

G-Cloud 15

Atos M365 Managed Service



Atos

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1. What is Atos M365 Managed Service?

The M365 Managed Service provides comprehensive, adequate support across the Digital Workplace, including Microsoft Office 365, with the end-to-end backing far beyond that of a traditional service desk.

The service is flexible and modular, covering the complete Microsoft 365 service and feature stack for both pure-cloud and hybrid implementations, including lifecycle, roadmap, communications, and customer engagement. Atos Digital Workplace support for Microsoft 365 provides full end-user support, from platform through to support escalation and management with Microsoft or other vendors.

Importantly, due to our expertise in the public sector, we have experience delivering and managing M365 tenants aligned with the guidance of UK government organisations. We base our processes on this official way of working, ensuring that all public sector bodies maximise their investment within the platform. We have done this for the Ministry of Justice and various health bodies.



2. What does it deliver?

Atos' professional support service allows customers to maximise the return on their investment in M365, supporting their business in these key areas:

- Ongoing Project support service Roadmap Analysis
- Microsoft Playbook services (Joiners, Movers, and Leavers)
- Threat Assessment
- Permissions Management
- Evergreen Roadmap and the release management of these items
- Security
- The ongoing development of M365, including Copilot.

The delivery model of this offering uses predominantly UK-based resources, but we can also deliver from our nearshore and offshore delivery centres.

For information purposes, Atos has a delivery model that utilises a combination of landed and offshore resources, subject to the client's security and governance needs.



3. What technology does it use?

The service is predicated on the Microsoft 365 platform.

Microsoft 365 is a Software as a Service (SaaS) solution that includes Microsoft Office and other services, such as email and collaboration, from Microsoft's cloud services.



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
SaaS	Software as a Service



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 to deliver 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