

**G-Cloud 15**

# **Define Future of Work**



**Atos**

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# 1. What is Define Future of Work?

In today's rapidly evolving digital workplace, employees' expectations have fundamentally shifted. The drive for greater autonomy, flexibility, and seamless digital collaboration is now at the heart of workforce priorities. As organisations adapt to this new landscape, the emphasis is no longer solely on where people work, but how technology, culture, and connectedness shape their daily experience. The choices made during the pandemic have not only redefined remote and flexible workstyles but have also set a new benchmark for what employees seek from their employers in terms of empowerment, well-being, and digital enablement.

As government organisations drive a partial return to office in line with government guidance/policy, we are driving business value by enabling our clients' workforce to be more productive, more creative, more collaborative, and more engaged through a transformed workplace and experience, supporting modern and hybrid working styles

With diverse workforces spread across multiple workplaces, government organisations from healthcare to rail infrastructure are facing the challenge of developing a hybrid working approach that meets the needs of the organisation and its employees, promotes an environment that encourages community, engagement, and wellbeing and enables the workforce to perform their roles and work effectively with colleagues in a hybrid model.

Atos' Defining Future of Work offering supports government organisations in designing an effective, hybrid working culture that supports employee productivity, efficiency and wellbeing. Working with organisations at all levels of hybrid working maturity, Atos develops hybrid working and business change strategies, as well as assessing and accelerating current hybrid working capabilities, as part of their Hybrid Working offering.



## 2. Offerings in this Service

### 2.1. Rapid Value Assessment

The Workplace Experience Rapid Value Assessment (RVA) is a short, consultancy-led engagement designed to help organisations rapidly understand their current digital workplace, define a clear future vision, and outline a prioritised roadmap for transformation. It focuses on improving productivity, employee experience, operational efficiency, and alignment across HR, IT and Facilities.

The RVA helps clients:

- Define their vision, ambition and desired workplace outcomes.
- Understand current workplace challenges and gaps in technology, processes, and employee experience.
- Shape a holistic digital workplace strategy driven by employee experience.
- Build a high-level roadmap aligned with business value and strategic themes.

#### Approach & Methodology

A structured, collaborative five-day assessment process:

- Pre-Mobilisation: Data capture, documentation collation, scheduling.
- Day 1: Kick-off, stakeholder mapping, vision understanding.
- Days 2–3: Data analysis, interviews, and user workshops.
- Day 4: Consolidation and draft advisory report.
- Day 5: Feedback and final presentation, including recommendations and comparison to similar organisations.

#### Outputs & Deliverables

Depending on the scope, the RVA typically produces:

- Vision & ambition statement
- Workplace personas
- Current state assessment
- Strategic themes and desired outcomes
- Options and recommendations
- High-level roadmap
- Case for change (in extended engagements)

## 2.2. Workplace Strategy

Atos' Strategy Workplace proposition focuses on enabling a modern workplace through three pillars: People, Places, and Platforms.

- **People:** Transforming employee experience, supporting new workstyles, driving adoption, and ensuring change is human-centred.
- **Places:** Redesigning physical workplaces for collaboration, safety, flexibility, and wellbeing.
- **Platforms:** Providing secure, scalable digital tools, modern management, collaboration suites, and digital services.

For more Information on Workplace Strategy, see the Atos Workplace Strategy Service Definition

## 2.3. Workplaces

Atos positions workplaces as a strategic catalyst for organisational transformation—enabling better collaboration, innovation, wellbeing, and competitiveness. It recognises that the future of work is shaped by new work models, changing employee expectations, technology evolution, regulatory pressures and shifting cultural values.

### Why Workplaces Matter

Modern physical environments significantly influence how people connect, collaborate, and perform. When aligned with digital tools, culture, and leadership, the workspace becomes a business enabler that supports:

- Employee well-being and retention
- Hybrid and flexible working
- Collaboration, innovation, and community
- Productivity and focus
- Inclusion, accessibility, and sustainability

The proposition addresses challenges across:

- Management (return-to-office value, culture, space needs)
- Digital Workplace (seamless hybrid experience, data-driven decisions)
- HR / Leadership (collaboration culture, empowerment, social connection)
- Real Estate / Facilities (optimisation, cost, adaptability)

## Human-Centric, Data-Driven Workspace Design

A people-centric approach delivers measurable business and employee outcomes:

- Higher performance and lower fatigue
- Better employee experience and retention
- Spaces aligned with activity-based working (focus, collaboration, social, specialist spaces)
- Support for all work locations: office, home, field, virtual, third spaces

Technology and the built environment are treated as interconnected elements—devices, collaboration tools, sensors, access control, booking systems, and building services all contribute to the experience.

## The Atos Approach

A structured, holistic methodology supports clients from vision through to implementation:

1. **Compass Definition** - Establish strategic direction and common vision.
2. **User Requirements, Journeys & Personas** - Gather evidence and insights via surveys, interviews and workshops.
3. **Assessment of Current State** - Review culture, ways of working, layout, tech, facilities, and capacity.
4. **Gap Analysis & Opportunity Roadmap** - Identify needs, prioritise initiatives and develop business cases.
5. **Workplace Concept Design** - Create typologies, space menus, space programmes and blocking & stacking.
6. **Pilot & Business Case** - Validate assumptions, plan next steps and support investment decisions.

### 2.4. Data Driven Personas

Understanding your workforce has never been more important for adapting and responding to changing workforce needs and for exploiting the opportunities available. With Government organisations in a continuous cycle of cost optimisation, Atos uses Personas/Workstyles to provide data-driven insights to tackle cost reduction and estate rationalisation whilst also optimising workforce efficiency and experience. This analysis underpins the strategy to define the Future of Work.

Personas/Workstyles provide an archetypal view of core groups of employees, with similar goals, behaviours, and needs and are often used as part of a user/employee experience approach to inform the effective development and deployment of services and tools to your workforce. For example, the differences in needs between hospital ward employees and a customer service representative.

Whilst a valuable tool for informing workplace change, personas have historically been developed as 'moment in time' snapshots. With the landscape and workstyles evolving at a pace of change never seen before, these can quickly become out of date.

Data-Driven Personas / Workstyles offering not only establishes a core set of personas for an organisation, but also enables them to be easily refreshed and kept up to date, ensuring they remain an invaluable and relevant resource as the landscape, workstyles, and government guidance on flexible working continue to evolve.

Atos uses data to drive insights, coupled with qualitative and quantitative research, to create a core set of Workforce Personas which enables organisations to:

- Gain an understanding of the pain points, challenges, needs and workstyles of the workforce to inform the approach, decision making, deployment of services, and improve the overall employee experience
- Provide the right equipment, capabilities, and platforms to enable the workforce to perform their roles effectively and efficiently
- Rationalise devices, contracts, applications, infrastructure and support services
- Keep the pulse on changing workstyles and the needs of the workforce
- Accelerate the pace of change in workstyles and dramatically shift the adoption of workplace tools and services
- Move from a 'one-size-fits-all' IT to 'fit for purpose' technology.

### 3. What does it deliver?

AtoS' Defining Future of Work offering helps government organisations establish and embed a hybrid working model that creates business value, provides employees with flexibility, and overcomes resistance to change.

Scope and approach are tailored depending on each government organisation's need/level of maturity, although they will typically incorporate some / all of the following:

- Assessment of current approach/culture and organisational and workforce needs.
- Setting a vision for the organisation aligned to employee and business needs by creating a Case for Change and Future state.
- Recommendations to enhance, improve and align across the three pillars of People (HR), Places (Facilities) and Platforms (Technology).
- Change Readiness Assessment to support change initiation and sustainment.
- Stakeholder engagement and management, which connects different parts of the organisation to drive forward the change and programmes.
- Support to develop policies and best practices by using roles and personas, which enable more targeted, appropriate and effective adoption.
- Digital Leadership Coaching.
- Communication strategy and implementation.
- Employee upskilling through the establishment of training strategies and implementation planning.
- Embedding sustainable new ways of working and collaboration (physically, digitally and combined).

Benefits achieved through defining and implementing an effective Future of Work model include:

- Ability to effectively manage, collaborate and deliver regardless of location.
- Increased productivity through the use and exploitation of tools available.
- Wellbeing: Improving employee work-life balance.
- Digitally empowered employees.
- Reduction of costs and optimising technology estate.
- Maximise technology investment and alignment to business needs.
- Improves Employee Experience, Accessibility, Etiquette and Inclusivity.
- Attraction and retention of employees and access to a wider talent pool.
- Transition to new ways of working, including hybrid, remote and office.

## 4. What technology does it use?

Atos' Defining Future of Work offering is technology-agnostic, focused on business value and outcomes from workplace capabilities. Depending on the agreed scope, typical focus areas for technology include:

- Office design, including hybrid meeting rooms and space booking systems
- Smarter working and new ways of collaborating both internally and externally (smart whiteboards, cameras, virtual/mixed reality, etc.)
- Personas / Technology Profiles - The individual technology employees need to be equipped with – Laptops, Tablets, Phones, Headsets and other peripherals
- Microsoft Office 365 (O365), including OneDrive, SharePoint, Viva Engage and Teams
- Google G-Suite, including Gmail, GDrive
- Windows 10 devices rollout
- Network assessment with optimisation and security strategies
- Unified Communications and telephony, e.g., MS Teams, Zoom, Skype
- Hybrid working, mobile working, remote working and working at home
- Microsoft Intune deployment strategy and security assessment
- Rollout of Android and Apple iOS smartphones and other mobility devices
- Mobile Device Management (MDM)
- Bring Your Own Device (BYOD)
- Mobile App Management (MAM).

Atos uses quantitative data to inform the personas/workstyles, which are derived from clients' existing HR and IT systems. Where available, this typically includes data such as HR (e.g., Workday), Experience (e.g., Nexthink, Systrak), CMDB, and ITSM/ServiceNow.

Data is injected through either an offline file (XLS/CSV format) or as a live feed into Microsoft Power BI. The captured data is combined with qualitative data, analysed against agreed business rules, and visualised in a Microsoft Power BI Dashboard.

Dynamic personas are typically integrated with existing systems via APIs.



## 5. 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.



## 6. 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.



## 7. How do I order?

Please contact our team at: [gcloud@atos.net](mailto: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.



## 8. Glossary

| Term | Definition               |
|------|--------------------------|
| BI   | Business Intelligence    |
| BYOD | Bring Your Own Device    |
| HR   | Human Resources          |
| MAM  | Mobile App Management    |
| MDM  | Mobile Device Management |
| RVA  | Rapid Value Assessment   |
| SaaS | Software as a Service    |



## 9. 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](https://atos.net)