

G-Cloud 15

Intelligent Automation (IA and Robotic Process Automation (RPA))



Atos

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1. What is Intelligent Automation (IA)

The term 'Intelligent Automation' describes a wide range of technologies, including Robotic Process Automation (RPA), Agentic Automation (AA), Natural Language Processing (NLP), Computer Vision, and Predictive Analytics, that reduce human intervention in processes.

Intelligent Automation refers to the integration of Artificial Intelligence (AI) and Machine Learning (ML) technologies with automation tools to enhance and streamline business processes. Human intervention, which can often be highly manual and prone to error, is reduced by predetermining decision criteria, subprocess relationships, and related actions. These elements are subsequently embedded within the software or machines.

Our IA solution leverages the power of AI, RPA and AA to transform your business processes. We integrate cognitive technologies to enable organisations to automate complex tasks, enhance decision-making and drive efficiency.

Enhancing a solution with Agentic Automation (which is the latest step in automation's evolution). This enables software "agents," powered by large language models (LLMs), generative AI (GenAI), large action models (LAMs), and other advanced AI, to take autonomous action.

In the public sector, IA solutions can help government agencies improve decision-making and service delivery to citizens. Public sector agencies regularly produce reports on their budgets, expenditures, operations, etc. Report generation is a time-consuming process that requires staff, and these manual efforts can be significantly reduced by deploying Intelligent automation bots using NLP (Natural Language Processing), OCR (Optical Character Recognition), and computer vision technologies.

Replacing legacy systems can be difficult for government agencies in the short to medium term. Intelligent automation can help public sector agencies integrate these systems with modern platforms, such as cloud platforms. Public sentiment analysis with intelligent automation can help government agencies better understand and address citizens' problems.



2. What does it deliver?

Atos delivers automated solutions that utilise advanced technologies such as Artificial Intelligence (AI) and Machine Learning (ML) to streamline business processes, improve efficiency and drive digital transformation. Our service offering encompasses end-to-end support for implementing and managing Intelligent Automation, combining RPA, AA, AI, Data Analytics, and other digital technologies to deliver augmented business results.

We provide Intelligent Automation across three interrelated stages. These stages can be followed sequentially, or you can take a subset, opting in and out at any stage of the process depending on your requirements and automation strategy.

The three stages are described below:

Process Discovery and mining. Atos will identify suitable opportunities for Intelligent Automation and help define the investment case, strategy, and roadmap for delivering an automated solution. During this stage, our key focus is to understand your organisation's business processes, define automation goals, and develop a strategic roadmap for implementation.

We employ Process Discovery and Mining tools to systematically capture and analyse business process data and uncover inefficiencies and variations in processes. This assists in the identification and prioritisation of automation initiatives based on their potential impact and complexity.

Business Process Automation. This stage involves deploying automation solutions aligned with the strategic plan developed during the Discovery Stage. It is centred around solution design, development, testing and pilot implementation. Atos will run the Proof-of-Value processes in operational pilot mode within a production environment. We will then use the Agile Scrum methodology to deliver your remaining automated processes in short sprint cycles, ensuring continuous delivery and more timely Return on Investment (ROI).

AI-Powered IT Ops Automation. This consists of ongoing activities aimed at ensuring the continued success and effectiveness of automation solutions post-deployment. We leverage AI to manage and resolve IT operational issues and predict failures before they occur. Our automated solution can diagnose root causes and either report them or automatically resolve them.

Atos will manage and optimise the automation cloud solution. This will ensure a reliable and consistent operation of the automated processes and continuous improvement of the virtual workforce through real-time monitoring and utilisation of the latest RPA and IA

software functionality. At this point, the solution can continually evolve with automation spanning across additional business operations via an agreed change management process.

The RPA smart software accesses applications through the same user interfaces used by your employees, removing the need for costly and invasive technical integration. The software is technology-agnostic and capable of being used on almost any application. It can be rapidly implemented through a small Proof-of-Value project before being deployed at scale with speed to an industrialised solution.

We also offer proprietary tools to enhance the ideation, implementation and monitoring of automation projects, including our Automation Governance Platform that allows users to register automation ideas and track their progress. For e.g. Citizen Developer Studio is a low-code Bot development IDE with over 1000 activities for various applications. It integrates with OpenAI APIs for Intelligent Automation and Bot Command Centre, which is a monitoring tool that ensures bot health and takes remediation actions, reducing operational costs.

Optional Service. By adopting the standard change management process coupled with access to the Atos Consulting service and Automation Centres of Excellence, the solution can be scaled and enhanced by:

- Identifying, designing and automating new processes
- Optimising the automated processes to run a higher throughput of existing processes or new processes
- Amending live automated processes following a change in business operation or underlying applications
- Training your in-house teams in how to operate the automated solution.

We also support migrating automation solutions from an On-premises platform to a cloud-based platform. We have our own Azure/AWS/GCP subscription on which a new automation platform can be set up; similarly, we can set up an automation platform on the client's own cloud subscription. Our automation engineers are qualified across all major hyperscalers and experienced in setting up any of the available automation COTS products on a cloud platform.

The approach will be discussed with you during the Discovery Stage, and the charging model will be amended accordingly.

Key Features of this service

- It implements the proven Atos end-to-end Intelligent Automation methodology to manage your automation journey from the very first automation assessment activity to a fully comprehensive industrialised managed service
- It is delivered using market-leading Software. Depending on your needs, this could include, but not be limited to, UiPath, Blue Prism, Automation Anywhere, NICE, Pega and or Microsoft Power Automate. We also offer our proprietary RPA technology, SyntBots®
- Integrated with cognitive and AI technologies, the automation's capability is extended to handle semi-structured and unstructured data, including voice, text, chat, connected devices and scanned images (OCR)
- Transition from rule-based task automation to AI-based auto-learning
- Your Intelligent Automation – including Robotic Process Automation Strategy, Roadmap and Change Management Plan is developed in unison with you as the customer
- Automation opportunities are identified and assessed across your organisation or operation
- Atos can design, build, test and implement the chosen automated processes
- A flexible approach which allows for the scaling to meet automation initiatives with a low-cost entry point
- Fully managed service with continuous optimisation of the virtual workforce confirmed by real-time monitoring of its effectiveness and efficiency
- Access to the Atos Intelligent Automation Centres of Excellence for ongoing development and expansion of your process automation solution.

Benefits

- **Demystifying automation technologies** to gain a deeper understanding of RPA, AA, IA and AI product capabilities and where to start to get the best ROI and build momentum for the program early on
- **Advisory partner with end-to-end delivery capability**; support with upskilling and training internal delivery teams
- **Maximised benefits from automation solutions**: Our approach ensures you reap the full benefits of your automation solutions, including improved efficiency and cost savings.

- Our **platform-agnostic solution design** offers you greater flexibility, enabling you to maximise the value and impact of your automation initiatives across your organisation
- **Strong alliances & business partners** ensure access to a wealth of expertise, knowledge, and resources, which will accelerate the adoption and implementation of intelligent automation solutions, reducing risks and ensuring successful outcomes
- **Delivering business agility** through the ability of virtual workers to operate 24*7 and be rapidly scaled to meet current business demands
- A dramatic **improvement in process cycle time and customer satisfaction**, with processes typically running between three and ten times faster when operated by a virtual worker
- The **ability to connect systems across the enterprise IT landscape** (internal and external, legacy and digital) without the need for costly and potentially complex technical interfaces
- The capacity to continuously and rapidly automate and deploy processes, delivering a **rapid Return on Investment** (typically less than six months)
- Human Augmentation, rather than replacing people, automated systems can **enhance their performance, productivity, and engagement**.

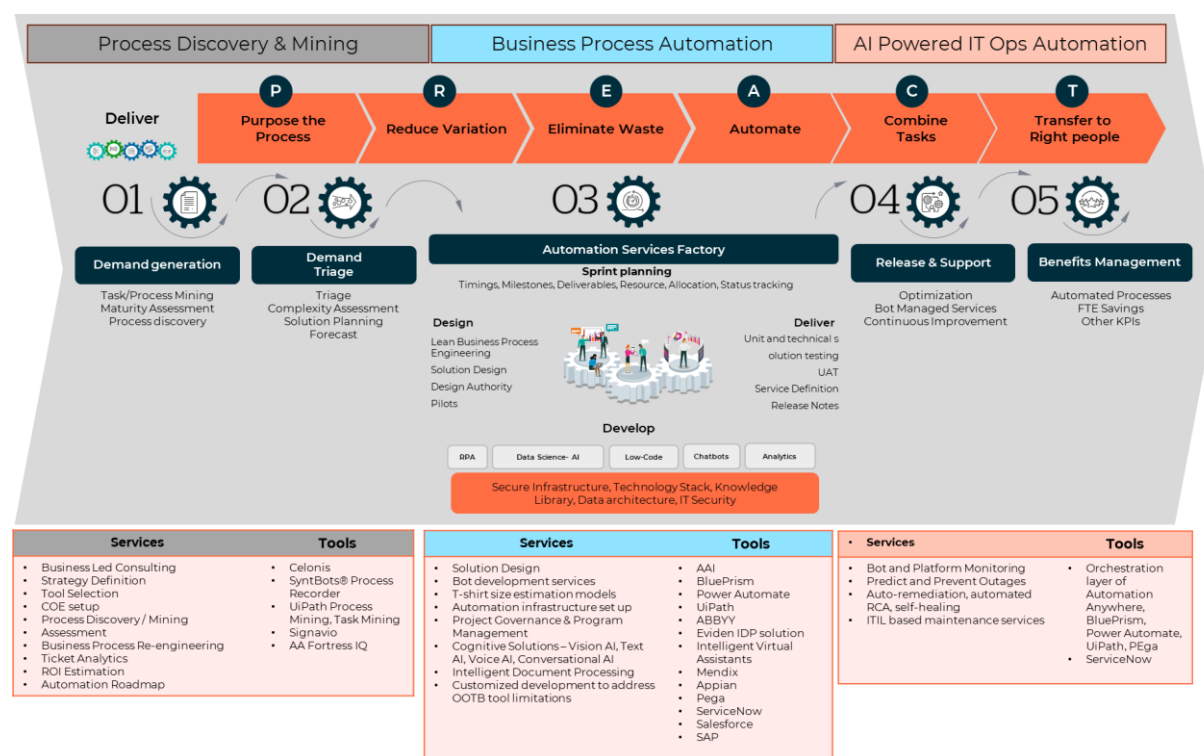


3. What technology does it use?

The Atos Intelligent Automation Service Solution provides a fully secure, cloud-based service.

The process automation capability is delivered via market-leading RPA software configured for your use and managed by Atos.

This Service solution is delivered to you in the three stages of Process Discovery & Mining, Business Process Automation, and AI-Powered IT Ops Automation with clearly defined services for each stage, using all relevant market-leading COTS products and tools.



Intelligent Automation is a rapidly evolving technology. Atos will endeavour to ensure that, with our technology partners, the latest capabilities are incorporated into Atos' Intelligent Automation as a Service offering.

Atos will endeavour to deploy the latest versions of vendor products within six months of a vendor's generally available (GA) product release. Atos will undertake pre-release testing and share the results with the customer prior to implementation. Implementation will be undertaken during the standard maintenance windows, or, if necessary, an ad hoc extended window will be agreed upon outside normal working hours.



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
AA	Agentic AI
AI	Artificial Intelligence
COTS	Commercial Off the Shelf
GA	Generally Available
IA	Intelligent Automation
IDE	Integrated Development Environment
LAMs	Large Action Models
LLMs	Large Language Models
ML	Machine Learning
NLP	Natural Language Processing
OCR	Optical Character Recognition
ROI	Return on Investment
RPA	Robotic Process Automation
SME	Subject Matter Expert



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