

G-Cloud 15

Atos Digital Application Services



Atos

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1. What is Atos Digital Application Services?

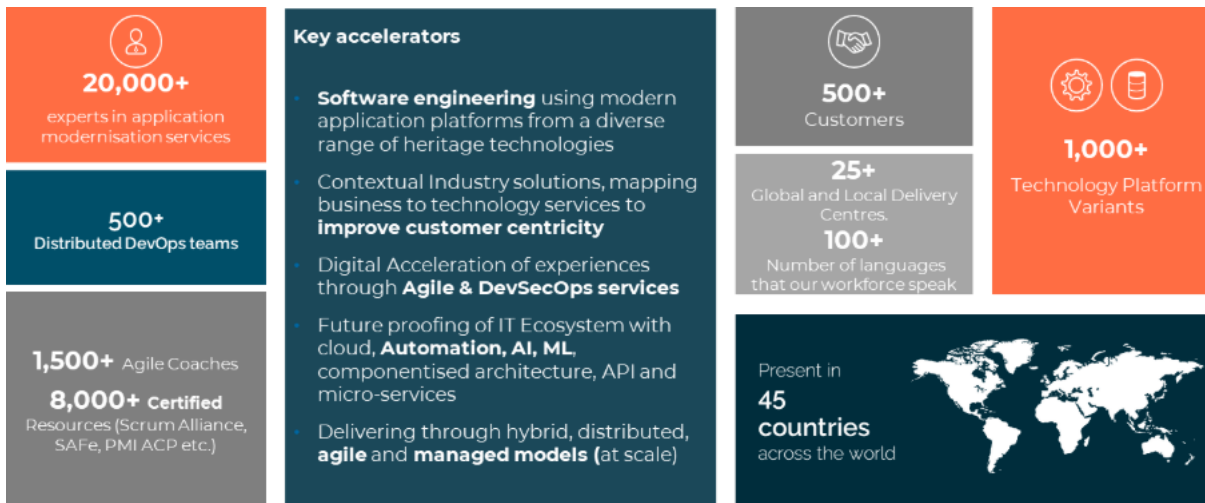
Atos Digital Application Services delivers digital capabilities and skills developed over 30 years of working with UK Government clients, including HMRC, Defra, the Ministry of Defence, and the Home Office.

Atos Digital Application Services is an integrated service that combines efficient, proactive application management and support, portfolio optimisation, and the advancement of your digital agenda. We do this regardless of your current digital maturity and technologies, from innovation “art of the possible” sessions for those just setting out on a digital journey to full business Digital Transformation.

Ongoing major technology shifts we are currently seeing with our Government customers include adopting Cloud alongside Robotic Process Automation (RPA), Machine Learning (ML), Artificial Intelligence (AI), Natural Language Processing (NLP), Advanced Data Analytics and Software-as-a-Service (e.g. ServiceNow, Pega), to name but a few.

A robust, end-to-end Digital Application Service solution must be able to manage, optimise, and enhance applications in this constantly evolving digital environment. Only then can we meet our customers’ needs to support their enterprise business applications to work efficiently, whilst also improving quality and customer experience.

Atos is a valued partner to the UK public sector, consistently striving to provide better value for money and service for our clients. Our dedicated UK Digital Application Services Practice provides UK Government security-cleared Digital Application Management services specifically for UK Government clients, bringing to each customer the best technological solutions, advancements, and lessons learnt from a global Atos Digital Applications community.

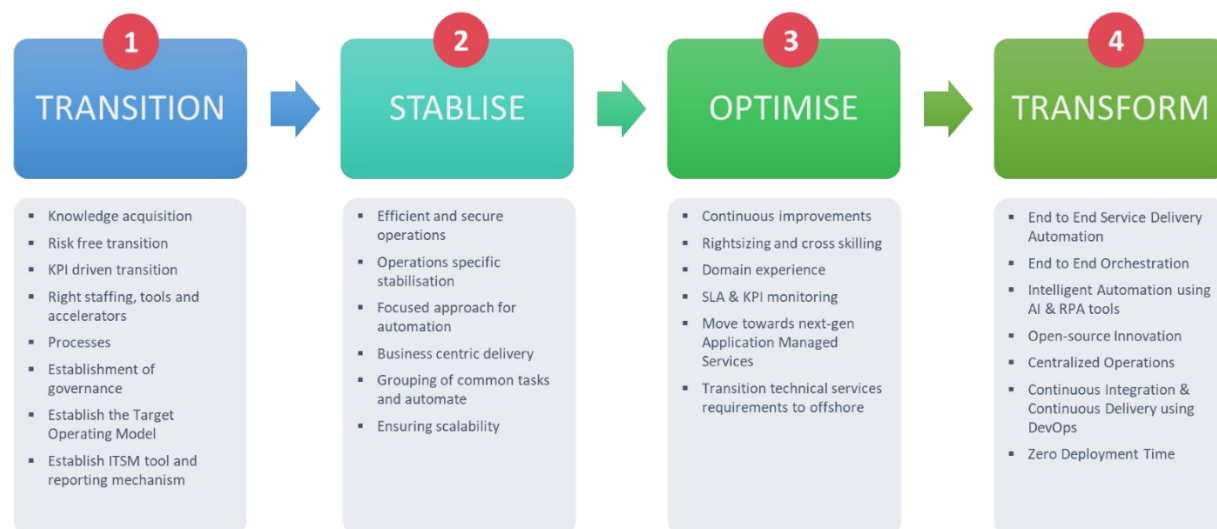


Atos Digital Application Management combines UK-based security-cleared resources with our global capabilities, tools, and experience to deliver world-class services to UK Government customers and the UK citizens they serve.

The mission of Atos Digital Application Services is to deliver business and IT value to our UK Government clients through an integrated, comprehensive solution closely aligned with a cohesive application development, management, and modernisation approach. We achieve this by leveraging ITIL-aligned Cloud, DevSecOps, DevOps, and Agile techniques, automation, and AI to deliver applications that provide great services to UK citizens.

2. What does it deliver?

Atos Digital Application Services delivers data-led, highly automated support and will work in collaboration with you to help realise your organisation's cloud and digital goals to accelerate change and achieve a rationalised and optimised application environment.



Atos Service Strategy

Our service delivery approach to executing services for our customers consists of four primary and iterative phases:

- 1. Service Transition** – Bringing a new (or updated) service into operation in a safe, reliable, and predictable way. Atos takes time to learn about your business, your people, processes, and services, gather knowledge, and set up governance. We use our own Intelli-Transfer framework to ensure a consistent, full-coverage approach, combined with tooling to record knowledge transfer sessions. A recent (2022) example is the service transition for a major UK police force, which completed the transition to plan and then had a smooth live-service commencement.
- 2. Service Stabilisation** – Atos focuses on operating the service in a secure, effective, and efficient manner, with the right balance of service, stability and operational flexibility to meet the business needs. Key features of the service include:
 - ITIL v3 and ITIL4-based, solid and integrated delivery with a focus on value
 - Operation management with 24/7 support, monitoring and reporting
 - Qualified, experienced, security-cleared staff in Digital Application Centres across the UK
 - Cost-cutting options to near- and offshore, either at contract commencement or at a later date
 - Agile delivery for business responsiveness
 - DevOps and DevSecOps, for rapid, secure development and change

- Corporate culture of collaboration and communication. We integrate and work with you, focused on your business objectives
- Ongoing assessment of the application portfolio for streamlining and innovation opportunities
- Low and offset carbon solutions combined with a range of decarbonisation services
- Governance, control, security as standard
- Highly cost-efficient, including year-on-year savings.

A typical customer portfolio will comprise a combination of new and recent technology applications, such as cloud-hosted open-source software, as well as legacy applications hosted on-premises. We have a deep understanding of the differing skills and approaches needed for each and flex our ways of working to create the right solution for each, in support of your business.

3. Service Optimisation – Atos applies our Cloud Decision Factory to your portfolio to derive a proposed cloud strategy for each application. We use the resultant data along with other key intelligence – upgrade release dates, business dates, technology reviews, innovation events, to create a bespoke Lifecycle Management plan. The Lifecycle Management Plan is our roadmap for delivering improvements across the contract and provides “no surprise” budgeting. No work commences until this plan has been assessed and approved by you.

Throughout the Service Optimise phase, we continue to deliver a high-availability service whilst executing the Lifecycle Management plan and maintaining a cyclical review for further cloud and other opportunities. Activities include, but are not limited to:

- Portfolio optimisation to identify and eliminate duplication and waste
- Focus on automation to deliver user self-service, error resolution and ‘self-healing’
- Cross-train the Atos team to provide resilience in resourcing
- Use Site Reliability Engineering principles, we identify and “code out” the root causes of incidents, in pursuit of “NoOps”.

4. Service Transformation – Atos combines our knowledge of the applications with our expertise in digital technologies and transformation to identify opportunities for digital improvements. Examples of this include applications that could migrate to the cloud, applications that would benefit from reimagining based on customer experience, and data-based applications where AI could provide new business insights. These are presented to the customer for consideration, workshopped, proposals produced and are added to the lifecycle roadmap.

We revisit the opportunities to transform throughout the remaining contract through reviews of digital maturity, the availability of new products, and market trends.

Typical characteristics of this phase include:

- Improved availability and reliability for IT services through automation and service improvement, benefitting your users and business
- Data-led approach combined with lifecycle management for transparency in the service provision. More and better use of your data to enable new business insights and closer budgeting control
- Customer's own digital agenda is progressed, working with you collaboratively, to transform at the right pace for your business. Examples are your migration from the mainframe, migration to the cloud, and replacement of legacy applications with new technologies
- Use of XLAs for business-meaningful metrics and KPIs.

Atos delivers all of these services with security at the core of everything we do. Our information security processes are based on ISO 27001, and our Security team has obtained industry-recognised certifications, including CISSP, CISM, CISA, PMP, CEH, and GIAC SANS STAR (Web Application Security).

The result of the Atos Digital Application Service for your business is a highly available portfolio of optimised applications that digitise at a velocity to match your corporate digital aspirations and with costs that reduce year on year.



3. What technology does it use?

Atos Digital Application Services uses the full breadth of technology that you would expect from a global service provider, including but not limited to:

- Cloud provision with Atos, using our ground-breaking initiative that blends cloud advisory consulting, application transformation expertise, prebuilt cloud accelerators, and innovative talents in an end-to-end set of services to help our clients navigate their cloud journey securely
- Microsoft Azure, AWS and Google Cloud for Public, Private and Hybrid solutions, backed by Global Enterprise Partnerships
- Enterprise and SaaS products, including Oracle, SAP, and Microsoft.
- Automation tooling across multiple facets
- Orchestrated Automation for Service Workflow, Build, Deployment and Configuration management; e.g. Nagios, Jenkins, Worksoft, Puppet, Chef, HP ALM, Pega, Artifactory and Service Now
- Robotic Process Automation for ongoing support and management of your business, administrative and IT processes; e.g. UiPath, Blue Prism, WorkFusion, Nice, Automation Anywhere, Thoughtonomy and IPSoft)
- Artificial Intelligence for self-service support, knowledge management and virtual agent solutions with conversational AI, automated fulfilment and pre-built templates; e.g. Living Actor, Arago, IBM Watson and Google Assistant
- Java technology stack including Java, J2EE, Hibernate, React JS, Spring Boot Microservices, Restful APIs, JSF, AngularJS, NodeJS, Jsn Apache Camel
- Our in-house innovation, data analytics, and automation tooling suite: Atos Bridge, Studio and SyntBots.
- ServiceNow (Elite Service Partner) or your own in-house ITSM service.



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
AI	Artificial Intelligence
AMQP	Advanced Message Queuing Protocol
CMMI	Capability Maturity Model Integration
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
JSON	JavaScript Object Notation
KPI	Key Performance Indicator
ML	Machine Learning
NLP	Natural Language Processing
REST	Representational State Transfer
SaaS	Software-as-a-Service
SFIA	Skills Framework for the Information Age
SIAM	Systems Integration and Management
SOX	Sarbanes-Oxley
XLA	Experience 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