

G-Cloud 15

Database Management



AtoS

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1. What is Database Management?

The 'Database Management' (DBM) service by Atos covers the full range of activities, from the conceptual phase, via development to continuous operations 'Operate' includes DB installation, configuration, routine operations (e.g., monitoring, backup, patching), and decommissioning after the database reaches end of life. DBM is one of the 'Operate' building blocks of Database Management Services.

The 'Database Operation' (DB Ops) service by Atos covers the complete life cycle of database management, from architecture, design, and implementation to continuous operation, and is backed by highly qualified, vendor-certified professionals and cutting-edge technologies.

DBM services provide standardised activities and processes to manage any range of customer's business critical applications on a global scale, on a 24/7 service window

Our future-proof database solutions are spread across local data centres, the cloud (AWS, Azure, GCP), and hybrid cloud. Specialised professionals, supported by proven methods, deliver low-risk data migration between DC and the cloud in a heterogeneous environment.

When customers select the DB Service, they unlock a secure, scalable, and high-performance platform designed to optimise operations and reduce the total cost of ownership.

The benefits outlined below highlight the key business outcomes and value drivers that DB Service delivers

- **Business continuity:** High-quality, proven service management and reduced operational risk.
- **Cost reduction:** up to 30% by standardisation of processes, tooling and reporting of application operations with skilled people on a global scale.
- **Faster Delivery time:** Faster time to market by enabling faster implementation of application changes, and at the same time minimising the related risks.
- **Optimisation:** Customer can focus on strategic business and risk reduction by outsourcing non-core processes whilst freeing up resources and having fewer supporting staff.
- **Innovation:** Unique innovation power with Atos as one of the few companies that can provide all the "design, build, and operate" elements of a complete outsourcing solution.

2. What does it deliver?

The DB service provides end-to-end database management, including architectural, engineering, and operational services for customers' environments, and ensures that committed service levels are met. This service supports the daily execution of business processes by ensuring the Database environment remains available and performs consistently, including the underlying infrastructure.

The service is mainly composed of 3 building blocks, which are

- Architectural services: End-to-end life cycle of database management with global standards
- Engineering services: Database migration services, customer-based design services
- Operational services: Complete L1, L2 and L3 services



More than 14000 Databases Supported across multiple RDBMS



Database Management Services provides operational management support to DBMS. It safeguards the daily execution of the Crown Commercial Service customer's business processes by providing the following deliverables

Below are the items included in the standard service delivery at no additional cost, whereas optional items incur an additional cost.

Mandatory Items

- Availability management
- Housekeeping
- Backup and recovery
- Administration support
- Access control

- System user and group management
- Software installation – security patches
- Software installation – fixes and patches
- Configuration management

Optional

- Performance management – enhanced
- Data redundancy
- Failover testing
- DBMS reorganisation and index management
- Capacity management
- Licence management



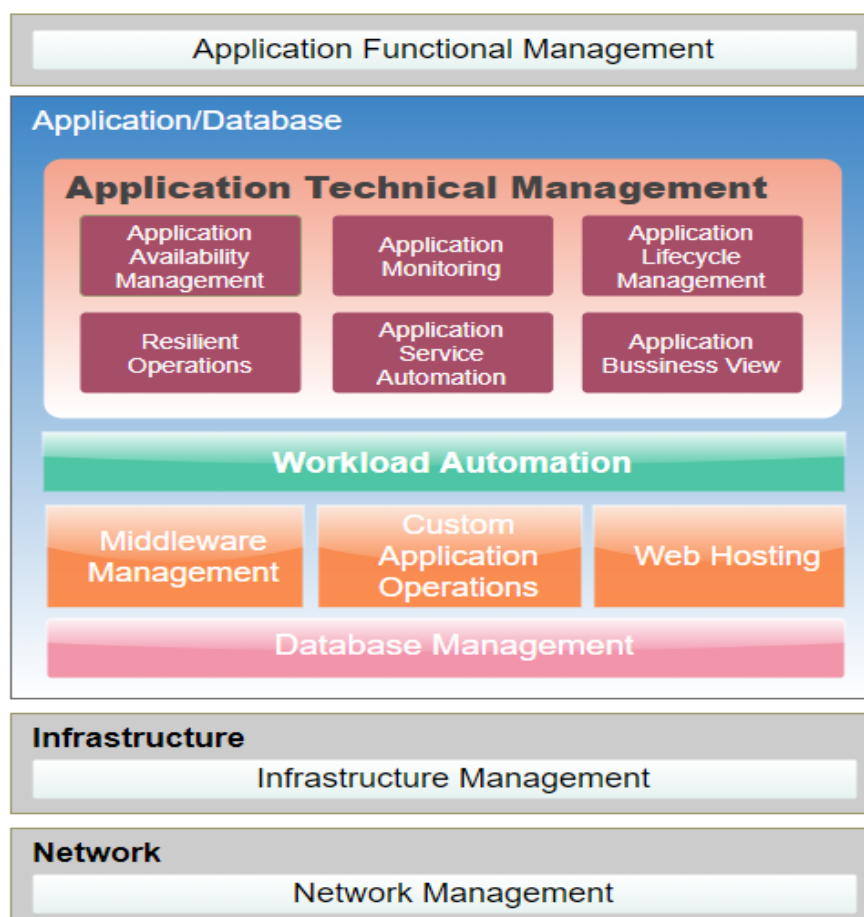
3. What technology does it use?

Atos' Database Management Delivery Centre supports several technologies as standard. Atos offers to the Crown Commercial Service customers the following database technologies:

- Oracle
- MySQL
- Microsoft SQL
- DB2
- PostgreSQL
- MongoDB.

Atos can also offer other technologies on a case-by-case basis.

Infrastructure and Network services are additionally required for this service. The following diagram shows the Database Management offering in relation to other services which can be provided by Atos or customer.





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. 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