

G-Cloud 15

Transform operations/functions



Atos

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1. What are Transform operations/functions?

Transform operations/ functions is the strategic and systematic overhaul of an organisation's existing business processes to achieve improved efficiency, agility, and value delivery. It involves rethinking how work is done, optimising workflows, and leveraging technology to drive positive change. Key aspects of process transformation include:

- Design and deliver Target Operating Models that ensure strategy, governance, and technology are aligned.
- Reengineer and standardise business processes using Lean Six Sigma and industry frameworks.
- Implement digital accelerators such as process mining, automation, and BPMN to drive efficiency.
- Strengthen technology and infrastructure backbones, enabling secure, cloud-first, and resilient operations.
- Embed governance, risk, and compliance frameworks into processes and platforms by design.
- Align finance and investment through transparent performance management and optimised capital allocation.
- Optimise locations and delivery models, creating globally consistent, digitally enabled hubs.

Transform operations/functions empower organisations to adapt swiftly to market dynamics, improve customer experiences, and stay competitive in an ever-evolving business landscape.

Business Benefits

Our proven methodology can help deliver significant business benefits to our government clients, including:

- Streamlined, scalable operations with standardised processes and platforms delivering consistent performance across functions and geographies.
- Improved productivity and cost efficiency, with reduced waste, accelerated throughput, and measurable value creation.
- Future-ready operating models where governance, technology, and capabilities are strategically aligned to business goals.
- Globally consistent delivery, with optimised locations and hubs enabling efficient, customer-aligned operations.

- Improved service delivery through enhanced quality, speed, and accessibility of services provided to citizens, resulting in increased satisfaction and trust in government.
- Enhanced transparency and accountability by modernising and standardising processes, to improve transparency in operations, making it easier to monitor, audit, and report on activities
- Data-Driven decision making from the integration of digital tools that can collect and analyse data more effectively.



2. What does it deliver?

We deliver an effective approach to process transformation projects, which are typically structured into several phases:

Define & Discover Phase: We start by conducting a thorough assessment of the existing processes to understand the current workflow, identify bottlenecks, and pinpoint inefficiencies. This phase includes collecting data, interviewing stakeholders, and mapping out all key processes.

Design Phase: Based on the insights gained from the assessment, design new or improved processes. This involves redefining process steps, eliminating unnecessary tasks, and incorporating best practices. The goal is to create streamlined, cost-effective processes that meet strategic objectives.

Develop Phase: Roll out the redesigned processes. This involves detailed planning to manage the change, training employees on new procedures, and deploying necessary technologies. Effective communication and stakeholder engagement are crucial during this phase to ensure smooth adoption and minimal resistance.

Deliver Phase: After implementation, continuously monitor the new processes to ensure they are working as intended. Use key performance indicators (KPIs) and user feedback to measure success and identify areas for further improvement.

Drive Phase: Process transformation is not a one-time task but a continuous effort. Regularly review and refine the processes to adapt to new challenges, technologies, and business goals.

As part of a Transform operations/functions engagement, we would deliver value through the creation of the following deliverables:

- **Project Charter:** The project charter outlines the overall strategy, implementation plan, and key decisions for the transformation. It serves as a playbook for the entire project
- **Target Operating Model:** The Target Operating Model (TOM) ensures that strategy, governance and technology are aligned in the delivery of the overall value chain
- **Current and Future State Business Processes:** Documenting the desired end-to-end processes helps define pain points, opportunities for improvement, and any software configuration requirements
- **Technology Accelerators:** Using tools like RPA, BPMN, Process Mining and AI to accelerate transformation and benefit realisation
- **Metrics and KPIs:** Establishing performance metrics and key performance indicators (KPIs) allows tracking and measuring the success of the transformation.



3. What technology does it use?

The Office 365 suite of tools is primarily used for the following use cases in relation to operating as standard:

- PowerPoint for executive reporting
- Microsoft Word for formal reports authoring
- Excel for data and financial modelling
- Power BI for data visualisation
- PowerAutomate to support automation of repetitive tasks
- MS Forms for data gathering and surveying.

In addition, this offering can leverage common RPA, Process Mining, and AI tooling, but is platform- and technology-agnostic.



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
BI	Business Intelligence
BPMN	Business Process Model and Notation
KPI	Key performance indicators
RPA	Robotic Process Automation
SaaS	Software as a Service
TOM	Target Operating Model



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