Cloud Support

Hybrid Mail

G-Cloud 14

Atos

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What is Hybrid Mail?

Atos Hybrid Mail automates and simplifies your outbound mail via Cloud service or on-premise software that enables lower cost print and mail, and one platform to transform your printed output to digital, enabling electronic communications for your service users.

What does it deliver?

Atos and its selected partners support the process for the printing and delivery of public sector outcomes and appointment letters and the move towards non-paper-based communications. Hybrid mail solutions can support all types of public sector clients from departments to industry specific bodies such as healthcare. Typically, there is a 46% saving compared on traditional Business Mail. Aside from the fact a Hybrid Mail solution supports remote working, users can continue to manage and deliver letters remotely.

This provides several additional tangible benefits:

- The elimination of the manual administrative tasks previously required, and their associated cost
- A reduction in the number of in-house printers required across the Hospital
- A reduction in postage charges as post is sorted by post code at the selected Delivery Centre and savings can be passed onto the Trust
- Enhanced security as a result of secure logins and data encryption
- An audit trail of each letter from creation to dispatch, which in turn reduces the percentage of DNAs (Did Not Attend) resulting from non or late receipt of letters by patients
- A further step on the customers digital transformation journey by virtue of its integration with Electronic Health Record platforms.

What technology does it use?

The Hybrid Mail Service we are proposing to deliver through this framework, automatically orders, previews and tracks mail jobs with a simple print client/driver, web interface or API.

Users can:

1. Create documents on their PCs (Word, Open office, CRM, ERP, etc.) as normal.
2. When they select print, a new printer option becomes available, 'Xerox Hybrid Mail Printer'.
3. Submit the job, then let the Service Delivery Centre (SDC) manage the sorting/cleansing, printing, folding, inserting, collection, stamp/franking, sorting and posting.

To give our customers the freedom to work the way they require, and to ensure their mail is composed, printed and finished in the most efficient and cost-effective way, there are three ways to submit mail to the mail server available:

- A print client that is used to integrate mail into the mail environment from any Windows application that can print
- A web interface where mail is composed within an internet browser using familiar word processing tools
- An API that enables your own host applications to work seamlessly with the mail server.

Whatever method is chosen, once in the mail server the mail is automatically sorted and cleansed it will then be transmitted electronically to one of the four SDCs in the UK. When the mail gets to the SDC it is printed, folded, then inserted in an envelope ready for collection by a carrier and delivery by the Royal Mail.

Our partners have a network of four shared SDCs offering a complete range of print, mailing and finishing capability. They have rigorous processes to ensure quality and have installed state of the art mailing equipment to ensure full job integrity and audit trail. This also ensures quality control on each mail job and the ability to manage capacity to ensure deadlines are achieved.

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The SDC serves a wide range of public and private sector customers including Central Government departments and multiple NHS Trusts. Therefore, the SDC has been accredited to a very high level of security (Information Management), quality and environmental management. Users and administrators can track mail by monitoring mail from creation to delivery. Users are all able to ensure full job integrity, audit trail, and track & trace through Royal Mail MailMark integration. All printed jobs are automatically archived so they can be viewed and re-printed at any time.

What terms apply?

Atos commits to provide the service for the duration of the Call-Off Contract subject to the terms and conditions of the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms) related thereto.

Termination

Termination shall be in accordance with:

- The G-Cloud Framework terms and conditions
- Any terms agreed within the Call-Off Contract under Part A Order Form (Termination), where the Crown Commercial Service guidance states: 'The notice period needed for Termination is at least 30 days from the date of written notice for termination without cause'
- Atos Supplier Terms for this Service are as listed on the Digital Marketplace
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to the continued provision of services for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms) related thereto.

How do I order?

Please send your requirements to the email address GCloud@atos.net.We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once the quotation is agreed, we will issue you with the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed. If appropriate, you will be provided access to our self-service portal to start provisioning of services.

If you are a new customer, additional 'new supplier' forms may need to be completed.

Invoices will be issued to you and Crown Commercial Services (CCS) (quoting the purchase order number) for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

Why Atos?

Within this G-Cloud offering Atos can provide Proof of Concept (PoC), Proof of Value (PoV) and a wide range of general consultancy services where relevant. Clients can use these services to shape their direction and improve outcomes; covering areas such as digital transformation, strategy & innovation, information governance and performance improvement.

Atos Group is a global leader in digital transformation with 95,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries.

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A pioneer in decarbonisation services and products, Atos is committed to a secure and decarbonised digital for its clients. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

Tech Foundations is the Atos Group business line leading in managed services, focusing on hybrid cloud infrastructure, employee experience and technology services, through decarbonised, automated and AI-enabled solutions. Its 49,000 employees advance what matters to the world's business institutions and communities. It is present in 69 countries, with an annual revenue of € 6 billion.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Atos is widely credited with the highest standards for its pioneering efforts in sustainability, equality and inclusivity, for example:

- In 2023, Atos was a winner of a 2022 SEAL Business Sustainability Award, for its leadership, transparency, and commitment to sustainable business practices.
  The 2022 SEAL Organisational Impact Award recognises overall corporate sustainability performance and represents the 50 most sustainable companies globally. Winners were selected by combining two premier Environmental, Social and Governance (ESG) data sets – the CDP A-List ™ and the Corporate Sustainability Assessment (CSA, now part of S&P Global ESG Scores ™)
  With this award, Atos is adding yet another global recognition for its sustainability and ESG practices, after having been ranked among the top 1% of the IT Services industry with a score of 85/100 in the 2022 S&P Global Corporate Sustainability Assessment (CSA) 2022; received a 'AAA' rating (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment 2022; was rewarded a Platinum Award from EcoVadis; achieved a Prime status in the ESG assessment carried out by ISS in 2022; was selected on CDP's prestigious 'A List 2022' for tackling climate change and included in the Dow Jones Sustainability Indices (both the DJSI World and DJSI Europe) for the last eight consecutive years
- Atos has been recognised as a Times Top 50 Employer for Women 2023 in the UK, (5th year in a row)
- In 2024, Atos was awarded the Royal Society for the Prevention of Accidents (RoSPA) Order of Distinction Award, The ultimate symbol of achievement, the internationally renowned RoSPA Health and Safety Awards recognise organisations, teams and projects across all sectors for their unwavering commitment to protecting lives. By earning a RoSPA Award, organisations not only receive recognition for their accomplishments but also become part of a legacy that values dedication to high safety standards, the well-being of individuals, and signifies a commitment to excellence.

Atos brings a partner ecosystem built to deliver superior business value based on best in class technology. We work hand-in-hand with selected world-class organisations in software applications, infrastructure and consulting to strengthen our own unique portfolio in consulting, solutions and services. We have Global Alliances with partners such as AWS, Microsoft, Google Cloud, DellEMC, VMWare, SAP, Cisco, Oracle, Hitachi Vantara, Red Hat, Salesforce, ServiceNow Siemens, Citrix, Cloudera and Pega but also embrace the innovation and fresh thinking that our SME partners can bring. Our Horizons scheme is a pioneering programme that brings our customers the best talent and solutions from the UK and Ireland SME community, safely and at the scale you require. We continuously review and onboard smaller companies for the benefit of customers wishing to implement digital transformation strategies. We select standout SMEs who work innovatively to deliver cutting-edge technologies and specialist expertise. Once each organisation is fully onboarded, they are part of our partner ecosystem working in collaboration to achieve our customers' goals while also enjoying a number of benefits themselves that can help them grow and achieve their own business objectives.

Glossary

Term	Definition
SDC	Service Delivery Centre

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About Atos

Atos is a global leader in digital transformation with 95,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries. A pioneer in decarbonisation services and products, Atos is committed to a secure and decarbonised digital for its clients. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

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Find out more about us:

atos.net/advancing-what-matters

To receive further information on this offering, please contact us at:
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