

G-Cloud 15

SAP S/4HANA Services



Atos

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1. What is SAP S/4HANA Services?

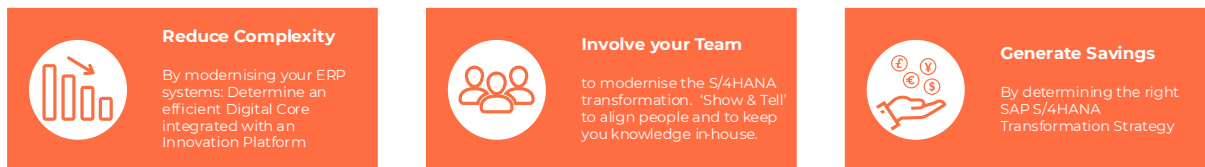
The UK Government's Cloud First strategy obliges public sector organisations to fully assess and evaluate the use of Cloud for all IT Services. When combined with the challenges posed by departmental budget pressures, the deployment of SAP technologies on Cloud platforms offers a practical solution to these challenges.

Atos delivers true end-to-end SAP Cloud services with a consulting-led approach. As an SAP Global Services Partner for over 35 years, we deliver advisory services, support, and implement SAP PaaS and SaaS, including SAP Business Suite (formerly Private Edition) and SAP Cloud ERP (formerly Public Edition) for Finance, Manufacturing, Supply Chain, Procurement, Sales, and Service to enable digital transformation. Atos focuses on automation and cloud-based solutions to drive efficiencies for our customers.

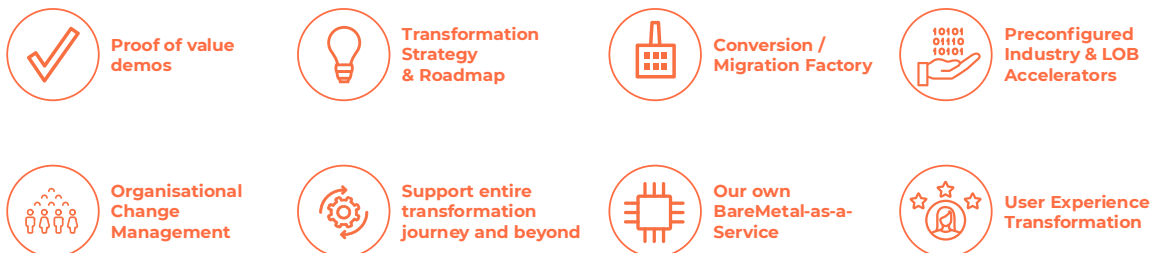


2. What does it deliver?

We work collaboratively with our clients to help them ‘Adopt, not Adapt,’ deploying standardised best-practice processes to reduce complexity, while developing the capability and understanding of our clients’ own staff to drive the financial benefits of deploying modern SAP solutions.



Atos brings together everything you need to transform your business with S/4HANA.



For customers new to SAP, we take a consulting-led approach to our engagements. This means we work with our customers to understand their requirements for business processes, IT, and business cases. We **focus on the value** our customers derive from their SAP deployments and translate this value into KPIs for our delivery services. We are happy to be measured not only on the quality of the implementation and ongoing services, but also on the value the system delivers to our customers – we aim for long-term partnerships. As longstanding partners (over 35 years) with SAP, we work together to deliver the right solution to our customers, underpinned by a solid business case.

In addition to working with our customers through their S/4HANA journey, Atos can then support them with their SAP Application Management Support (AMS) requirements, thus becoming a true partner throughout the transformation journey and beyond. The Atos SAP capability can support our customers with the right resource model for each engagement. We have competency centres across the world that cater to the niche technologies SAP offers, including Robotic Process Automation, Advanced Analytics, and Artificial Intelligence through Business Data Cloud, Joule, and SAP Business AI.

Atos has a large UK SAP practice with around 100 local experts to assist our customers when local resources are the best option for delivery or support. This includes engagements that require high levels of security clearance. Atos is also able to deliver in an on-site model where the customer organisation will benefit from local presence. This can include short, sharp engagements, such as agile implementations, as well as engagements where knowledge of local rules and regulations is especially important, such as in the Public Sector. Our near-shore and offshore presence complements the flexible resourcing, where we can flex the resource model to meet our customers' requirements.

Atos Value Proposition

Our value proposition for SAP S/4HANA to our customers is based on the following principles:

Principle	Benefits to Customers
Cloud First	As a leader in cloud migration services, Atos has a wealth of experience to leverage for customers on their S/4HANA journey. This translates into a more considered, streamlined, and successful transformation for our customers.
Business Focus	Remove complexity in your S/4HANA implementation with a simplified engagement and guided journey through your business transformation. Customers can also leverage our Preconfigured Solution to accelerate their journey, resulting in a faster time to realise their investment.
Drive Digital Transformation with SAP S/4HANA	Maximise the investment in S/4HANA beyond the technical landscape. With a strong focus on the digital transformation, Atos can provide our customers with Innovation workshops to fully leverage all the opportunities and a framework to adopt them.
Future Fit AMS	Artificial Intelligence (AI) has become a key pillar for our customers in supporting their IT systems. Detecting network anomalies and predicting its effects will provide a quick remedy and reduce incident volumes.

Cloud First:

As a certified HANA Cloud partner, our customers benefit from our broad infrastructure capabilities, including Cloud, On-Premise, and Hybrid platforms. Regardless of a customer's landscape, Atos' extensive capability and partner network will ensure we can support any customer with their S/4HANA strategy. Atos has considerable experience in SAP deployments on different Cloud platforms, including AWS, Azure, Google and SAP Cloud. In addition, our Cloud offering supports the operation of a Hybrid Cloud. We work with our customers to assess the optimal solutions in terms of landscape, scaling, and Cloud partner, and subsequently deliver the migration using proven methods and tools to accelerate and assure the system migration to Cloud.

Atos' expertise in SAP implementations has been independently recognised, with Atos positioned as a Leader in SAP S/4HANA System Transformation across multiple regions by the global analyst and advisory firm ISG. As well as a Leader globally in the RISE with SAP Implementation category. These reports highlight our broad set of end-to-end SAP assets and offerings, its priority on partnerships with Hyperscalers like Google Cloud, AWS and Microsoft Azure and its large focus on cloud offerings and capabilities through its OneCloud initiative.

Business Focus:

Our unique Vision4SAP advisory offering helps our customers optimise their SAP Solution, from consolidating their systems landscape through to aligning their processes, drawing on our experience of over 15 years of Consolidation and Harmonisation programs. We work with our customers in our Vision4SAP engagements to deliver a clear roadmap and recommendations to define the optimal extent of system consolidation and process harmonisation to drive value and efficiency in their business operations. This results in a clear strategy and aligned processes before starting the implementation and migration to S/4HANA, which, in turn, will lead to internal stakeholder buy-in, an effective change management framework, and a more efficient implementation.

Our management consulting framework includes the relevant components and functionality to:

- Align and operationalise Business and IT-strategy from a top-down perspective, including both business and IT requirements analysis
- Share best practices from comparable consolidation and harmonisation programs to optimise the approach specific to each customer

- Provide a well-founded, coherent business case which is aligned with industry trends and strategic business targets
- Choose the most beneficial implementation and migration approach.

Atos has extensive Public Sector expertise and experience, including expertise on SAP solutions for central government agencies, local government authorities, and airport authorities, with a focus on security and compliance. We also have an S/4HANA Preconfigured Solution for Public Sector organisations, to enable rapid and cost-effective deployment of the new platform and processes. This Preconfigured Solution can help our customers accelerate their S/4HANA enablement. This offering will allow our customers to realise the benefits of an Intelligent Enterprise faster, including increased automation, greater visibility across end-to-end business processes, greater planning agility, and personalised insights delivered to all employees in the context of their role.

We assist our customers on their journey to Cloud through vertical solutions, including Atos pre-configured S/4HANA Cloud for back office and Safe Cloud solutions for data and applications security.

Atos has teamed up with SAP, in support of both customer journeys **RISE with SAP Cloud ERP Private** or **SAP Cloud Public** and **GROW with SAP Cloud ERP**, which are SAP's strategic SaaS offerings that help customers take their business-critical elements into the cloud, accelerating their digital transformation and value realisation of their investments in their journey to an intelligent enterprise.

These offerings offer a holistic 'on-your-terms' and 'on-your-timeline' transformation to the intelligent enterprise. This offers you a faster time to premier value and the flexibility you need without a high up-front investment.

The RISE offering is a subscription service for both platform and application software solutions, focused on existing SAP customers, managed under a single contract, offering Private Cloud instances of SAP S/4HANA dedicated to a single customer, as well as Public Cloud Elements. Alternatively, GROW with SAP is a subscription-based SaaS focused on new customers based on a Public Cloud approach, where multiple clients share the same platform. Each offering and strategy has its own strengths, and Atos can help guide our clients in making the right platform choice.

But Atos is not simply a partner of SAP; it was also one of the very first SAP partners to go live on SAP S/4HANA Cloud, private edition. This successful implementation spanned the entire Atos business- to all 105,000 employees across 71 countries – and was made possible in record time. The learnings from our own transformation to S/4HANA are incorporated into the services we offer our customers.

Drive Digital Transformation with SAP S/4HANA:

We offer a range of Digital Transformation services that guide our customers in the following areas:

- **Awareness & visioning:** Innovation workshops that showcase the art of the possible (for example, Employee Experience, Internet of Things, and Artificial Intelligence use cases) and analysis of technical readiness to reach those goals. These include demonstrations of relevant solutions and an evaluation of the current solution.
- **Strategy & design:** Definition of the future 'To Be' architecture; Implementation plan and approach; Business Case Support and Proof of Concept solutions to determine technical feasibility for re-implementation, conversion or an enhanced approach such as conversion with selective data migration.
- **Deploy & simplify:** Building and implementing the future SAP landscape, including training and change management, template design, build and rollout.
- **Run & Improve:** Operation, support and optimisation of the architecture.

As SAP Global Strategic Services Partner, our Public Sector experts understand how to best leverage the SAP solutions for your industry and will work with you to achieve the optimum **Architecture and Design** solution for your organisation. Based on our recommended system architecture, we provide a high-fit solution, which may include an industry-specific solution, a more generic best-practice process baseline, or a combination of both. The result is a scalable architecture with the right components, which, in turn, enables an accelerated implementation approach designed to suit our customers' organisations and people.

We also leverage **SAP Best Practices via SAP Signavio Process Navigator** as a starting point for each new implementation to enable an assured implementation and effective adoption by the user community. This means that we use the SAP S/4HANA delivered processes as the baseline for the design, as opposed to starting from scratch, designing the system, resulting in an accelerated implementation project. Not only does this streamline the implementation, but customers can base the landscape on best practices processes that have been extensively researched and designed.

Atos also offers 2 distinct accelerators for the implementation of S/4HANA:

- **A Sandbox S/4HANA system** for the purpose of system walk-throughs, training, supporting initial discovery workshops, and enabling customers to test the end-to-end processes with the new user interface (Fiori). This Atos Cloud System can be used to define a more accurate business case and improve project planning when implementing S/4HANA. This, in turn, reduces project risk because more processes have been tested. The new user interface. The system can then remain available as a reference throughout the project

- **Free of charge, Atos pre-configured solution on S/4HANA**, with additional pre-configured processes and documentation that further accelerate our implementations.

Our decades of experience implementing and supporting SAP systems for our customers have given us a wealth of lessons learned and an understanding that there is no 'one size fits all.'

We also ensure that the framework we use to design and manage our delivery is underpinned by proven methodologies, and as such, we have adopted the SAP Activate Methodology as standard for all our projects. catering for both waterfall and agile approaches, which deliver accelerators, including templates, guides, and content-rich artefacts such as test scripts, business process maps and descriptions. This is further enriched with our Atos SMART-Guide, structured guidance for delivering S/4HANA projects following a phased approach with workstreams, work packages and deliverables relevant for specific project types based on Atos' vast experience and best practices from multiple successful SAP projects.

SAP Data Management and Analytics

Atos developed solutions that leverage the capabilities of SAP Business Data Cloud, the SAP solution to unify, govern, and share data across systems and landscapes in a secure and compliant way. The main features of this cloud native platform are:

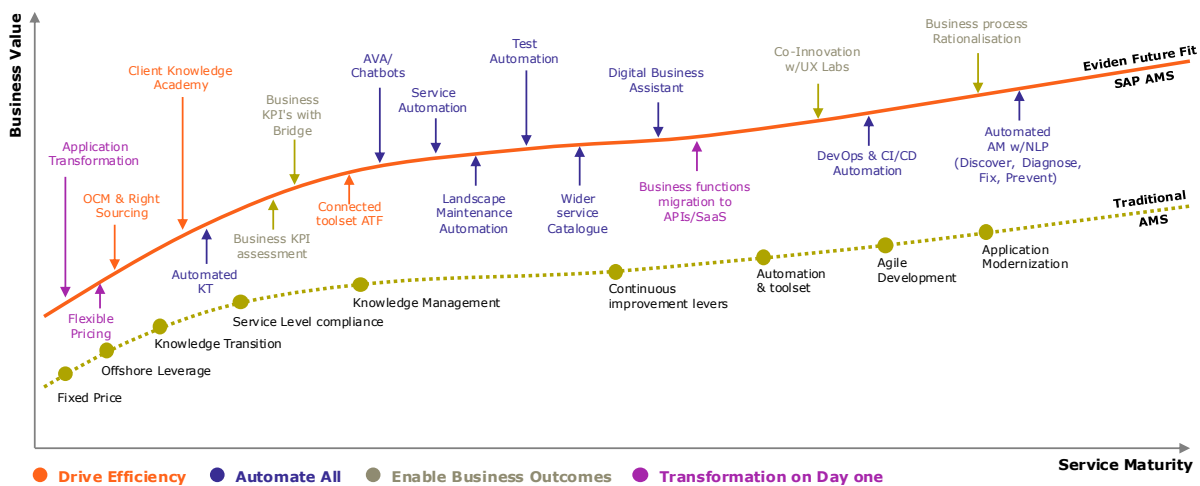
- Prebuilt intelligent apps. E.g. HR Workforce management, Procurement Spend Management
- Live querying of SAP and non-SAP systems
- Advanced AI and ML features, including advanced simulations for forecasting risk analysis and planning.

Atos provides accelerators to help existing BW customers migrate their Business Warehouse to BDC, including automated code analysis, document generation, risk mitigation, accurate complexity estimation, and improved cost estimation.

Another Atos accelerator enables rapid integration/configuration of data into SAP Business Data Cloud, reducing the effort and time required to set up and manage data flows between systems, allowing users to access data more quickly and easily and enhancing their decision-making capabilities.

Future-Fit AMS:

In addition to the standard SAP Application Management support services (AMS), Atos focuses on delivering service improvements and increasing efficiencies for our customers. Our 'Future Fit' SAP AMS is based on both traditional and AI-based automation tools and process improvement, including DevSecOps and Agile developments. The graphic below details our approach to moving clients from traditional AMS services towards our zero-touch approach. We work with our customers to establish where they are on the service maturity curve and take them on the roadmap to continuous improvement of their application management services.



Typical service maturity curve accelerating benefits by Atos

The aim is to get as close as possible to 'zero touch' AMS using AI and automation to detect and remediate issues as quickly as possible. Below is a small selection of customer case studies:

Virtual assistant to improve customer experience and reduce ticket volumes:

For one of our financial services customers, Atos built a user-centric, easy-to-use virtual assistant to improve customer interactions through a mobile application and voice interaction. The virtual assistant speeds up the claims process with the following features and benefits:

- A digital assistant to respond to questions about the status of claims based on information in the database
- Reduced effort in conducting customer research
- Voice-enabled transactional chatbot to enhance usability.

Predictive System Performance Analyser to reduce incident volumes.

This detects network anomalies and predicts their effects to provide a quick remedy and reduce incident volume by analysing data from any source. This includes user logs, devices, networks, and servers. It also identifies when a metric is behaving differently, considering such factors as seasonal day-of-week and time-of-day patterns and trends to focus on the true deviations. The solution depicts fraud, network interruption and unusual behaviour that can have a high impact on business. The tool identifies unusual behaviours across data sources that are not identified using traditional and manual methods.



3. What technology does it use?

SAP S/4HANA Cloud is at the core of SAP Cloud SaaS, which also includes SuccessFactors for HCM, Ariba for procurement, Concur for expenses, and the SAP Business Technology Platform that enables the intelligent enterprise, as well as SAP Business Data Cloud for Business Intelligence.

Both Public and Private editions of SAP S/4HANA are hosted on the European SAP Cloud, where you can select the underlying cloud technology from AWS, Azure, Google Cloud or SAP Cloud. SAP is currently offering a UK Sovereign Cloud platform for clients with more stringent data sovereignty and security requirements.

An alternative approach, using the SAP S/4 HANA on-premises edition, can be hosted on-premises or on major cloud providers certified to host SAP, including AWS, Azure, and Google Cloud.

The Atos SAP Cloud Platform is a PaaS that enables the Digital Transformation of our customers by delivering a comprehensive set of services to manage both cloud and non-cloud environments. This includes Security and Connectivity.

Security

SAP Cloud Platform Identity Authentication simplifies the user experience in the cloud by providing single-sign-on capabilities. Employees and partners log in just once – from anywhere and on any device. Administrators gain a single central entry point for configuring user-management processes across all cloud-based applications. The service also supports identity federation. With all internal and external identities in one place, administration is more efficient, less error-prone, and more secure. SAP Cloud Platform Identity Authentication is based on trusted security standards. You can establish authentication and single sign-on mechanisms using proven technologies such as the Security Assertion Markup Language (SAML) or OpenID Connect. You can also connect several identity providers (IDPs) in a heterogeneous landscape to streamline your identity processes.

Connectivity

The Connectivity service enables SAP Cloud Platform applications to securely access remote services running on the Internet or on-premises. This service also allows you to connect to on-premises systems using the Cloud Connector and establish a secure tunnel from your on-premises network to applications on SAP Cloud Platform, while you retain full control and auditability over what is exposed to the cloud.

Atos' differentiators are the delivery of an accelerated proof of concept (PoC) for customers to assess the Cloud solution, accelerated migration to Azure and our expertise and experience with our Public Sector vertical solutions, including the pre-configured back-office solution.

The Atos SAP Cloud Offering is part of the Global Smart Platforms Capability, which also includes ServiceNow and Salesforce.



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- this includes Gen AI
AMS	Application Management Services
AWS	Amazon Web Services
BDC	Business Data Cloud (the next generation SAP analytics solution)
BW	Business Warehouse (the classic SAP analytics solution)
DevSecOps	Development, Security and Operations (a framework that integrates security into every phase of the software development cycle)
ERP	Enterprise Resource Planning
GROW with SAP	A subscription-based commercial offering from SAP providing a SaaS solution with a shared instance of S/4HANA
HCM	Human Capital Management
HR	Human Resources
IDP	Intelligent Document Processing
ISG	Information Services Group
KPI	Key Performance Indicator
ML	Machine Language
PaaS	Subscription based Platform as a Service
PoC	Proof of Concept
RISE with SAP	A subscription-based commercial offering from SAP providing a SaaS solution with a private or shared instance of S/4HANA
SaaS	Subscription-based Software as a Service
SAML	Security Assertion Markup Language



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 Atos 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