

G-Cloud 15

Platforms Advisory - Agentic AI Use Case Discovery



Atos

Table of contents

- 1. What is Agentic AI Use Case Discovery? 3
- 2. What does it deliver? 5
- 3. What technology does it use? 8
- 4. What terms apply? 9
- 5. Termination.....10
- 6. How do I order? 11
- 7. Glossary.....12
- 8. Why Atos.....13

1. What is Agentic AI Use Case Discovery?

Atos’ Platforms Advisory capability is designed to support organisations in navigating the complex landscape of cloud platforms. The Agentic AI Use Case Discovery offering helps organisations assess their maturity in embedding Agentic AI into their existing and evolving business processes and ways of working. We do this by using our “Define, Discover, Design” Framework to perform a readiness assessment of your organisation’s data, people and platforms. This is to ensure that the introduction of Agentic AI both impacts and supports the organisation's goals and drives real return on investment.

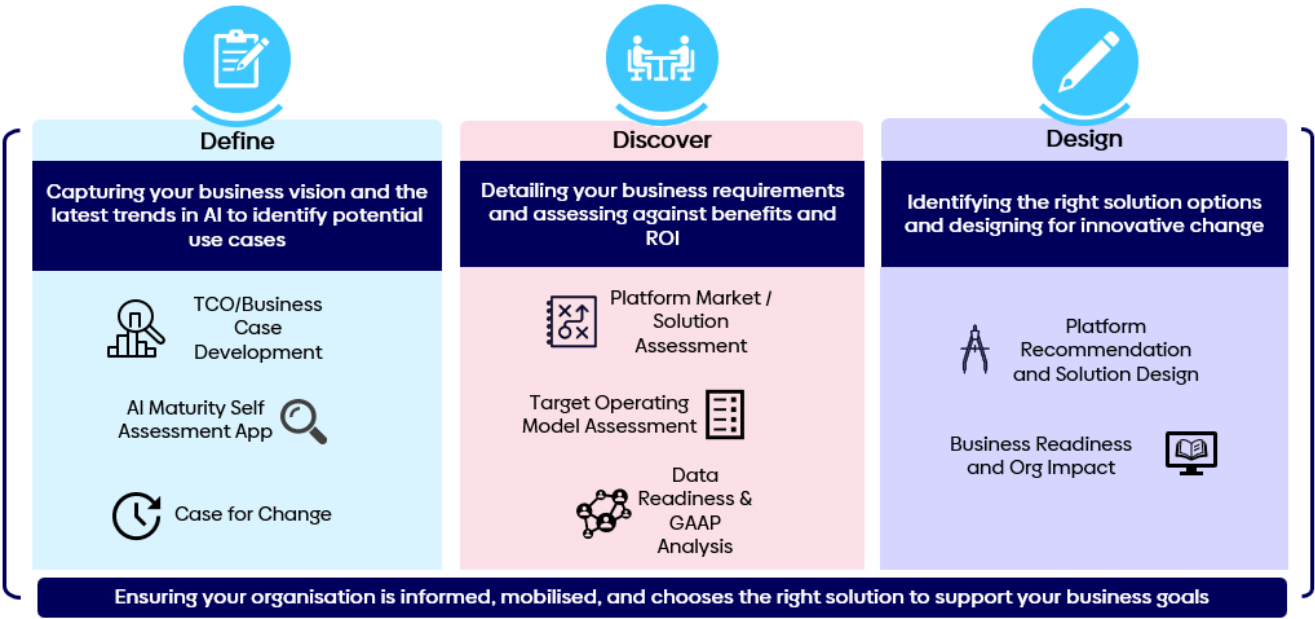


Figure 1: Atos’s Unified Agentic AI Framework

Agentic AI refers to autonomous systems that can perform actions and make decisions to achieve a specific goal or target with limited or near-zero direct human intervention. Agentic AI can often be split into three different categories:

- Customer Facing Agents
 - Sales, Service, E-commerce, and Marketing agents that use learning model-based reasoning engines to respond to customer queries.
- Human Assistive Agents
 - Provide the ability to rapidly search and understand organisational data, to pre-empt and draft responses or next steps to assist a human agent in completing their day-to-day tasks.

- Back Office Agents
 - These agents optimise internal backend processes via automated workflows to close business processes, structuring data and providing real-time insights.

In this ever-evolving landscape, Agentic AI is at the forefront of redefining how businesses operate; however, many organisations are taking this leap without a proper understanding or are hesitant to enter the Agentic world.

This offering aims to answer the question: **“Is your organisation ready to adopt Agentic?”**

Deploying our team to perform/conduct a thorough landscape analysis on your platforms, data, people and processes in order to address common concerns around Customer Experience, Cost vs Productivity, and staying competitive in crowded industries.

Some key activities can be broken down into the three phases shown in Figure 1.

Define:

- Defining the problem statement we are looking to solve
- Capturing your business vision
- Understand processes, platforms, data and people within your organisation
- Provide an analysis of the latest trends in the world of Agentic
- Identify “High Target, High Return” use cases, shape and detail the total cost of ownership

Discover:

- Scoping business requirements
- Evaluating the target operating model
- Analysing the data landscape
- Assessing organisational benefits and return on investment

Design:

- Solution design and platform recommendation
- Training of internal and external users
- POC & Product Development

2. What does it deliver?

Outputs and Deliverables

Whilst the output is determined on a case-by-case basis and the format in which they are delivered is agreed prior to completion, this consulting offering will aim to provide the following deliverables based on the three phases of the approach:

Define

- Platform Maturity Assessment
 - Understand the strategic rationale for pursuing an agentic solution path and clearly define the target use case for implementation
- Case for Change
 - Diagnose the core problem by assessing organisational and people capabilities to enact and sustain change and outline the associated business impacts
- AI Maturity Self-Assessment App
 - Analyse the data landscape and identify opportunities to harmonise siloed data for greater value.

Discover

Requirement Gathering Framework by way of the following activities:

1. Requirement Documentation

- **Functional Requirements:** Detailed description of what the system or solution must do (features, workflows, user interactions)
- **Non-Functional Requirements:** Performance, scalability, security, compliance, usability, and availability criteria of such a solution implementation
- **Business Requirements:** High-level objectives and outcomes that the project implementation aims to achieve.

2. Current State Analysis

- **Process Maps / System Diagrams:** Visual representation of existing workflows and architecture
- **Pain Points & Gaps:** Identified inefficiencies, risks, and areas for improvement

3. Risk & Impact Assessment

- Identifies potential risks (technical, operational, compliance)
- Outlines mitigation strategies
- Cost/Benefit Calculator
 - Measure and rank the TTOI against the overall benefit to the business
- Target Operating Model Assessment
 - Investigate ways of working and training needs to enable effective adoption
- Data Readiness & Gap Analysis
 - Examine the data landscape in detail, evaluate compliance gaps and identify potential areas of bottlenecks needing to be addressed.

Design

- Platform Selection and Architecture
 - Select the optimal platform (if not already chosen by the client prior to engagement with us), procure and define the platform solution architecture and implementation plan
- Training and Engagement
 - Create a training plan aligned to solution capabilities, establish a change network, and develop a communications and engagement strategy
- Solution Architecture and Data Strategy
 - Produce a high-level design, define data models, consider storage requirements, assess network and security landscapes and build in line with the use case.

Our objective is to help promote the adoption of Agentic AI. Depending on the solution undertaken by this offering, you can expect the following benefits to your organisation:

- Helping your organisation to better understand the AI Landscape before making informed decisions
- An increase in operational efficiency, productivity and time optimisation by way of smarter resource allocation
- Improved customer experience and satisfaction by way of more personalised experiences
- Reduction in manual task effort, allowing for more time to be spent handling complex tasks

- Substantial efficiency savings
- Control over scalability due to 24/7 availability of Agentic Agents, providing your organisation with the necessary competitive edge
- Real-time trend analysis to lead against competitors
- Opportunity to break into additional omnichannel streams of revenue.

An example of such an implementation saw us work with a large commercial vehicle manufacturer to make that step into Agentic, having had a siloed data and platform landscape, costing them time and customer satisfaction in case management:

- Our Agentic AI advisory offering allowed them to understand their end-to-end workflow and where Agentic AI could improve efficiency
- Our options selection and total-cost-of-ownership accelerators enabled the manufacturer to have a clear view of licence and consumption costs when selecting their chosen platform
- Our proof of concept approach allowed the organisation to realise value quickly, resulting in some of the following benefits:
 - 95% efficiency gain in time savings for case handling, freeing up human agent time to focus on high-value work
 - Complex manual cases taking up to 2 hours to complete were seamlessly integrated and automated.



3. What technology does it use?

As a Platforms Advisory service, we are people-led; however, our Agentic AI experience spans across the most in-demand platforms such as (but not limited to):

- Salesforce – Agentforce and Einstein AI
- SAP – Joule Copilot
- ServiceNow – AI Agents and NowAssist
- Microsoft Dynamics – Copilot.

We have a toolset of accelerators, methodologies, and industry specialisms to assess Agentic AI offerings against your organisational needs. We identify whether there is a strong case for investment, if it will yield benefits, and, based on our recommendations, will support you on your roadmap to procure and implement an Agentic AI solution aligned to your business goals.



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
AI	Artificial Intelligence
Agentic AI	Autonomous systems that possess the capacity to perform actions and make decisions to achieve a specific goal or target with limited or next to no direct human intervention
POC	Proof of Concept
TTOI	Total Time Of Investment



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