

G-Cloud 15

Identity as a Service



AtoS

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1. What is the Identity as a Service

Atos' Identity as a Service (IDaaS) empowers public sector organisations to embrace a modern, identity-centric approach to security and access management. It enables them to provide secure, seamless access to resources across hybrid IT environments while maintaining a strong security posture and compliance posture.

Atos' Identity as a Service (IDaaS) offering is a fully featured Cloud-based Identity & Access Management solution that provides an evergreen, software as a service approach to identity and access management, removing the expensive and time-consuming design, build, operate, and administer overhead.

The service is designed to help public sector organisations secure and streamline access to both cloud (SaaS) and on-premise applications for their internal and external users, integrating multiple IAM capabilities into a unified platform, including single sign-on (SSO) and multi-factor authentication (MFA), allowing the organisation to rapidly deploy and govern identity and user access effectively.

2. What does it deliver?

AtoS' IDaaS delivers a feature-rich, enterprise-grade Identity Access Management (IAM) solution as a cloud service. It provides comprehensive functionality across authentication, authorisation, identity federation, user lifecycle management, and identity governance. The service is built on a modern, scalable architecture that supports diverse deployment models and integration scenarios.

IDaaS delivers a comprehensive set of identity and access management capabilities as a cloud-based service. The key deliverables of this service include:

- **Single Sign-On (SSO):** Provides seamless single sign-on access to multiple cloud (SaaS) and on-premise applications, improving user experience and productivity
- **Multi-Factor Authentication (MFA):** Offers strong authentication capabilities supporting various methods like push notifications, FIDO2, and more, to secure access to resources
- **Identity Federation:** Enables secure sharing of identity information and allows external partners to access resources while authenticating through their own identity providers
- **User Lifecycle Management:** Delivers automated user provisioning/de-provisioning, self-service capabilities for password reset and access requests, and role based access control (RBAC) for efficient user administration
- **Access Management:** Provides fine-grained access control policies, conditional access, and real-time authorisation to ensure the right users have access to the right resources under the right conditions
- **Identity Governance:** Includes access certifications, segregation of duties (SoD), and identity analytics to maintain a compliant and secure state
- **Customisable Portal and SDKs:** Offers a brandable, unified access portal for end-users and SDKs for integrating IDaaS capabilities into existing applications, enabling a consistent user experience
- **Analytics and Reporting:** Delivers pre-built and customisable dashboards and reports for auditing, compliance, and gaining visibility into identity and access activities across the organisation
- **Cloud-based Managed Service:** The entire IAM solution is delivered as a fully managed, always-on cloud service, ensuring high availability, scalability, and continuous updates

- **Integration Options:** Provides add-on integration options with Atos' IGA solution for advanced governance capabilities and with Atos' MDR service for enhanced threat detection and response.

This service empowers public sector organisations to embrace a modern, identity-centric approach to security and access management. It enables them to provide secure, seamless access to resources across hybrid IT environments while maintaining a strong security posture and compliance posture.

With its comprehensive capabilities and expert support services, Atos IDaaS helps businesses transform their IAM practices and become identity-driven enterprises.



3. What technology does it use?

Cloud-native, Multi-tenant Architecture:

- Atos' IDaaS is built on a modern, cloud-native architecture that leverages microservices, containers, and orchestration technologies like Kubernetes
- The multi-tenant architecture ensures logical isolation and data segregation between different customers while enabling efficient resource utilisation and scalability
- The service is hosted on globally distributed, highly secure, and resilient cloud infrastructure, such as Microsoft Azure or Amazon Web Services (AWS)
- The use of cloud-native technologies allows for rapid deployment, automatic scaling, and self-healing capabilities, ensuring high availability and performance.

Fully Managed Service:

- Atos takes complete responsibility for managing the IDaaS solution, including infrastructure provisioning, software deployment, configuration, monitoring, and maintenance
- Organisations do not need to worry about the underlying hardware, operating systems, databases, or middleware components, as Atos handles all the operational aspects
- The service includes 24/7 monitoring, incident management, and problem resolution by a dedicated operations team to ensure smooth functioning and quick issue resolution
- Regular backups, disaster recovery mechanisms, and security patching are implemented to protect customer data and maintain the service's integrity and availability.

Continuous Updates and Innovation:

- Atos follows an agile development methodology and delivers frequent updates and enhancements to the IDaaS solution
- New features, performance improvements, and security patches are automatically deployed to the service without requiring any customer intervention or downtime
- Public sector organisations benefit from a continuously evolving and innovating platform that incorporates the latest IAM best practices, standards, and technologies
- The evergreen nature of the service ensures that customers always have access to the most up-to-date and secure version of the solution.

Secure and Compliant Infrastructure:

- Atos' IDaaS is hosted on a highly secure and compliant cloud infrastructure that adheres to stringent security standards and regulations
- The service leverages advanced security controls, including data encryption at rest and in transit, network segmentation, access controls, and multi-factor authentication
- Regular security audits, penetration testing, and vulnerability assessments are conducted to identify and mitigate potential security risks
- The service complies with various industry standards and regulations, such as ISO 27001, SOC 2, GDPR, and HIPAA, depending on the specific deployment region and customer requirements.

High Availability and Disaster Recovery:

- Atos' IDaaS is designed to deliver high availability and reliability to ensure uninterrupted access to IAM functionalities
- The service is deployed across multiple availability zones within a region to provide fault tolerance and automatic failover capabilities
- Data is replicated across different geographic regions to enable disaster recovery and minimise the risk of data loss
- Stringent service level agreements (SLAs) are in place, guaranteeing uptime, response times, and recovery objectives.

Seamless Integration and Interoperability:

- Atos' IDaaS provides a wide range of integration options to seamlessly connect with existing IT systems, applications, and identity sources
- The service supports industry-standard protocols, such as SAML, OAuth, OpenID Connect, and SCIM, enabling easy integration with cloud and on-premises applications
- Pre-built connectors and adapters are available for popular SaaS applications, identity providers, and directory services, reducing integration efforts
- REST APIs and SDKs are provided to facilitate custom integrations and extend the functionality of the IDaaS solution.

Comprehensive Support and Professional Services:

- Atos offers multi-tiered support options to cater to different customer needs and requirements
- 24/7 technical support is available through various channels, including phone, email, and a web-based ticketing system, ensuring prompt assistance

- Dedicated customer success managers are assigned to each customer to provide guidance, best practices, and proactive support
- Professional services, including implementation, migration, customisation, and training, are offered to help customers quickly onboard and maximise the value of the IDaaS solution
- Regular service reviews, health checks, and advisory sessions are conducted to ensure customer satisfaction and continuous improvement.

Flexible Consumption and Licensing Models:

- Atos' IDaaS offers flexible consumption and licensing models to accommodate different organisation preferences and requirements
- The service can be subscribed to on a pay-as-you-go basis, allowing customers to scale their usage up or down based on their needs and only pay for what they consume
- Alternatively, organisations can opt for a fixed-term subscription model with predictable monthly or annual fees based on the number of users or transactions
- Flexible pricing tiers and packages are available to cater to different feature sets, usage volumes, and support levels.

Continuous Monitoring and Analytics:

- Atos' IDaaS includes built-in monitoring and analytics capabilities to provide visibility into the performance, usage, and security of the IAM solution
- Real-time dashboards and reports offer insights into key metrics, such as authentication success rates, user activity, application usage, and policy violations
- Proactive alerts and notifications are generated for anomalous activities, security incidents, or performance degradations, enabling quick investigation and response
- Audit logs and trails are maintained to support compliance requirements and forensic analysis.

Customer Success and Enablement:

- Atos places a strong emphasis on customer success and provides various resources and programs to enable customers to utilise and derive value from the IDaaS solution effectively
- A dedicated customer portal offers access to documentation, knowledge articles, tutorials, and best practice guide
- Regular webinars, workshops, and training sessions are conducted to educate customers on new features, use cases, and industry trends

- User communities and forums facilitate peer-to-peer knowledge sharing and collaboration among customers.

Customer feedback and feature requests are actively solicited and incorporated into the product roadmap to ensure continuous alignment with customer needs.

Business Benefits of the IDaaS Offering

Atos' IDaaS (Identity as a Service) offering provides numerous business benefits to public sector organisations. The key benefits are as follows:

Streamlined and Secure Access:

- Enables seamless and secure access to all applications, both cloud-based and on-premises, through a single, user-friendly portal
- Ensures that only authorised users have access to the right resources at the right time by enforcing strong authentication and access controls
- Simplifies access management workflows and reduces the administrative burden on IT teams.

Enhanced User Experience and Productivity:

- Provides a unified and intuitive user experience across all applications and devices, improving user adoption and satisfaction
- Enables users to access all their applications with a single sign-on (SSO), eliminating the need for multiple passwords and reducing password fatigue
- Offers self-service capabilities for password reset, profile management, and access requests, empowering users and reducing helpdesk calls.

Strengthened Security Posture:

- Implements strong authentication mechanisms, such as multi-factor authentication (MFA), to protect against unauthorised access and identity theft
- Supports advanced access control policies, including risk-based and adaptive authentication, to ensure appropriate access based on user context and behaviour
- Enables centralised management and enforcement of security policies across all applications and users, reducing security risks and inconsistencies
- Improved Compliance and Audit Readiness
- Provides a centralised platform for managing and monitoring access rights, ensuring compliance with internal policies and external regulations

- Offers comprehensive auditing and reporting capabilities, including real-time activity logs and access certifications, to support audit requirements and forensic investigations
- Facilitates the implementation of segregation of duties (SoD) and least privilege principles, reducing the risk of unauthorised access and data breaches.

Increased Operational Efficiency and Cost Savings:

- Automates manual and time-consuming identity management tasks, such as user provisioning, deprovisioning, and access reviews, freeing up IT resources for more strategic initiatives
- Reduces the costs associated with managing multiple identity systems and custom integrations by providing a unified and standardised IAM solution
- Enables seamless integration with existing IT systems and applications, minimising disruption and accelerating time-to-value.

Scalability and Flexibility:

- Offers a highly scalable and flexible IAM solution that can easily accommodate growth in users, applications, and business requirements
- Supports diverse deployment models, including cloud, hybrid, and on-premises, allowing organisations to choose the best fit for their IT environment and security needs
- Provides a future-proof platform that can adapt to evolving technologies, standards, and best practices, ensuring long-term value and investment protection.

Accelerated Digital Transformation:

- Enables organisations to securely embrace cloud computing, mobile technologies, and digital business models by providing a robust and adaptive IAM foundation
- Facilitates secure collaboration and information sharing with external partners, customers, and suppliers through federated identity management and secure access controls
- Supports the development and deployment of new digital services and applications by providing a consistent and secure identity infrastructure.

Expert Support and Managed Services:

- Provides access to a team of IAM experts who can guide public sector organisations through the implementation, configuration, and optimisation of the IDaaS solution

- Offers ongoing managed services, including monitoring, maintenance, and support, to ensure the smooth operation and performance of the IAM environment
- Delivers regular updates, security patches, and new features as part of the subscription, ensuring that organisations always have access to the latest capabilities and best practices.

Cost Optimisation and Predictability:

- Provides a consumption-based pricing model that allows public sector organisations to pay only for the services and resources they use, avoiding upfront investments and overprovisioning
- Offers predictable and transparent costs through a subscription-based model, enabling better budgeting and financial planning
- Reduces the total cost of ownership (TCO) of IAM by eliminating the need for expensive hardware, software licences, and dedicated IT staff.

Faster Time-to-Value and Business Agility:

- Enables rapid deployment and configuration of IAM capabilities through pre-built templates, workflows, and connectors, accelerating time-to-value
- Provides a flexible and extensible platform that can quickly adapt to changing business needs, such as mergers and acquisitions, new regulations, or digital initiatives
- Empowers organisations to securely and quickly onboard new users, applications, and partners, enabling faster business growth and agility.

In summary, the Atos IDaaS offering provides a comprehensive set of business benefits that enable organisations to streamline access management, enhance security, improve user experience, and increase operational efficiency. By leveraging the cloud-based IDaaS solution, organisations can focus on their core business activities while relying on a trusted and expert partner to manage their critical IAM infrastructure.

The combination of advanced features, flexible deployment options, and expert support allows organisations to accelerate their digital transformation initiatives, reduce IT complexity and costs, and strengthen their overall security posture. With Atos IDaaS, public sector organisations can achieve a modern, scalable, and secure IAM foundation that enables them to compete effectively in today's digital economy.



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
AD	Active Directory
HIPAA	Health Insurance Portability and Accountability Act
IAM	Identity & Access Management
IDaaS	Identity as a Service
IdP	Identity Authentication Provider
IGA	Identity Governance and Administration
IWA	Integrated Windows Authentication
MDR	Managed Detection and Response
MFA	Multi Factor Authentication
RBAC	Role Based Access Control
SaaS	Software as a Service
SDK	Software Development Kit
SoD	Segregation of Duties
SLA	Service Level Agreements
SSO	Single Sign-On
TCO	Total Cost of Ownership



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