

G-Cloud 15

Dynatrace Implementation & Operate Services



Atos

Table of contents

1. What is Dynatrace Implementation & Operate Services?	3
2. What does it deliver?	5
3. What technology does it use?	9
4. What terms apply?	13
5. Termination.....	14
6. How do I order?	15
7. Glossary.....	16
8. Why Atos.....	17



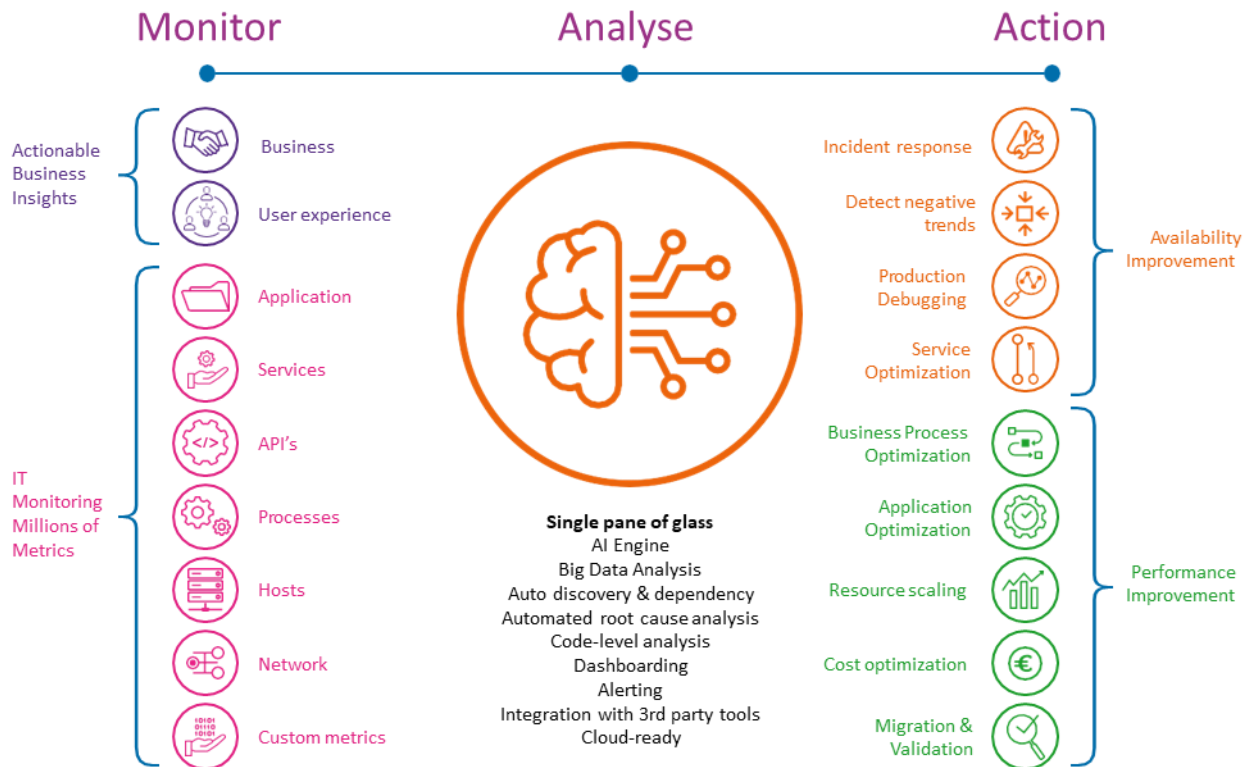
1. What is Dynatrace Implementation & Operate Services?

Atos leverages market-leading AI and automation for innovative Digital Performance Management. We streamline IT operations, boost application performance, and enhance security. From licence resale to comprehensive monitoring, we drive growth and enhance performance. Our focus on app performance, user experience, and security enables informed decision-making and simplifies monitoring.

We provide services that assist the entire application delivery chain, from traditional hosting to private and public clouds and across hybrid landscapes. Our service approach is modular to suit the business needs. Our services help the adoption of the Dynatrace solution, continuously monitoring business-critical applications, which puts application performance in the context of business and enables service management.

With the ability to correlate application performance metrics into quantifiable business outcome metrics, Dynatrace can replace a multitude of disparate toolsets and solutions with a simplified experience with the ability to seamlessly insert into your existing operational model. Atos is a long-standing Dynatrace Premier Partner and is recognised by Dynatrace with the Premier Intelligent Observability Competency, enabling deployment in the most complex and demanding environments, with a proven track record of customer satisfaction and business value.

The At Observability Centre of Excellence has a team of experienced observability consultants supporting clients worldwide (a dedicated UK-based team).



The service offer consists of:

1. Implementation Services
 - Technical Implementation
 - Application Onboarding
 - Business Process Onboarding (optional)
2. Operate Services
 - DPM Platform
 - DPM Monitoring
 - DPM Analyse
3. Develop, implement and run Observability Centre of Excellence

The scope of our services is agreed with the customer after a few initial discovery sessions and can be changed during the contract period.

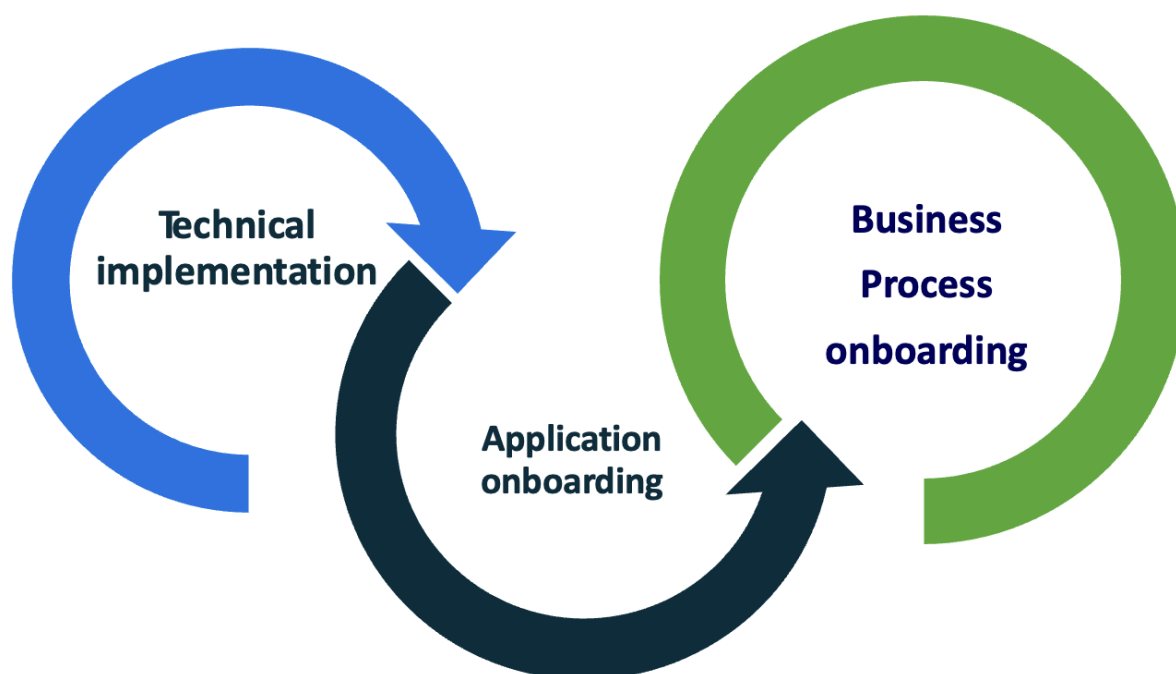


2. What does it deliver?

Implementation

The Implementation Service has three options:

- Technical implementation
- Application onboarding
- Business process onboarding

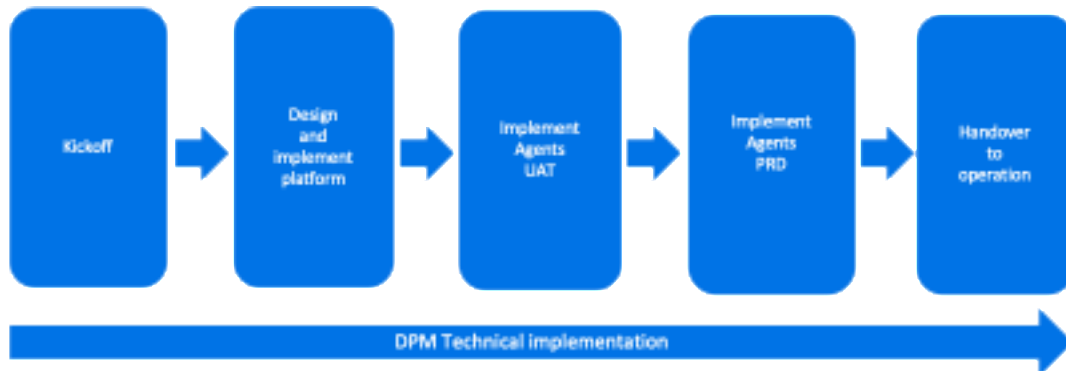


Once the type of implementation to be delivered is agreed upon, the service always starts with a technical implementation. After this implementation, application onboarding can start, and after that, the option to onboard business process monitoring. These dependencies are visualised in the figure above.

The Atos project manager will manage all the implementations. A customer project manager is required to manage the customer activities and resources (customer and third parties).

Technical Implementation

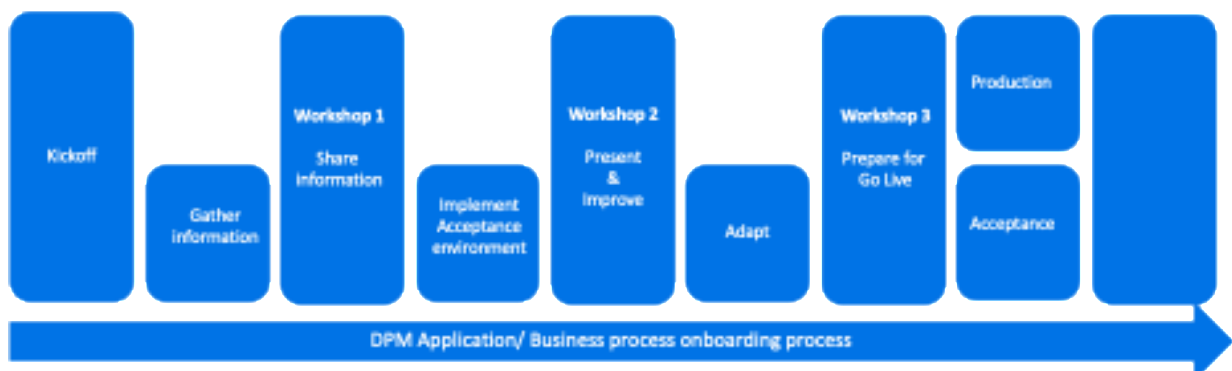
The technical implementation will follow the steps below and end with a handover to the next level.



Application Onboarding

The standard onboarding process consists of the following phases:

- Kick-Off meeting
- Workshop 1: Share information
- Workshop 2: Present & Improve
- Workshop 3: Prepare for Go Live
- Production implementation
- Training.



The standard application onboarding process is used to improve the Dynatrace configuration for the applications, corresponding services, processes, and hosts in scope. The Dynatrace OneAgents are implemented during the technical implementation. The Application onboarding focuses on improving the Dynatrace configurations. The Application and Business process onboarding speeds up the adoption of observability as a standard part of the enterprise processes.

The business process onboarding is focused on onboarding business processes and the corresponding KPIs. The onboarding of business processes enables the customer to perform business process management based on Dynatrace. A business process has two

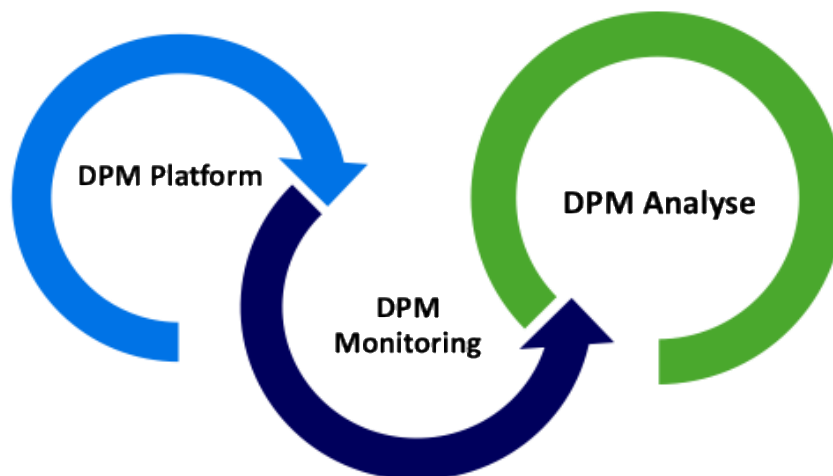
or more defined steps. Business processes are often supported by a combination of components like applications, services, processes, etc. For a business process, there are usually one or more business KPI's.

The objective of business process monitoring is to monitor each step of a business process and report on the defined business KPI's. A custom Dynatrace dashboard containing an overview of the business process steps and the business KPI's is developed per business process. Business owners and/or business process management are informed about negative trends.

Operate

The Operate service has three service levels:

- DPM Platform
- DPM Monitoring
- DPM Analyse



DPM Platform	DPM Monitoring	DPM Analyse
• Maintenance DPM Platform • Contractual management • Licensing management • User management • DPM platform support • Support on request • Automated reports • Optional hands-on training • Optional DPM Consultancy	DPM Platform + • E2E Application Monitoring • Application Performance Dashboards • DPM Configuration maintenance • Standard automated alerting • Monthly performance analysis • Standard performance report • On request Problem Identification and triage • On request in-depth analysis	DPM Monitoring + • Daily performance analysis • Continuous improvement of DPM configuration • Impact analysis on application releases • DPM analysis report • Support RCA sessions • DPM improvement proposals
Add-on Center of Excellence Develop in-house capability - Drive integral and strategic embedding - Move to proactive operations		

DPM – Platform

Service level Platform offers an Observability Platform powered by Dynatrace. At this level of service, Atos will manage the Dynatrace Managed/SaaS platform and provide recurring reports on licence usage and user management. The Atos Team will manage the licensing and commercial relationship with Dynatrace on behalf of the customer and provide first-line support on the SaaS platform. This service level does not focus on the applications in scope; it is limited to the delivery and maintenance of the Dynatrace platform.

DPM – Monitoring

Service level Monitoring, on top of the DPM Platform, analyses the performance of the applications in scope and delivers a monthly Standard Performance Report. The Standard Performance Report provides a clear overview of performance trends, key issues, and advice on potential improvements and/or cost reductions. It also includes actionable information that the client organisation can use to improve the performance and/or availability of the applications in scope. The service also supports the client in maintaining the Dynatrace SaaS/Managed configuration of the components onboarded via the standard onboarding process.

This tier of service supports the client organisation in maintaining service continuity and troubleshooting without providing performance-related information to the customer. The Atos Team will have monthly meetings with the client team to assist with the implementation and adoption of Dynatrace as part of the daily operation.

DPM – Analyse

This Service level, in addition to DPM Monitoring, provides the client with actionable information on the overall health and performance of the business processes in scope. In addition, it supports the client team with actionable information about the performance and availability of the business-critical processes.

Objectives DPM Analyse:

- Continuous monitoring of KPI's business processes in scope
- Inform the client team about negative trends
- Deliver business dashboards with actionable information to the client team
- Deliver a platform to the client with which they can trace requests in the different business processes
- Improve performance and availability of business processes
- Daily performance analysis
- Continuous improvement of Dynatrace configuration
- Impact analysis on application releases
- Analysis report
- Support RCA sessions
- Improvement proposals.



3. What technology does it use?

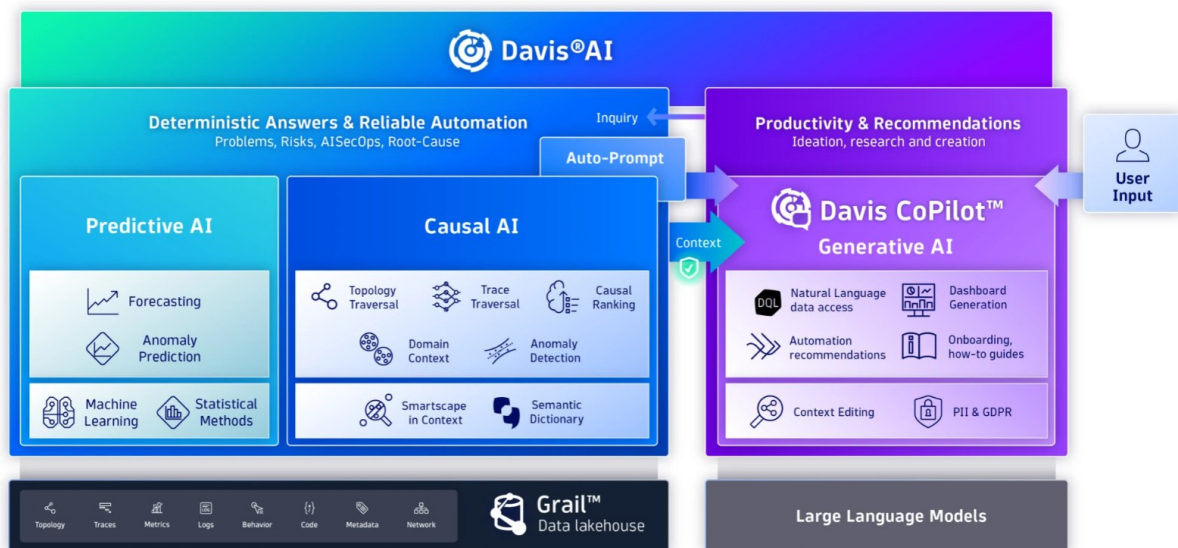
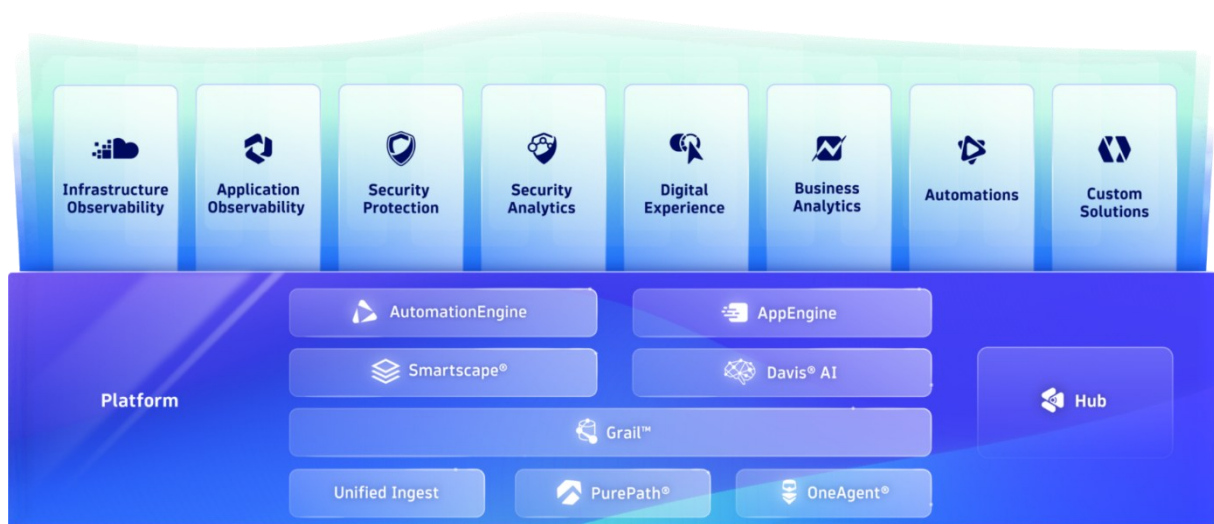
At Atos, we leverage AI and automation to provide innovative Digital Performance Management solutions. Our core services are wrapped around the Dynatrace platform; this way, we can streamline IT operations and boost application performance and security to fully support the Business processes.

Dynatrace offers the market-leading software intelligence platform, purpose-built for complex enterprise environments and the challenges involved with digital experience management and application performance monitoring.



Dynatrace® simplifies the complexity of the enterprise hybrid-cloud for architects, application teams, operations teams, and product owners, while providing actionable insights that accelerate cloud migrations, cloud adoption, and DevOps success. Our solution offers full-stack observability and advanced automation at the core:

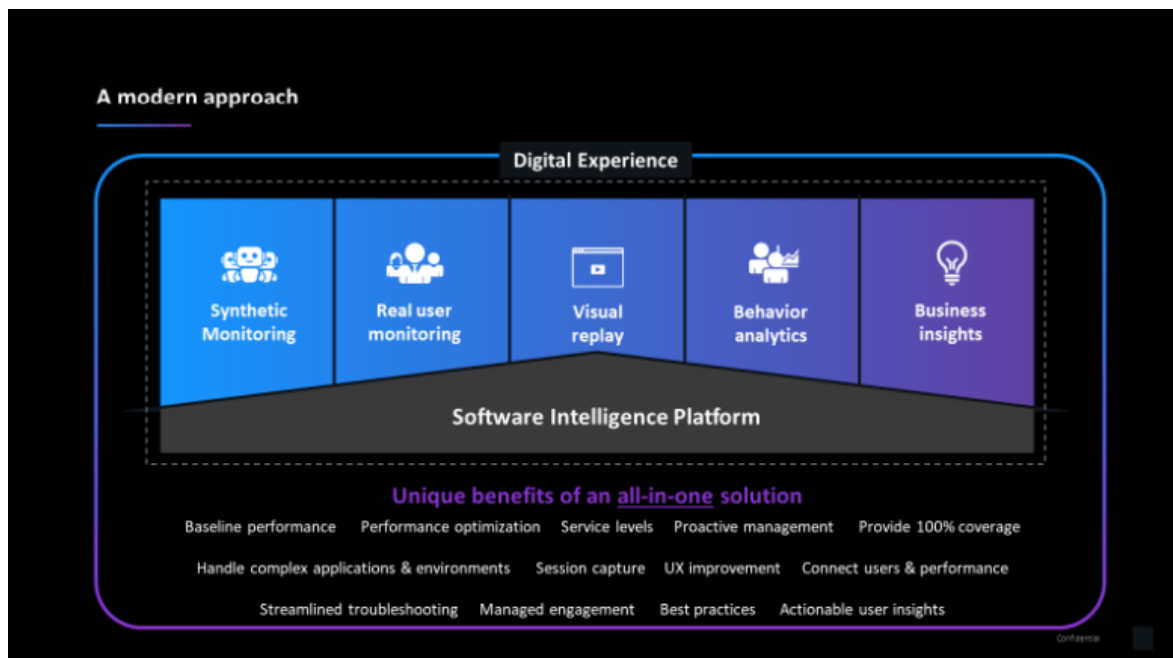
- **OneAgent** – Automatic instrumentation technology which discovers all processes running on the host and automatically activates instrumentation specifically for your stack.
- **PurePath** - Our transaction-centric code analysis technology.
- **Smartscape** – Provides a real-time dependency mapping system.
- **Davis** – Our open artificial intelligence, or AI, engine that we call Davis, provides instant answers to degradations in service, anomalies in behaviour, and user impact.
- **Hyperscale** - Scalable across hundreds of thousands of hosts, millions of entities, & the largest multiclouds.



Dynatrace has been integrated with key components of the enterprise cloud ecosystem to support dynamic cloud orchestration, including AWS, Azure, Google Cloud Platform, Pivotal Cloud Foundry, Red Hat OpenShift, and Kubernetes. In these environments, Dynatrace automatically launches and monitors the entire cloud stack and all applications and containers running across it, including applications and workloads that may span multiple cloud and hybrid environments. Our ability to integrate Dynatrace with cloud platforms simplifies development and operational efforts to improve situational awareness for our customers.

Additional advantages include Key Advantages for your company.

1. **Single Agent:** High fidelity data collection (no sampling or data gaps). Dynatrace OneAgent is designed for complex applications and large-scale deployments.
2. **Fully Automated:** No manual configuration required out-of-the-box.
3. **All-in-One Open Platform Support:** Dynatrace provides a single view across your entire hybrid-cloud environment from on-prem to cloud.
4. **Native AI-Davis:** Delivers analysis of millions+ of dependencies for root cause analysis and eliminates alert storms.
5. **Web Scale:** Dynatrace can scale to 100,000+ hosts per deployment & analyses 55B causations per minute.
6. **New Stack Ready:** Microservices, containers and functions are automatically installed.
7. **Innovation:** Dynatrace is an agile product that has 26 automated releases per year to keep up with our customers' rapidly changing environment and business needs.



The Business Value of Dynatrace

These key differences lead to the following results for our customers:

- **Improved Customer Satisfaction:** Seeing user behaviour, along with application performance, is the key to delivering perfect digital experiences every single time.
- **Faster Time to Implement & Wider-Scale Visibility:** Organisations are monitoring 100s or 1,000s of applications both on-prem & in the cloud, instead of focusing on only Tier 1 applications alone.
- **Larger-Scale Adoption:** The automation and AI analysis built into Dynatrace provide actionable answers to development, operations, product owners, and executives alike. We are seeing hundreds of Dynatrace users within accounts, rather than a traditional, smaller set of performance experts.
- **DevOps and CI/CD Pipeline:** Automate monitoring as a feature of your pipeline - shift left with quality gates, move right to enhance quality and deployment speed, and automate operations and self-healing to mitigate bad deployments in production.
- **Faster ROI:** Forrester estimates Dynatrace customers see ROI in a little more than 3 months on average. It is important to note that these results are for customers upgrading from 2nd-generation (or “Gen 2”) traditional monitoring strategies to the new Dynatrace 3rd-generation (“Gen 3”) platform. If no existing monitoring strategy is in place, the results can be even greater.
- **ServiceNow Integration:** Out-of-the-box integration with ServiceNow at the Event and CMDB levels to drive Operations efficiency.



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
AI	Artificial Intelligence
AWS	Amazon Web Services
CI/CD	Continuous Integration (CI) and Continuous Delivery
CMDB	Configuration Management Database
DEI	Diversity, equity, and inclusion
DPM	Digital Performance Monitoring
KPI	Key Performance Indicator
OaaS	Observability as a Service
PRD	Production
RCA	Root Cause Analysis
ROI	Return on Investment
SLO	Service Level Objectives
SME	Subject Matter Experts
SPR	Standard Performance Report
UAT	User Acceptance Testing



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