



Service Management

G-Cloud 15 Framework
Lot 3 Cloud Support: Service Definition

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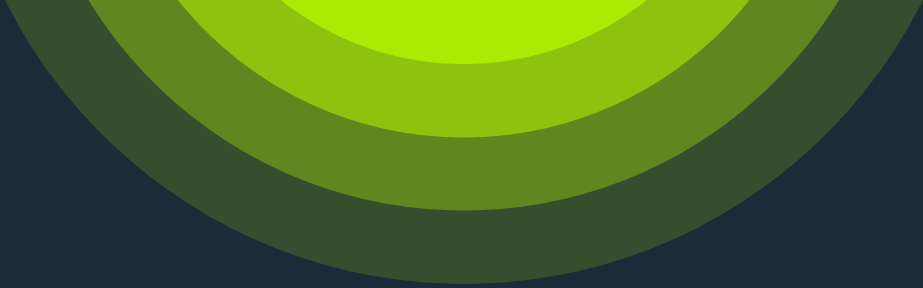
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Service overview

Organisations rely on digital services every day, yet many operate in fragmented service ecosystems where processes evolve unevenly, suppliers work in silos, and service models drift from strategic goals. This leads to avoidable downtime, slow recovery from incidents, rising operational cost, and reduced visibility when decisions need to be made quickly.

AtkinsRéalis helps organisations bring clarity, stability and control to complex service environments – improving service quality and user experience from the outset. Our teams support operations serving hundreds of thousands of users in secure, high trust settings, delivering service strategy, design, transition, operation and service integration across multi supplier ecosystems where strong governance, security alignment and dependable controls are essential. To improve user experience, and realise measurable value from your service estate, we take a human-centred approach, blending operational and cultural insight to ensure your services work effectively for your users, service teams and suppliers.



From establishing service design and architecture governance for services supporting more than 200,000 users; to delivering a structured transition model to support systems that enable more than **67 million air passenger journeys each year**, our service management adds real value. Using Service Level Agreements (SLAs) and Experience Level Agreements (XLAs), we offer true insights, proactive problem solving and measurable outcomes. For one client, we delivered **over £3.8 million in savings** from asset management analysis, including re-purposing under-utilised assets; alongside improvements in preventative maintenance that resulted in a decrease in service desk usage.

Our team includes ITIL Master certified practitioners, bringing the highest level of ITSM accreditation to your service design and operations. Grounded in recognised frameworks **including ITIL, SIAM, ISO 20000-1 and ISO/IEC 27001, as well as the GDS Code of Practice**, we help you improve service quality and user experience and reduce operational friction to maximise value from your service portfolio.

Service management makes your services easier to operate, easier to assure and easier to improve. We deliver the high-quality insights and user experiences that underpin service strategy, design, transition, and operation, ensuring user satisfaction and driving continual service improvement. By focusing on strategic alignment, structured and transparent decision-making, and dependable operational controls and insight, we enable you to manage your risk effectively.

Our service in action

Our Service Management capability is designed to strengthen the full lifecycle of your services. We apply structured governance, clear performance frameworks and a user-first design approach, so your services remain reliable, supportable and aligned to your organisational goals. The next slides summarises the core components of our offer.



Service strategy, architecture & design

Shaping services that are aligned, measurable and efficient:

- Defining service intent and measurable outcomes aligned to your organisational goals
- Using our benchmarking tool to conduct maturity assessments that evaluate your service maturity, relative to best practice gained from our experience across a wide range of client domains; and creating evidence based improvement roadmaps to empower your transformation
- Rationalising your service portfolios, to remove duplication and reduce your operational costs
- Designing future-state service models, aligned to Information Technology Infrastructure Library (ITIL) and ISO/IEC 20000-1, to ensure you get consistent, auditable operations
- Employing our user research, personas and journey mapping expertise, to ensure your services are intuitive and supportable
- Embedding accessibility evaluations, to broaden adoption across your organisation, and ease support overheads
- Applying COBIT v5 governance principles, to strengthen control, consistency and accountability across your service model
- Delivering expert advice to assess and align your service strategy to support your business strategy.



Service transition

Ensuring your services launch safely, predictably and sustainably:

- Reducing disruption to your users through structured, scalable change, release and configuration management
- Using our comprehensive readiness assessments, quality gates and governance boards to 'right-size' your controls and assure a safe transition
- Validating your operational readiness, including tooling, monitoring and support pathways, so your services enter Business As Usual (BAU) with the controls required for stable operation
- Ensuring comprehensive knowledge transfer, training, early life support, and hypercare, for seamless acceptance into BAU and user adoption
- Providing cost transparency and clear approval pathways, to support your informed decision making.





Service operations

Improving your live service quality and reducing disruption:

- Reducing downtime, through our strong event, incident and problem management
- Using SLAs, XLAs and KPI dashboards, to provide you with transparent performance insights that inform continuous improvement
- Rapidly mobilising enhanced management information, by leveraging reusable content from our library of proven dashboard design patterns, creating a single, authoritative view of service health across your suppliers
- Delivering fully integrated support capabilities and toolsets, driven by optimised service desk modelling, that offer a truly intuitive and inclusive user experience
- Improving consistency, through high efficiency operational workflows, particularly in Request Management and Access Management.

Continual service improvement

Embedding measurable improvement at the heart of your service delivery:

- Using benefit tracking, to show how our improvements will deliver successful insights and outcomes to support both your users and your strategic goals
- Identifying opportunities to improve your organisation's resilience, cost efficiency and user experience – and helping you to maximise the competitive advantage these opportunities offer
- Embedding automation, where it will safely enhance consistency and reduce your people's manual effort
- Providing Site Reliability Engineering, to help improve your systems' reliability, availability and performance
- Applying Lean informed service optimisation, reducing waste across your processes and improving efficiency in live service environments.





Service integration and management (SIAM)

Creating unified performance across your multi-provider ecosystems:

- Establishing unified governance across your multi provider environments
- Aligning processes, roles and systems to reduce handoff friction, and to improve end-to-end service flow for your users
- Integrating performance reporting, to provide a single view of service health
- Managing dependencies, interfaces and cross supplier risks, using governance boards and readiness reviews to reduce operational risk and deliver clear user benefits
- Assessing supplier sourcing models and constraints, helping you optimise your supplier performance in multi-provider environments.

Why choose us? – trusted results, proven impact

We transform services to make them easier to operate, easier to assure and easier to improve

At AtkinsRéalis, we deliver Service Management in environments where **security, reliability, clarity** and **strategic alignment** are critical. Our work spans **government, defence, aviation** and other high-trust sectors, where services must operate predictably and where decisions must be supported by clear evidence.

Combining **ITIL and SIAM discipline** with accredited delivery frameworks including **ISO 20000-1, ISO/IEC 27001**, and **ISO 38500**, our approach gives you optimised IT governance, transparent performance data and structured risk management across your service lifecycle.





We are members of Information Technology Service Management Forum UK (itSMF UK) and our team includes ITIL Master-certified practitioners – the highest level of ITIL accreditation, only achieved by a small number of IT professionals worldwide ensuring your service design, governance and operational decisions are shaped by industry-leading expertise.

Coordinating risk treatment plans across multiple suppliers, we ensure that accountability is clear and risks crossing organisational boundaries are owned, tracked and managed coherently. Vendor-agnostic, our advice is centred entirely on your needs, avoiding expensive tie-ins.

We focus on right-sized governance and controls, efficient user-centric processes, insightful service reporting, and data-driven decision-making – strengthening stability, transparency and operational value across your service estate. This combination of independence, structured governance, and real-world experience makes your service environments more predictable, more transparent and easier to operate.

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Case studies

Find out how our Service Management expertise strengthens adoption, improves performance and creates more resilient digital service environments.

CASE STUDY

Heathrow Airport

Strengthening transition control in a complex, high-trust environment

AtkinsRéalis delivered a structured transition model for one of the world's busiest airports, supporting systems that enable journeys for **more than 67 million passengers each year**. Using readiness assessments, governance gates and clear service acceptance criteria, we reduced disruption during service introduction and improved operational stability. This enabled faster, more predictable BAU adoption across a highly regulated, safety-critical environment where service reliability is essential.



CASE STUDY

Secure Government

Aligning change to service strategy at scale

AtkinsRéalis established architecture and transition governance for new and changed technology services, ensuring all changes were assessed against strategic intent and operational risk. This strengthened decision-making, reduced unplanned change impact for **over 200,000 users**, and improved long-term service stability across a large, multi-supplier environment.



CASE STUDY

Confidential Client

Experience Level Agreements

AtkinsRéalis helped our client to understand if Experience Level Agreements (XLAs) were feasible within their current commercial agreements. Drawing upon client data on hardware and software metrics, compliance, and surveys on user experience, we created potential XLAs. Rather than focus on time taken, as in a service level agreement (SLA), XLAs would evaluate the user's experience while their issue was resolved.

Our work delivered **over £3.8 million in savings** from asset management analysis, including re-purposing under-utilised assets; an increase in preventative maintenance that resulted in a decrease in service desk usage, improved security compliance, and informed data-driven decision making for leaders.



About AtkinsRéalis

AtkinsRéalis is a global leader in engineering, design, and digital services, renowned for delivering end-to-end solutions across government, infrastructure, energy, transportation, and technology sectors.

Founded in 1911, our company operates in over 160 countries with a workforce of more than 36,000 professionals, combining deep technical expertise with cutting-edge digital innovation. Notable for internationally recognised engineering projects such as the Burj Al Arab, the Ho Chi Minh City Skyscraper and the Elizabeth Line, alongside digital projects for MoD, HMRC, National Highways and Heathrow, we have earned a reputation for consistently delivering high-quality work.

Our digital capabilities span business strategy, architecture, design, implementation, project management, and lifecycle support, leveraging advanced technologies such as AI, digital twins, and data-driven systems to transform government, infrastructure and energy systems worldwide. With our strong focus on human-centric design, resilience, and sustainability, AtkinsRéalis is a trusted partner for complex, mission-critical projects for clients across government, defence, infrastructure and beyond.



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