Crown Commercial Service
Supplier

G-Cloud 15

Platforms Advisory: Process Review & Redesign

Atos

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1. What is Process Review & Redesign?

Our Process Review and Redesign offering addresses the challenges many organisations face, including inefficiencies and bottlenecks arising from inefficient processes and siloed, legacy platforms that are unfit for integration across multiple business layers.

We help organisations transform platform processes from fragmented silos to efficient, future-ready workflows optimised for integration and collaboration.

We understand that business operations continually grow and change, so we seek to redesign processes that are scalable, editable, simple, and people-first. We ensure that workflows make best use of platform capabilities and align with agile benchmarks of efficiency.

Our offering consists of key stages: -

Analyse & Benchmark

Assess current processes against strategic goals, industry best practices, and platform-native workflows.

Co-Design Future State

Work with stakeholders to create processes focused on automation, efficiency, user experience, and strategic alignment.

Redesign for Maximum Value

Align processes with out-of-the-box platform capabilities, minimising customisation and complexity.

Validate & Enable Change

Quantify benefits, validate designs, and support adoption through training and change planning.

Our delivery approach consists of: -

Interactive Workshops & Interviews

Engage teams to uncover insights and co-create solutions.

Rigorous Process Mapping

Use lean process mapping and swimlanes to visualise workflows across platforms and business layers.

Public Sector Expertise

Navigate complex approval layers while streamlining processes without compromising compliance or protocols.

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2. What does it deliver?

Our Process Mapping & Redesign offering delivers clarity, efficiency, and scalability, helping organisations transform operations and unlock long-term value.

The key benefits include:

End-to-End Visibility

Obtain a clear understanding of workflows across platforms through lean process mapping. Using Atos' comprehensive process mapping approach, which includes lean process mapping and detailed swimlanes, organisations gain a comprehensive, end-to-end perspective of how activities flow across business layers and technology platforms. This visibility enables teams to spot redundancies, delays, and disconnects that impede performance.

Operational Efficiency & Agility

Streamline processes to reduce complexity, accelerate approvals, and embed agile best practices for continuous improvement. Through Analyse & Benchmark activities, Atos evaluates current workflows against strategic goals, industry best practices, and platform native standards. This enables redesign of processes to reduce complexity, optimise handoffs, and embed agile principles for continuous improvement. The result is faster decision-making, simplified operational steps, and workflows that can evolve with organisational demands

Platform-Optimised Design

Align processes with Salesforce, Microsoft, ServiceNow, and other leading platforms, using out-of-the-box features to minimise customisation. Atos highlights Redesign for Maximum Value, which closely aligns processes with the built-in capabilities of platforms such as Salesforce, ServiceNow, and Microsoft. This approach reduces unnecessary customisation, supports modular expansion, and ensures that redesigned processes make the most of automation, native features, and integration standards already available in the target platform.

Future-Ready Operating Model

Create target operating models and scalable processes that withstand the test of time, supporting growth and adaptability. Through Co-Design Future State sessions with stakeholders, Atos helps define operating models that reflect future organisational expansion, new service lines, scalability needs, and changing regulatory requirements. Redesigned processes are intentionally crafted to be simple, flexible, and adaptable — ensuring they stay relevant as the organisation develops.

Robust Data & Integration Standards

Ensure best practices for data flow and integrations, enabling seamless connectivity across systems and processes within multiple layers of an organisation. Atos guarantees that process redesign includes clear standards for data flow, integration points, and cross-system dependencies. This holistic approach supports coherent data movement across CRM, ERP, ITSM, or case management platforms and prevents fragmentation across different organisational layers.

Stakeholder Engagement & Adoption

Drive alignment through workshops, interviews, and collaborative design sessions to secure buy-in and facilitate smooth adoption of change. The delivery model is very collaborative. Atos conducts interactive workshops, interviews, and co-design sessions to gather insights, validate assumptions, and ensure alignment among users, operations teams, and leadership. This inclusive approach reduces resistance to adoption and supports change enablement by validating designs and quantifying benefits early.

Outcome: A streamlined, platform-aligned process ecosystem that boosts efficiency, accelerates transformation, and delivers measurable business impact.

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3. What technology does it use?

As a Platforms Advisory service, we are people-led; however, our expertise in process review and redesign spans across the most in-demand customer platforms, such as (but not limited to):

- Salesforce
- SAP
- ServiceNow
- PEGA
- MS Dynamics
- Oracle.

We have a toolset of accelerators, methodologies, and industry specialisms to enhance the out-of-the-box processes and workflows of the above platforms and to understand how to optimise them for individual client needs, including scenarios with highly complex, interdependent processes and systems.

Our approach is to apply the best practices of the tools, combined with our knowledge of business operations, to optimise workflows. We prioritise high adoption, better data flows and improved overall processes.

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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.

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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.

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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.

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7. 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

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