

G-Cloud 15

Hybrid Mail



AtoS

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1. What is Hybrid Mail?

Atos Hybrid Mail automates and simplifies your outbound mail via a Cloud service or on-premises software, enabling lower-cost print and mail and a single platform to transform your printed output into digital, enabling electronic communications for your service users.

2. What does it deliver?

AtoS and its selected partners support the process for printing and delivering public sector outcomes and appointment letters, and the move towards non-paper-based communications. Hybrid mail solutions can help all types of public sector clients, from departments to industry-specific bodies such as healthcare. Typically, there is a 46% saving compared to traditional Business Mail. Aside from the fact that a Hybrid Mail solution supports remote working, users can continue to manage and deliver letters remotely.

This provides several additional tangible benefits:

- The elimination of the manual administrative tasks previously required, and their associated cost
- A reduction in the number of in-house printers required across the Hospital
- A reduction in postage charges as the post is sorted by postcode at the selected Delivery Centre, and savings can be passed onto the Trust
- Enhanced security as a result of secure logins and data encryption
- An audit trail of each letter from creation to dispatch, which in turn reduces the percentage of DNAs (Did Not Attend) resulting from non or late receipt of letters by patients
- A further step on the customer's digital transformation journey by virtue of its integration with Electronic Health Record platforms.



3. What technology does it use?

The Hybrid Mail Service we are proposing to deliver through this framework automatically orders, previews and tracks mail jobs with a simple print client/driver, web interface or API.

Users can:

1. Create documents on their PCs (Word, Open Office, CRM, ERP, etc.) as usual.
2. When they select print, a new printer option becomes available, 'Xerox Hybrid Mail Printer.'
3. Submit the job, then let the Service Delivery Centre (SDC) manage the sorting/cleansing, printing, folding, inserting, collection, stamp/franking, sorting and posting.

To give our customers the freedom to work the way they require, and to ensure their mail is composed, printed and finished most efficiently and cost-effectively, there are three ways to submit mail to the mail server available:

- A print client that is used to integrate mail into the mail environment from any Windows application that can print
- A web interface where mail is composed within an internet browser using familiar word processing tools
- An API that enables your own host applications to work seamlessly with the mail server.

Whatever method is chosen, once in the mail server, the mail is automatically sorted and cleansed, and it will then be transmitted electronically to one of the four SDCs in the UK. When the mail gets to the SDC, it is printed, folded, and then inserted in an envelope ready for collection by a carrier and delivery by the Royal Mail.

Our partners have a network of four shared SDCs, offering a complete range of print, mailing, and finishing capabilities. They have rigorous processes to ensure quality and have installed state-of-the-art mailing equipment to ensure complete job integrity and an audit trail. This also ensures quality control for each mail job and enables capacity management to meet deadlines.

The SDC serves a wide range of public and private-sector customers, including Central Government departments and multiple NHS Trusts. Therefore, the SDC has been accredited to a very high level of security (Information Management), quality and environmental management. Users and administrators can track mail from creation to delivery. Users can ensure complete job integrity, audit trail, and track & trace through the Royal Mail MailMark integration. All printed jobs are automatically archived so they can be viewed and reprinted at any time.



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 the Government Procurement.



7. Glossary

Term	Definition
DNA	Did Not Attend
SDC	Service Delivery Centre



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 to deliver 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