

G-Cloud 15

Conversational AI



Atos

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1. What is Conversational AI?

Atos Conversational AI portfolio delivers advanced solutions that enable businesses to engage customers through intelligent, automated conversations. By utilising natural language processing (NLP) and machine learning, our tools facilitate seamless interactions across channels such as chatbots, voice assistants, and messaging platforms. These solutions are designed to enhance customer experience, automate support, and provide real-time insights, all while integrating easily with existing systems. Our Conversational AI offerings empower businesses to scale their customer engagement efforts while maintaining personalised, efficient communication. Our Conversational AI service provides end-to-end design and delivery of Chat Bot solutions that enable you to understand, configure, deploy, and support conversational agents to shape how the public and your staff engage with your services. This transforms how public sector organisations engage with their service users, enhance service delivery, and optimise interactive experiences. At the heart of our service is a commitment to providing strategic insights, expert guidance, and customised AI solutions to navigate the complexities of automated communication and machine learning.

- **Strategic Consulting:** We collaborate with clients to devise a comprehensive AI Chat Bot strategy that aligns with their organisation's objectives, enhancing public/service user engagement and optimising user interactions across digital platforms.
- **Technology Expertise:** Atos offers expert advice on choosing and deploying the best AI frameworks and chatbot technologies. From natural language processing and Foundational AI Models to bespoke machine learning models, we ensure your Chat Bot solutions are both cutting-edge and scalable.
- **User Experience Design:** Focusing on creating intuitive and engaging user interactions, our service advises on designing conversational UIs that deliver seamless experiences, keeping your users engaged and supported.
- **Customisation and Integration:** We work closely with clients to tailor Chat Bots to their specific needs, integrating seamlessly with existing business systems and workflows to provide coherent and efficient service.
- **Deployment and Continuous Improvement:** Our team provides a clear roadmap for the deployment of your AI Chat Bot, including ongoing support and iterative improvements based on user feedback and evolving business requirements.



2. What does it deliver?

Conversational AI Services offering helps customers design, deploy, and optimise intelligent virtual assistants, chatbots and contact centre automation to deliver context-aware, scalable, and explainable interactions across voice, chat and enterprise workflows.

- **Customised User Interaction:** Our Conversational AI Services provide personalised support tailored to the unique requirements of each user, boosting satisfaction and engagement, reflecting our commitment to client-centric solutions.
- **Enhanced Operational Efficiency:** By streamlining routine tasks and queries, our service frees your team to concentrate on more complex challenges and strategic objectives, significantly boosting productivity.
- **Scalable Solutions:** Designed to efficiently manage a large volume of interactions, our Conversational AI service scales effortlessly across diverse client bases, from nimble startups to large multinational corporations, ensuring consistent quality and swift responses.
- **24/7 Support Availability:** Our Conversational AI Services is available around the clock, offering uninterrupted support and immediate assistance to ensure your operations always meet high customer service standards.
- **Seamless System Integration:** Atos Conversational AI Services integrates fluidly with existing CRM and ERP systems, maintaining a seamless information flow and enhancing the overall service experience.
- **Adaptive Continuous Learning:** Equipped with advanced machine learning algorithms, Intelligent bots with NLU, dialogue management, and automation integration, our AI Agents continually evolve, learning from each interaction to deliver increasingly accurate and contextually relevant responses.
- **Assured Compliance and Reliability:** Our Conversational AI Services comply with international data security standards, ensuring adherence to global compliance requirements and reliability across various regions.
- **Supportive Consulting:** Our expert practitioners and strategists provide options appraisal and business case support to help ensure the right Chat Bot decisions are made.

Leverage Atos Conversational AI Services to transform your customer interactions, streamline operations, and stay ahead in the dynamic global market. This powerful tool is not just a component of your business process—it is a growth partner that adapts and grows with you.



3. What technology does it use?

At Atos, we employ a robust suite of cutting-edge technologies to deliver our Chat Bot services. At a technical level, we use a range of large Language Models (LLMs) from different suppliers, along with other components from our technology stack, such as vector databases for information retrieval and semantic search, to deliver seamless solutions with minimal vendor lock-in. Our technological framework is built on strategic partnerships with leading data cloud providers, including AWS, Azure, and Google Cloud Platform (GCP), along with their associated supporting infrastructure.

Our advisory element fuses our strong business understanding with our organisation's deep technical expertise to provide guidance, assessments and options appraisals that support recognised business needs. The fusion of perspectives supports a well-tested business consulting methodology.

The core technologies used at Atos:

- **Data Management and Integration:** We utilise top-tier tools for data integration and management, enabling efficient ETL/ELT processes. This ensures agile data ecosystems that integrate seamlessly across an organisation's various segments, promoting coherence and operational efficiency. Appropriate data provision underpins the content provision of powerful chatbot tools.
- **Advanced Analytics and Business Intelligence (BI):** Our approach includes sophisticated analytics and BI tools that provide active monitoring and performance measurement of the resulting Chat Bot systems. This is important for both evaluation and refinement, as well as for building lasting business change from the outputs.
- **AI and Machine Learning:** Atos is at the forefront of AI technology, implementing the latest frameworks to develop predictive models and intelligent systems. In addition to delivering third-party language tools, we have fine-tuned models and built bespoke adaptations for specific use cases.
- **Security and Compliance:** We prioritise the security and privacy of your data by adhering to global standards such as GDPR and CCPA. Our use of industry-leading security technologies and practices ensures the integrity and confidentiality of client data across all platforms. This is a vital step for secure chatbots that allow users to enter sensitive data into an application.

- **DevOps and MLOps:** By integrating DevOps and MLOps methodologies, we streamline the development, deployment, and management of Chat Bot technology and make it easier and cost-effective to review and support into the future.
- **Open Source and Innovation:** Our commitment to innovation is reflected in our embrace of open-source technologies, which offer flexibility and extensive community support. Use of open source elements coupled with interchangeable proprietary elements provides an extensible, quick to deploy, cost-effective Chat Bot ecosystem.

Through these technologies, Atos crafts unique solutions tailored to the specific challenges and aspirations of our clients, ensuring that every technological implementation enhances their strategic objectives and drives their business forward.



4. What terms apply?

Atos Supplier Terms

To the fullest extent permitted under G-Cloud 15 Framework Agreement and the Call-Off Contract, Atos will provide the Services in accordance with the Atos Supplier Terms (which will include, but may not be limited to , the Supplier Acceptable Use Policy, Supplier Data Processing Agreement, Supplier Specific Shared Responsibility Model, Supplier SLAs and Supplier Licence Terms and any applicable Third-Party Terms outlined in this Service Description document and the Order Form) and this Service Description document.

For clarity:

- Atos Supplier Terms may be modified in accordance with the provisions of the Call-Off Contract, and remain effective except where expressly overridden.
- Hyperlinks included in the Atos Supplier Terms and Service Description document remain effective where they point to Atos' or the relevant Third-Party Terms or documents. Should a hyperlink cease to function, Atos will work with the client to update it through the agreed procedure.



5. 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.



6. How do I order?

Please contact our team at: gcloud@atos.net

- We will prepare a quotation for your review, including any applicable volume discounts.
- Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and request a purchase order from you.
- Upon receipt of your purchase order, we will configure the services in line with the agreed requirements. Where applicable, you will also receive access to our self-service portal to begin provisioning services.
- If you are a new customer, you may need to complete additional 'new supplier' forms.
- Invoices will be issued to you and to Crown Commercial Service (CCS), quoting the purchase order number, for the services procured.
- We will also submit the required monthly management information reports to Government Procurement.



7. Glossary

Term	Definition
AI	Artificial Intelligence
AWS	Amazon Web Service
BI	Business Intelligence
CCPA	California Consumer Privacy Act
CRM	Customer Relationship Management
ERP	Enterprise Resource Planning
GCP	Google Cloud Platform
GDPR	General Data Protection Regulation
LLM	Large Language Models
NLP	Natural language processing
NLU	Natural Language Understanding
SaaS	Software as a Service
UI	User Interface



8. Why Atos

Atos has been a trusted partner on every G-Cloud iteration since the framework began, helping public sector organisations modernise with confidence. We combine global expertise with deep UK experience, delivering secure, scalable cloud solutions that meet the highest government standards.

As Europe's leading provider of cloud and cybersecurity services, Atos offers end-to-end capabilities - from migration and hosting to SaaS and consultancy - supported by UK delivery centres and strategic partnerships with hyperscalers.

Our focus on innovation, sustainability, and social value ensures that customers not only achieve operational excellence but also contribute to a greener, fairer future. With Atos, you gain a proven partner committed to driving efficiency, resilience, and transformation across public service.



About Atos

Atos Group is a global leader in digital transformation with c. 67,000 employees and annual revenue of c. €10 billion, operating in 61 countries under two brands — Atos for services and Atos for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group 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.

Learn more at: atos.net