

G-Cloud 15

Transform: Service Experience



Atos

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1. What is Transform the Service Experience

We help organisations overcome traditional challenges and deliver modern, proactive service experiences powered by ITSM platform technology and industry best practices.

We encourage the shift from reactive to proactive support, improving user experience and service resilience. We support in standardising complex environments and reducing reliance on manual, time-consuming tasks. Our goal is to support a move from fragmented, highly customised setups to streamlined platforms (ITSM, ITOM, CSM, HRSD).

Our Expertise:

- Deep ITSM knowledge with accelerators like maturity assessments, tool selection, and process redesign
- Service design across front stage and backstage, blending CX, ServiceNow, ITSM, and ITOM
- Advanced workflow design (BPMN 2.0) and organisational change management
- Proven delivery experience with ServiceNow, NextThink, and proactive experience centres.

We use the following approach to ensure a robust transformation of the service experience:

User Research

Understand what works, what needs fixing, and why—ensuring solutions are grounded in real user needs.

Service Blueprinting

Provide an end-to-end blueprint of services and touchpoints, both online and offline, for a seamless experience.

IT Operating Model Design

Design the people, process, technology, and governance required to deliver efficient, scalable services.

Customer & Employee Engagement Platforms

Strategy, advisory, and platform curation for leading engagement solutions that enhance interaction and satisfaction.

Business Outcomes:

- Improved usability, accessibility, and self-service capabilities.
- Increased reliability and reduced organisational risk.
- Cost reduction through automation and standardisation of ITSM processes.
- Faster achievement of objectives and improved ROI on platform investments.



2. What does it deliver?

The benefits of our Transform the Service Experience offering include measurable improvements in service delivery and operational efficiency:

Our expertise within the public sector includes successful work with the UK government. As a digital partner, we took the lead role in Expert UI delivery by building a service portal to improve effectiveness for the judiciary, legal professionals and caseworkers.

Our work has directly supported the following benefits:

Enhanced User Experience

Shift from reactive to proactive support, improving usability, accessibility, and self-service capabilities.

Atos delivers a modern service experience by integrating extensive ITSM and ServiceNow expertise, user research, and end-to-end service blueprinting. The Transformation of the Service Experience offering clearly aims to shift organisations from reactive support models to proactive, insights-driven operations, supported by ITSM, ITOM, CSM, and HRSD best practices. Atos also designs accessible and intuitive user journeys, utilises NextThink and proactive experience centres, and implements unified self-service portals—evident in real customer transformations such as the Getinge global ServiceNow rollout.

Greater Reliability & Reduced Risk

Standardised processes and automation reduce complexity, improve uptime, and minimise organisational risk.

Atos enhances reliability through standardised ITSM process redesign, automation frameworks, and platform guardrails provided under its Enterprise ServiceNow Advisory and Platform Build services. This involves deploying structured workflows, ITOM capabilities, service automation, and governance standards such as role-based access control, SSO, audit logging, and monitoring dashboards. These guardrails minimise operational variance, remove manual failure points, and guarantee a consistent, secure platform environment.

Operational Efficiency & Cost Savings

Streamlined workflows and automation cut routine tasks, lowering costs and freeing resources for strategic priorities.

Atos utilises lean process mapping, workflow optimisation, and BPMN-aligned service design to remove unnecessary steps and speed up fulfilment. Customers have experienced significant efficiency improvements through Atos's ServiceNow transformations—for example, the Getinge programme delivered faster service, reduced manual effort, and enhanced operational agility by unifying fragmented processes into a single global platform. Automation within ITSM, ITOM, and orchestration speeds up resolution, lowers workload, and enables smooth operations.

Faster Achievement of Objectives

High adoption of new ITSM processes accelerates transformation and delivers business goals faster.

Atos facilitates quick adoption through organisational change management, interactive workshops, targeted training (end-user, fulfiller, and train-the-trainer), and co-design sessions. These capabilities are fundamental to Atos' Enterprise ServiceNow Advisory and Transform the Service Experience offerings, helping organisations embed new service models efficiently. With features like service blueprints, IT operating model design, and guided deployment, clients can operationalise improvements sooner and achieve benefits faster.

Improved ROI on Platform Investments

Optimised use of ServiceNow and other platforms ensures maximum value from technology investments.

As an Elite ServiceNow partner with over 18 years of experience, Atos maximises platform ROI by minimising customisation, aligning processes with out-of-the-box capabilities, and deploying scalable, enterprise-wide service management across IT, HR, CSM, SecOps, Finance, Legal, and more. Atos' advisory approach assesses utilisation, reduces technical debt, and implements platform-native automation to ensure clients achieve measurable returns—evidenced by multi-year ROI success stories such as Getinge's global transformation.

Outcome: A modern, scalable service model that enhances customer satisfaction, improves operational efficiency, and delivers long-term business impact—driven by Atos' proven ITSM expertise, platform accelerators, and enterprise-wide ServiceNow transformation capabilities



3. What technology does it use?

Our 'Transform the Service Experience' offering is platform-agnostic; however, our most recent successful delivery has been using ServiceNow and its modules to deliver industry-best practice in Service Experience.

We transform service delivery by combining ServiceNow's leading workflow modules with advanced experience analytics from Nexthink.

Using platforms such as ServiceNow ITSM, ITOM, CSM, HRSD, and Service Portal, we streamline processes, automate routine work, and create seamless employee and customer journeys. Paired with Nexthink's real-time experience insights, we proactively identify issues, improve service quality, and continuously optimise the end-to-end experience.

We leverage the best of ServiceNow and Nexthink to modernise service operations, boost productivity, and elevate the experience for every user.



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
CX	Customer Experience
HRSD	Human Resources Service Delivery
ITSM	IT Service Management
ROI	Return on Investment
SaaS	Software as a Service
UI	User Interface



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