

G-Cloud 15

Workplace Solutions: Digital Adoption and Exploitation



Atos

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1. What is Digital Adoption and Exploitation?

Evolution in workplace facilities and technology is now continuous. Government organisations, in their push to become more digital, now continuously deploy new capabilities with digital tools. Enabling the workforce to adopt and exploit these new tools and services, and to drive new and improved ways of working, is essential to achieving the desired outcomes and a better return on investment in technology.

Critical to successful adoption is aligning the employee requirements for technological productivity enablement, as well as changing mindset, behaviours and culture.

Atos' Digital Adoption and Exploitation offering guides organisations in overcoming resistance to change and driving the adoption and exploitation of business technology and associated new ways of working.

2. What does it deliver?

Atos' Workplace and Business Change Consultants understand how to successfully deliver business technology change in the public sector. As an enhancement to traditional change management approaches, Atos' Digital Adoption and Exploitation offering blends technology expertise and modern adoption methodologies with an employee experience focus to deliver business value. With PROSCI-certified Change Consultants, Atos utilises the ADKAR® approach to accelerate digital adoption.

- **Overcome Resistance to Change**

Atos understands that every organisation has users who may be resistant to adopting new tools or changing their work processes. Our assessment and recommendations, along with an aligned roadmap, aim to overcome this resistance and promote user buy-in to achieve greater success in digital adoption.

- **Surging Adoption Levels**

Atos seeks to bring light to varying levels of adoption and utilisation of technology and services. Some users may fully embrace it, while others may have limited or no use for it. Atos' tailored approach accurately assesses overall maturity and existing adoption pathways to address adoption and usage gaps.

Atos' approach is tailored for each organisation, building upon the following construct:

- Refine and prioritise by creating a high-level roadmap with actionable transition states to deliver organisational change and adoption
- Define and Prepare (Change/Adoption Planning)
 - Capture insight into the different workstyles of the workforce, e.g., Field Worker versus Hybrid Worker, to inform communications and change approach
 - Define scope and impacts of change, as well as plan and prepare tasks, activities and collateral to deliver change
 - Identify KPIs to monitor and drive Digital Adoption
- Deliver change using tailored adoption strategies which incorporate, for example, internal comms channels, change ambassador networks, feedback forums, knowledge shares, learning and development pathways
- Embed and reinforce change. Continuous engagement to embed and reinforce change to improve ways of working and measure success
- Measure adoption levels and engagement using metrics and agreed KPIs
- Refine and hone the adoption pathways via employee feedback.

Within this context, Atos uses its expertise to deliver the following services:

- Proactive and structured approach to managing technology rollout and adoption
- Change Impact Assessment(s) to understand the impact on the workforce
- Stakeholder Management and Engagement
- Communication strategy, plan and implementation
- Change Ambassadors Network established to drive change at all levels
- Development of User Journeys to inform optimum/viable employee experience
- Business readiness activities to support live environments
- Learning strategy, training and collateral to support employee upskilling
- Change and Adoption monitoring and reporting.

Atos' Digital Adoption and Exploitation service delivers the following tangible benefits:

- Aligns technology with business value
- Mitigates delivery risk by ensuring the organisation is ready for change
- Tailored /blended approach to meet the needs of different user groups
- Reusable communication, training and collateral
- Increased business buy-in, adoption and support for the change
- Senior Leadership champion change and support teams
- Improved Employee Efficiency, Productivity and Digital Literacy
- Workforce is supported and engaged throughout delivery and transformation
- Enables effective sustained adoption/exploitation of technology and ways of working
- Monitors adoption rates to ensure business benefits are achieved.



3. What technology does it use?

This offer is tooling/technology agnostic. Atos seeks to understand and define the appropriate mechanisms for adoption that best fit each organisation and its workforce.

The technology utilised, and any recommendations to enable the organisation to consider the use of digital tools, will align with their digital transformation strategy and objectives.

Some examples of technologies where Atos can support adoption and exploitation include:

- Productivity platforms
 - Microsoft Office 365 (M365), including OneDrive, SharePoint, Viva Engage, MS Teams, and Outlook
 - Google G-Suite, including Gmail, GDrive
- Communication and collaboration tools, e.g., MS Teams and Zoom, knowledge bases, chatbots, and intranet
- Smart Platforms
 - ServiceNow
 - Salesforce
 - SAP.



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
ADKAR	ADKAR is a change management model; it describes the five building blocks an individual needs to successfully adopt a change. A – Awareness D – Desire K – Knowledge A – Ability R – Reinforcement
KPI	Key Performance Indicator
SaaS	Software as a Service



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