

G-Cloud 15

Azure CloudOps



AtoS

Table of contents

1. What is Azure CloudOps?	3
2. What does it deliver?	4
3. What technology does it use?	7
4. What terms apply?	9
5. Termination.....	10
6. How do I order?	11
7. Why Atos.....	12



1. What is Azure CloudOps?

Azure CloudOps is Atos' managed platform service for Microsoft Azure, designed to accelerate and industrialise the client's cloud adoption journey. As a core element of the Atos Cloud Program,

Azure CloudOps service encompasses the full lifecycle, from design to deployment to ongoing operations, of secure, governed Azure landing zones.

The service provides a smart way to transform businesses, accelerate innovation to create new applications, and enhance competitive advantage through customised, bespoke services that address individual business challenges.

The Azure CloudOps portfolio offering will enhance the client's cloud management experience without compromising security & compliance. Atos will also optimise infrastructure costs by following best practices in cloud infrastructure management.

The service is delivered through two complementary tiers—CloudOps Foundation Platform Services and CloudOps Enterprise Platform Services—which together provide a scalable, policy-driven, and automation-led cloud operating model. We aim to optimise the client's use of public cloud by offering 7*24 support channels and bringing the broad expertise of Atos to support the customer journey to Azure fully.

Azure CloudOps offers several benefits to customers, accelerating their cloud journey 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?

Azure CloudOps service encompasses the full lifecycle, from design to deployment to ongoing operations, of secure, governed Azure landing zones. The service is delivered through two complementary tiers—CloudOps Foundation Platform Services and CloudOps Enterprise Platform Services—which together provide a scalable, policy-driven, and automation-led cloud operating model.

Service is delivered using a structured, industrialised approach aligned with the Microsoft Cloud Adoption Framework (CAF) and the AtoS Cloud Spectrum model, covering the full lifecycle of cloud transformation—from Advise, to Plan, Build & Integrate, to Manage & Optimise. The methodology ensures predictable delivery, compliance with Azure best practices, and seamless transition into day-to-day operations.

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?

The Azure CloudOps service architecture is built on a modular, layered model that combines standardised platform engineering with intelligent operations. At its core, the architecture comprises two primary tiers: Foundation Services, which deliver the essential Azure Landing Zone, governance, identity, network, security, and compliance capabilities; and Enterprise Platform Services, which extend these foundations with advanced automation, observability, workload enablement, and AI-driven operations. These tiers are complemented by the Cloud Spectrum Control Plane, which acts as the unified consumption and intelligence layer, providing centralised automation, lifecycle management, data insights, and cross-cloud observability. Depending on the selected operating model, customers receive tailored integration into their governance and ITSM processes, with the option to further enhance the platform through Cloud Packs, which offer specialised, value-added capabilities such as advanced security, consulting, and industry-specific accelerators. Together, these components form a coherent, scalable architecture designed to deliver secure, compliant, and efficient cloud operations across the entire Azure estate.

Azure Landing Zone:

The Landing Zone solution is defined using a modular approach, with infrastructure-as-code to ensure modern, consistent delivery. Azure Landing Zone covers the following solutioning piers

- Bootstrap Solution
- Automation Solution
- ITSM Integration
- Monitoring solution
- Network Solution
- Security and Governance
- Reporting Solution

Strategic Ecosystem & Partnerships

- Dynatrace – Premier Observability Partner

Our partnership with Dynatrace accelerates your digital transformation journey. By combining comprehensive observability with advanced AIOps, we deliver intelligent automation and actionable insights at scale. Together, we drive faster, more secure software delivery and ensure flawless digital experiences to help you achieve exceptional business outcomes. Azure CloudOps leverages Dynatrace to deliver a differentiated observability experience. By embracing AI and advanced analytics, Atos helps clients leverage Salesforce to deliver personalised customer journeys, automate processes, and drive operational efficiency. We provide end-to-end solutions that combine industry expertise, technological innovation, and a global team of certified experts. This approach ensures tailored transformations that drive business growth, increase efficiency and enhance the customer experience.



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