

G-Cloud 15

Transform: Back Office Experience



Atos

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1. What is Transform the Back Office Experience?

Our transformation of the back-office consulting services empowers businesses to streamline operations, optimise product lifecycles, and achieve excellence in back-office operations. We deliver end-to-end solutions from strategy and architecture to implementation and continuous improvement, ensuring your ERP, Finance and HR platforms work in harmony to drive measurable business outcomes.

Whether it is modernising ERP for smarter finance, leveraging PLM for faster product development, or deploying HR tooling, we design solutions that maximise ROI and future-proof your enterprise. ERP back-office transformations are often unsuccessful, with research finding failure rates exceeding 50% and 75% of cases finding that the business change and adoption challenge is much larger than the technical challenge. This is exactly why we approach back-office transformations with a holistic view that combines our experience of large-scale transformations and our specialist knowledge in requirements, strategy, architecture, procurement and selection, process redesign, cost reviews and business case development.

Atos Back-Office Transformation Services is not just a technical solution; it is a comprehensive business transformation offering. As an award-winning partner, Atos focuses on measurable business outcomes rather than just technology enablement. The service is built around several key pillars:

- **Business Enhancement:** Atos helps clients realise the full value of their ERP investments by aligning platform adoption with original business objectives, fostering innovation, and leveraging vendor advancements for continuous improvement.
- **Efficiency Gains:** Through end-to-end delivery capabilities, Atos automates workflows, improves operational efficiency, and reduces manual effort. This leads to faster decision-making, lower operating costs, and scalable growth across the organisation.
- **User Experience:** Atos places strong emphasis on change management and user engagement, ensuring that new platforms are adopted smoothly and deliver tangible benefits to end-users. Our approach includes tailored advisory, transformation, and exploitation services that address specific business challenges and drive user adoption.

- **Industry Expertise:** With deep and varied sector knowledge, Atos reduces customisation costs and accelerates time-to-value, providing solutions that are both technology-agnostic and industry-specific.
- **Sustainability & Security:** The offering includes secure, optimised platform efficiency, supporting greener IT and compliance with global standards.

In summary, Atos ERP Transformation Service is designed to help clients achieve strategic outcomes by boosting productivity, improving accuracy, and optimising ERP performance, ultimately enabling businesses to focus on high-value tasks and deliver superior results for their customers.

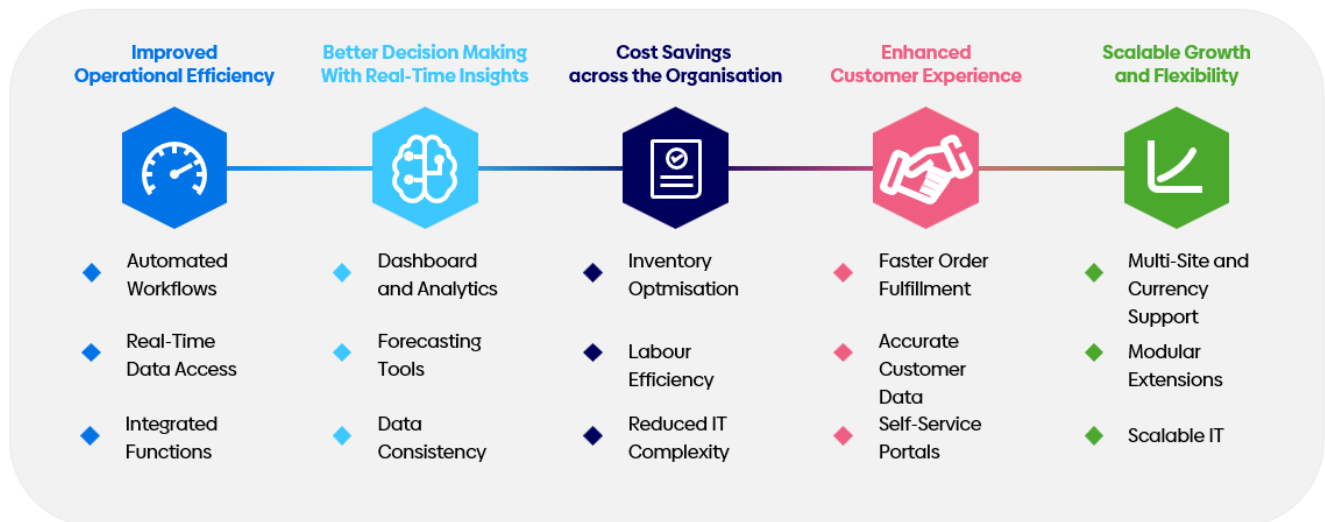


2. What does it deliver?

Our 'Transform the Back-office Experience' service is designed to deliver measurable improvements to your business by transforming how you operate, make decisions, and engage users. The key benefits include:

- **Strategic Alignment** – working with your c-suite, stakeholders, and end-users to define the back-office strategy and roadmap.
- **Value-Driven Scoping** - deeply understanding your real-world business requirements, scoping and prioritising based on value-drivers and anticipated benefits.
- **Process Improvement**- Design a solution balancing the optimal desired future-state processes and the out-of-the-box capabilities of the toolset
- **Business Case Support** – measuring the expected benefits / ROI / TCO against the options available to drive executive support for your transformation.
- **Smart Options Selection** - Identifying the correct platform solutions in a complex landscape to answer your specific business challenges
- **Cost Optimisation** – assessing the licence options available to identify the optimal model for your organisational needs – across licensing, support, maintenance, and consumption.
- **End-to-end Advisory**- throughout the delivery cycle, ensuring technical solutions are aligned to business goals, including measurement of ROI, user adoption, and experience.

These set up your organisation for a successful transformation of your back-office experience, which in turn leads to:



- **Enhanced Efficiency and Cost Savings:** Automated workflows and integrated functions streamline operations, reduce manual effort, and accelerate decision-making. This helps organisations achieve significant cost savings and improved ROI.
- **Better Operational Decision Making:** Real-time data access and advanced analytics from modern ERP/PLM/MES tools provide leadership with precise insights, enabling agile, data-driven choices across the organisation.
- **Scalable Growth & Flexibility:** Modern back-office enterprise platforms, when successfully implemented, are agile and scalable, supporting multi-site and multi-currency operations, modular extensions, and future technology integration (AI, analytics).
- **Improved User Experience:** Our people-centric approach focuses on change management, adoption and engagement, ensuring that new systems are embraced by staff and deliver tangible benefits. Training frameworks and tailored learning pathways support users throughout the transition.

In summary:

Atos ERP Transformation Services delivers a proven pathway to business transformation, enabling clients to boost productivity, make smarter decisions, and achieve lasting user engagement supported by referenceable success stories from major global organisations. Partner with us to unlock efficiency, scalability, and future-ready operations without the disruption.



3. What technology does it use?

Our 'Transform the Back-office Experience' offering is people-led; however, our expertise spans across the most in-demand back-office platforms, including (but not limited to):

- SAP
- MS Dynamics
- Oracle
- PEGA
- ServiceNow

We have award-winning, industry-recognised capabilities in implementing the above technologies and bring a toolset of accelerators, methodologies, and industry specialists to enhance out-of-the-box capabilities. Our approach focuses on 'adopt not adapt' to the core platform solutions, and our expertise helps tailor the platform to meet your unique business needs and maximise value.

Our approach is to minimise customisation of these cloud software-as-a-service (SaaS) ERP solutions, enabling your organisation to benefit from simplified administration and scaling as your needs change.



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
ERP	Enterprise Resource Planning
HR	Human Resources
PLM	Product Lifecycle Management
ROI	Return on Investment
SaaS	Software as a Service



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