

G-Cloud 15

Salesforce Public Sector Solutions



Atos

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1. What is Salesforce Public Sector Solutions?

Atos helps public sector organisations improve their engagement with citizens, communities, and suppliers by using **Salesforce Public Sector Solutions**. As a trusted Salesforce partner, we provide **end-to-end services**—from understanding your needs and redesigning processes, through to implementation, deployment, training, and ongoing support. Delivery can be scaled using Agile or a flexible hybrid approach to suit your organisation.

Salesforce Public Sector Solutions is a purpose-built platform designed for government and public services. It brings together ready-made data models, workflows, and tools to simplify complex processes and improve service delivery. This means agencies can work more efficiently and respond quickly to changing priorities.

Key benefits

- **Faster delivery:** Atos accelerates time-to-value by leveraging prebuilt applications and integrations, enabling solutions to be deployed in weeks rather than months.
- **Security and trust:** Delivered on Salesforce's secure, compliant platform and reinforced by Atos's cybersecurity leadership, ensuring confidence for UK public sector organisations.
- **Flexibility and scale:** Solutions are tailored to organisational needs, with mobile and desktop access, robust analytics, and the ability to scale as services evolve.
- **Digital-first services:** Atos connects data across multiple systems to deliver personalised, transparent citizen services, aligned with Government Digital Service (GDS) standards.

Industry-specific solutions for Government

Atos delivers specialised Salesforce Industry Cloud solutions designed to meet the unique needs of public sector organisations, ensuring faster time-to-value and measurable outcomes:

- **Public Sector Solutions:** Streamlines licensing, permitting, benefits, grants, and case management, enabling agencies to deliver citizen services quickly, transparently, and in compliance with UK standards
 - **Public Safety Solutions:** Provides secure tools for investigative case management, complaint handling, and data sharing across law enforcement agencies, improving collaboration and public trust
 - **Defence Solutions:** Modernises MOD operations with secure personnel services, casework management, and mission readiness dashboards—implemented within Government Cloud for UK defence assurance

- **Health Cloud:** Empowers public health bodies to manage patient care, track outbreaks, and coordinate services by connecting clinical and non-clinical data for better health outcomes
- **Education Cloud:** Supports education providers in managing admissions, student support, alumni engagement, and funding—all on a single, integrated platform
- **Nonprofit Cloud:** Enables public sector and charitable organisations to manage grants, programs, volunteers, and impact reporting securely - driving transparency, efficiency, and measurable community outcomes.

The Atos Ecosystem

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 and 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 our offerings—ensuring solutions remain relevant and aligned with government priorities.

3. SCALER Accelerator

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

This ecosystem ensures every Salesforce engagement benefits from:

- Access to best-in-class technology and innovation
- Solutions aligned with compliance and security standards
- Continuous improvement through collaboration and thought leadership

Why does it matter?

These solutions allow government and public sector organisations to:

- Deliver services faster and more efficiently.
- Improve citizen experience through personalised, digital-first interactions.
- Ensure compliance and security for sensitive data.
- Use AI and automation to reduce manual work and improve decision-making.

With Atos and Salesforce, public sector organisations can move beyond digitisation to true transformation—creating smarter, more responsive services for citizens.



2. What does it deliver?

Atos, winner of MCA awards for consulting excellence, delivers **real-world outcomes** for public sector organisations by combining Salesforce Public Sector Solutions with industry-specific clouds and trusted AI-powered automation. Our approach ensures faster delivery, improved citizen experience, and secure, compliant services aligned with UK Government standards.

For our customer, this means:

- **Clear digital strategy and roadmap:** Atos co-creates an outcome-focused, benefit-led strategy and transformation roadmap with your team, aligning delivery to the UK Government's Service Standard (e.g., user needs, joined-up channels, secure services). This reduces risk at assessment gates and keeps programmes anchored on measurable service improvements and published performance data.
- **Salesforce industry cloud solution implementation:** Atos delivers secure, scalable Salesforce Industry Cloud solutions—including Public Sector Solutions, Health Cloud, Education Cloud, and Nonprofit Cloud—tailored to the unique needs of public sector organisations. Our implementations replace legacy tooling while preserving business continuity and improving system uptime to 99.9%. We bring modern DevOps practices to your Salesforce estate through a flexible toolchain for governed change and release management, incorporating source control, quality gates, and collaborative promotion. This approach ensures rapid delivery, reduced risk, and long-term sustainability for citizen-centric services.
- **Faster, digital-first services:** Prebuilt apps and workflows for licensing, permitting, benefits, grants, and case management help agencies launch services in weeks, not months—reducing delays and improving responsiveness.
- **Enhanced citizen and user experience:** We design and deliver accessible, omnichannel experiences using Experience Cloud for secure self-service portals and communities, integrated with core CRM workflows. Combined with Omnichannel routing in Service Cloud, interactions are directed to the right agent or bot based on skills and capacity—improving responsiveness across phone, web, chat and messaging.
- **Process automation for efficiency:** We apply a “no-code/low-code” approach to automate repetitive, rules-based tasks, case routing, and orchestrate multi-step processes without custom code—reducing manual intervention and improving process efficiencies. Automated approvals and behind-the-scenes orchestrations help teams focus on higher value activities while maintaining auditability and reducing operational costs by up to 30%.

- **Agentforce-powered automation:** Where appropriate, we implement and deploy **Agentforce autonomous agents** to augment teams with supervised AI that automates routine interactions across channels. Built on a trusted platform integrated with Citizen 360, this helps public services **extend hours, improve query deflection, and free staff for complex cases**—all while maintaining compliance and governance.
- **Data-driven decisions:** Embedded analytics and AI provide actionable insights for evidence-based decisions and targeted service improvements.
- **Secure, compliant platform:** Built on Salesforce Government Cloud, ensuring alignment with UK public sector security and accessibility standards.
- **Continuous innovation:** Access to Salesforce’s latest capabilities and Atos’s ecosystem of partners, advisors, and start-ups through our **SCALER Accelerator**—keeping services future-ready.

Trusted Salesforce expertise and secure, scalable delivery

As a Premier Salesforce Consulting Partner and trusted global leader, Atos combines proven Salesforce expertise with industry-leading security and innovation to deliver outcomes public sector organisations can rely on:

- **Centre of Excellence for Governance and Best Practice:** Dedicated Salesforce CoE ensuring platform and data governance, adherence to UK security standards, and alignment with industry best practices.
- **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 structured change management and enablement, ensuring smooth adoption, measurable outcomes, and long-term self-sufficiency.
- **Sector-Specific Experience:** Deep delivery experience across public sector, healthcare, education, public safety, defence, and non-profit domains.
- **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, ensuring compliance and resilience at every stage.

3. What technology does it use?

Salesforce Industry Clouds for Public Sector Solutions, Health, Education, and Nonprofit are built on the **Salesforce Customer 360 Platform**, a secure, scalable, and cloud-native architecture trusted by governments worldwide. This platform combines **industry-specific data models and business processes, low-code configurations, and AI-powered automation** to deliver rapid, compliant digital transformation.

Core technology stack

- **Salesforce platform:** A multi-tenant, cloud-based CRM foundation with integrated workflow automation, analytics, and mobile capabilities.
- **OmniStudio & Experience Cloud:** Low-code tools for building guided digital experiences, portals, and forms without heavy coding.
- **Agentforce (AI Agents):** Prebuilt, domain-specific AI agents automate routine tasks and citizen interactions across all industry clouds—securely governed by the Einstein Trust Layer.
- **Einstein AI & CRM analytics:** Embedded intelligence for predictive insights, trend analysis, and decision support.
- **MuleSoft integration:** API-led connectivity to legacy systems and shared platforms, ensuring interoperability and data consistency.
- **Government Cloud & Government Cloud Plus:** Dedicated environments designed for public sector workloads, meeting stringent security and compliance standards.

Industry-specific technology highlights

Salesforce Industry Clouds combine domain-specific data models, prebuilt applications, and advanced tools such as OmniStudio, Agentforce AI, and secure Government Cloud environments to deliver tailored capabilities for the public sector.

- **Public Sector Solutions:** Prebuilt apps for licensing, permitting, inspection management, benefits, grants, employee experience and emergency and crisis management; OmniStudio for dynamic forms; Agentforce for case triage and citizen updates
- **Health Cloud:** FHIR/HL7 interoperability, prebuilt apps for unified patient profiles, intelligent appointment and access management, digital engagement and self-service, AI-driven disease surveillance, and secure portals for care coordination and collaboration

- **Education Cloud:** Education Data Model, prebuilt apps for recruitment and admissions, student success and advising, course registration, alumni engagement, Agentforce for admissions and student success, and reusable low-code components
- **Nonprofit Cloud:** Fundraising and donor management, program management tools, volunteer scheduling, donor engagement portals, and AI-driven impact reporting.

Security & Compliance

Security is embedded at the core of Salesforce technology, ensuring compliance with UK public sector standards and assurance frameworks:

- **Certified for global and UK standards:** ISO 27001 (information security), ISO 27017 (cloud security), and ISO 27018 (data privacy) underpin a robust security posture
- **UK Government & MOD alignment:** Salesforce Government Cloud Plus provides a segregated environment for sensitive workloads, with controls mapped to UK public sector assurance frameworks and MOD-specific accreditation for OFFICIAL and SECRET classifications
- **Proven security maturity:** Benchmarks such as FedRAMP High and DoD SRG IL4/IL5 demonstrate global best practice, while UK deployments meet stringent MOD and Cabinet Office requirements
- **Compliance for Health and Education:** Full GDPR compliance and NHS standards for Health Cloud; WCAG accessibility compliance for Education and Public Sector portals
- **Data protection and encryption:** Encryption, role-based access controls, and proactive vulnerability management ensure confidentiality, integrity, and resilience
- **Cyber Essentials alignment:** Supports the UK Government's Cyber Essentials framework, reinforcing trust and readiness against evolving threats.

Benefits of the technology

- **Rapid deployment:** Low-code tools and prebuilt industry apps reduce time-to-value
- **Future-ready:** Continuous innovation through Salesforce releases and Atos ecosystem accelerators
- **Secure by Design:** Compliance with ISO standards, UK Government security principles, and MOD assurance requirements

- **Scalable & interoperable:** API-led architecture supports integration across departmental systems and shared platforms
- **AI & automation:** Agentforce and Einstein AI improve efficiency, responsiveness, and citizen experience.

Partnering with Atos—a Premier Salesforce Consulting Partner—accelerates the adoption of Salesforce Industry Clouds in the UK public sector. Together, we deliver secure, AI-powered solutions that drive efficiency, compliance, and trusted digital services at scale.



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 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
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
API	Application Programming Interface
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.
DoD SRG IL4 (Impact Level 4)	A U.S. Department of Defense security level under the Cloud Computing Security Requirements Guide (SRG) for handling Controlled Unclassified Information (CUI) that requires moderate protection in cloud environments.
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.
ESB	Enterprise Service Bus
ETL	Extract, Transform, Load
FedRAMP High	The highest level of authorisation under the U.S. Federal Risk and Authorisation Management Program, indicating robust security controls for handling highly sensitive government data. Used as a benchmark for cloud security maturity.

Term	Definition
FHIR/HL7	Fast Healthcare Interoperability Resources / Health Level 7 - Global standards for exchanging healthcare information electronically, enabling interoperability between Health Cloud and Electronic Health Record (EHR) systems.
Government Cloud / Government Cloud Plus	Dedicated, segregated Salesforce environments designed for public sector workloads, offering enhanced security, compliance, and monitoring for sensitive data.
GDPR	General Data Protection Regulation
GDS	Government Digital Service
HR	Human Resource
IL5	Impact Level 5 - A U.S. Department of Defence security designation for cloud environments authorised to store and process Controlled Unclassified Information (CUI) and mission-critical data. Demonstrates stringent security controls and isolation for sensitive workloads.
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
MCA	Management Consultancies Association
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.
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.
Tableau	A powerful data visualisation and analytics platform that enables organisations to create interactive dashboards and reports for real-time insights and decision-making.
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.



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