

G-Cloud 15

Enterprise Content Management



Atos

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1. What is Enterprise Content Management?

Enterprise Content Management addresses the unique challenges and requirements of public sector organisations to manage, secure, and optimise critical information assets. With a focus on efficiency, compliance, and collaboration, Enterprise Content Management empowers organisations to streamline document workflows from document capture and classification to collaboration and advanced search and retrieval capabilities. Our approach improves data governance and enhances decision-making processes; providing a holistic approach to content management tailored to the specific needs of UK Government organisations.

We understand the increased demand for modern enterprise content management (ECM) solutions driven by the pressing need for streamlined information handling, security, and compliance, within increasingly complex UK Government regulatory frameworks. Customers are actively seeking comprehensive and agile ECM solutions that not only optimise their document workflows but also ensure adherence to stringent information governance standards and can seamlessly integrate with existing infrastructures while offering scalability to accommodate their evolving needs.

Atos Enterprise Content Management Services offering supports UK Government organisations in their digital transformation journey by providing innovative solutions to capture and process content using workflows and deliver personalised content by providing omni channel experience using different ECM platforms. Its key features also include centralised content repository for better collaboration, advanced search, rich user experience, storage, records management, and modern archival platform with artificial intelligence capabilities. This offering also enables smooth transition from on-premise to Cloud and implementing digital transformation by modernising legacy systems.

With a rich history of serving customers across different industries and verticals including public sector customers, we have established ourselves as trusted partners in their digital transformation journey. Over the years, we have delivered tailor-made ECM solutions, ranging from document digitisation initiatives to large-scale information management projects covering centralised document management and e-archiving solution implementations, integrating the ECM solutions with enterprise applications (CRM, ERP, Collaboration systems), large scale migrations from legacy systems for huge volumes (hundreds of millions of documents) and automating extensive content centric workflows.



2. What does it deliver?

Our service offering is comprised of:

- Service Design and Development: to build content management applications and solutions and integrations using digital and open-source technologies and platforms for the cloud environment
- Production Support: for ensuring error free delivery of content management applications before releasing for usage by business users and end customers
- Application Maintenance: for the on-going maintenance and enhancement of the content management solution
- Application Monitoring: for on-going application support and helping customers maintain applications for continued availability and improved up-time.



3. What technology does it use?

Product Name	Platform	Purpose
Extended Content Services and Enterprise Information Archival		
OpenText Content Suite	Digital Content services	For Storage, management, full text search or indexing and Records management
OpenText Documentum	Digital Content services	For Storage, management, full text search or indexing and Records management
Intelligent Capture (Captiva)	Digital Content services	For Digitisation or capture
OpenText Archive Centre & Info Archive	Enterprise Information Archival	For Long Term Storage and Archival
Hyland Alfresco Content Service	Digital Content services	For Storage, management, full text search or indexing and Records management
Customer Communication Management		
OpenText Exstream	Customer Communication Management software supports various technology stacks including Mainframe, Java, J2EE and .Net on cloud computing platforms	Allows business users to optimise customer engagement through the design and delivery of ultra-personalised, consistent, compliant, communications-delivered anytime, anywhere with on-premise and Cloud deployment options

Product Name	Platform	Purpose
Digital Experience Management		
Sitecore	Website and digital endpoint delivery platform	Web experience platform uses .NET and front-end technologies
Liferay	Website and digital endpoint delivery platform	Web experience platform uses Java and front-end technologies

Benefits

- Centralise, streamline, automate content management which break down the silos
- Transform paper into actionable electronic information using capture solutions
- Better collaboration, secured document access and archival management
- Compliance with regulatory requirements
- Interactive portal, multi-channel, multi-device compatibility
- User friendly reporting and advanced search options
- Compose and Manage customer communications across a wide range of media (email, web pages, printed documents).

Approach

Our approach caters for UK government ECM requirements including:

- Greenfield implementation (assessment, design, build, test and deploy)
- Run Support
- Upgrades and cloudification.

We can deploy ECM offerings on Cloud, or hybrid based on customer need. Excluding run phase, rest of the areas, following methodology can be implemented and consist of 3 phases.

A.1 Phase 1 - Blueprint & Program Planning (Discovery)

- Team Formation
- Assess Business/User Needs

- Planning
- Business Requirement Analysis
- Identify the use cases

A.2 Phase 2: Define, Refine and Piloting (Alpha)

In this phase, based on outcome of business requirements, majority of activities on discovery or proving feasibility and piloting activities are done.

A.3 Phase 3: Interactive Build and Deployment (Beta)

The configuration team delivers several successive prototypes that are reviewed by the customer and adjusted.

For functionality that cannot be implemented by configuration, these are implemented following Agile development.

How what we offer addresses what the market is looking for

All the points below are covered using COTS application as SaaS, PaaS or IaaS depending on Government need (it can be on their cloud)

- Market is looking for solutions like Enterprise Archival (single archival platform)
- xECM - Extended content services where end customer or business users do not want to move out of the core CRM / SAP ERP applications to access content, additionally they are looking for 360-degree view on content - so right content is available to right persona with appropriate / right authorisation.
- Personalised communication, campaign, marketing and transactions communications to end customer using communication composition platform.



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
COTS	Commercial Off-The-Shelf
ECM	Enterprise content management
IaaS	Infrastructure as a Service
SaaS	Software as a Service
SLA	Service Level Agreement



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