

G-Cloud 15

Mainframe Operations



AtoS

Table of contents

1. What is Mainframe Operations?	3
2. What does it deliver?	4
3. What technology does it use?	5
4. What terms apply?	6
5. Termination.....	7
6. How do I order?	8
7. Glossary.....	9
8. Why Atos.....	10



1. What is Mainframe Operations?

Atos provides Mainframe Operations Services as a basis for IT outsourcing or out-tasking. As companies are losing experienced mainframe engineers and are failing to integrate new engineers into their teams, Atos can support these companies with experienced, highly skilled engineers.

Mainframe Operations Services are independent of the ownership of the underlying infrastructure and are an integral part of the Mainframe as a Service (MFaaS) offering as well.

Atos helps customers to address the challenges they are facing with the operations of their Mainframe IT, through:

- Offering Mainframe Services as Outsourcing
- Operating mainframe environments on behalf of the customer
- Providing skilled and trained experts through our Atos-owned Mainframe Academy
- Sustainable operations
- Energy consumption awareness
- Decades of experience
- Close partnership with IBM
- Cost optimisation through licensing assessment and automation.



2. What does it deliver?

Atos delivers Mainframe Operations for outsourcing/out-tasking customers using non-Atos-owned mainframe infrastructure. The services consist of Mainframe Infrastructure Support (System and Storage management, Database, middleware, infrastructure operations, other tooling and performance & capacity management) and Service management.

The Atos mainframe support teams are primarily located in North America, France, Germany, Hong Kong, the UK and the Netherlands. Where applicable and feasible, supplemented by “best shoring” resources out of near- and offshore delivery centres.

This service can be delivered either as out-tasking, back-filling of customers’ existing staff, a joint resourcing / Virtual Venture model or as a full ring-fenced team.

The scope of Mainframe Operations Services covers the following areas:

- Application Operation
- Patch- and Release Management
- CPU Infrastructure Management
- Storage Infrastructure Management
- Performance and Capacity Management
- Disk Storage Management
- Disk Storage Operation
- Tape Storage Management
- Tape Storage Operation
- LPAR Management
- LPAR Operation
- Database and Transaction Systems Management
- Database and Transaction System Operation
- Professional Services.



3. What technology does it use?

Mainframe Operations Services provides all required services to deliver operations to customers.

Stability and continuity:

Highly skilled people able to maintain and run mainframe systems with proven quality and expertise

Security:

Highest standards in security, proven by certifications, e.g. PCI DSS

Provision of cyber resilient solutions

Data at rest and in-flight encryption by default

Innovation:

Continuous innovation based on the Atos Innovation Agenda

Atos Mainframe Operations service provides end-to-end operational support for the customer's existing mainframe environment, using the customer's established processes, tools and controls. ITSM is delivered through the customer's service desk and ticketing workflow, aligned to their incident, change and problem management procedures.

Backup, recovery and DR are executed using the customer's current tooling, schedules, retention policies and DR architecture, with Atos operating and validating them as agreed.

We integrate with existing monitoring and reporting to provide proactive management, SLA-based outcomes and continuous improvement—without requiring changes to the customer's platform or governance model.



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
DR	Disaster Recovery
ITSM	Information Technology Service Management
MFaaS	Mainframe 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