

G-Cloud 15

Multi-Cloud Managed Services



Atos

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1. What are Multi-Cloud Managed Services?

Atos Multi-Cloud Managed Service is a fully managed portfolio offering that provides clients standardised, secure and compliant cloud environments and operations.

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 Multi-Cloud Managed Service leverages Atos' portfolio to enhance the client's cloud management experience without compromising on security & compliance. Atos will also optimise infrastructure costs by following best practices in cloud infrastructure management.

The offering combines the best practices and aims to optimise the client's use of public cloud through offering 7*24 support channels and bringing the broad expertise of Atos to support the customer journey to multi-cloud.

The Multi-Cloud Managed Service offers several benefits to customers, accelerating their cloud journey and enhancing their operational experience. It enables seamless integration across multiple cloud environments. Additionally, the platform offers robust Observability & Data Warehouse (DWH) reporting capabilities, empowering businesses to gain valuable insights and optimise their operations across various cloud platforms and deliver:

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?

Multi-Cloud Managed Service delivers cloud management across multiple Cloud Service Providers to provide a tailored solution that suits a client's requirements and business operations. With flexible delivery options and leveraged cloud-native services, we deliver the right operational model for your business.

Our key goal is to deliver Cloud Operations in a manner that evolves to meet the needs of your business. Some key deliverables include:

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, Microsoft Azure, Google Cloud Platform (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)

The Multi-Cloud Managed Service can be extended with optional Cloud Packs to provide additional sovereign, industry and/or security enhancements.

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)

The Multi-Cloud Managed Service can be extended with optional expanded services & capabilities.

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 adopts a native-first methodology to the technology landscape, providing a lightweight delivery option utilising readily available technologies to support our customers' environments.

Certain proprietary technologies and third-party tools are adopted based on requirements and customer needs. Some examples of this include (but are not limited to):

Underlying Technology is built on the Hypervisor's Infrastructure.

Cloud-Native Architecture

- Landing Zone Design
Multi-Cloud Managed Service delivers a fully automated, cloud-native Landing Zone Accelerator as a Service across AWS, Azure and GCP. Using each hyperscaler's native governance capabilities (for example, AWS Control Tower, Azure landing zone frameworks and GCP organisational controls), we rapidly deploy secure, segmented multi-account/subscription/project environments. We implement standard security baselines, policies and guardrails aligned to provider best practices, while remaining configurable for customer compliance needs. This approach minimises manual configuration, reduces bespoke code and ongoing maintenance, and provides a consistent, secure multi-cloud foundation from day one.
- Modularised Service Extensions
For customers with existing multi-cloud environments, our modular onboarding approach enables seamless extension of Atos Managed Services into the current architecture across AWS, Azure and GCP. We integrate services such as Managed OS, managed databases, managed networking and managed security using standard patterns and cloud-native controls, without disrupting existing landing zones, accounts or subscriptions.
- Deployment Model: Service-related components are deployed directly into customer workload accounts for proximity and performance.
- Operational Isolation: A dedicated "Services" account is provisioned to securely deploy, monitor, and operate these modular components without interfering with your application logic.

Enhanced with Atos Proprietary Solutions

We augment cloud hypervisors' native capabilities with our own intellectual property to solve complex enterprise challenges:

- The Abstraction Layer: An advanced event bus architecture that decouples services, ensuring seamless communication and scalability across distributed systems.
- The Conductor: A dedicated compliance management engine that orchestrates governance policies, ensuring continuous adherence to regulatory standards.

Strategic Ecosystem & Partnerships

- Dynatrace – Premier Observability Partner
 - Our partnership with Dynatrace accelerates your digital transformation by bringing differentiated observability to Multi-Cloud Managed Service. By combining comprehensive monitoring with advanced AIOps, we deliver intelligent automation and actionable insights at scale. Service leverages Dynatrace to drive faster, secure software delivery and ensure flawless digital experiences. This end-to-end visibility allows us to automate remediation processes and drive operational efficiency, ensuring tailored transformations that enhance customer experience.
- Dell Technologies
 - For over 15 years, Atos and Dell Technologies have co-developed innovative solutions. Our journey has evolved from private cloud to the market-leading Digital Hybrid Cloud. This partnership enables the service to integrate seamlessly with on-premise and edge environments, ensuring that any application can run on any cloud, a core tenet of the Atos offering.
- ServiceNow – Service Management Integration
 - Atos integrates Multi-Cloud service deeply with ServiceNow to provide a unified "Service-Aware" operational view. We bridge the gap between cloud infrastructure and IT Service Management (ITSM) by automating incident creation, synchronising CMDB data with hypervisor resources in real time, and streamlining change management workflows. This integration ensures that your cloud operations are not just agile, but fully governed and visible within your enterprise IT landscape.



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
AKS	Azure Kubernetes Service
API	Application Programme Interface
CIS	Centre for Internet Security
DB	Database
DWH	Data Warehouse
EKS	Elastic Kubernetes Service (from AWS)
ESG	Environmental, Social and Governance
FinOps	Cloud Financial Operations
GCP	Google Cloud Platform
GDPR	General Data Protection Regulation
GKE	Google Kubernetes Engine
HIPAA	Health Insurance Portability and Accountability Act
ISO	<u>Refers to the ISO/IEC 27000 family of standards.</u>
ITSM	Information Technology Service Management
KPI	Key Performance Indicator
MLOps	Machine Learning Operations
NIST	National Institute of Standards and Technology
noSQL	Not only SQL
OS	Operating System
PaaS	Platform as a Service
PCI	Payment Card Industry
SOC	Security Operating Centre
SQL	Structured Query Language
VM	Virtual Machine
VPN	Virtual Private Network
XDR	Extended Detection and Response



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