

G-Cloud 15

Platforms Advisory: Requirements Gathering



Atos

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1. What is Requirements Gathering?

Atos' Platforms Advisory capability is designed to support organisations in navigating the complex landscape of cloud platforms. Our Requirements Gathering offering enables organisations to truly understand their use cases, processes, challenges, and opportunities, supporting the ongoing business case, procurement, selection, and implementation of cloud platform technology.

A comprehensive discovery process is critical when embarking on a cloud transformation. A high proportion of projects fail to meet anticipated timelines, benefits, and returns on investment due to unclear requirements and direction. Ensuring a structured, efficient, and engaging discovery process enables your organisation to uncover detailed requirements that inform decision-making and greatly increase your chances of a successful implementation.

Our offering in this space provides key resources, skilled in embedding themselves within your organisation and engaging with your people to elicit key information, challenges, and opportunities.

We use our Discovery Framework, which is co-created and adapted to suit your unique organisation and ways of working. This Discovery Framework consists of key activities: -

Subject Matter Expert (SME) Interviews:

Talking to key experts and end users to understand the challenges and requirements specific to their areas.

Process, Pain-Point and Benefit Analysis:

Workshops to map impacted business processes, identify the main challenge areas, and value drivers to support return on investment.

Capability, Persona, and Journey Mapping:

Looking at the desired experience across your prospective user-base, defining personas, identifying desired future-state journeys, and mapping the capabilities required to deliver them.

Technical Systems, Data and Infrastructure Review:

Working with your technical SMEs and architects to understand the current-state architecture, systems, and applications that support your organisation. Outlining any data challenges, integration issues, and end-of-life applications in need of enhancement or replacement.

Scope Definition and Prioritisation:

Building out the requirements matrix and backlog, using prioritisation methods such as MoSCoW against anticipated benefits, technical feasibility, and essential foundations.



2. What does it deliver?

The key deliverables across a successful Requirements Gathering phase include: -

- **1. Requirements 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
 - **Business Requirements:** High-level objectives and outcomes the project 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. Stakeholder Matrix**
 - **Roles & Responsibilities:** Who provides input, who approves, and who is impacted
 - **Communication Plan:** How stakeholders will be engaged throughout the project.
- **4. Use Cases / User Stories / Personas / Journeys**
 - Scenarios describing how different users will interact with the solution
 - Helps validate requirements and guide design decisions.
- **5. Prioritised Requirements List**
 - Ranked by business value, complexity, and urgency
 - Supports phased delivery and resource planning.
- **6. High-Level Solution Scope**
 - Defines what is in scope and out of scope for the project
 - Includes assumptions, constraints, and dependencies.
- **7. Risk & Impact Assessment**
 - Identifies potential risks (technical, operational, compliance)
 - Outlines mitigation strategies.

- **8. Validation & Sign-Off**

- Formal approval from key stakeholders confirming requirements are complete and accurate
- Provides a baseline for change control.

We deliver this by supplementing/supporting existing teams with the resources necessary to drive a successful platform engagement, for example:

- **Agile Programme Delivery Managers**

- project delivery experts, ensuring project goals are kept, and stakeholders are engaged at all levels
- proactively performing risk analysis, management of resources, and budget against project timelines and expectations.

- **Solution Architects**

- deep business and solution expertise to identify, model, and design the components and capabilities of a platform solution against your requirements.

- **Product Owners / Proxy Product Owners**

- play a key role in supporting your business experts in product ownership for Agile implementations
- facilitating the creation of a product backlog (requirements/user stories)
- bridging the gap between business and platform technology.

- **Functional Consultants / Business Analysts**

- working with your internal experts to deep-dive into your business processes and elicit requirements for platform implementations
- benefits-led analysis and support with prioritisation.

- **Cloud Platform Specialists**

- With deep knowledge across the platforms market, it will help align your requirements with the standard and customised offerings available to support knowledge-sharing of out-of-the-box vs. customised offerings when considering the art of the possible.

In addition to our critical platform roles, we also accommodate wider capabilities to support a successful engagement, for instance:

- **Change Managers**
 - provides expertise and support on stakeholder engagement, impact assessment, organisational readiness, rapid adoption, and benefits realisation
 - focus on ensuring people are ready, willing, and able to adopt new customer platforms and maximise the return on your investment.
- **Process Automation Leads**
 - identifying opportunities for process and operational efficiency through the use of automated workflows within customer platforms
- **Customer Experience Leads**
 - ensuring your platform transformation considers key factors of desired customer experience through voice-of-customer analysis and CX methodologies.
- **Product and Service Design**
 - user research to identify platform needs, pain points and opportunities
 - co-design, prototype and test to de-risk the platform delivery
 - ongoing user feedback and interaction.
- **Data Leads**
 - working to analyse, cleanse, and migrate your vital business data to your new platform, ensuring readiness for future-looking data-driven capabilities (e.g. Generative AI).
- **Digital Strategy and Transformation Leads**
 - supporting your wider business strategy and goals, ensuring your business vision is met, not only with platform solutions but wider digital ambitions.
- **Innovation Leads**
 - Technology is only a part of the innovation journey; our innovation expertise helps to answer the business challenges that keep you awake at night.



3. What technology does it use?

As a Platforms Advisory service, we are people-led; however, our expertise in requirements gathering 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 support requirements gathering, including workshop methodologies, journey and persona templates, stakeholder engagement plans, and requirements matrices to accelerate requirements gathering for platforms.



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
CX	Customer Experience
SaaS	Software as a Service
SME	Subject Matter Expert



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