

Cloud Support

Atos Voice and Contact Centre Professional Services

G-Cloud 14

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What is Atos Voice and Contact Centre Professional Services?

Atos Professional Services support the design, delivery, implementation and ongoing support of the next generation Cloud Voice, Contact Centre and Collaboration services. These services have been specifically developed to assist customers in transitioning from legacy communications platforms to deliver high user adoption of the latest cloud services.

What does it deliver?

As a leader in the field of Digital Transformation, we have significant experience supporting our Public Sector customers transition from legacy on-site communications services to new cloud-based communications and collaboration services. Within our communications and collaboration division we manage more than 800 transitions per year, are supported by over 2000 service specialists and have over 2000 multivendor accreditations.

We provide the following support services:

- Voice and Contact Centre Design, Implementation and Operation services
- Unified Communications and Collaboration Consultancy
- Contact Centre Value Realisation Consultancy
- Voice and Collaboration Application Integration
- Transition Management
- Customer Success Management
- Voice and Contact Centre Training

Using our Voice and Contact Centre Professional Services we will deliver the following benefits:

Supporting your development of a clear cloud investment case

Reducing your expenditure by recommending the optimal cloud service packages

Reducing transition risk by leveraging our experience and proven methodologies

Reducing deployment times by leveraging experienced Project Managers and processes

Providing Customer Success programmes to enable higher user adoption and accelerate ROI

Enabling business processes for higher customer satisfaction and efficiency

Providing access to specialist Voice and Contact Centre resource

What services do we provide?

Atos has a wide range of standard professional services business and consultancy offerings that are designed to ensure requirements are fully understood, assumption and dependencies are clarified and the journey to successful implementation of Voice and Contact Centre solutions are agreed at the outset of customer projects, prior to commencement of design services. We are not tied to any specific cloud service provider, so we can support you across a range of the leading cloud providers such as: Mitel, Microsoft, RingCentral and Nice in Contact. These professional services will provide you with valuable business insight concerning, but not limited to:

- Unified Communications Business Strategy (Success) Workshops.
- Our consultants will explain how to realise your business vision to gain maximum benefit from Unified Communications, help you understand the business impact and opportunities this presents and the journey to achieve your required outcomes.
- Unified Communications Business Process Integration.

Our consultants will explore your business processes to identify opportunities to gain additional business value by embedding Unified Communications within line of business applications, optimising workflow and helping you reduce latency in decision making.

We also offer the complete step by step Orchestrated Communications approach to enable you to transition from your current environment to one which delivers the true benefits of the cloud as shown in Figure 1 below:

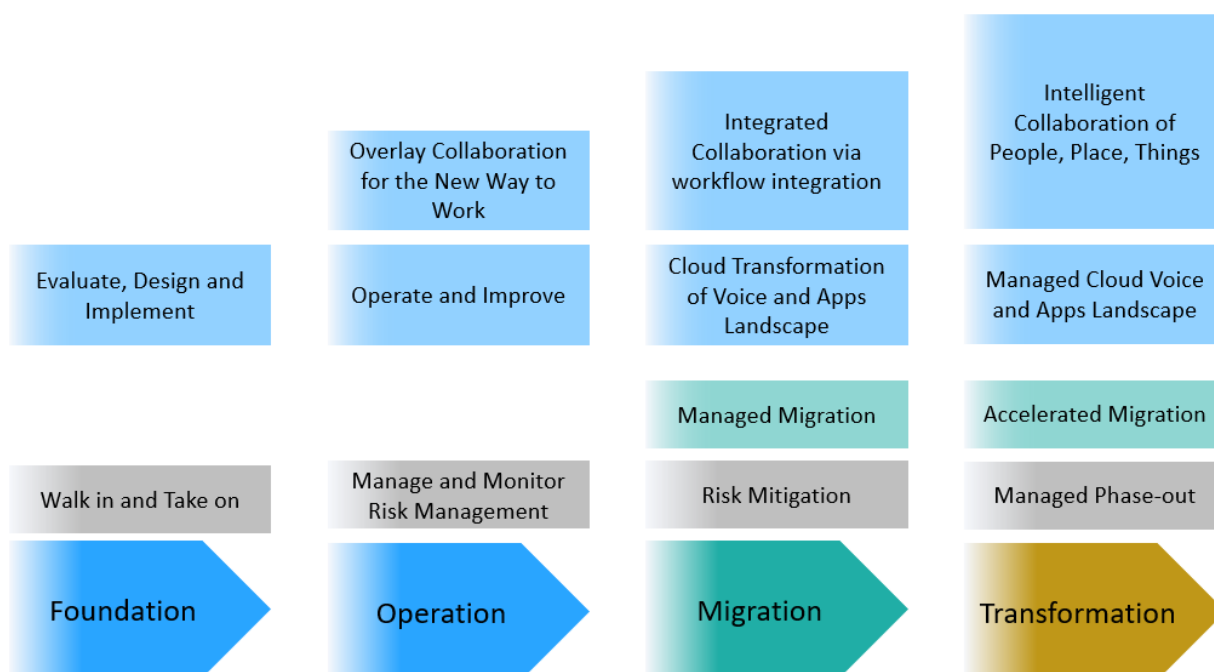


Figure 1 - Orchestrated Communication - delivering the benefits of the cloud

Design Authority Service

Our Design Authority Consultants become your trusted advisor in the choice and realisation of your chosen solution. They will be on hand to provide advice, guidance and technical governance in your service delivery.

Contact Centre and IVR Service Consultancy

Our consultants will help you to maximise the operational efficiency of your contact centre, deliver increased agent productivity and drive improved customer satisfaction. With our contact centre integration services, we will show you how to gain more value from social media integration, automation (AI and Chatbots) and integration of the contact centre solution with your chosen CRM environment and

IT systems, saving money and allowing agents to focus on valuable customer interaction.

Directory Integration and User Provisioning

Our consultants will review your existing Identity Management solution to assess opportunities to integrate with your Voice, Contact Centre and Unified Communications solution, support single sign-on, integrate existing contact directories, automate user provisioning and provide self-service functionality (e.g. password management).

Training and User Enablement

Our consultants will work with your business to profile key roles, ensure business change agents are created, and training programmes are delivered to guarantee that all staff are fully enabled to work productively with your Voice, Contact Centre and Unified Communications solution.

First Day of Service Support

Our trainers provide on-site support to your users when you introduce new Voice, Contact Centre and Unified Communications services. They will give users practical hands-on support at their desks to ease the transition to the new service.

Project and Programme Management

Through focus on Customer communication, mature processes and strong governance, our Project Management team will ensure a successful transition to your new service.

Design Services

Technical Design encompasses the production of detailed Technical Specifications that represents a complete set of decisions, constraints and assumptions that underpin the service implementation and configuration required to successfully deploy Voice, Contact Centre and Unified Communications in accordance with the customer business and functional requirements. The Technical Design Specification is based on elicited, analysed and prioritised requirements generated during consultation with the customer. This approach also ensures continuous alignment with customer business needs. Upon customer approval, the Technical Design Specification is used as the Statement of Work (SoW) for service implementation.

Project Management

Successfully implementing complex Voice, Contact Centre and Unified Communications solutions that deliver business value is a challenging task. Atos creates market-leading solutions, supported by mature service processes and tools, and have invested in a global service organisation to ensure replicable, high-quality service delivery. We employ more than 150 project managers worldwide, all of whom are PMI or IPMA certified (depending on location), and fully conversant with the latest cloud services and project management techniques through ongoing internal training.

With its heritage of successful project delivery, supported by a proven methodology, Atos is well placed

to manage the delivery of your required business outcomes.

Our mature project management methodology encompasses:

- **Project Initiation:** The Project Manager will undertake the activities to ensure that the project is started correctly, covering such issues as project objectives and approach, project organisation, assignment of responsibilities, training, support, health and safety, communication, and project controls (including quality, risk, issue, change, and configuration management). This is documented and authorised by the customer within the project management plan, project handbook, or Project Initiation Document (PID).
- **Detailed planning:** A project delivery plan and associated risk and issue logs are owned and maintained by the project manager.
- **Procurement:** The procurement stage is split into two substages:
 - **Due Diligence:** This critical activity enables the documentation of the current service support arrangements to underpin the transformation to the new service model.
 - **Service Design:** This activity captures the agreed service model prior to authorisation by customer and Atos's operational delivery teams.
- **Installation:** During this stage, the requirements identified within the service design document would be implemented in terms of infrastructure, tools, and processes.
- **Commissioning (including go-live):** The Project Manager is responsible for the definition, deployment and management of on-boarding the customer service to Atos operational processes, acceptance testing with the customer, communications plan, helpdesk and operational resource handover.
- **Acceptance and warranty:** This stage facilitates early-life monitoring of service after go-live to ensure a smooth transition from project to operations. It also delivers a formal project closure and a quality review documentation to ensure that both parties agree to the closure of the project phase.
- **Post-Project review:** These reviews evaluate the 'lessons learned' during the project roll-out enabling both the customer and Atos to establish best practice for future projects.

Transition Management

Transition Management plans and conducts the setup and implementation of remote services for a managed Voice, Contact Centre and Unified Communication customer. Transition Management works closely with those responsible for the overall project and service delivery units to ensure a structured and comprehensive preparation of the required remote support processes and their integration into the overall service operation.

Training

Atos has a full-time in-house training team. Our training is designed to accommodate the differing needs of target user communities and provide a comprehensive programme of learning, that aids successful implementation by ensuring that your staff are both capable and enabled to obtain maximum value from the new solution.

Atos can conduct a Training Needs Analysis (TNA) with the customer business users and ICT teams and present a comprehensive training plan that provides as a minimum:

- "Train the Trainer" courses for super users
- E-Training for users to refresh skills as appropriate
- System administration training for key staff

We are a strong advocate of interactive online learning and are able offer all our customers access to a purpose built 'Academy for Professional Training' portal that hosts a library of our online learning content. This includes:

- Short, informal, bite-sized video tutorials that are designed to help maximise knowledge retention among users. For convenience, these videos can be downloaded as a Video Cast from iTunes and played on an Apple iPod, iPhone or iPad device.

It is also possible to customise our individual online training modules to suit a customer requirement. We will recommend a training consultant to discuss the details with members of the customers' team to scope the extent of any amendments required.

Customer Success Management

Atos recognises that the power of Unified Communications is rooted in its ability to enable people to communicate and collaborate in a way that responds to their particular environment and situation. In many cases this requires a change to traditional ways of working, and with our extensive change management experience, Atos is uniquely placed to offer a user enablement change programme as shown in Figure 2 below:

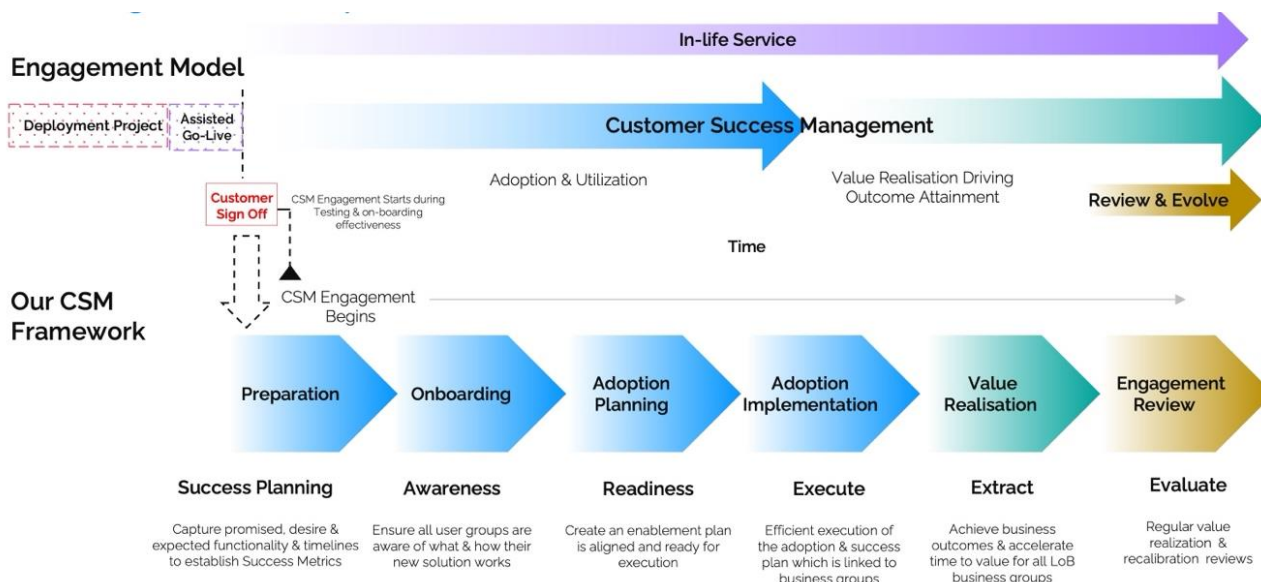


Figure 2 - Customer Success Management – driving business success

This involves one of our experienced Customer Success Managers working alongside customer teams to instigate a change program. This assists user communities to adopt and embrace new ways of working, made possible by the deployment of a new unified communications solution. A key element in the success of this program is the activation of internal Change Agents by engaging innovators and early adopters who will become evangelists of this new service and its benefits.

The role of the Customer Success Manager involves:

- Helping to establish an organisation-wide awareness program that informs the different user communities (throughout the life span of the project)
- Understanding why the organisation is implementing a new communication- enabled workplace, the results they can expect from the change and the role each user has to play to bring in ensuring its success
- Establishing a series of measurable objectives to determine the level of user adoption throughout the various deployment phases
- Determining the various job / role profiles within the customer that can be aligned against the relevant attributes of the new communications toolset
- Enlisting a community of internal 'Change Champions' who will act as advocates for the new solution environment
- Developing an array of user learning aids and self-service support tools such as quick-fire user quizzes (an ideal way to refresh knowledge and enforce key learning points), and an online knowledge base where users can find out hints and tips, access best practices and solution FAQs.

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 continue to provide the service 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 GCloud offering Atos can provide Proof of Concept (PoC), Proof of Value (PoV) and a wide range of general consultancy services where relevant. These services can be used by clients to shape their direction and improve outcomes; covering areas such as digital transformation, strategy & innovation, information governance and performance improvement.

Atos is a global leader in digital transformation with 107,000 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 decarbonization services and products, Atos is committed to a secure and decarbonized 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 decarbonized, automated and AI-enabled solutions. Its 52,000 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 2021, Atos was selected once again as a member of both the Dow Jones Sustainability Index (World and Europe) and EcoVadis, consultancy specialized in sustainability ratings and performance improvement for global supply chains, has awarded again Atos with the Platinum medal in 2021. Atos has achieved excellent results in all four categories: environment, labor & human rights, sustainable procurement and ethics, particularly in environment.
- Atos has been named one of the most inclusive employers in Britain by lesbian, gay, bi and trans equality charity Stonewall with the company placed 40th in its Top 100 Employers list for 2020/21
- Atos has been recognised as a Times Top 50 Employer for Women 2021 in the UK.

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 Google Cloud, DellEMC, VMWare, SAP, Cisco,

Oracle, Hitachi Vantara, Red Hat, Salesforce, ServiceNow Siemens, Citrix, Cloudera, Pega and Microsoft 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
CRM	Customer Relationship Management
IPMA	The International Project Management Association
PID	Project Initiation Document
PMI	Project Management Institute
SFIA	Skills for the Information Age
SoW	Statement of Work
TNA	Training Needs Analysis

About Atos

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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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