

G-Cloud 15

Atos Enterprise ServiceNow Advisory, Implementation, and Management Support services



Atos

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1. What is Atos Enterprise ServiceNow Advisory, Implementation, and Management Support services

Atos is an Elite services partner with 18+ years' experience in ServiceNow, collaborating and delivering ServiceNow advisory, process, implementation, integration, organisational change, and support services. We engage with you, ensuring that focus is on the complete business transformation, helping you achieve your business outcomes through Enterprise Service Management services for CSM, IT, OT, HR, Legal, Finance, SecOps, Compliance, Audit & Risk departments with employee, Contractor, alumni, customer, and creator workflows, providing a complete end-to-end service.

We adopt an enterprise-wide Service Management approach across the breadth of the ServiceNow platform, for:

- Advisory Roadmap and vision statements to maximise return on investment aligned to your business goals
- Service Management Strategy
- Organisational Change Management
- Process Consultancy, which may include process maturity assessments
- Technical implementation services using onshore, nearshore, and offshore resources that are in line with your data sovereignty needs.
- Tailored delivery of user training covering Process, End user, and Fulfiller training or a Train-The-Trainer delivery model to allow your organisation to manage business change
- Managed Support Services of your ServiceNow environment(s).





2. What does it deliver?

Many companies and departments already see the value of adopting enterprise-wide service management principles, such as ITSM, ITOM, incl. asset and device management, and more, often underpinning global process frameworks such as ITIL. With our expertise, more organisations are adopting these principles to drive major gains across the entire enterprise.

With Atos' approach to Enterprise Service Management using ServiceNow, you can take your service management practices and apply them across the breadth of your organisation. This is not just a "one tool fits all" approach. Our specialists take the time to understand your processes and priorities, and whatever your current focus is. Whether that be IT, Customer Service, HR, IT Security Operations, or a broad end-to-end enterprise project, we can help you improve operational performance by:

- Reducing redundant business resources, associated costs, and complexity
- Extending the value of your investments in IT, consolidating platforms and processes
- Increasing IT alignment with the business and its perception as a business enabler
- Stanching the flow of money out of your organisation for legacy systems support
- Cutting user support challenges caused by multiple disparate or incompatible resources and systems
- Automate fulfilment processes to minimise human intervention using Robotic, AI, and Predictive intelligence
- Help you make Informed and data-driven decisions using just-in-time and trending data analysis.

Our expertise includes:

- Consulting services to help define Enterprise Service Management strategy
- Enterprise Service Management solutions that meet business challenges
- Training and enablement services to drive the change required for a return on investment
- User adoption to ensure everyone fully supports the chosen solution
- Support for a range of technical services.

Our implementations span all areas of the ServiceNow platform, including IT Service Management, IT Operations Management, Customer Service Management, Integrated Risk Management, and HR Service Delivery. We have 1000+ certifications, and more importantly, extensive consulting, implementation, and support experience across the breadth of the platform, which allows us to promote ServiceNow best practices for the enterprise, providing benefits to our customers:

- **Advisory:** Atos' approach focuses on the delivery of business outcomes and considers the demand, supply, and implementation of digital transformation that enables operational excellence. Ensuring that you get most of your investment in the ServiceNow platform
- **Implementation:** We are strong advocates of the “One Team” delivery model and our long-term partnerships with customers, where we provide demonstrable evidence of our ability to collaborate, ensuring knowledge transfer and enabling Continual Service Improvement
- **Management:** We offer a full suite of support services to complement your Service Management capability, which can be tailored to fit any size or type of business and that scale up or down depending on demand throughout the year to make sure you only pay for what you really need.

We are a transformational partner supporting your Organisational-, People-, and Ecological-values





3. What technology does it use?

Our ServiceNow-specific offering is to design, implement, and support your ServiceNow platform; preferably using ServiceNow's standard SaaS subscription model, where ServiceNow itself hosts your Production and Non-production instances of ServiceNow in their own data centres across global geographical locations according to your data sovereignty requirements - also known as the Standard ServiceNow Commercial Cloud. ServiceNow also offers a commercial version for non-profit organisations within the UK. Atos can also extend our Advisory, Implementation, and Management services to cover self-hosted/on-premises installations of ServiceNow in your own datacentres, third-party operated, or Atos-operated datacentres. You chose the model that best suits empowering your people and teams with optimised processes, connecting silos for seamless experiences, and creating new value by enabling innovation.

This is the ServiceNow platform.

Born in the cloud, the ServiceNow AI Platform is the intelligent foundation for all ServiceNow products. It lets you automate and connect the work that moves your business forward, making it run faster, smoother, and more efficiently.

One platform, one architecture, one Common Service Data Model, intelligence to automate tasks, and enable you to make data-driven decisions. That is the power of the platform.

User and API access to the platform is highly secured using a role-based technology framework that can enable you to use products in a single tenancy or multi-tenancy modes for both Data and Process separation between various teams working on shared products.

The ServiceNow Platform delivers workflow automation at an enterprise scale, allowing you to optimise business processes for productivity, agility, and resiliency. With out-of-the-box digital workflows that automate everyday service requests, delivery teams can increase service delivery speed and free up teams for higher-value work that drives enterprise-wide innovation. With native development and integration tools, you can easily extend ServiceNow's digital workflows or create new digital workflows on the same platform. This flexibility lets you create the right experiences you need to work better, resolve issues, and support your users and customers.

In addition to building your own ServiceNow applications, the ServiceNow platform comes with a set of pre-built products across multiple disciplines and industries – as per the Q3 2025 Zurich release:

Industry Solutions: Banking, Government, Healthcare & Life Sciences, Insurance, Manufacturing, Telecommunications, Media, and Technology																
IT					Risk & Security			Human Resources			Finance & Supply Chain			CRM		
ITSM	ITOM	Asset Management	SPM	Operational Technology Mgmt	Risk		HR Service Delivery	Workplace Service Delivery	Legal Service Delivery	Sourcing & Procurement Ops	Supplier Lifecycle Ops	Accounts Payable Ops	Customer Service Mgmt	Field Service Mgmt	Sales & Order Mgmt	
Change Mgmt	ITCM Health	Software Asset Mgmt	Enterprise App Mgmt	OT Visibility	Risk Mgmt	AI Control Tower	Case & Knowledge Mgt	Case Mgmt	Journal Center	Source & Purch Automation	Conflicts Integration	Invoice Processing	Case Mgmt	Work Order Management	Product Catalog Mgmt	
Incident Mgmt	ITCM Visibility	Soft License Mgmt	Resource Mgmt	OT Vulnerability Response	Policy & Compliance Mgmt	Operational Resilience	Employee Relations	Reservation Mgmt	Matter Mgmt	Procurement Case Mgmt	New Integration	Invoice Case Mgmt	Engagement Messenger	Contractor Management	Pricing Mgmt	
Problem Mgmt	ITCM Observability	Cloud Cost Mgmt	Demand Mgmt	OT Service Management	Audit Mgmt	Business Cont Mgmt	Employee Center	Visitor Mgmt	Request Mgmt	Shopping Hub			Guided Decisions	Dynamic Sched & Dispatch	Lead Management	
Request Mgmt	Health Log Analytics	Hardware Asset Mgmt	Digital Portfolio Mgmt	OT Asset Management	Regulatory Change Mgmt	ESG Mgmt	Manager Hub	Indoor Mapping	Practice Applications	Now Assist for SPC*			Service Model Foundation	Preventive Maintenance	Opportunity Mgmt	
Asset Mgmt Case	Service Graph Convergence	Device-as-a-Service	Scenario Planning		Compliance Case Management	Privacy Mgmt	Employee Journey Mgmt	Space Mgmt					Service Mgmt for Issue Res	Case Operations	Quote Management	
Now Assist for ITSM	Now Assist for ITOM	Enterprise Asset Mgmt	Strategic Planning		Continuous Authn & Monitoring	Third-party Risk Management	Onboarding & Transitions	Now Mgmt	Health & Safety				Proactive Cust Serv Ops	Contractor Management	Order Management	
Digital Portfolio Mgmt		Inventory Management	Enterprise App Planning		Now Assist for IBM*		Talent Development	Maintenance Mgmt	Incident Mgmt				Digital Product Release	Field Service Marketplace	Customer Lifecycle	
Digital Product Release		Contract Management	Investment Funding		Security Operations		Now Assist for HRSD*	License Administration					Communities	Mobile Agent Experience	Customer Contracts	
Desktop Change Velocity	Cloud Discovery	ML Normalization	App Development		Security Incident Response	Configuration Compliance		Workplace Control	Case Mgmt				Outsourced Cust Serv	Opportunity Management	Order Capture APIs	
Digital End User Experience	Cloud Accelerate	Collaborative Work Mgmt			Vulnerability Response	Now Assist for SecOps*		Now Assist for WSD*	Expense Mgmt				Now Assist for CSRM	Asset Mgmt Case		
	Cloud Cost Management		Now Assist for SPM*		Threat Intelligence									Now Assist for FSM*		
User Experience				AI		Workflow				Data		Security & Trust		App Dev		
Engagement		Productivity		AI Agent Orchestrator		Automation		Analytics		Workflow Data Fabric		Security Center		ServiceNow Studio		
Service Portals		Workspaces		AI Control Tower		Workflow Studio		Performance Analytics		RapitorDB		Data Privacy		App Engine Mgmt Center		
Conversational Interfaces		Playbooks		Generative AI		Advanced Work Assignment		User Experience Analytics		CSDM		Zero Trust Access		App Engine Studio		
Dynamic Translation		Service Level Management		Models		Automated Test Framework		Reports & dashboards		CMDB		Platform Encryption		Creator Studio		
Mobile		Skills Management		Machine Learning		Admin Center		Process Mining		Knowledge Management		Log Export Service		ServiceNow IDE		
Universal Request		Visual Task Boards		Document Intelligence		Robotic Process Automation		Continual Improvement Mgt		Service Catalog		Domain Separation		Developer sandboxes		
Walk-up Experience		Surveys & Assessments		Intelligent search										Mobile App Builder		
Accessibility & Localization				NLP / NLU / NLQ										Now Assist for App Engine*		
Now Assist for Creator																

Each ServiceNow product also follows a repeatable design pattern for:

Consistency & scalability

- Configuration Management Database (CMDB) provides full visibility into your IT environment from a centralised source
- Common Services Data Model (CSDM) enables standard and consistent service modelling, connecting your digital products and services with the underlying infrastructure
- Knowledge management enables easy access and sharing of information, such as self-help, troubleshooting, and task resolution
- Service Catalogue standardises request fulfilment to ensure accuracy and availability of service offerings.

Engagement

- Conversational interfaces connect seamlessly to virtual or live agents through any popular messaging app, such as MS Teams or Slack
- Service Portal allows building, customising, and deploying mobile-friendly web-based self-service experiences

- Mobile-deployed apps and tools to drive consistent experiences and support all your users' needs
- Configurable workspaces that deliver targeted personalised experiences to team members.
- Playbooks drive consistent business processes with a simple, task-oriented view for delivery teams.

Productivity

- Service level management gathers service requirements and monitors, and manages SLAs
- Skills management associates' skills with individual users or groups and assigns them to tasks or projects
- Reports & dashboards enable easy creation and configuration of customised reports and eye-catching dashboards
- Workforce optimisation to optimise schedules and work assignments, and deliver skills development.

Automation

- Flow Designer to build, connect, and automate cross-enterprise workflows in a single, no-code design environment
- Process Automation Designer to build and manage multiple complex workflows with no-code playbooks
- Robotic Process Automation (RPA) to easily create and deploy bots to learn, mimic, and execute mundane business processes
- Advanced Work Assignment to automatically assign work items to agents based on availability, capacity, and skills
- Embedded integrations & spokes connect any systems, apps, and data with custom integrations or pre-built connectors
- Zero Copy Connectors leverage data stored across your data estate by connecting your data lakes, warehouses and platforms to ServiceNow all through clicks, not code
- Enable both AI Search users and AI Agents to leverage intelligent search capabilities in SharePoint, Confluence, MS Teams, etc., that surface the most relevant information from multiple repositories, enhancing productivity and decision-making using external content connectors.

Intelligence

- Generative AI accelerate productivity with automatic content summarisation, prediction, and generation
- Machine learning and Agentic AI automate routine tasks and resolve issues faster with purpose-built AI capabilities
- NLP / NLU/ NLQ enable and configure applications to learn and respond to human-expressed intent
- Performance Analytics optimise business services, improve processes, and align with organisational goals
- Process Mining automatically identifies bottlenecks and streamlines work with visual process maps and cluster analysis.

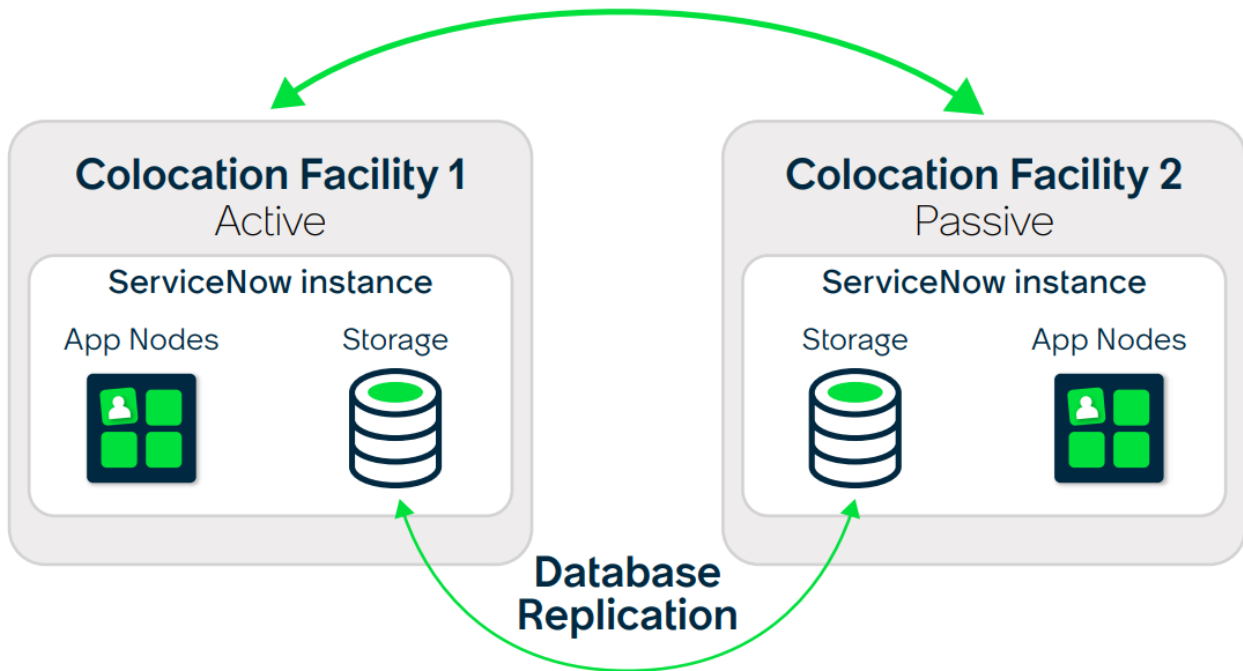
Security

- Encryption enables the choice of multiple flexible encryption options to meet individual organisational or compliance needs. These include TLS for data in transit, edge, cloud, field-level, database, and full-disk encryption, supporting AES 128- and 256-bit key sizes
- Data protection maintains full control of your data and gives visibility into when, where, and how it is accessed. The ServiceNow key management framework is in accordance with the industry-standard NIST 800-57
- Identity & access management ensures that the right users have appropriate access to data and technology resources using role-based access
- Data privacy ensures data is only being used by authorised persons and for its intended purpose.

Advanced High Availability (AHA) Architecture

The Standard ServiceNow Commercial Cloud leverages an Advanced High Availability architecture with Datacentre pairs to ensure redundancy and minimise data loss in case of disruption to service.

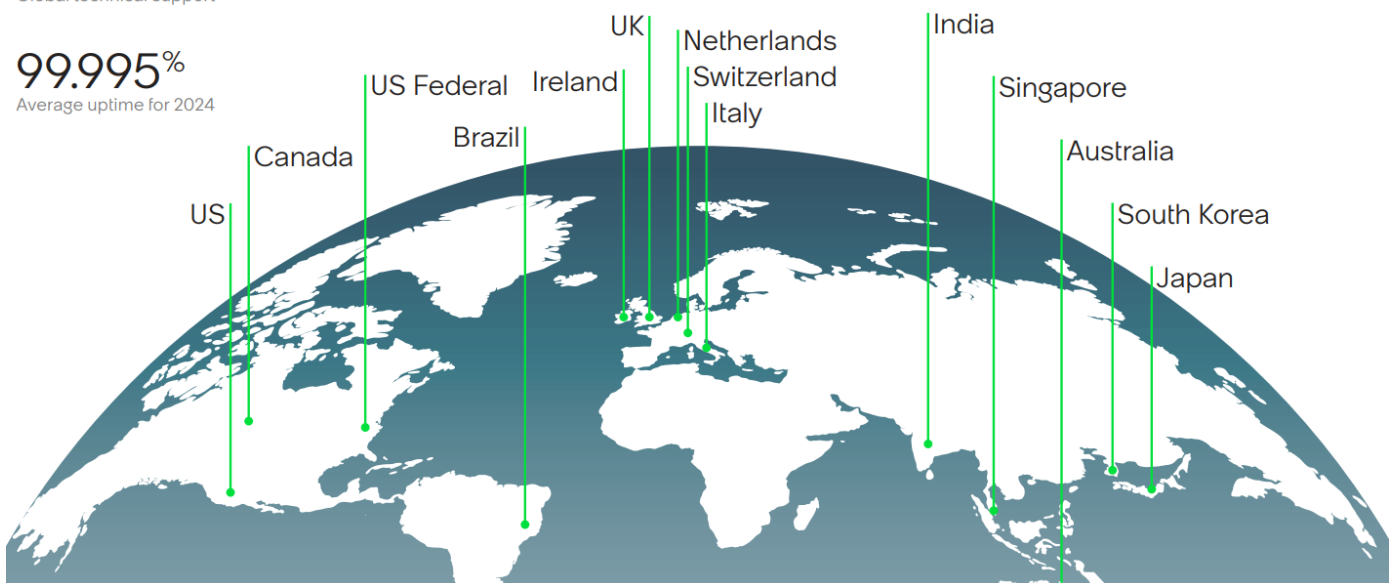
AHA Transfer



To ensure your data sovereignty, ServiceNow uses top-tier global colocation data centre providers that are arranged in regional pairs spanning five continents: Asia, Australia, Europe, North America, and South America.

24/7/365
Global technical support

99.995%
Average uptime for 2024



Security is at the heart of ServiceNow technology:

ServiceNow is secure by design:

- ISO 27001, ISO 27017, and ISO 27018 certified for information security, cloud security, and data privacy
- UK Government & MOD alignment: Government Cloud provides a segregated environment for sensitive workloads, with controls mapped to UK public sector assurance frameworks
- FedRAMP High, DoD SRG IL4/IL5 (U.S. benchmarks) demonstrate maturity of security posture; UK deployments undergo MOD-specific accreditation for OFFICIAL and SECRET classifications
- GDPR and NHS standards compliance for Health Cloud; accessibility and WCAG compliance for Education and Public Sector portals
- FIPS 140-2 encryption and role-based access controls ensure the confidentiality and integrity of data
- Cyber Essentials alignment and proactive vulnerability management underpin resilience.

Atos and ServiceNow Platform regulatory compliance and certifications

The regulatory requirements and associated protocols and certification are a forever-changing landscape:

- For Atos Cloud certifications, please see: <https://atos.net/en/cloud-certifications>
- For ServiceNow, please refer to for the most updated information, see: <https://www.servicenow.com/uk/company/trust/compliance.html>



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
AHA	Advanced High Availability
AI	Artificial Intelligence
CMDB	Configuration Management Database
CSM	Customer Service Management
HR	Human Resources
IT	Information Technology
ITIL	Information Technology Infrastructure Library
OT	Operations Technology – commonly in a manufacturing context
Product SKU	Product Stock Keeping Unit – Specifically relating to ServiceNow product licencing and packaging.
RPA	Robotic Process Automation
SAAS	Software As A Service
SecOps	Security Operations
SLA	Service Level Agreement
SM	Service Management
TLS	Transport Layer Security
WCAG	Web Content Accessibility Guidelines



Crown
Commercial
Service
Supplier

Atos

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 globally recognised 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 decarbonised 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