

G-Cloud 15

Trusted AI Agents with Salesforce Agentforce



AtoS

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1. What are Trusted AI Agents with Salesforce Agentforce?

Atos helps UK public sector organisations transform service delivery and citizen engagement through Salesforce solutions and trusted AI-powered automation. As a Premier Salesforce partner and MCA Award-winning consultancy, we provide end-to-end services—from discovery and process redesign to implementation, deployment, training, enablement, and ongoing support. Our delivery approach is scalable using Agile or hybrid models to suit organisational needs. Built on Salesforce’s secure, compliant platform—trusted by governments worldwide—Salesforce **Agentforce** combines AI-powered autonomous agents with **Data 360**, a unified data foundation, to deliver smarter, faster, and more personalised engagements and services.

What does this mean for Public Sector Organisations?

Implementing Agentforce, supported by Data 360, enables public sector organisations to deliver **secure, efficient, and citizen-centric services** by combining **AI-powered autonomous agents with a trusted, unified data foundation**. This approach ensures accurate insights, strong governance, and personalised experiences while reducing operational costs and improving compliance.

- **Government services**
 - Citizens experience faster, more consistent service as Agentforce automates routine queries and case handling, reducing response times and improving satisfaction.
 - Real-time situational awareness powered by unified data and AI-driven alerts enables quicker emergency response and better coordination across agencies.
 - AI-driven scenario planning and resource allocation enhance readiness and resilience, ensuring operational continuity.
- **Healthcare**
 - AI-driven agents handle appointment scheduling, FAQs, and triage, freeing staff for critical care.
 - Agentforce uses AI-driven insights from unified patient data to proactively identify at-risk patients and recommend next-best actions, improving health outcomes and reducing hospital readmissions.
 - Automated triage and intelligent routing reduce administrative burden, enabling clinicians to spend more time on direct patient care and improving overall efficiency.

- **Education**

- AI agents analyse engagement and performance data to flag students needing support, enabling timely interventions and improving retention rates.
- Agentforce automates FAQs, financial aid queries, and admissions processes, allowing institutions to handle high volumes without increasing staff, improving service accessibility.

- **Non-Profit Organisations**

- AI-driven insights from unified donor data enable personalised outreach and targeted campaigns, increasing donation conversion rates.
- Agentforce automates volunteer onboarding and scheduling, reducing manual coordination and improving volunteer satisfaction and retention.

Together, **Data 360** and **Agentforce** enable public sector organisations to deliver efficient, secure, and citizen-focused services, reduce operational costs, and stay aligned with compliance and governance standards.

The Atos Ecosystem Advantage

Atos delivers Salesforce solutions backed by a powerful ecosystem designed to **maximise innovation, accelerate delivery, and ensure long-term success for public sector organisations**. This ecosystem is built on three pillars:

1. Alliances and Partners

We collaborate with leading global technology partners to provide access to advanced, secure technologies. These partnerships enable us to deliver future-ready, compliant solutions tailored to public sector needs.



The Atos Ecosystem

2. Advisors and Analysts

Atos works closely with industry-leading advisors and analysts to anticipate emerging trends, align with best practices, and continuously refine offerings. This ensures solutions remain relevant, efficient, and aligned with government priorities.

3. SCALER Accelerator

Through our SCALER program, we drive open innovation with technology start-ups, enabling clients to leverage cutting-edge tools and disruptive ideas for digital transformation.

Our ecosystem advantage goes beyond technology deployment—we deliver **strategic, secure, and outcome-driven transformation**.

Applied to Agentforce and Data 360, this means:

- **Use case evaluation and ROI analysis:** We work with stakeholders to **identify, map, and prioritise** use cases for Agentforce, supported by **business case development and ROI modelling**, ensuring investments deliver measurable value.
- **Faster deployment of AI and data platforms:** Rapid implementation of unified data foundations and AI-powered agents for trusted insights and intelligent automation.
- **Risk Analysis and Guardrails:** Proactive identification of risks such as bias, data privacy, and operational disruption, with **ethical AI frameworks, fallback mechanisms, and compliance controls** embedded from day one.
- **Business Change Management:** Structured, user-centred change approach based on ADKAR methodology, ensuring staff adoption, capability building, and alignment with UK Government Service Standard principles.
- **Monitoring and Continuous Improvement:** Post go-live, we provide **performance dashboards, feedback loops, and prompt optimisation** to keep AI agents accurate, relevant, and aligned with evolving public sector needs.
- **Security and Compliance:** Built on Salesforce's **trusted platform**, we enforce **robust data governance, identity resolution, and secure orchestration**, meeting public sector security standards and GDPR requirements.

Why does it matter?

By leveraging Agentforce's AI-powered autonomous agents, public sector organisations can deliver intelligent, citizen-first services that automate routine interactions, improve responsiveness, and extend service availability. To enable these agents to operate effectively and securely, we implement Salesforce Data Cloud (Data 360) to provide a unified, trusted data foundation—ensuring accurate, real-time information, strong data governance, and compliance. This combination supports personalised experiences, reduces operational costs, and mitigates risks through robust data security and identity resolution, while keeping organisations agile and ready for future innovations like predictive analytics and advanced AI orchestration.

2. What does it deliver?

Atos delivers tangible business outcomes and improved citizen experiences through Salesforce Agentforce Solutions, combining AI-powered automation with trusted, unified data. Our approach follows a “configuration-first” principle, maximising Salesforce’s out-of-the-box capabilities while enabling seamless access to future innovations. This ensures faster delivery, lower risk, and long-term scalability.

From a public sector customer, this means:

- **AI strategy and roadmap:** We co-create an outcomes-focused transformation roadmap for Salesforce Agentforce implementation, aligned with the UK Government Service Standard. This roadmap prioritises user needs, joined-up channels, and secure AI-driven services, ensuring compliance and reducing risk at assessment gates.

Our approach includes:

- **Agentforce integration strategy:** Defining how autonomous agents, prompt orchestration, and CRM Analytics will enhance service delivery across channels.
- **Outcome-driven milestones:** Each phase is anchored on measurable improvements such as reduced case handling time, improved query deflection rates, and increased citizen satisfaction, supported by published performance data.
- **Governance and ethical AI:** Ensuring transparency, accessibility, and compliance with public sector standards while embedding AI responsibly.
- **Risk Management:** Identify and mitigate risks related to bias, data privacy, and operational disruption through proactive controls, guardrails, data grounding, ethical AI frameworks, and continuous monitoring. This includes fallback mechanisms for critical services and clear escalation paths to maintain service continuity.

This structured roadmap keeps programmes focused on tangible service improvements, enabling public sector organisations to realise the full value of Agentforce while maintaining trust and accountability.

- **Enhanced citizen and user experience:** We design accessible, omnichannel experiences using Salesforce Experience Cloud for secure self-service portals and communities, fully integrated with core CRM workflows. Combined with Agentforce’s AI-driven automation, interactions are intelligently routed—whether to a human agent or an autonomous bot—ensuring faster resolution and improved service quality across phone, web, chat, and messaging channels.

Our approach focuses on **measurable outcomes**, including:

- **Reduced response times** through intelligent routing and automated triage.
- **Higher query deflection rates** via AI-powered self-service and conversational bots.
- **Improved citizen satisfaction scores**, supported by published performance data and analytics from CRM and Agentforce dashboards.
- Built on Salesforce's **trusted platform**, this solution meets **UK Government Service Standard** principles for accessibility, security, and user-centred design, while delivering tangible improvements in service responsiveness and efficiency.
- **Process automation for efficiency:** Using **Salesforce Flow** and **Agentforce**, we automate repetitive, rules-based tasks and orchestrate multi-step processes without custom code—accelerating case handling, reducing manual effort, and improving auditability. Public sector organisations can achieve **up to 30% operational cost savings** through automation, freeing staff for higher-value activities.

In addition, we deploy **Agentforce autonomous agents** to augment teams with supervised AI that automates routine interactions across channels. Built on Salesforce's **trusted platform** and integrated with **Citizen 360**, this enables public services to:

- **Extend service hours** without increasing headcount.
- **Improve query deflection rates**, reducing inbound volumes.
- **Free staff for complex cases**, enhancing citizen satisfaction.

All automation is delivered with **compliance, governance, and measurable outcomes**, ensuring efficiency gains translate into tangible improvements in service quality and responsiveness.

- **Unified data foundation with Data 360:** We implement **Salesforce Data Cloud (Data 360)** to unify citizen data across departments, creating a **single source of truth**. This enables accurate insights, improves compliance, and supports personalised service delivery. Our approach ensures **data quality, security, and readiness for future innovations** such as identity resolution and predictive analytics, which results in:
 - **Improved decision-making** through real-time, trusted data across all channels.
 - **Enhanced citizen experience** with personalised interactions powered by unified profiles.

- **Reduced compliance risk** by maintaining consistent governance and auditability.
- **Operational efficiency gains**, as teams spend less time reconciling data and more time delivering value.
- **Future-proof architecture**, enabling rapid adoption of AI-driven services like Agentforce autonomous agents and predictive analytics.
- **Integration-first architecture:** We design **API-led connectivity** using MuleSoft, structuring System, Process, and Experience APIs to unlock data and orchestrate processes across departmental systems. This modular approach enhances reuse, security, and agility, avoiding brittle point-to-point links and ensuring resilience.
- **Organisational change management:** Our change management approach is **user-centred, iterative, and benefits-driven**, ensuring smooth adoption and measurable outcomes for Salesforce Agentforce. We align with **Government Service Standard** principles (e.g., accessibility, iteration, defining and publishing success) and leverage Salesforce's best practices for AI-driven solutions.

Key elements include:

- **ADKAR-based methodology:** We apply our proven ADKAR framework, tailored for conversational AI, to guide users through awareness, desire, knowledge, ability, and reinforcement stages—ensuring confidence in using Agentforce capabilities.
- **Agentforce-specific enablement:** Training focuses on **prompt engineering, agent script optimisation, and ethical AI use**.
- **Iterative improvement:** Using feedback loops and analytics from Agentforce interactions, we refine prompts and workflows to maximise adoption and measurable benefits.
- **Sustainable transformation:** Staff are upskilled on **Agentforce orchestration, CRM Analytics integration, and governance**, ensuring technology is embedded into organisational processes for long-term value.
- **Data-driven insight and industry solutions:** We enable actionable insights by embedding **CRM Analytics within Agentforce-powered workflows**, ensuring conversational AI agents can surface real-time, context-aware recommendations. This is aligned with Salesforce's published capabilities for **Agentforce**, which integrates Einstein AI and CRM Analytics to deliver predictive and prescriptive insights during interactions.

Leveraging **industry-specific Agentforce accelerators** for health, education, and public services, we deliver tailored AI experiences that support:

- **Evidence-based decision-making:** Agents dynamically present analytics-driven insights during conversations, improving service quality and responsiveness.
- **Targeted service improvements:** Continuous learning from interaction data allows refinement of prompts, scripts, and workflows to meet sector-specific needs.
- **Proactive engagement:** Predictive models integrated with Agentforce enable agents to anticipate citizen needs and recommend next best actions.
- This approach transforms traditional analytics into **AI-driven conversational intelligence**, ensuring public services remain adaptive and data-informed.
- **Ongoing support and governance:** Post go-live, Atos provides responsive application support, platform governance, and continuous improvement tailored for Salesforce Agentforce. Beyond standard release management, we focus on **Agentforce-specific enhancements**, including:
 - **Agent prompt optimisation:** Continuous tuning of agent prompts and workflows to improve accuracy, relevance, and user experience as business needs evolve.
 - **Performance monitoring and feedback loops:** Leveraging analytics and user feedback to refine agent behaviour and ensure alignment with organisational goals.
 - **Governed updates via DevOps Centre:** Maintaining disciplined release processes with quality gates, ensuring all Agentforce updates—scripts, prompts, and configurations—are reliable, traceable, and compliant across environments.

This approach ensures your AI-driven agents remain effective, secure, and adaptable to changing requirements.

Trusted Salesforce Expertise and Secure, Scalable AI Delivery

As a **Premier Salesforce Consulting Partner** and trusted global leader, Atos combines proven Salesforce expertise with **advanced AI capabilities** and industry-leading security to deliver outcomes public sector organisations can rely on. Our approach ensures **responsible AI adoption, measurable benefits, and long-term resilience**.

- **Centre of Excellence for Governance and Best Practice:** A dedicated Salesforce CoE ensures **platform and data governance**, adherence to the UK Government Service Standard, and alignment with public sector security and compliance requirements.

- **Comprehensive Salesforce Ecosystem Expertise:** End-to-end delivery across all Salesforce Clouds (Sales, Service, Marketing, Experience, and Data), Industry Cloud solutions, MuleSoft for secure integration, Tableau CRM for actionable insights, and **advanced AI capabilities via Agentforce and Einstein**. This is complemented by **Atos AI accelerators** for ethical AI, prompt optimisation, and continuous learning.
- **Tailored Delivery Approach:** We start with **use case evaluation and mapping**, perform **business case and ROI analysis**, and define an **AI strategy and roadmap** aligned with organisational goals. Our approach includes **risk analysis and guardrails**, structured **business change management**, and **continuous improvement cycles** to keep AI agents relevant and effective.
- Deep delivery experience in **public sector, healthcare, education, public safety, defence and non-profit**, ensuring solutions meet domain-specific needs and compliance standards.
- **Accelerated Delivery:** Proven templates and implementation frameworks to reduce project timelines, lower costs, and ensure consistent quality across deployments.
- **Flexible Delivery and Pricing Models:** Tailored to UK public sector procurement requirements for transparency and value.
- **Security Leadership:** Backed by Atos's position as **Europe's #1 and a global leader in cybersecurity**, we embed **robust security, data privacy, and ethical AI guardrails** at every stage of implementation.

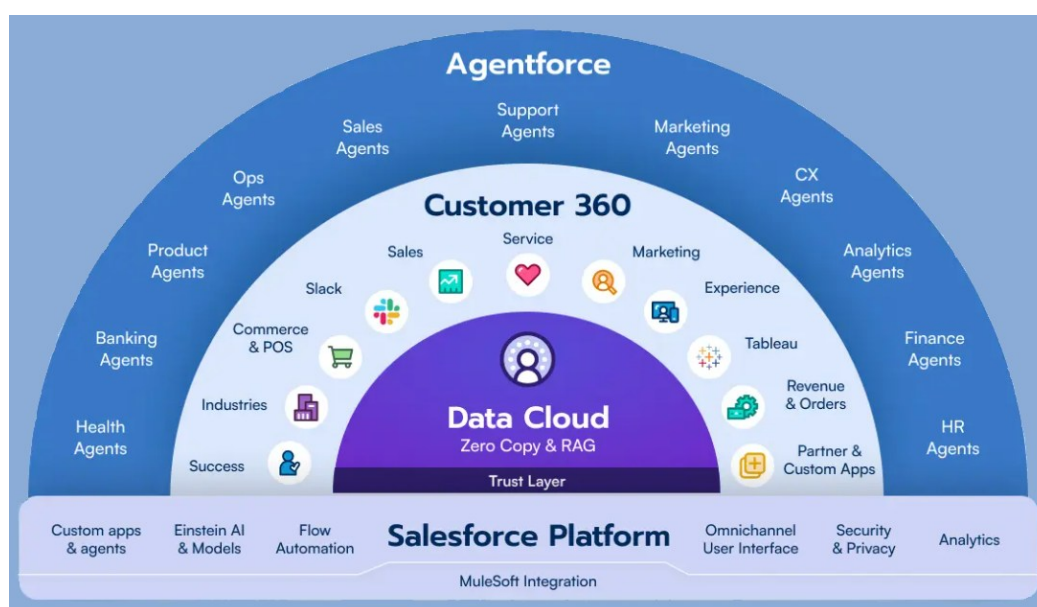


3. What technology does it use?

UK public sector organisations face challenges of fragmented data, rising citizen expectations, and strict compliance obligations under GDPR, ISO 27001, and UK Cyber Essentials Plus. Salesforce **Agentforce** and **Data Cloud** together provide a secure, AI-ready foundation for delivering personalised, efficient, trusted, and compliant services. Data 360 unifies structured and unstructured data into a trusted, real-time backbone, while Agentforce introduces autonomous AI agents that act within governed workflows. Both run on **Salesforce's Hyperforce** architecture, designed for scalability, resilience, and UK-aligned compliance.

Agentforce

- **Agentic platform:** Built on Salesforce's **Atlas Reasoning Engine**, enabling secure, autonomous AI agents integrated with Customer 360 and Data 360 for contextual intelligence.



Salesforce Agentforce

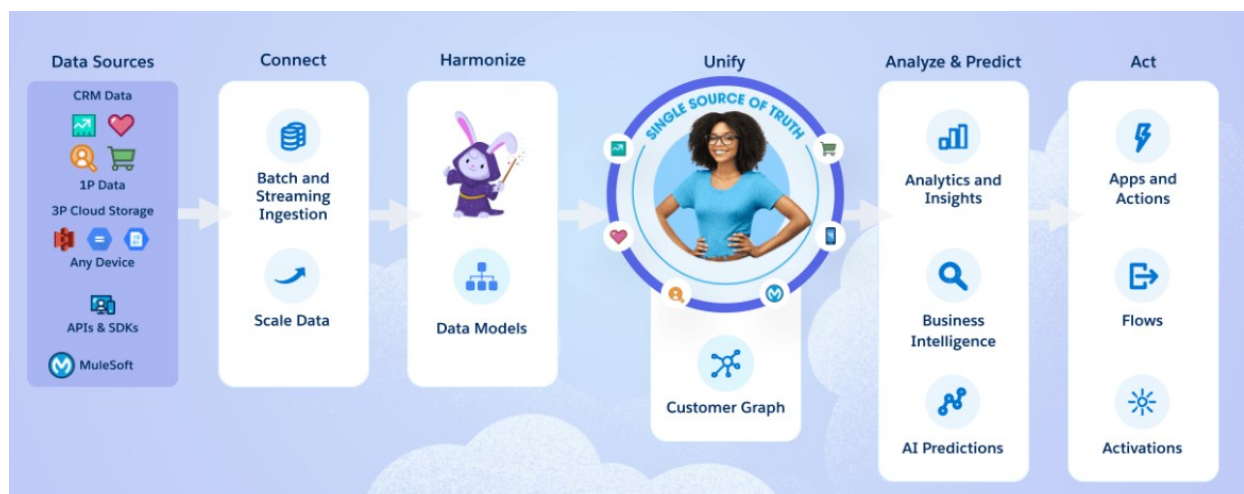
- **Einstein Trust Layer & Guardrails:** Provides enterprise-grade security, policy enforcement, and ethical AI controls, ensuring responsible automation aligned with UK public sector standards.
- **Governed actions:** Agents execute tasks via Flows, APIs, and orchestration layers with policy-based guardrails and human-in-the-loop oversight for compliance and control.
- **Data grounding:** Agents consume unified profiles and calculated insights from Data 360, ensuring accurate, context-aware decisions based on trusted data sources.

- **Agent Builder & Prompt Builder:** Enables rapid configuration of standard agents, topics, and actions, with flexible prompt design for tailored citizen interactions.
- **Testing Centre:** Provides a controlled environment for validating agent behaviour, ensuring reliability and compliance before deployment.
- **Zero Copy Architecture:** Eliminates unnecessary data duplication, improving security and performance across integrated systems.
- **Bring Your Own LLM (BYO LLM):** Supports integration of approved large language models for advanced reasoning while maintaining governance and security.
- **Observability & analytics:** CRM Analytics/Tableau dashboards monitor agent performance, compliance, and operational KPIs for continuous improvement.

Data Cloud

Salesforce Data Cloud—also known as Data 360—is a real-time customer data platform that unifies structured and unstructured data from multiple sources to create a single, trusted view for actionable insights and AI-driven engagement. It enables public sector organisations to connect systems, harmonise data, and activate intelligence securely and at scale.

- **Architecture:** Hybrid lakehouse built on open standards (Apache Iceberg, Parquet) for elastic scalability and interoperability. Supports structured and unstructured data sources—from Salesforce records and ERPs to documents, audio, video, and log files.
- **Connect:** 200+ prebuilt connectors, MuleSoft APIs, streaming and batch ingestion, plus zero-copy federation to external platforms (e.g., Snowflake) without data replication.



How Data Cloud works

- **Harmonise & Unify:** Maps disparate schemas to unified Data Model Objects (DMOs) and applies identity resolution rules to create “golden records” for citizens, cases, and services.
- **Govern:** Built-in data governance, consent management, and compliance controls aligned with UK public sector standards.
- **Analyse & Predict:** AI-ready architecture indexes documents, emails, PDFs, audio/video, and embeds them in a vector database for retrieval-augmented AI search and insights.
- **Act:** Real-time activation through Flows, Platform Events, Marketing Cloud, and Einstein AI Agents for personalised, timely service delivery.
- **Query & Insights:** SQL via REST/JDBC/Python; Calculated Insights for KPIs; sub-second end-to-end processing for time-critical decisions.

Security & compliance

Security is embedded at every layer of our Salesforce solutions, ensuring alignment with UK public sector assurance frameworks and global best practices:

- **Hyperforce architecture:** UK data residency options with encryption at rest and in transit, plus compliance artefacts for ISO 27001, Cyber Essentials Plus, and NHS DSPT.
- **UK Government & MOD alignment:** Salesforce Government Cloud Plus provides a segregated environment for sensitive workloads, with controls mapped to UK public sector frameworks and MOD-specific accreditation for OFFICIAL and SECRET classifications.
- **Governance & guardrails for AI:** Role-based access, audit trails, prompt controls, and policy enforcement ensure responsible AI use and compliance.
- **Certified for global and UK standards:** ISO 27001 (information security), ISO 27017 (cloud security), ISO 27018 (data privacy), SOC 2, GDPR compliance, and UK-specific assurance artefacts. MuleSoft and Tableau integrations inherit these security controls.
- **Encryption:** Data is encrypted before ingestion with configurable encryption policies across the stack for maximum confidentiality.
- **Cybersecurity leadership:** Atos is Europe’s #1 and a global leader in cybersecurity, delivering robust protection, governance, and resilience for critical UK public sector services.

Key use cases:

Atos leverages Salesforce Agentforce to deliver AI-powered agents that transform public sector service delivery. From digital assistants for citizen services and benefits to back-office automation, healthcare support, education engagement, and public safety operations, these intelligent agents streamline processes, reduce manual effort, and provide personalised, real-time interactions. Combined with Data 360 for unified insights, Agentforce enables faster case resolution, improved accessibility, and smarter decision-making—helping public sector organisations deliver transparent, efficient, and citizen-centric services.

- **Digital assistants for citizen services & benefits** - triage queries (eligibility, application status, appointments), pre-populate forms using unified profiles, and trigger casework flows for swift resolution.
- **Back-office automation** for case triage, route workloads, case evidence summarisation, and generate notifications under policy controls.
- Agents support Patient/member by **answering common questions** related to referrals, waiting lists, appointment logistics and operational automations such as referral validation, preassessment outreach, and discharge follow-ups in healthcare.
- **Student services** agent provides programme information, financial aid guidance, timetable changes, and wellbeing signposting. **Admissions automation**, document checks, and engagement follow-ups in education.
- Citizen-facing agents **handle general enquiries, guide online reporting, and provide status updates**. With Data 360's sub-second data sync and calculated insights, agents can provide operational intelligence, including recommended actions (e.g., triage, routing), and summarise incident context for responders in public safety.
- Mission support agents for defence.
- Volunteer and donor agents for nonprofits **answer FAQs, manage events and donations and provide extended capacity without increasing staff burden**, resulting in improved donor experience.

Benefits

Agentforce delivers secure, AI-powered automation with built-in trust, accuracy, and governance—helping public sector organisations achieve smarter, faster, and compliant citizen services.

- **AI-Powered Public Service Automation:** Agentforce reduces manual workload by automating case triage, routing, and summarisation, improving service availability and freeing staff for high-value tasks.
- **Faster Citizen Engagement:** Digital assistants deliver real-time, personalised interactions for citizens, patients, students, and volunteers—enhancing accessibility and satisfaction.
- **Scalable and Resilient:** Designed to handle high volumes and adapt to evolving needs, ensuring continuity and improved system uptime.
- **Secure by Design:** Built on Salesforce’s compliant platform and reinforced by Atos’s cybersecurity leadership, with ISO 27001 alignment, encryption, and UK assurance artefacts.
- **Interoperable and Future-Ready:** Open standards, APIs, and connectors integrate seamlessly with existing systems, avoiding costly migrations and enabling rapid innovation.
- **Einstein Trust Layer and Guardrails:** Ensures responsible AI use with enterprise-grade security, policy enforcement, and ethical controls for safe automation in public sector contexts.
- **Data Grounding for Accuracy:** AI agents operate on verified, contextual data from trusted sources, reducing misinformation and improving decision-making confidence.

Partnering with Atos—a Premier Salesforce Consulting Partner—means accelerating digital transformation for the UK public sector. Together, we implement secure, AI-powered solutions with Agentforce and Data Cloud—enabling intelligent automation, unified citizen data, and trusted digital services at scale. This approach drives efficiency, strengthens compliance, and delivers measurable outcomes for citizens and public sector organisations.



4. What terms apply?

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 15 Framework terms and conditions
- Any terms agreed within the Order Form of the relevant Call-Off Contract
- 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 15 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms and indicated in the Order Form) 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 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
ADKAR Model	Atos change management model focusing on individuals on their business change adoption journey. - Awareness of the need for change - Desire to participate and support the change - Knowledge on how to change - Ability to implement required skills and behaviour - Reinforcement to sustain the change
Agentforce	Salesforce's AI-powered automation layer, delivering prebuilt, domain-specific agents that handle routine tasks and citizen interactions securely.
AI	Artificial Intelligence
Apache Iceberg	An open table format for large-scale analytics that improves performance and governance for big data in cloud environments.
API	Application Programming Interface
Atlas Reasoning Engine	AI-powered reasoning engine within Salesforce Agentforce, enabling trusted, intelligent automation and decision-making.
Calculated Insights	Salesforce feature for creating advanced metrics and aggregations from Data Cloud, enabling actionable insights.
CRM	Customer Relationship Management
CRM Analytics	Salesforce's embedded analytics solution that delivers AI-powered insights directly within the CRM, enabling evidence-based decisions and predictive modelling.
DMO	Data Management Object - A Salesforce concept for managing structured data models, ensuring consistency and governance.
Einstein AI	Salesforce's AI engine embedded within its platform, providing predictive insights, automation, and decision support while maintaining compliance through the Einstein Trust Layer.
Einstein Trust Layer	Salesforce's AI governance and security framework ensuring data privacy, compliance, and ethical use of generative and predictive AI through features like data masking, auditability, and model governance.

Term	Definition
ESB	Enterprise Service Bus
ETL	Extract, Transform, Load
Flows	Salesforce automation tool for orchestrating processes without custom code, improving efficiency and compliance.
GDPR	General Data Protection Regulation - UK and EU regulation governing how personal data is collected, processed, and stored, ensuring privacy and security.
Government Cloud / Government Cloud Plus	Dedicated, segregated Salesforce environments designed for public sector workloads, offering enhanced security, compliance, and monitoring for sensitive data.
Hybrid Data-House	A data architecture combining on-premises and cloud storage, enabling flexibility for sensitive workloads and compliance with UK data residency requirements.
Hyperforce	Salesforce's next-generation infrastructure that runs on major public cloud providers, offering scalability, performance, and compliance for global and UK-specific data residency requirements.
ISO	International Organisation for Standardisation - A global body that publishes standards such as ISO 27001 (information security), ISO 27017 (cloud security), and ISO 27018 (data privacy), ensuring robust governance and risk management.
ISV	Independent Software Vendor - Independent Software Vendor building apps and solutions that extend Salesforce functionality, typically distributed via AppExchange and integrated with the Salesforce Platform.
IT	Information Technology
JDBC	Java Database Connectivity - A standard API for connecting Java applications to relational databases.
KPI	Key Performance Indicator - Measurable value that indicates progress toward strategic objectives.
Marketing Cloud	Salesforce solution for managing multi-channel campaigns, citizen engagement, and personalised communications.
MOD	Ministry of Defence

Term	Definition
MuleSoft	An integration platform that uses an API-led approach to connect applications, data, and devices across on-premise and cloud environments—supporting secure interoperability and data sharing.
NHS DSPT	National Health Services Data Security and Protection Toolkit - UK NHS framework for ensuring health data security and compliance.
OmniStudio	A low-code toolset within Salesforce for building guided workflows, dynamic forms, and digital experiences—helping organisations deliver personalised, user-friendly services without heavy coding.
Parquet	A columnar storage format optimised for analytics, reducing storage costs and improving query speed.
Platform Events	Salesforce mechanism for event-driven architecture, enabling real-time communication between systems.
REST	Representational State Transfer - A standard API protocol for integrating systems using HTTP, widely used for secure, scalable web services.
Retrieval Augmented AI	An AI approach that combines large language models with real-time data retrieval for accurate, context-aware responses.
Snowflake	A cloud-based data platform that supports secure data sharing, analytics, and scalability for public sector workloads.
SOC 2	System and Organisation Controls 2 - International standard for managing data security, availability, and confidentiality in cloud services.
Tableau	A powerful data visualisation and analytics platform that enables organisations to create interactive dashboards and reports for real-time insights and decision-making.
Vector Database	A database designed to store and search high-dimensional data, essential for AI-driven applications like semantic search.
WCAG	Web Content Accessibility Guidelines - International standards for making web content accessible to people with disabilities, ensuring compliance with UK Government Service Standard and Equality Act requirements.

Term	Definition
Zero Copy Federation	A method to query data across multiple systems without physically moving or duplicating it, ensuring efficiency and compliance.



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 Eviden 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