

G-Cloud 15

Atos GCP CloudOps



Atos

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1. What is GCP CloudOps?

GCP CloudOps is a fully managed portfolio offering that provides clients with standardised, secure, and compliant cloud environments and operations. Atos assists clients in realising the potential of cloud technology by promoting continuous improvement within a more sustainable and agile culture, thereby fostering innovative business outcomes. Through GCP CloudOps, we observe, optimise, and support our clients' cloud infrastructure. Atos GCP CloudOps is delivered through our cloud-native tools and other infrastructure components, providing support, cost optimisation, and continuous improvement aligned with our clients' objectives.

Atos GCP CloudOps is not just a service; it is a transformational program that integrates AI, observability, and automation with highly skilled teams delivering consistent value. Our approach empowers customers to modernise infrastructure, reduce costs, and ensure operational resilience through proactive optimisation and innovation

GCP CloudOps brings several benefits to the customer, accelerating their journey to the cloud and enhancing their operational experience

Expertise: Our team of cloud experts has extensive experience in managing and optimising cloud infrastructure, ensuring that organisations benefit from the latest industry best practices and solutions.

Cost-effectiveness: By outsourcing cloud infrastructure management, organisations can reduce costs associated with maintaining an in-house team and optimise cloud resource usage, resulting in cost savings.

Performance: Our managed cloud infrastructure solutions are designed to deliver optimal performance and scalability, enabling organisations to meet their business objectives.

Security and compliance: Our advanced security solutions and compliance expertise ensure that organisations' cloud infrastructure is protected from potential threats and meets industry-specific regulations and standards.

Focus on core business: By outsourcing cloud infrastructure management, organisations can focus on their core objectives rather than spend time and resources managing it.



2. What does it deliver?

GCP CloudOps provides a platform for delivering a set of modular, managed services to help clients manage their cloud-based workloads. These services are integrated into Atos management frameworks to establish a reliable operational environment.

The Service provides clients access to Cloud Native functionality supporting Security, developers, database & analytics and infrastructure, coupled with deployment and operational services for routine infrastructure operations and service management processes as part of the Landing Zone Accelerator (LZA)

Foundation Services (Public / Hybrid / Local)

Purpose: Build a secure, scalable, and compliant baseline for cloud operations.

Expanded Services & Capabilities:

- Landing Zones: Pre-configured environments across AWS, Azure, GCP, and sovereign/local platforms, with policy-driven guardrails.
- Networking & Identity: Secure network topology, identity management, role-based access, and VPN/hybrid connectivity.
- FinOps & Cost Governance: Cost visibility dashboards, tagging standards, budgets, and alerts.
- Security & Compliance Baseline: Continuous monitoring, policy enforcement, and audit readiness aligned to CIS, ISO, and NIST.
- Observability & Monitoring: Metrics, logging, and alerting across infrastructure and workloads for proactive detection.
- Digital Engineer Enhancements: Automation for monitoring, alert triage, remediation, and reporting.

Outcome: A resilient, standardised, and cost-efficient foundation enabling rapid deployment of workloads and platforms across any deployment model.

Enterprise Platform & Workload Services (Public / Hybrid / Local)

Purpose: Operate and scale business-critical workloads and modern platforms.

Expanded Services & Capabilities:

- Traditional Workloads:
 - VM & OS lifecycle management (Windows/Linux), monitoring, configuration & compliance management, patching, backup, and disaster recovery.

- Databases: SQL, NoSQL, and managed DB operations with performance tuning and replication.
- Middleware management: Messaging systems, integration layers, application servers.
- Enterprise workloads: SAP, Oracle, Microsoft business applications.
- Modern Platforms:
 - Kubernetes/OpenShift (AKS/EKS/GKE) container platform operations.
 - PaaS offerings, API management, integration services.
 - Data & analytics: Lakehouse, MLOps pipelines, business intelligence dashboards.
 - Service mesh and API observability.
 - Embedded AI / Digital Engineer: Predictive operations, anomaly detection, self-healing workflows, and optimisation recommendations.

Outcome: Customers can run their entire application landscape — traditional and cloud-native — efficiently, securely, and with full observability, across public, hybrid, or local platforms.

Cloud Packs (Options)

Purpose: Accelerate value delivery with modular, pre-configured, business-oriented service bundles.

Expanded Services & Capabilities:

- Sovereign Cloud Pack: Local compliance, data residency, EU and government regulations, security frameworks, and audit readiness.
- Industry Packs: Pre-packaged solutions for verticals (banking resilience, manufacturing IoT, healthcare compliance, retail insights), including workload accelerators, templates, and governance best practices.
- Advanced Security Pack:
 - Zero Trust frameworks, identity protection, and role-based access policies.
 - Threat intelligence, extended detection & response (XDR), SOC integration.
 - Continuous compliance monitoring and reporting (PCI, HIPAA, GDPR, etc.).
 - Ransomware resilience and recovery planning.

Outcome: Customers select targeted packs to accelerate time-to-value, manage risks, and address industry or regulatory requirements with minimal configuration effort.

Spectrum Layer (Overarching Control & Insights)

Purpose: Provide unified governance, visibility, and business intelligence across all clouds and workloads.

Expanded Services & Capabilities:

- Multi-cloud Orchestration: Centralised governance, workload placement, lifecycle management, and policy enforcement across public, hybrid, and local platforms.
- Unified Observability: End-to-end monitoring from infrastructure to workloads to applications, linking operational metrics to business KPIs.
- Advanced FinOps & Business Insights: Cost optimisation, chargeback/showback, business outcome dashboards, and predictive financial analytics.
- Security & Compliance Cockpit: Single pane of glass for audit, compliance, and risk posture monitoring.
- AI / Digital Engineer Enhancements: Predictive operations, self-healing, optimisation, and intelligent recommendations.

Outcome: Customers gain a single control plane that delivers operational excellence, cost efficiency, and measurable business value across all environments.



3. What technology does it use?

Atos GCP CloudOps is a fully integrated, robust cloud operations platform that enables enterprises to navigate, scale, and optimise their multi- and hybrid cloud environments efficiently. With a combination of proven methodologies, cutting-edge automation, and a relentless focus on customer outcomes, GCP CloudOps ensures seamless cloud operations, compliance adherence, and business agility. Designed to meet the unique challenges of today's cloud landscape, GCP CloudOps leverages global-scale delivery, innovative IP, and strategic ecosystem partnerships to help businesses realise their digital transformation goals while minimising complexity and maximising operational performance

Atos GCP CloudOps is presented as a comprehensive, modular, and scalable cloud operations platform designed to help enterprises manage, optimise, and secure multi- and hybrid cloud environments. Using a combination of Cloud Native and 3rdpart tools, GCP CloudOps delivers on the following key themes:

Integrated, Outcome-Focused Platform

- GCP CloudOps is not just a service but a transformational programme, integrating AI, observability, and automation with skilled teams.
- The approach is centred on delivering consistent value, enabling infrastructure modernisation, cost reduction, and operational resilience through proactive optimisation and innovation.

Modular Architecture

- The solution is structured into three core layers:
 - **Foundation:** Secure, compliant, and efficient operations (e.g., landing zones, compliance, observability, financial sustainability, SecOps)
 - **Platform:** Advanced automation, AI-driven insights, edge services, and workload management
 - **Cloud Spectrum Control:** Unified Hybrid operations, Multi-Cloud insights, Service control plane, Intelligent Automation
- Native services from Google Cloud are integrated to provide a unified operational framework, allowing enterprises to adopt components as needed.

Managed Services Components

- Each layer is broken down into modules and sub-components, with modular services that deliver core business functionality:
 - **Foundation:** Uses Terraform, GCP Deployment Manager, and GitOps for secure landing zones and continuous improvement.
 - **Platform:** Management of PaaS/serverless environments, workload services, and data/AI services using tools like GCP GCE, GKE, Vertex AI, and BigQuery.
 - **Cloud Spectrum Control:** Unified hybrid operations, multi-cloud insights, and intelligent automation (in development).
 - **Solution Packages:** Security, sovereignty, compliance, FinOps, business continuity, and industry accelerators.

Flexible Operating Models

- Multiple delivery models are offered to suit different customer needs:
 - **Regional DevOps:** Localised support, regional compliance, and sovereignty.
 - **Global Customer DevOps:** Dedicated squads for global customers, consistent operations.
 - **Regional/Global Shared DevOps:** Cost-efficient, shared resource pools for regional or global delivery.
 - **Industry Full Stack DevOps:** Specialised teams for verticals like Retail, Healthcare, Manufacturing, and Finance.

IT Service Management (ITSM) Integration

- Standard ITSM processes and tools (e.g., ServiceNow, Dynatrace) are integrated for event, incident, problem, request, and change management.
- Automated detection, categorisation, and resolution are emphasised, with continuous improvement and auditability built in.



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
AI	Artificial Intelligence
AWS	Amazon Web Services
DB	Data Base
GCP	Google Cloud Platform
IoT	Internet of Things
IP	Internet Protocol
ITSM	IT Service Management
LZA	Landing Zone Accelerator
SaaS	Software as a Service
SLA	Service Level Agreement



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