

G-Cloud 15

Atos Microsoft Business Applications



Atos

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1. What are Atos Microsoft Business Applications?

Atos provides comprehensive services for Microsoft Business Applications, focusing on digital transformation through the implementation, customisation, and operation of Microsoft Dynamics 365 and Microsoft Power Platform. These services help organisations streamline business processes, improve operational performance, and achieve measurable outcomes.

As a core component of our offering, Atos integrates **Microsoft Copilot** and **Generative AI capabilities** across Dynamics 365 and Power Platform to enhance productivity, accelerate decision-making, and automate repetitive tasks. Our approach ensures that public sector organisations adopt AI responsibly, aligned with security, governance, and compliance requirements

Atos provides a full suite of services for the Microsoft Power Platform, enabling organisations to accelerate digitalisation through low-code development, workflow automation, analytics, and AI-driven insights. By leveraging Power Apps, Power Automate, Power BI, Power Pages, and **Copilot Studio**, Atos empowers business users and IT teams to create secure, scalable, and high-value solutions

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- **Omnichannel Services:** Dynamics 365 enables unified and consistent customer and citizen engagement across phone, digital, and in-person channels, improving communication and service quality
- **Customer 360° View:** Transitioning to a unified Microsoft Dataverse environment provides a consolidated 360-degree view of interactions, enabling standardised processes and personalised experiences
- **Automated Surveys:** Targeted automation increases response rates significantly (from 5% to 20%), improving customer feedback collection and actionable insights.

- **Faster Resolution Times:** A 70% reduction in resolution times for customer inquiries enhances operational efficiency and satisfaction levels. For example, the regional government of Tenerife, Canary Islands achieved faster email response times, improving citizen services
- **Predictive Analytics:** AI-powered analytics within Dynamics 365 deliver predictive insights that help organisations anticipate needs, optimise operations, and improve decision-making
- **Customer Segmentation:** Machine learning models help segment customers effectively, allowing for tailored marketing and service strategies.
- **Data Migration:** Automated tools simplify the migration of legacy data into Dynamics 365, ensuring accuracy and efficiency.
- **Scalability and Flexibility:** Dynamics 365 offers scalable solutions that grow with business needs, ensuring long-term adaptability. Flexible pricing and payment models align with enterprise requirements, making it accessible for businesses of all sizes
- **Copilot & Copilot Studio (AI-driven agents and automation):** Atos integrates Microsoft Copilot across Dynamics 365 and Power Platform to automate tasks, generate insights, and enhance productivity. Using **Copilot Studio**, organisations can build secure, domain-specific AI agents to support customer service, internal operations, knowledge retrieval, and case management. These agents leverage generative AI and organisational data to provide accurate responses while complying with public-sector governance and data-security standards.



2. What does it deliver?

Atos provides a set of pre-configured, sector-aligned solutions built on Dynamics 365 and Power Platform, designed to accelerate digital transformation and deliver measurable outcomes across public and private sector organisations

Atos Market offerings:

Citizen 360: Customer engagement improvement. Atos delivers a Dynamics 365-based solution for public sector organisations that improves citizen engagement by creating a unified 360-degree profile. This enables more personalised services, faster response times, and consistent interactions across departments and channels.

Operations 360: Optimising Field Service Operations

Atos delivers a Dynamics 365 Field Service and Customer Service-based solution that helps service organisations enhance both preventive and corrective maintenance operations. The solution leverages Dynamics 365 Field Service, Copilot, generative AI, and IoT to optimise routing, automate work-order assignment, and improve resource planning.

By applying predictive maintenance models, AI-driven scheduling, and automated case handling, organisations have achieved **up to a 25% reduction in operating costs for field activities**, while improving service quality and reducing response times

Energy 360: E2E energy cycle sales

Atos provides a Dynamics 365 Customer Engagement-based solution tailored for energy retailers and commercial energy management. The solution centralises customer onboarding, contract and portfolio management, pricing updates, and billing. It supports trading activities across organised markets and OTC environments, ensuring full visibility of the commercial lifecycle

ERP PMO: Project Management Office Atos provides a Project Management Office (PMO) service for Dynamics 365 Finance & Operations implementations delivered by third-party partners. The objective is to ensure delivery quality, adherence to best practices, achievement of scope and milestones, and alignment with budget and timelines. Core activities include quality assurance, methodology enforcement, risk management, release control, and budget monitoring

D365 assessment: ERP evaluation & Enhancement

Atos offers comprehensive assessment services to evaluate, optimise, or redesign ERP environments using Dynamics 365 Finance & Operations. The assessment covers process analysis, data migration readiness, integration architecture, customisation rationalisation,

and lifecycle management. The objective is to modernise and digitalise business processes using a scalable cloud-based ERP foundation

Sales 360: Complete sales cycle

Atos delivers a D365 CE-based solution that empowers sales organisations to boost productivity, personalise customer engagement, and accelerate deal closure using AI and Microsoft Copilot.

This intelligent, preconfigured solution transforms the sales process by focusing on three core areas:

- AI-assisted lead and opportunity management with real-time recommendations
- Personalised customer journeys and next-best actions powered by Copilot
- Seamless integration of sales data, communication, and forecasting tools.

Power Platform Governance: Power Apps control

Power Platform Governance is a critical framework that ensures effective administration, control, and compliance across Power Platform environments, including Power Apps.

Below are the key governance aspects specific to Power Apps controls.

It is based on the CoE Toolkit. The CoE toolkit provides a centralised solution for managing Power Apps and other Power Platform components. It includes tools for monitoring, tracking, and auditing activities within Power Apps environments.

ERP Harmonisation: ERP Unification & Transformation

Atos supports organisations in unifying multiple ERP systems through the implementation of Dynamics 365 Finance & Operations. The service focuses on harmonising business processes across subsidiaries and business units – including procurement, production, logistics, and finance – while replacing legacy ERPs with a modern cloud-based solution. This ensures consistent operations, centralised governance, and improved scalability



3. What technology does it use?

Atos delivers Microsoft Business Applications on a secure, cloud-native foundation that combines Dynamics 365, Power Platform, and Azure. The architecture uses Dataverse for unified data, Azure services for enterprise integration, and Copilot/Copilot Studio for AI-driven productivity and agents. Security-by-design, ISO/IEC 27001 alignment, and public-sector cyber controls (MFA, PIM, DLP, Sentinel, Purview) are embedded across identity, data, and operations. Delivery follows agile methods, CoE-driven governance, and DevOps pipelines to ensure scalable, compliant, and sustainable outcomes

Overview

Atos delivers Microsoft Business Applications using a proven, cloud-native architecture that combines Dynamics 365, Microsoft Power Platform, and Microsoft Azure services. The stack is enhanced with Microsoft Copilot and Generative AI to drive automation, insights, and productivity. Our approach prioritises security-by-design, compliance with ISO/IEC 27001, and public-sector cyber requirements, ensuring a robust foundation for scalable, secure transformation.

Platform benefits at a glance

- Unified data and process model with Microsoft Dataverse, enabling consistent entities, security, and lifecycle management across apps.
- Modular capabilities via Dynamics 365 (Sales, Customer Service, Field Service, Finance, Supply Chain), allowing phased rollout and rapid value realisation.
- Low-code acceleration with Power Platform (Power Apps, Power Automate, Power BI, Power Pages) to reduce time-to-market and total cost of ownership.
- AI everywhere with Microsoft Copilot (in Dynamics 365 and Power Platform) and Copilot Studio for secure, domain-specific AI agents and conversational experiences.
- Enterprise-grade integration leveraging Azure services (API Management, Service Bus, Functions, Logic Apps, Data Factory) for real-time and batch scenarios.
- End-to-end observability & governance covering DevOps, ALM, CoE Toolkit, and environment strategy aligned to public-sector controls.

Software stack and architecture (representative)

Application layer

- **Dynamics 365:** Sales, Customer Service, Field Service, Finance, Supply Chain (selected per scope).
- **Copilot for Dynamics 365:** AI assistance for case triage, knowledge retrieval, email drafting, lead/opportunity insights, forecasting, and service diagnostics.
- **Power Platform:**
 - **Power Apps** (canvas/model-driven) for business apps on Dataverse.
 - **Power Automate** for process automation and RPA when required.
 - **Power BI** for analytics, dashboards, and scorecards.
 - **Power Pages** for secure external portals (partners/citizens).
 - **Copilot Studio** to build AI agents (internal/external) with guardrails and enterprise connectors.

Data & integration layer

- **Dataverse** as the secure operational data store and semantic model.
- **Azure Integration** (as needed): **API Management**, **Service Bus**, **Event Grid**, **Logic Apps** or **Functions** for orchestrations and event-driven patterns.
- **Data pipelines:** **Azure Data Factory** / **Synapse pipelines** for ingestion and transformation; optional **Synapse** / **Fabric** for analytics at scale.
- **Reporting:** **Power BI** with semantic models and row-level security; export to data lake for advanced analytics.

Intelligence layer

- **Copilot + AI Builder** for out-of-the-box predictions, document processing, and classification.
- **Azure AI Services** (optional): **Cognitive Services** for translation, vision, speech, and content understanding; **Azure OpenAI Service** for generative use cases with enterprise controls.
- **Retrieval-augmented generation (RAG)** patterns for safe knowledge grounding on organisational content (SharePoint, Dataverse, data lake).

Security & governance layer

- **Identity & Access:** Microsoft Entra ID (Azure AD), Conditional Access, MFA, PIM (Privileged Identity Management).
- **Data protection:** role-based security in Dataverse, DLP policies for Power Platform, Information Protection (labels, encryption), and customer-managed keys where applicable.
- **Monitoring:** Microsoft Defender for Cloud/Cloud Apps, Purview for data governance, Sentinel for SIEM, Audit & Activity Logs across tenants/environments.
- **ALM & DevOps:** Git-based repos, Power Platform Pipelines, Azure DevOps CI/CD, solution-aware deployments, automated testing where feasible.
- **CoE Toolkit:** inventory, analytics, compliance enforcement, app reviews, maker enablement, environment strategy (dev/test/uat/prod/sandbox).

Operations layer

- **Service management:** ITIL-aligned processes (incident, change, problem), release management calendar, and CAB governance.
- **Performance & reliability:** autoscale where supported, proactive capacity checks, data archival strategy, and business continuity tested against RTO/RPO targets.
- **Cost management:** tagging, budgets, and FinOps practices for cloud spend visibility.

Resources and delivery approach

- **Delivery team:** solution/enterprise architects, Dynamics functional leads, technical leads, Power Platform specialists, data & integration engineers, security & compliance SME, and change/adoption experts.
- **Method:** agile delivery (sprint-based), domain-driven design for data and integration boundaries, reference accelerators, and reusable components.
- **Environments:** segregated by stage and workload; promotion gates with automated QA checks (solutions, pipelines, policy compliance).
- **Documentation:** architecture decision records, threat models, data lineage maps, and operational runbooks.

Security, cyber, and compliance story (public-sector ready)

Security-by-design

- **Threat modelling** (STRIDE) from discovery; secure defaults in Dataverse and Power Platform environments; least-privilege role design.
- **Conditional Access & MFA** as mandatory controls; **PIM/JIT** for administrative roles; audit trails and immutable logs.
- **Network & data controls**: private endpoints when required, encryption at rest/in transit, data loss prevention policies, export/import governance.

Compliance & standards

- Alignment to **ISO/IEC 27001** (ISMS) and supporting controls (e.g., Annexe A).
- UK public-sector principles (Cloud-First, data residency options, records management, accessibility).
- **Backup/restore & DR** validated per workload, with documented **RTO/RPO** and evidence of test cycles.

Cyber operations

- Integration with Microsoft Sentinel for log aggregation, correlation, and incident response playbooks.
- Defender family for workload protection (apps, endpoints, identities, cloud apps).
- Regular vulnerability management and secure update processes (patch windows, change calendar, rollback plans).

Responsible AI

- Use-case vetting (benefit, risk, data sensitivity), RAG grounding, prompt control, safety filters, and auditability of AI outputs.
- Human-in-the-loop for decisions with regulatory or citizen impact; transparent disclosures where AI assistance is used.



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
CAB	Change Advisory Board
ERP	Enterprise Resource Planning
IoT	Internet of Things
OTC	Order-to-Cash
QA	Quality Assurance
RPA	Robotic Process Automation
SaaS	Software as a Service
SIEM	Security Information and Event Management
SLA	Service Level Agreement
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