion and it employs 50,000 people. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and has a client base of international companies across all sectors. Atos Origin is quoted on the Paris Eurolist Market and trades as Atos Origin, Atos Worldline and Atos Consulting. For further information, please visit www.atosorigin.com

About Atos Worldline



Atos Worldline brings together Atos Origin's core expertise in hi-tech transactional services. A leader in end-to-end services for critical electronic transactions, Atos Worldline is specialised in electronic payment services (issuing, acquiring, terminals, card and non card payment solutions & processing), eCS (eServices for customers, citizens and communities) as well as services for financial markets. Atos Worldline on-going commitments to research and innovation enable its customers to benefit from award-winning solutions in areas such as mobile payments, secure IPTV, online CRM and paperless solutions. Atos Worldline generates annual revenues of €814 million and employs over 4,800 people in Europe. For further information, please visit: www.atosworldline.com

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