

Cloud Support

Atos VMware Cloud Services

G-Cloud 14

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What is Atos VMware Cloud Service?

VMware Cloud Service (VCS) is a dedicated private cloud platform with a hybrid cloud management function applied.

VCS enables you to:

- Integrate your operational, security, compliance and user experience under a single governance model
- Span multiple clouds including public and private clouds.

What does it deliver?

VMware Cloud Services is a modular platform, with enough options to fit most budgets.

It is intended for mid to high-sized standalone environments, but there is also the possibility of deploying a multi-tenant solution which houses smaller amounts of workloads from several customers, all under the same management stack, or inside larger enterprises that wish to separate the different branches under an umbrella.

Please find below an overview of its Core Services, Optional Services and Add-on Services:

VCS Service Modules

Overview

VCS – Core Services	VCS – Optional Services
<ul style="list-style-type: none"> ▶ VCS Setup <ul style="list-style-type: none"> • HW Deployment <ul style="list-style-type: none"> • Atos supplied rack, stack, configure • Platform Commissioning and Provisioning <ul style="list-style-type: none"> • installation, configuration of all modules and components • Integration into customer environment / network ▶ VCS Platform Operations <ul style="list-style-type: none"> • Incident resolution, hardening, patching, new features and roll-out • Storage & Data Protection Services for the Management Stack ▶ Life-cycle management <ul style="list-style-type: none"> • Maintenance of software and service ▶ Atos ITSM integration <ul style="list-style-type: none"> • CMDB & event publishing for Atos ITSM integration • Incident, Problem, Change & Knowledge Mgmt • Availability & Event Management • Request Fulfillment & Automation • Service Level and Capacity Management 	<p><i>Note: all optional modules include a dev/setup/configuration phase</i></p> <ul style="list-style-type: none"> ▶ Datacenter & Hosting Services <ul style="list-style-type: none"> • DC LAN services (applicable for Atos DC hosting only) • Data Center Hosting in Atos premise (Housing, Network Security Zone, Connectivity) ▶ Hardware lifecycle management <ul style="list-style-type: none"> • Atos provided and managed hardware ▶ WAN services ▶ Containers: <ul style="list-style-type: none"> • TKG (VMware Tanzu Kubernetes Grid) – out of the box container infrastructure functionality (managed containers services is not delivered from VCS and is a separate Atos offering) • OpenShift on VCS ▶ Disaster Recovery ▶ Storage & Data Protection Services for customer workloads <ul style="list-style-type: none"> • Backup/restore • Cloud Enterprise Backup (CEB) backup and recovery appliance and licenses for management stack and workloads
<p>Add-on Services</p> <p>Customer Portal/Front-end integration – I2X (integrate to anything via API), Cloud Workload Protection, Cloud Encryption, Cloud IAM, IDaaS, Atos MDR, Fiber channel – SAN storage (EMC Unity, VNX, VMAX, Hitachi, HP, NetApp)</p> <p><i>Note: all Add-on Services include a dev/setup/configuration project phase</i></p>	

Blue lettered modules are being used from other service lines outside VCS.

VCS can be hosted on both Atos, as well as customer premises, with the mention that the latter option implies differences in responsibility when it comes to the maintenance of the infrastructure.

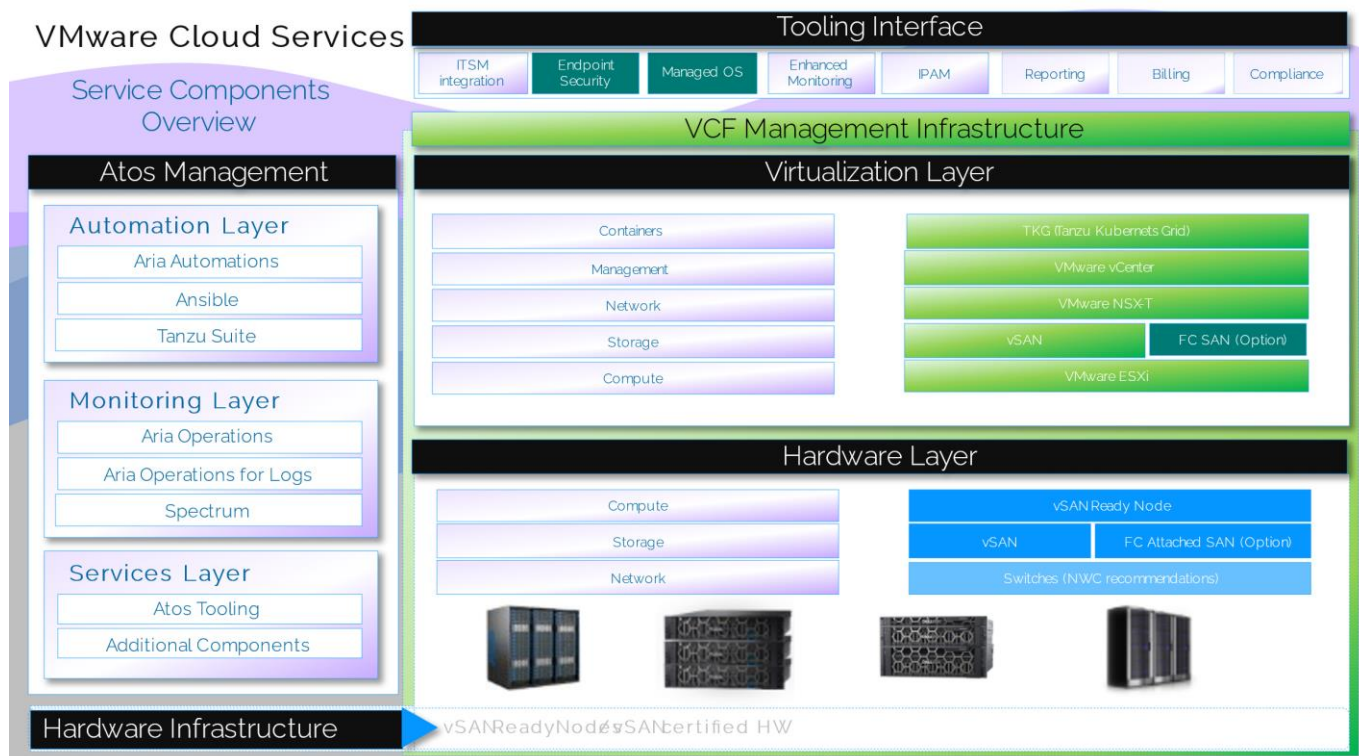
Our VCS solution offers the following benefits:

- Reduce costs – VMware Cloud Foundation generates a 28% lower 3-year TCO than the alternative traditional 3-tier approach to data centres.
- Save an average of 25% on monthly cloud spend through better visibility of TCO.
- Simplify budget tracking, reallocate charges to the appropriate business group, monitor increases in spend, and find opportunities to lower your cloud bills.
- Enables innovation without compromising on security.
- Accelerate time-to-market by 4-8 times by eliminating complex infrastructure deployment processes.

- Control data and improve data quality – and generate the answers that your business needs.
- Future-proof your business's technology platform — running all current and future applications.
- Create custom policies to manage infrastructure consistently across departments.
- Regain control over complex cloud environments.
- Drive cultural transformation in partnership with a trusted advisor.

What technology does it use?

At the core of VCS lies VMware Cloud Foundation, which makes use of the Aria suite, as well as vSAN for storage to leverage full IaaS functionality.



Note: The modules highlighted dark green represents Add-ons managed by different service lines that VCS can make use of.

What terms apply?

Measurement	Availability / Details
Platform availability	99.9%
Service desk availability	24x7x365 Atos Global Service Desk or customer's service desk.
Service Window	<ul style="list-style-type: none"> • Non-Production environment –Business hours (0800 – 1800 hours, Business days) • Production Environment – 24x7x365
Standard maintenance and upgrade window	<ul style="list-style-type: none"> • Every Quarter • For Dedicated- customer approval will be requested.
Emergency patch maintenance window	<ul style="list-style-type: none"> • For Dedicated- customer approval will be requested. • There is no downtime expected except for emergency patching.

Measurement	Availability / Details
Incident handling window	<ul style="list-style-type: none"> Non-Production environment –business hours (0800 – 1800 hours, Business days) Production Environment – 24x7x365
Change handling window	<p>24x7x365 Service Window</p> <p>This window is to carry out planned changes. (maintenance tasks, configuration of nodes, node addition, upgrade releases, patches of any kind, etc). Change implementation will be governed by VCS Change Advisory Board.</p>
Support language	English

VMware Cloud Services is a modular platform, with enough options to fit most budgets.

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Termination

Termination shall be in accordance with:

- The G-Cloud Framework terms and conditions
- Any terms agreed within the Call-Off Contract under Part A Order Form (Termination), where the Crown Commercial Service guidance states: 'The notice period needed for Termination is at least 30 days from the date of written notice for termination without cause'
- Atos Supplier Terms for this Service are as listed on the Digital Marketplace
- 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 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms) related thereto.

How do I order?

Please send your requirements to the email address GCloud@atos.net. We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once the quotation is agreed, we will issue you with the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed. If appropriate, you will be provided access to our self-service portal to start provisioning of services.

If you are a new customer, additional 'new supplier' forms may need to be completed.

Invoices will be issued to you and Crown Commercial Services (CCS) (quoting the purchase order number) for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

Why Atos?

Within this G-Cloud offering Atos can provide Proof of Concept (PoC), Proof of Value (PoV) and a wide range of general consultancy services where relevant. Clients can use these services to shape their direction and improve outcomes; covering areas such as digital transformation, strategy & innovation, information governance and performance improvement.

Atos Group is a global leader in digital transformation with 95,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries.

A pioneer in decarbonisation services and products, Atos is committed to a secure and decarbonised digital for its clients. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

Tech Foundations is the Atos Group business line leading in managed services, focusing on hybrid cloud infrastructure, employee experience and technology services, through decarbonised, automated and AI-enabled solutions. Its 49,000 employees advance what matters to the world's business institutions and communities. It is present in 69 countries, with an annual revenue of € 6 billion.

The purpose of Atos 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.

Atos is widely credited with the highest standards for its pioneering efforts in sustainability, equality and inclusivity, for example:

- In 2023, Atos was a winner of a 2022 SEAL Business Sustainability Award, for its leadership, transparency, and commitment to sustainable business practices.
The 2022 SEAL Organisational Impact Award recognises overall corporate sustainability performance and represents the 50 most sustainable companies globally. Winners were selected by combining two premier Environmental, Social and Governance (ESG) data sets – the CDP A-List™ and the Corporate Sustainability Assessment (CSA, now part of S&P Global ESG Scores™).
With this award, Atos is adding yet another global recognition for its sustainability and ESG practices, after having been ranked among the top 1% of the IT Services industry with a score of 85/100 in the 2022 S&P Global Corporate Sustainability Assessment (CSA) 2022; received a 'AAA' rating (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment 2022; was rewarded a Platinum Award from EcoVadis; achieved a Prime status in the ESG assessment carried out by ISS in 2022; was selected on CDP's prestigious 'A List 2022' for tackling climate change and included in the Dow Jones Sustainability Indices (both the DJSI World and DJSI Europe) for the last eight consecutive years.
- Atos has been recognised as a Times Top 50 Employer for Women 2023 in the UK, (5th year in a row)
- In 2024, Atos was awarded the Royal Society for the Prevention of Accidents (RoSPA) Order of Distinction Award. The ultimate symbol of achievement, the internationally renowned RoSPA Health and Safety Awards recognise organisations, teams and projects across all sectors for their unwavering commitment to protecting lives. By earning a RoSPA Award, organisations not only receive recognition for their accomplishments but also become part of a legacy that values dedication to high safety standards, the well-being of individuals, and signifies a commitment to excellence.

Atos brings a partner ecosystem built to deliver superior business value based on best in class technology. We work hand-in-hand with selected world-class organisations in software applications, infrastructure and consulting to strengthen our own unique portfolio in consulting, solutions and services. We have Global Alliances with partners such as AWS, Microsoft, Google Cloud, Dell EMC, VMware, SAP, Cisco, Oracle, Hitachi Vantara, Red Hat, Salesforce, ServiceNow Siemens, Citrix, Cloudera and Pega but also embrace the innovation and fresh thinking that our SME partners can bring. Our Horizons scheme is a pioneering programme that brings our customers the best talent and solutions from the UK and Ireland SME community, safely and at the scale you require. We continuously review and onboard smaller companies for the benefit of customers wishing to implement digital transformation strategies. We select standout SMEs who work innovatively to deliver cutting-edge technologies and specialist expertise. Once each organisation is fully onboarded, they are part of our

partner ecosystem working in collaboration to achieve our customers' goals while also enjoying a number of benefits themselves that can help them grow and achieve their own business objectives.

Glossary

Term	Definition
VCS	VMware Cloud Services
VCF	VMware Cloud Foundation

About Atos

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Find out more about us:

atos.net/advancing-what-matters

To receive further information on this offering, please contact us at:

gcloud@atos.net

Atos IT Services UK Ltd

Second Floor, MidCity Place
71 High Holborn
London
WC1V 6EA

Tel: 0800 783 3040

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