

G-Cloud 15

Digital Workplace As A Service



Atos

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1. What is Digital Workplace As A Service?

The Atos Digital Workplace As A Service is a pre-selected collection of services placed into the Foundation, Plus, Premier and Enterprise tiers. Each Tier provides a modern workplace for the public sector and its employees via a pre-selected bundle of services. The services are wide-ranging and deliver an efficient, productive model that enables value for money and improved employee experience, and can be extended across our full suite of Atos Digital Workplace services. Atos Digital Workplace has supported numerous public sector clients, including the Ministry of Justice, Ministry of Defence, Department of Health, and Department for Environment, Food and Rural Affairs, among others.

The differentiator for Atos is our scalability and experience in the UK Public Sector, our commitment to innovation and transformation, and our leadership in sustainability, accessibility, circular IT, and Agentic AI.

The services will provide you with a secure, flexible, monthly subscription-based End User Compute environment designed to meet the needs of UK Public Sector customers for agile, reliable services.

The pre-packaged services provided can include:

Service Desk & Microsoft 365 Operations			Device Management		Proximity	Experience	
Service Desk	Microsoft 365 and Intune	Onsite Support	Lockers & Vending	Device Lifecycle Management	Tech Bars	Secure Digital Experience	
1 st Line Support Remote 2 nd Line Support	End to End Platforms Management & Operations	Dispatch	OPTIONAL	Hardware Asset Management	OPTIONAL	DWP Security Dashboards	Foundation
	3 rd Line Support	Campus Dedicated + Dispatch	Digital Smart Locker	Hardware Asset Management	OPTIONAL	DWP Secure Operations Centre	Plus
	Packaging	Campus Dedicated + Dispatch	Multiple Digital Smart Lockers	Full DLM	OPTIONAL	DWP Secure Operations Centre	Premier
	Patching	Campus Dedicated + Dispatch	Multiple Digital Smart Lockers	Full DLM	Campus Tech Bar(s)	Full SOC / NOC + Custom Dashboards	Enterprise



2. What does it deliver?

In recent years, IT has been confronted with many paradigm shifts that influence how we view workplace infrastructure in public sector enterprises. We have seen a focus on different outsourcing models, an acceptance of nearshoring in some sectors, an increasing interest in sovereign solutions in others, investment in analytics and a commitment to sustainability. Atos is unique, as we have embraced this change early and can offer public sector entities the most holistic and comprehensive AI-powered Digital Workplace offering in the market.

We are at the cutting edge of new technologies such as modern management, artificial intelligence, generative AI, proactive analytics, sentiment analysis, and user experience-level agreements (XLAs). The Digital Workplace is now focused on empowering employees to enable digital transformation.

Digital Workplace As A Service gives everyone an excellent opportunity to rethink end user IT in a way that delivers great experience.

By moving to Atos Digital Workplace As A Service, the customer can take advantage of several opportunities that the pre-selected bundle and cloud first approach provides, such as a move from Capex to Opex based pricing, pay per use subscription models and through the framework approach a lower barrier to integration with other services, including existing traditional managed workplace environments thus ensuring Bimodal IT does not result in two isolated groups of users.

Digital Workplace is constantly changing and adapting, and therefore so is Atos with our offerings and services. Hence, Atos can support a bimodal approach, agilely delivering Digital Workplace services that mature and change as our public sector clients do.

Atos' strength is our ability to manage and integrate both the Traditional Managed and Digital Workplace environments to ensure continued productivity, communication, and collaboration between users of both environments.

 Fixed Price, Fixed Outcome Each tier has defined services, scope, and SLAs — no open-ended consultancy.	Mid-market SIs usually sell time & materials or “frameworks.”
 Knowledge-First Support Your knowledge base resolves 80–85 % of all issues automatically via chat and self-service.	Others claim “shift-left” but don’t publish coverage targets.
 Voice as a Service Live voice support is a premium channel, capped by tier (0 %, 10 %, 20 %).	Competitors provide unlimited voice by default — no cost control.
 Circular by Design Clients choosing remanufactured devices receive your full Device Lifecycle Management (DLM) service included and guaranteed savings of 20 %. Any savings above 20 % are returned to the client.	Nobody else combines sustainability, cost-sharing, and managed service delivery like this.
 Device Vending Machines Deployed for hot-swap devices, accessories, and drop-offs.	Eliminates downtime; differentiates experience automation.
 DWP telemetry into Integrated SOC + NOC Workplace telemetry fully integrated into security dashboards.	Competitors separate workplace and SOC operations.
 Experience-Driven Outcomes DEX targets built into SLAs; real-time user sentiment tracked.	Few SIs contractually link DEX scores to outcomes.



3. What technology does it use?

Atos Digital Workplace addresses the need for an agile, responsive, secure, mobile and cloud first approach to End User Compute, helping to combat the Shadow IT challenge. The hub-based approach allows Atos to integrate a wide variety of services into a consistent End User Compute solution, working with existing customer investments, cloud-based SaaS solutions, and third party suppliers and partners.

Digital Workplace is a “cloud first” way of working, with end users, by default, consuming internet-facing services rather than connecting to their organisations’ internal company network. End Users can self-enrol devices into their organisations’ Digital Workplace.

Access to Line of Business applications is via web-based applications, desktop virtualisation, native apps or remotely hosted legacy Windows applications.

In addition to ISO accreditations such as ISO 27001, security services for the Digital Workplace are paramount to our strategy. We recognise the importance of this for the public sector.

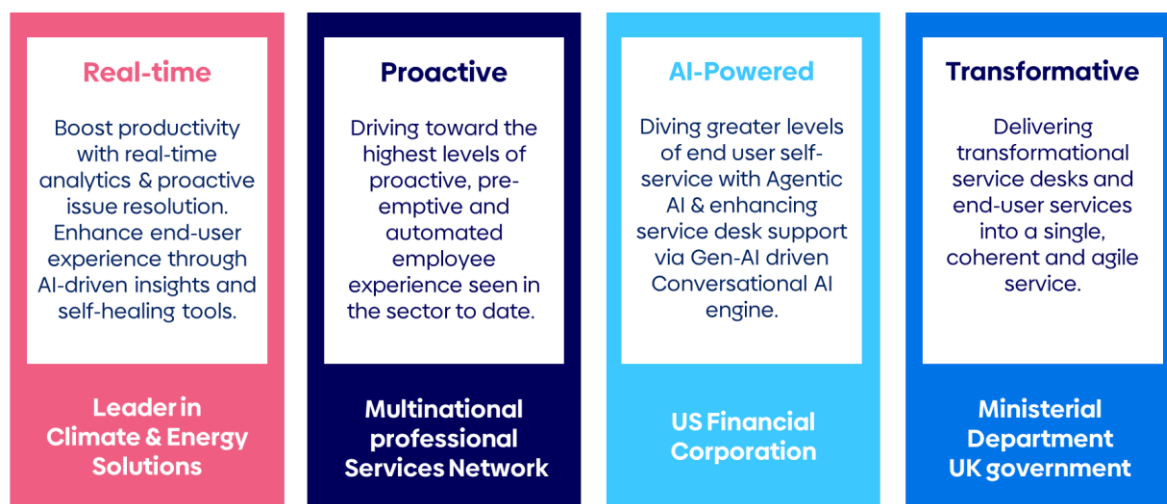
Atos can deliver services at all classification levels with staff cleared to the highest level.

Some of the typical technologies used include the full Microsoft stack, ServiceNow, Nexthink for analytics, and Expressive for Agentic AI Service Desk chatbots.

The diagrams below show our services and products:

Our priority

Delivering value to our clients



Rely on our trusted partner ecosystem





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
DWP	Digital Workplace
SOW	Statement of Work



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