

Elior Group and IBM France Announce a Collaboration to Make Elior Group a Company Focused on Data, Artificial Intelligence and Agentic AI



PARIS and NEW YORK, July 10, 2025 - Elior Group, and IBM announce their association to create an “agentic AI & Data Factory” to serve Elior Group's innovation, digital transformation, and improved operational performance.

This collaboration represents a major step forward in the innovation and digitization of the Elior Group, a world leader in contract catering and services for businesses and local authorities.

The aim of this collaboration is to use IBM's full services portfolio, and leverage IBM's expertise in data and AI to support Elior Group's improvement of its operational processes and offering of innovative solutions to Elior's customers. IBM will contribute its expertise in setting up AI agents, capable of autonomously processing and analyzing large quantities of data to optimize the performance of Elior Group's various business units.

A key aspect of this collaboration is the creation of an “Agentic AI & Data Factory”, a centralized platform to manage and orchestrate AI agents deployed across Elior Group's countries and business units. This platform will be designed to be flexible and scalable, in order to adapt to the specific needs of each entity and integrate with existing systems.

“By collaborating with IBM, we are reaching a new milestone in our digital transformation,” said Boris Derichebourg, President of Elior and Derichebourg Multiservices. “This effort will enable us to take full advantage of the power of data and artificial intelligence to improve our operational performance and offer our customers ever more innovative and personalized services. It is a strategic step forward that confirms our ambition to remain at the forefront of innovation.”

Alongside Elior Group's teams, IBM will actively contribute to the implementation of Elior's data governance and change management strategy, to help ensure the successful adoption of the new technologies by Elior's internal teams. Work sessions will be organized to make employees aware of the challenges and opportunities associated with AI and data, and to help them take advantage of the new solutions being implemented.

This collaboration with IBM is part of Elior Group's drive to remain at the forefront of innovation and strengthen its leadership position in the foodservice and related services market. By drawing on IBM's cutting-edge technologies and expertise, Elior Group plans to offer its customers even more effective services tailored to their needs.

“Agentic AI can help accelerate business execution by intelligently orchestrating actions and making faster, more informed decisions,” said **Alex Bauer, General Manager IBM Consulting France** “IBM is proud to support Elior in meeting its transformation goals through the expertise of our people and our solutions.”

Through this collaboration, Elior Group and IBM France are each demonstrating their commitment to innovation and digital transformation, in the service of performance and customer satisfaction.

About Elior Group

Founded in 1991, Elior Group is a world leader in contract catering and multiservices, and a benchmark player in the business & industry, local authority, education and health & welfare markets. With strong positions in eleven countries, the Group generated €6 billion in revenue in fiscal 2023-2024. Our 133,000 employees cater for 3.2 million people every day at 20,200 restaurants and points of sale on three continents, and provide a range of services designed to take care of buildings and their occupants while protecting the environment. The Group’s business model is built on both innovation and social responsibility. Elior Group has been a member of the United Nations Global Compact since 2004, reaching advanced level in 2015.

To find out more, visit www.eliorgroup.com / Follow Elior Group on X: @Elior_Group

About IBM

IBM is a leading provider of global hybrid cloud and AI, and consulting expertise. We help clients in more than 175 countries capitalise on insights from their data, streamline business processes, reduce costs and gain the competitive edge in their industries. Thousands of governments and corporate entities in critical infrastructure areas such as financial services, telecommunications and healthcare rely on IBM's hybrid cloud platform and Red Hat OpenShift to affect their digital transformations quickly, efficiently and securely. IBM's breakthrough innovations in AI, quantum computing, industry-specific cloud solutions and consulting deliver open and flexible options to our clients. All of this is backed by IBM's long-standing commitment to trust, transparency, responsibility, inclusivity and service.

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<https://stage.mediaroom.com/ibmnewsroom/2025-07-10-elior-group-and-ibm-france-announce-a-collaboration-to-make-elior-group-a-company-focused-on-data,-artificial-intelligence-and-agentic-ai>