

G-Cloud 15

Digital Workplace



Atos

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1. What is Digital Workplace?

The Atos Digital Workplace is a collection of services that provide a modern workplace for the public sector and its employees. The services are wide-ranging and deliver an efficient and productive model to enable value for money and increased employee experience. Atos Digital Workplace has supported numerous public sector clients, including the Ministry of Justice, Ministry of Defence, Department of Health, and Department for Environment, Food and Rural Affairs, among others.

The differentiator for Atos is our scalability and experience in the UK Public Sector, our commitment to innovation and transformation, and our leadership in sustainability, accessibility, circular IT, and Agentic AI.

The services will provide you with a secure, flexible, monthly subscription-based End User Compute environment designed to meet the needs of UK Public Sector customers for agile, reliable services.

The services provided can include:

- User Experience Advisory Design & Adoption
- Digital Workplace Consulting
- End User Computing Analytics
- Experience Level Agreements (XLAs) and Enhanced Analytics
- Digital Adoption Platform
- Voice of the Employee
- Employee Journeys
- Digital Learning
- Wellbeing
- Accessibility Consulting
- Accessibility Testing
- Accessibility as a ServiceDesk service
- Agentic AI-based Chat & Voice bots
- Onsite support
- Hybrid Tech Bars
- Lockers and vending
- Smart offices
- Google Workspace

- M365 Collaboration
- M365 Data Governance
- M365 Agent Governance
- Managed Meeting Rooms
- Citizen Developer
- Voice Integration
- Immersive Experience
- Device Lifecycle Management
- Sustainability and Circular IT
- IT Asset Management
- Unified Endpoint and Application Management
- Identity and Access Management
- Endpoint Security
- Workplace security assessment
- Microsoft Defender XDR services
- Identity Access Management powered by Microsoft
- Workshop: Secure Identities and Access
- Cyber recovery for Identity
- Virtual Workplace
- Workplace Decarbonisation.



2. What does it deliver?

In recent years, IT has been confronted with many paradigm shifts that influence how we view workplace infrastructure in public sector enterprises. We have seen a focus on different outsourcing models, an acceptance of nearshoring in some sectors, an increasing interest in sovereign solutions in others, investment in analytics and a commitment to sustainability. Atos is unique as we have embraced this change early and can offer public sector entities the most holistic and comprehensive AI-powered Digital Workplace offering in the market.

We are at the cutting edge of new technologies such as modern management, artificial intelligence, generative AI, proactive analytics, sentiment analysis, and user experience level agreements (XLAs). The Digital Workplace is now focused on empowering employees to enable digital transformation.

Digital Workplace gives everyone an excellent opportunity to rethink end user IT in a way that delivers a great experience. Atos Digital Workplace focuses on these six dimensions to deliver it:

- **Empowered:** employees should be given the tools to do their job
- **Engaged:** employees should be able to provide insight and feedback easily
- **Enabled:** employees should not be disrupted by outages and issues
- **Efficient:** employees should not be performing mundane and repetitive tasks
- **Educated:** employees should be given the proper knowledge and information to do their job
- **Enhanced:** employees should have access to a better experience continuously

The value from Atos is our ability to understand the importance of these six dimensions throughout our services and to ensure we deliver the best experience to end users.

By moving to Atos Digital Workplace, the customer can take advantage of several opportunities that the cloud first approach provides, such as a move from Capex to Opex based pricing, pay per use subscription models and through the framework approach a lower barrier to integration with other services, including existing traditional managed workplace environments thus ensuring Bimodal IT does not result in two isolated groups of users.

Digital Workplace is constantly changing and adapting, and therefore so is Atos with our offerings and services. Therefore, Atos can support a bimodal approach, agilely delivering Digital Workplace services that mature and change as our public sector clients do.

Atos' strength is our ability to manage and integrate both the Traditional Managed and Digital Workplace environments to ensure continued productivity, communication, and collaboration between users of both environments.



3. What technology does it use?

Atos Digital Workplace addresses the need for an agile, responsive, secure, mobile and cloud first approach to End User Compute, helping to combat the Shadow IT challenge. The hub-based approach allows Atos to integrate a wide variety of services into a consistent End User Compute solution, working with existing customer investments, cloud-based SaaS solutions, and third-party suppliers and partners.

Digital Workplace is a “cloud first” way of working, with the end user, by default, consuming internet-facing services rather than connecting to their organisation's internal company network. End Users can self-enrol devices into their organisations' Digital Workplace.

Access to Line of Business applications is via web-based applications, desktop virtualisation, native apps or remotely hosted legacy Windows applications.

In addition to ISO accreditations such as ISO 27001, security services for the Digital Workplace are paramount to our strategy. We recognise the importance of this for the public sector.

Atos can deliver services at all classification levels with staff cleared to the highest level.

Some of the typical technologies used include the full Microsoft stack, ServiceNow, Nexthink for analytics, and Expressive for Agentic AI Service Desk chatbots.

The diagrams below show our services and products:

Shape your future workplace

With our end-to-end AI-powered services



Digital Workplace advisory

Get strategic advice and guidance to help navigate your organization through a comprehensive transformation of its workplace.



Intelligent Care Center

Ensure your employees enjoy secure, seamless device support through advanced automation, cognitive analytics, virtual agents, remote diagnostics, innovative device provisioning, and robust asset tracking.



Engaged Employee Experience

Enhance your workplace efficiency, user experience and employee performance, using real-time data aggregation, AI-driven insights, proactive issue detection and resolution.



Intelligent Collaboration

Unleash the power of your teams with enterprise collaboration platforms and integrated AI-powered built for today's hybrid workplace.



Accessibility

Create an accessible and inclusive workplace for everyone by leveraging world-leading expertise and solutions in accessibility advisory, testing, and 'Accessibility as a Service'.



Digital Workplace Platforms

Redefine your workplace with modern management and flexible ways of working, supported by our expertise across the entire workplace IT service chain—from consulting, design, build to operation and maintenance.

Our priority
Delivering value to our clients

Real-time Boost productivity with real-time analytics & proactive issue resolution. Enhance end-user experience through AI-driven insights and self-healing tools. Leader in Climate & Energy Solutions	Proactive Driving toward the highest levels of proactive, pre-emptive and automated employee experience seen in the sector to date. Multinational professional Services Network	AI-Powered Diving greater levels of end user self-service with Agentic AI & enhancing service desk support via Gen-AI driven Conversational AI engine. US Financial Corporation	Transformative Delivering transformational service desks and end-user services into a single, coherent and agile service. Ministerial Department UK government
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Rely on our trusted partner ecosystem

					
					
					
					



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 the Government Procurement.



7. Glossary

Term	Definition
DWP	Digital Workplace
SaaS	Software as a Service
SOW	Statement of Work



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 to deliver 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