

G-Cloud 15

Atos Sustainable Device Lifecycle Management



Atos

Table of contents

- 1. What is Atos Sustainable Device Lifecycle Management? 3
- 2. What does it deliver? 4
- 3. What technology does it use? 5
- 4. What terms apply? 6
- 5. Termination.....7
- 6. How do I order? 8
- 7. Glossary..... 9
- 8. Why Atos.....10



1. What is Atos Sustainable Device Lifecycle Management?

Atos Sustainable Device Lifecycle Management (DLM) is a comprehensive service designed to optimise the entire device journey—from procurement and provisioning to support, refresh, and responsible disposal—while embedding sustainability at its core. As part of Atos' Digital Workplace portfolio, DLM ensures organisations can deliver seamless employee experience without compromising environmental goals.

The service leverages **data-driven insights and Digital Employee Experience (DEX) analytics** to move away from rigid refresh cycles towards condition-based strategies. This approach can extend device lifespans from the traditional 3–5 years, significantly reducing carbon emissions and hardware waste. Considering that up to **79% of a laptop's carbon footprint occurs during manufacturing**, prolonging device life delivers immediate environmental benefits. Atos research shows that adjusting refresh cycles by just one year can cut carbon emissions by 25%, while remanufacturing and refurbishment options further support circular economy principles.

Circular IT is central to Atos' proposition. Up to **76% of enterprise laptops can be remanufactured**, with the remainder refurbished or recycled, ensuring minimal e-waste and maximum resource efficiency. Each remanufactured device reduces carbon emissions and conserves resources compared to buying new, reinforcing Atos' commitment to sustainability.

Beyond environmental impact, DLM enhances operational efficiency and user satisfaction. Organisations benefit from cost savings, streamlined supply chains, and rapid device deployment for new hires.

Optionally integrated with Atos' sustainable workplace solution and its sustainability advisers, DLM also promotes employee engagement through real-time sustainability insights and energy-saving recommendations.

By combining advanced analytics, circular practices, and end-to-end lifecycle management, Atos empowers businesses to meet ESG objectives, reduce total cost of ownership, and build a workplace that is **better for people, society, and the planet**.

2. What does it deliver?

Atos' sustainable device lifecycle management is designed to simplify and enhance the end-user experience while aligning with sustainability and operational efficiency goals. From the moment a device is ordered to its eventual refresh or disposal, the service ensures that employees have the tools they need—secure, modern, and ready—without the complexity of traditional IT management.

Key User Benefits

1. Seamless Device Experience

Users receive devices pre-configured and shipped directly to their location, reducing onboarding delays and enabling productivity from day one. Automated provisioning and modern management tools (e.g., Intune, Autopilot) ensure consistent performance and security across all endpoints.

2. Sustainability Without Compromise

Users benefit from devices that last longer thanks to condition-based refresh cycles and remanufacturing options. This approach not only reduces environmental impact but also reassures employees that their organisation is committed to responsible IT practices. Research shows 75% of employees are happy to keep devices longer when they understand the environmental benefits.

3. Flexibility and Choice

Whether working remotely or on-site, employees enjoy consistent access to hardware and applications. DLM supports global delivery, ensuring devices are available wherever teams operate

4. Improved Employee Engagement

By removing IT headaches and providing real-time insights into device health and sustainability metrics, DLM empowers users to focus on their work. This contributes to higher satisfaction and productivity across the organisation.

In short, Atos' sustainable device lifecycle management delivers a **frictionless, user-centric, and environmentally responsible device experience**, combining operational simplicity with environmental responsibility. It's not just about managing devices—it's about enabling people to work smarter, greener, and with confidence.



3. What technology does it use?

Atos' sustainable device lifecycle management operates as an integrated service built on cloud-first principles and modern endpoint management technologies. Key components include:

- **Service Management and Automation:** The backbone of the service is **ServiceNow**, which provides real-time asset tracking, workflow automation, and incident management. This ensures transparency and efficiency across procurement, provisioning, and support processes.
- **Hardware Asset Management:** Integration with customer CMDBs via **e-bonding** allows bi-directional data synchronisation for configuration items, service requests, and inventory updates. This guarantees accurate lifecycle tracking and compliance.
- **Sustainable Operations:** The platform supports **remanufacturing, refurbishment, and recycling workflows**, reducing environmental impact while maintaining device performance.

Security and Compliance

Security is embedded throughout the service, aligned with **ISO/IEC 27001:2013** standards under Atos' global Information Security Management System (ISMS). Key measures include:

- **Access Control:** Strict physical and logical access policies, role-based permissions, and zero-trust principles ensure only authorised personnel can access sensitive systems.
- **Data Protection:** Encryption at rest and in transit, secure VPN connectivity, and compliance with GDPR and Atos Binding Corporate Rules for data handling.
- **Continuous Monitoring:** Security posture is maintained through automated vulnerability scans, patch management, and 24/7 monitoring by Atos Security Operations Centres.
- **Audit and Certification:** Regular audits and adherence to ISO27001 controls ensure the confidentiality, integrity, and availability of customer data across all geographies.



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 the Government Procurement.



7. Glossary

Term	Definition
CMDB	Configuration Management Database
DEX	Digital Employee Experience
DLM	Device Lifecycle Management
ESG	Environmental, Social, and Governance
GDPR	General Data Protection Regulation
ISMS	Information Security Management System
SaaS	Software as a Service
SOW	Statement of Work
VPN	Virtual Private Network



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 to deliver 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