

G-Cloud 15

Technical Application Management



Atos

Table of contents

1. What is Technical Application Management?	3
2. What does it deliver?	4
3. What technology does it use?	6
4. What terms apply?	7
5. Termination.....	8
6. How do I order?	9
7. Glossary.....	10
8. Why Atos.....	11



1. What is Technical Application Management?

Application Technical Management (ATM) provides the operational management of the customer's application environment. This consists of the daily execution of the customer's business processes, providing ongoing availability, and monitoring the performance of the application's technical environment.

ATM services are a combination of:

- Web servers
- Middleware & interface management
- Custom-made applications.

2. What does it deliver?

The ‘Application Technical Management’ (ATM) service by Atos covers the full range of activities, from the conceptual phase, via development to continuous operations, as shown in the figure below:



Figure 1 :Service Design Overview

‘Operate’ is one of the major building blocks of ATM services, which includes Setup (Installation and decommission), Support (Steady state operations and 24x7 or customer support model), and Engineering (Migration and Upgradation).

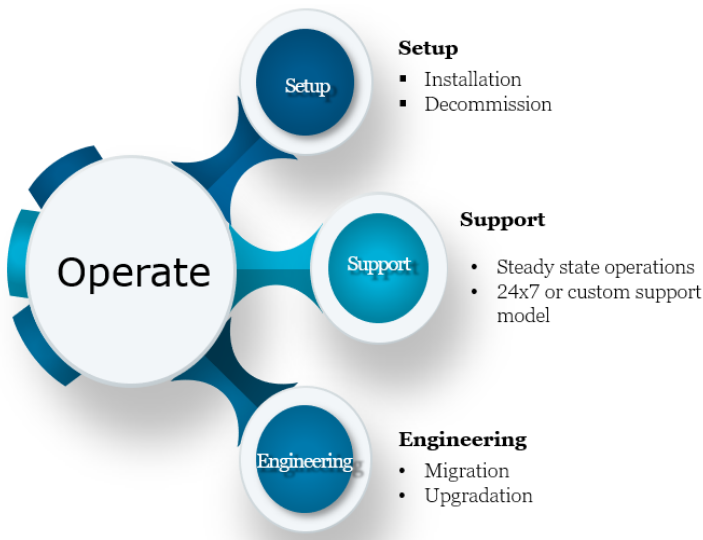


Figure 2:Operate

The ATM service provides application technical management of customers’ application environments and ensures that committed service levels are met. This service supports the daily execution of business processes by ensuring the ongoing availability and performance of the application environment, including the underlying infrastructure.

The ATM service is used as a generic framework for all Atos application technical management services for non-ERP-standard portfolio applications, e.g., Enterprise Content Management, Webhosting, and Middleware applications.

The ATM service also offers technical management of non-standard portfolio applications under custom application operations.

The service focuses on

- Ensuring the availability of the business applications.
- Managing the evolution of the business application in a secure and efficient way.

ATM services provide the following services:

- Web services – managing web servers and web applications
- Middleware & interface management – managing Middleware applications
- Custom-made application operations – managing custom-made applications.

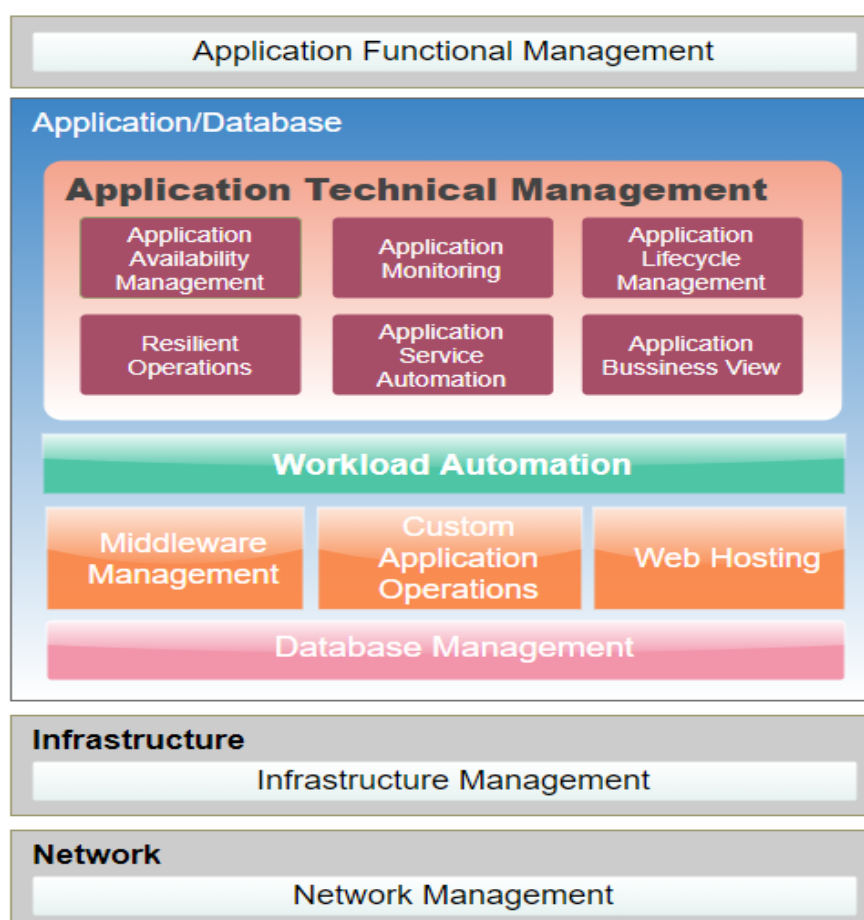
Module/component	Mandatory/optional
Availability management	Mandatory
Monitoring	Mandatory
Housekeeping	Mandatory
Patch management	Mandatory
Configuration management	Mandatory
Backup and restore management	Mandatory
Technical account management	Mandatory
Security management	Mandatory
Vendor management	Mandatory
Documentation	Mandatory
Customer-specific patch management	Optional
Customer-specific changes	Optional
Performance management	Optional
Interface management	Optional
Failover testing	Optional
Release management	Optional
Licence management	Optional
Certificate handling	Optional
Regulatory compliance	Optional
Customer-specific reporting	Optional
Technical consultancy	Optional



3. What technology does it use?

ATM supports several technologies. Just to highlight a few: IIS and Apache Webserver, Apache Tomcat, Red Hat JBoss Application Server, IBM WebSphere, Oracle WebLogic Server, several Middleware products, and many more. In addition to these Commercial off the Shelf (COTS) technologies, applications created by Crown Commercial Service customers will also be supported. A detailed matrix of supported standard technologies has been added to the pricing sheet.

Infrastructure and Network services are additionally required for this service. The following diagram shows the ATM offering in relation to other services which can be provided by Atos or the customer.





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
ATM	Application Technical Management
COTS	Commercial off the Shelf
IIS	Internet Information Services
SaaS	Software 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