

G-Cloud 15

Bridge



Atos

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1. What is Atos Bridge: Service Integration & Orchestration?

- Bridge Service Integration and Orchestration is the execution of the Operational and Functional Processes involved in designing, creating, and delivering end-to-end services
- Traditionally, these processes were handled by domain-specific, siloed operational support teams and monitored through tooling built for static, compartmentalised environments
- With the setup of Atos SIO and the Paladin visualisation tooling, Service Orchestration can take a new approach in serving the needs of today's more dynamic Cloud, multi-cloud and hybrid hosting options, based complex customer multi-domain and multi-supplier landscape
- The objective is to cover the full customer scope. To move from IT only to a combination of IT and OT, as we aim to deliver Business Impact Monitoring and Management
- The Atos Bridge SIO objective is to prevent or minimise Business Impact for customers
- Business continuity is the first and foremost KPI in the Bridge SIO way of working.

To safeguard vital customer business processes and deliver a clear line of sight from IT to business outcomes, 24x7 monitoring of the customer IT landscape is key. We achieve this using the Atos Bridge SIO Services, an automated, proactive administration, maintenance, and monitoring solution run by a dedicated team in our Global Delivery Centres. By measuring key metrics across the network, Atos can view all aspects of business processes, applications, infrastructure, and networks, including availability, utilisation, performance, and capacity. The same view can be offered to the customer.

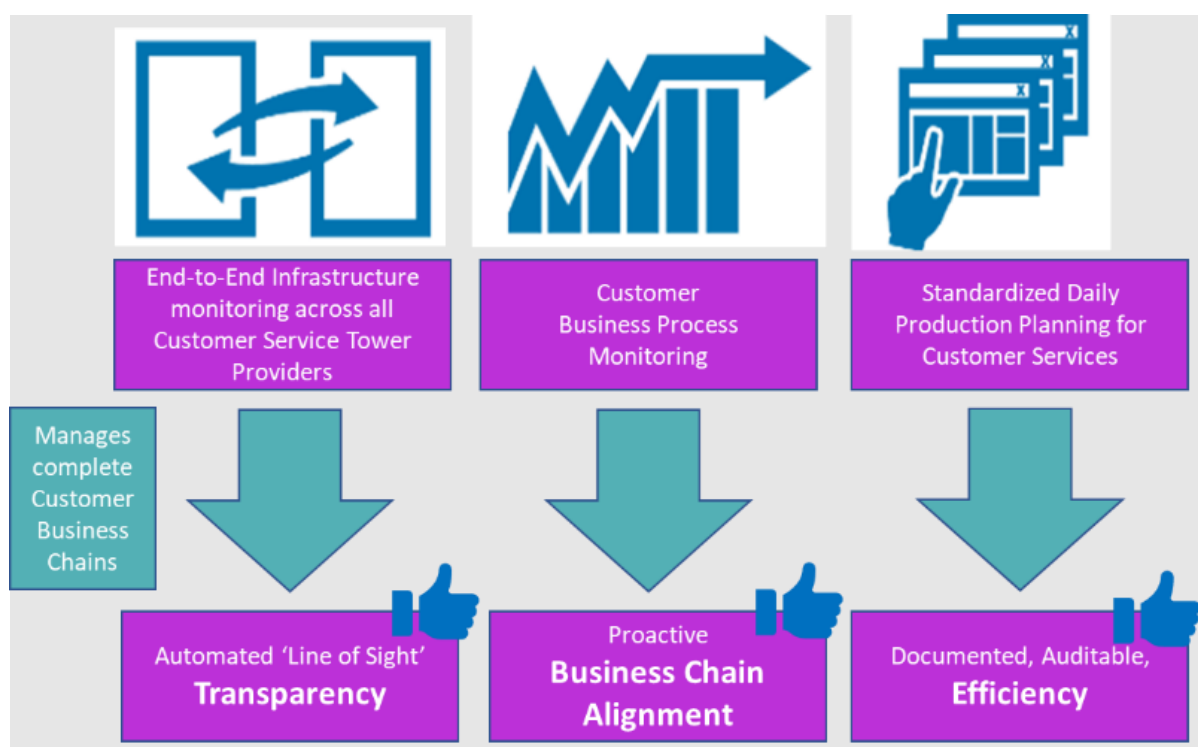
The Atos Bridge SIO Service will serve as the 'central hub' for our daily operations when managing customer IT Landscapes. The Atos Bridge SIO Service is equipped to handle Level 1, 2 and even Level 3 activities, focusing on the health of critical business process chains, end-to-end, as well as service hot-spots and business peaks.

The Atos Bridge SIO Service makes our IT delivery team aware of any deviation from normal operations, so we can rectify malfunctions before they impact the wider customer business community and customers. It provides proactive, 24x7 monitoring of business

processes, applications and infrastructure by 'bridging' the application and infrastructure landscape through our strategic monitoring platform.

The Atos Bridge SIO Service will provide that 'line of sight' view for all information services supporting customers' business outcomes for not just Atos-provided services but also across ALL Service Providers (SPs). The Atos Bridge SIO Service has been successfully implemented for many of our clients, and we can show tangible benefits through improved reporting on business processes, improved operational efficiencies and a reduction of incidents, which overall provides operational stability through improved availability, improved reliability and improved maintainability.

To achieve these customer goals, we will implement the Atos Bridge SIO Service to proactively monitor customer business and Service Integration processes. The Atos Bridge, working as a constituent part of IT Service Integration Services, IT Service Desk and Service Management and Support Services and Cross Tower Services, will deliver an enhanced Service Integration Operational model (SIO) to implement Service Integration for all SPs and Services in scope.



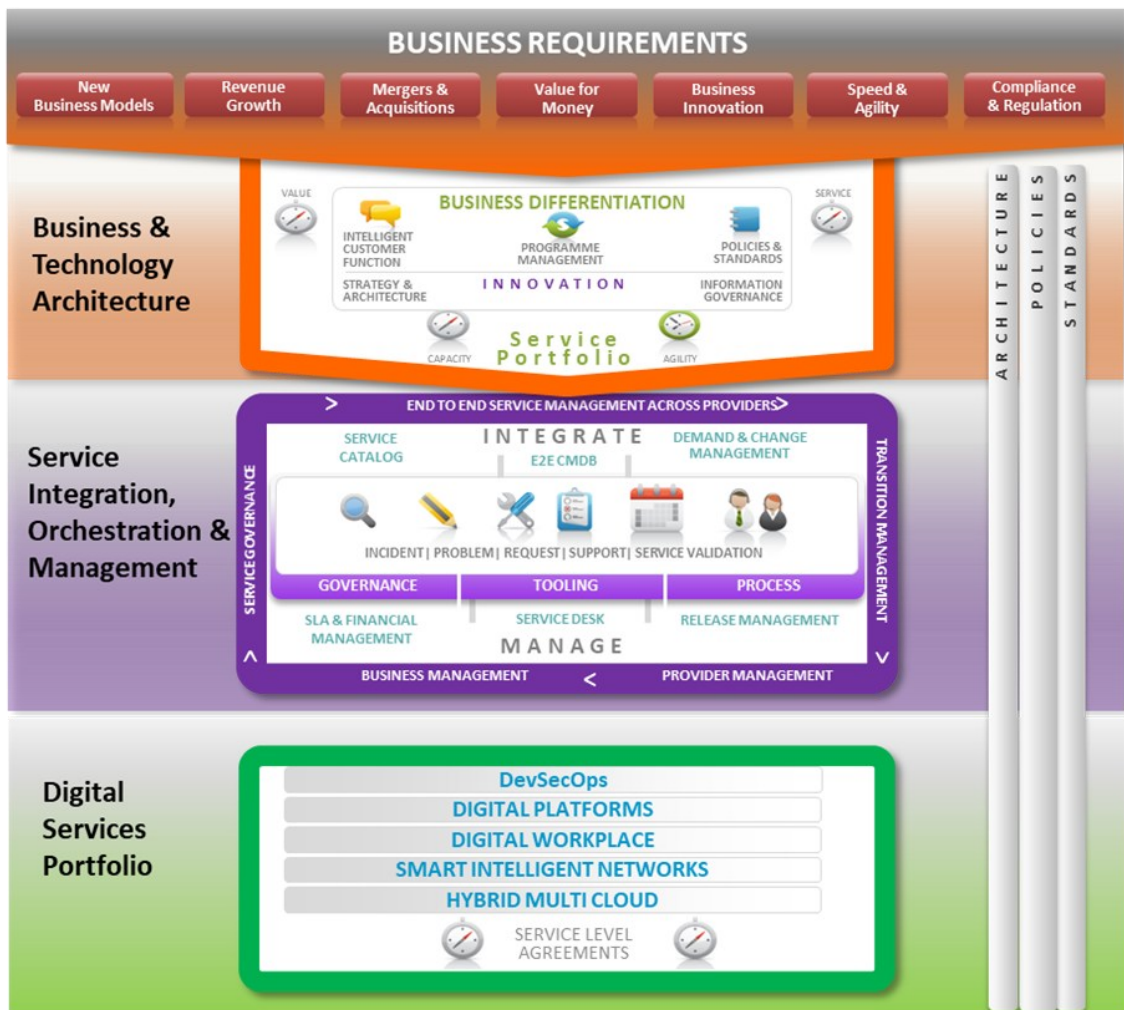
Bridge SIO Services Overview

The Bridge SIO will provide a foundation for all customer business services to operate within an end-to-end Service Integration & Orchestration model, acting as the Service Integrator for all services and suppliers.

The Atos SIO Bridge – Business Requirements

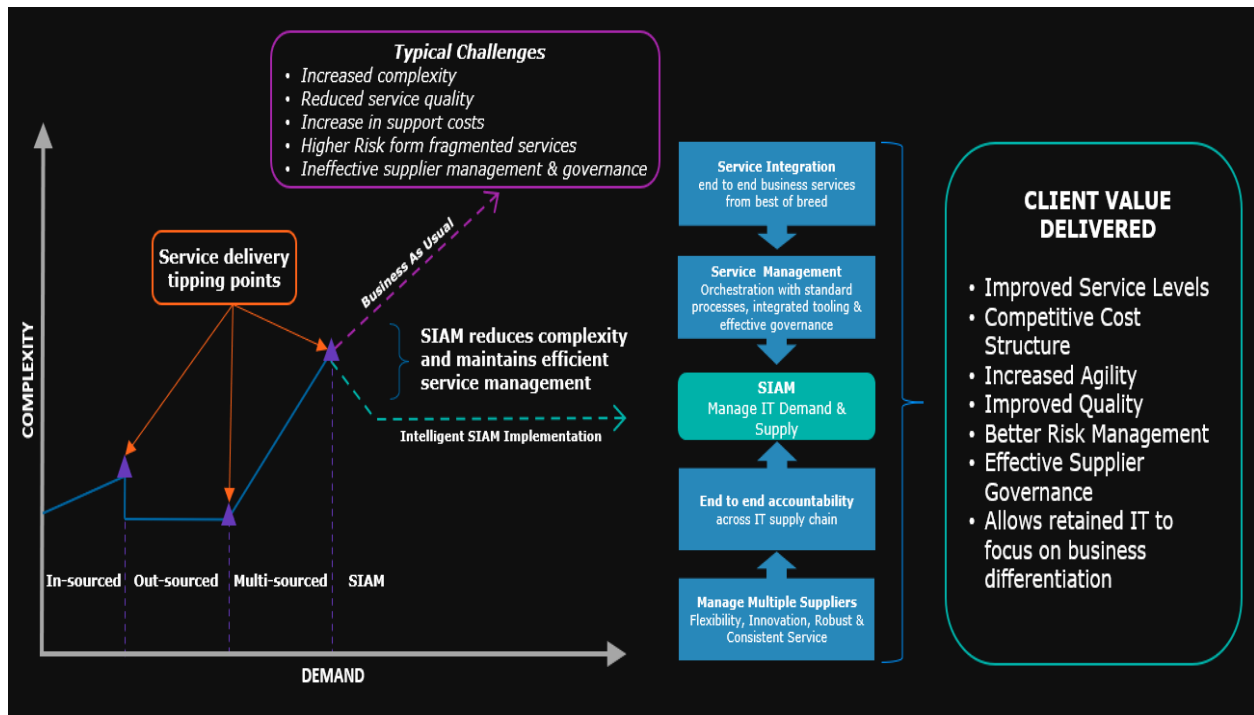
Started years ago, we see a rapidly changing market and an increase in business demands to shift from traditional technical infrastructure to end-to-end business services. This requires a Service that can handle the typical challenges like:

- Increased complexity
- Reduced service quality
- Increase in support costs
- Higher Risk from fragmented services
- Ineffective supplier management & governance.



Business Requirements

This all requires a service that can handle these challenges and creates a Customer Value Add.

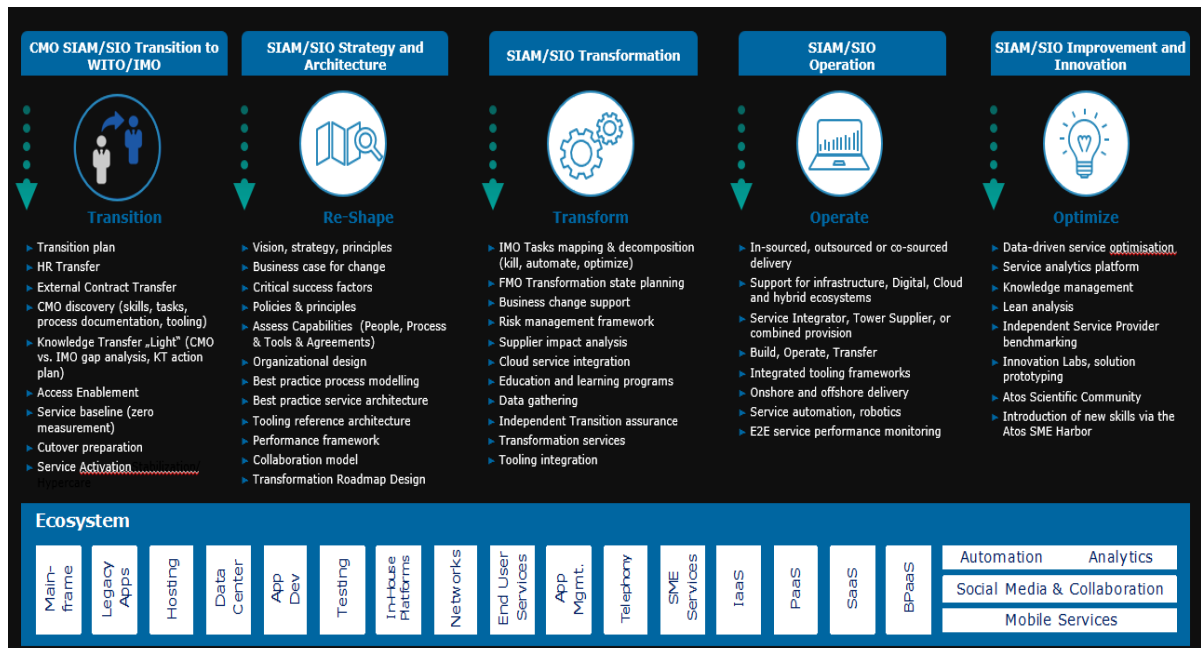


Customer value add creation

As not all customers have a common delivery model, the Atos Bridge SIO Services can be delivered in three deployment models, dependent on their requirements.

SIO Deployment Models		Advantages	Disadvantages	Examples
1	Deployment Model 1: Insourced Client IT is responsible for SIO	Best knowledge of the business aligned with end-to-end processes.	May lack the market best practices, economies of scale and execution excellence.	
2	Deployment Model 2: Outsourced "SIO as a Service"			
	Prime Single Supplier does SIO and provides the underlying services	One party fully responsible, Single throat to choke – ease of management.	Lacks access to best of breed providers, frequent layers of sub-contracts.	
	Guardian One of the service providers is the SIO partner	Synergies with existing services, SIO also takes some operational risk as well as management risk.	Mandate required to manage the other service providers, their cooperation necessary.	
	Independent A dedicated SIO provider	Specialised skills, avoids potential for bias (real or perceived)	No skin in the game for service delivery	
3	Deployment Model 3: Hybrid SIO is implemented by Client IT, augmented by service provider – governance remains with the Client.	Speed up implementation of SIO leveraging specialized SIO provider expertise.	Resource and knowledge management for both parties transferring responsibilities.	

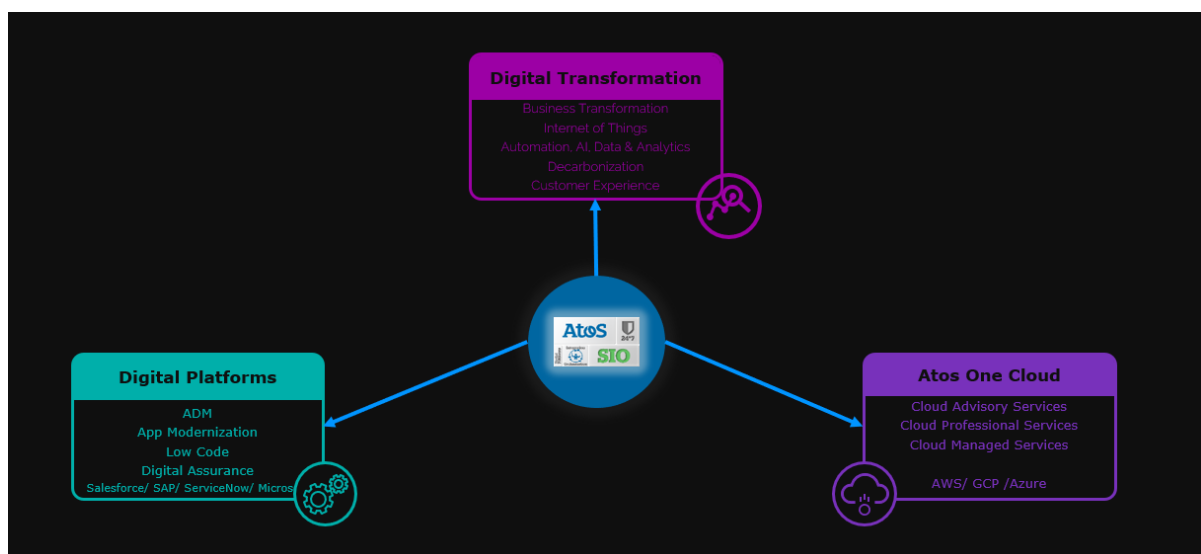
Based on the chosen model for deployment we are able to deliver our SIO Services for every stage of customer readiness.



Bridge SIO Transformation process

So, how does this fit into the other Atos Digital Portfolio? Actually, Atos Bridge SIO Service acts in the centre of the three main pillars:

- Digital Transformation
- Digital Platforms
- Atos One Cloud.

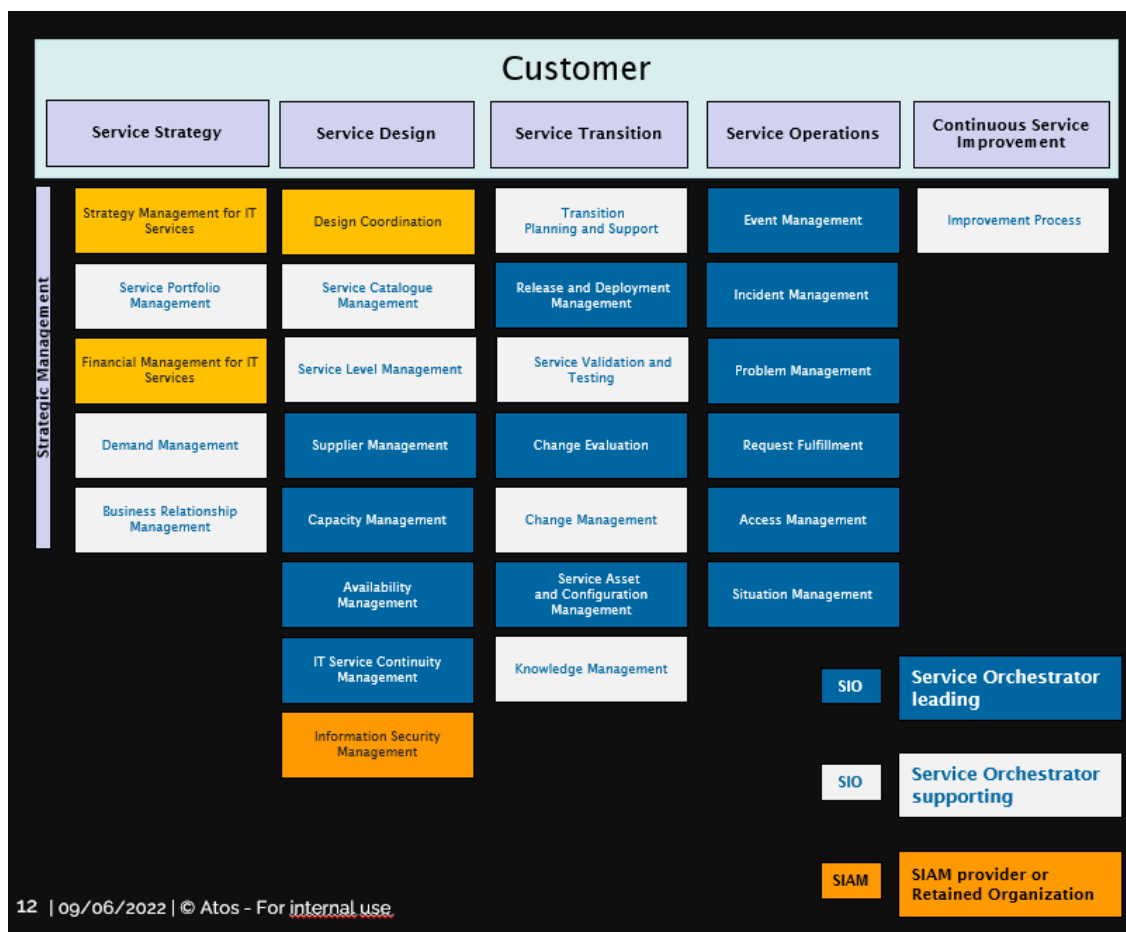


Bridge SIO within Digital Portfolio

This creates a unique proposition that enables us to secure customers' business and deliver real end-to-end services. So how do we get there, and how do we interact with our customers?

Atos SIO is managing and orchestrating the full end-to-end Value Chain

- The Strategy & Portfolio will be managed by the Retained IT. They will work with the business to define the required Portfolio. SIO will advise on feasibility
- The Design to Deploy will be orchestrated by SIO. Retained IT will work on requirements with the business, and SIO will manage a coordinated deployment
- The Transition to Operations will be managed by SIO. Based on a well-maintained Service Catalogue, the SIO will ensure smooth fulfilment across the IT ecosystem
- The Detect to Correct Operations will be managed by the SIO. Based on the E2E monitoring solution, the SIO will orchestrate the E2E operational processes across the full ecosystem
- For the Supporting Processes, the SIO will advise and deliver relevant reporting and analytics.



Bridge SIO in the Value Chain



2. What does it deliver?

The key function of Atos Bridge is to monitor your business processes, application landscape and your application-related infrastructure. This means the Atos Bridge will provide an end-to-end business process monitoring and its associated KPIs. Each customer's business process chain and its critical path are visualised and presented, along with a management dashboard that shows application performance and capacity indicators for each business process chain, providing instant insight into all activities within that chain or part of the business process.



Bridge Command & Control Centre



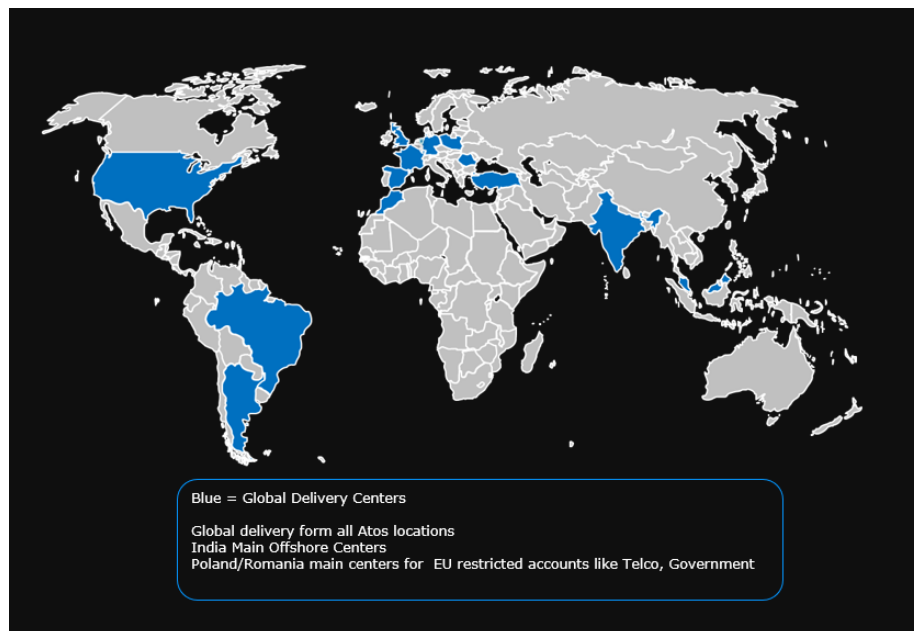
Bridge Operational KPI dashboard

Atos will monitor and integrate all customer applications and infrastructure management that supports your key business processes. This will consist of a combination of expertise in infrastructure and application services, enriched with project services, architecture, and process improvement know-how. The figure below shows a typical arrangement of the Atos Bridge methodology components, packaged to provide a coherent, all-inclusive integration service.

With proven evidence, we deliver the following benefits towards our customers with at least:

- 20% less IT run costs
- 20% less IT change costs
- 25% less business disruptions
- 20% Service Provider Rationalisation
- Plus improved CSAT.

We do, however, have references that go far beyond the figures shown above.



Bridge Delivery Centres

The Bridge SIO Services are built up of two main components:

1. Bridge SIO tooling
2. Resources to operate Bridge SIO

The tooling is primarily built around a standard infrastructure component and is priced per CI.

Resources are dependent on the size and scope of the operations and the deployment model chosen, either Basic (Shared) or Enterprise.

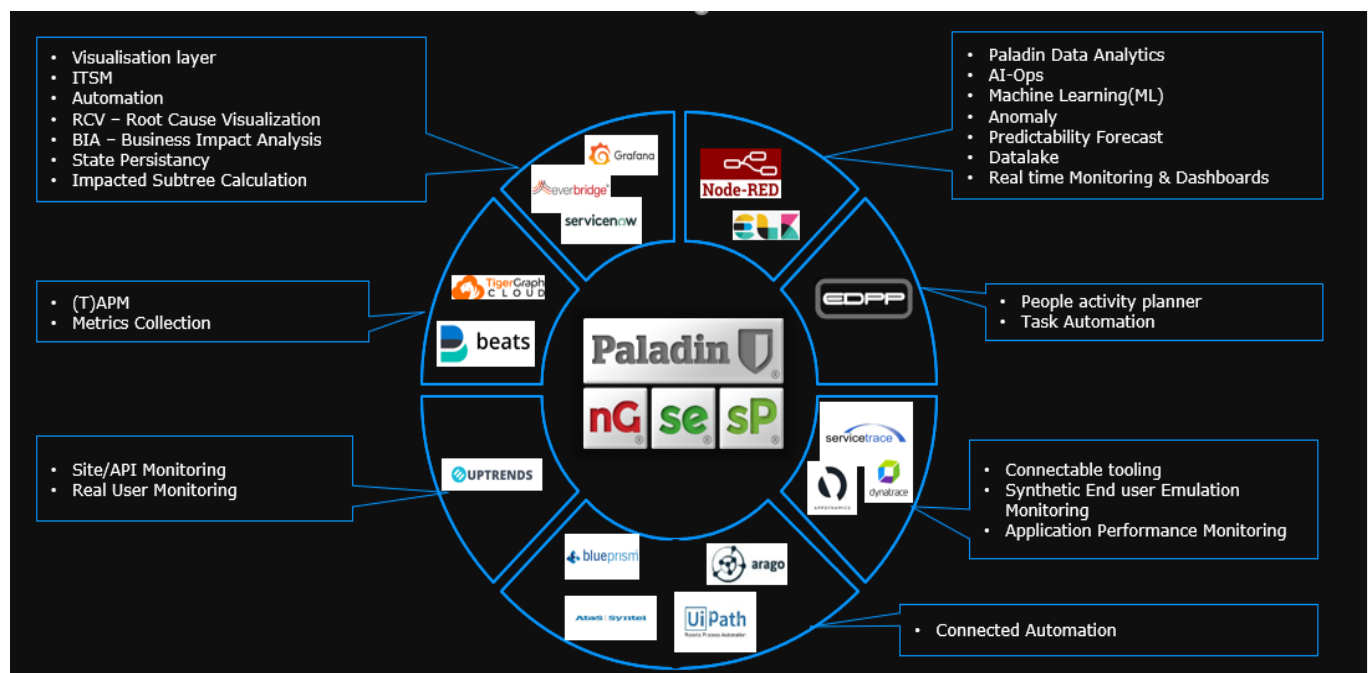


3. What technology does it use?

Because of end-to-end Business Impact and Service Integration monitoring and the integration of IT and OT, the Bridge SIO Service is essential for the FMO roadmap. The Paladin Orchestration tooling delivers:

- AI-Ops, Gen-AI
- Anomaly Detection and Machine Learning
- Predictability
- Data lakes, ELK, and Google
- (24*7) Data Driven Operations
- Visualisation as Unique Selling Point (USP)
- Being able to link to the top 20 “competitor tools”
- Graph database setup to work around Service Now latency.

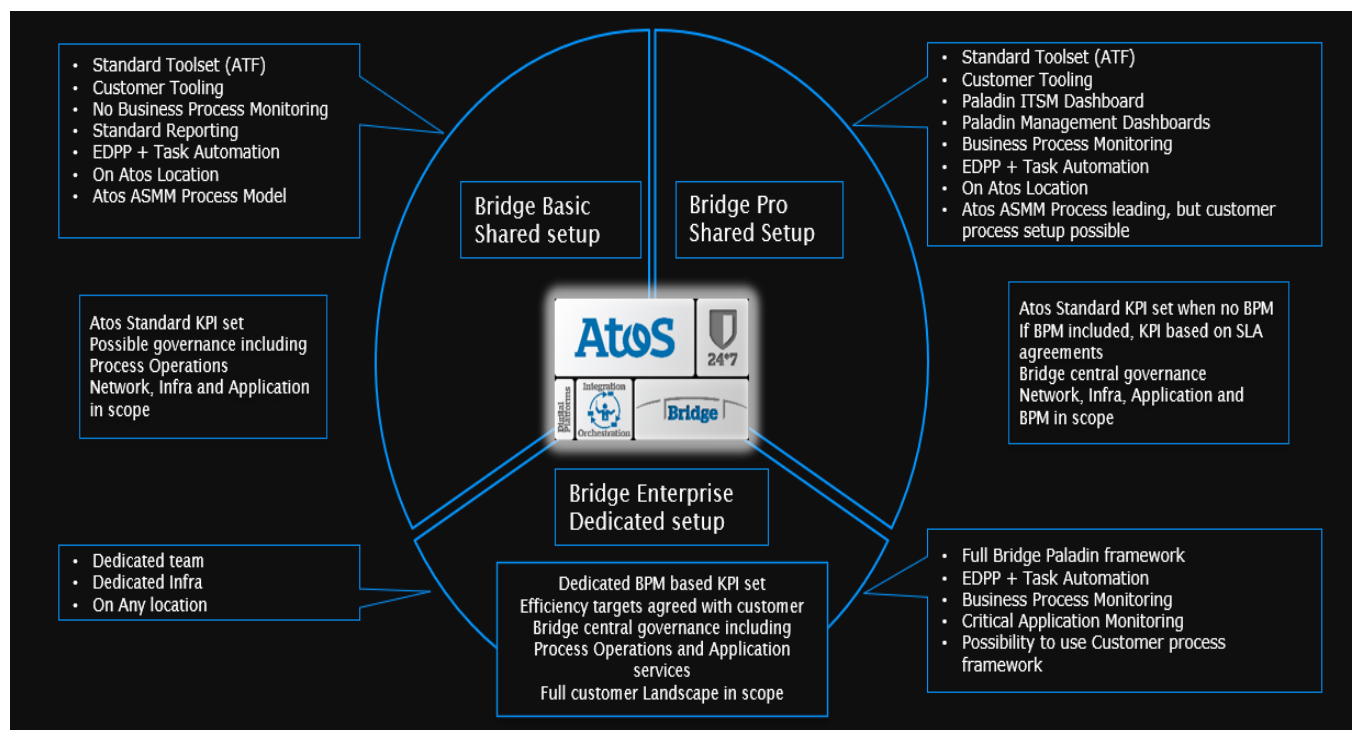
Atos IP, as the European Patent Office (EPO), was awarded a patent in 2021.



Bridge SIO tooling framework

To help small customers, we deliver our Bridge SIO Services in a shared setup. In the picture below, you will find the three implementation options for the Enterprise Dedicated setup to run in Atos and in the Customer IT Domain, each with its own ServiceNow instance. Due to the Paladin tooling framework, a high level of automation has been

achieved over the last 2 years, and based on the quality of the ServiceNow CMDB deployment, it is a matter of days, rather than weeks or months. Most of the Bridge dashboards are generated automatically based on best practices realised with our Enterprise customers. This has substantially reduced the one-time setup costs (OTC).



Bridge deployment models



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. Glossary

Term	Definition
CMDB	Configuration Management Database.
EPO	European Patent Office
FMO	Future Mode of Operation
IP	Intellectual Property
KPI	Key Performance Indicator
OT	Operational Technology
OTC	One-time setup costs
SaaS	Software as a Service
SIO	Service Integration Operational
SLA	Service Level Agreement
SP	Service Providers



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 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