

G-Cloud 15

Server Services



Atos

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1. What is Server Services?

Atos' Server Management services meet the growing need for high-quality and cost-effective outsourcing. They are applicable to a wide range of environments that require comprehensive, consistent, and integrated end-to-end management.

They are applicable to physical and virtual Windows, Linux, and Unix servers housed in Atos' world-class data centres, on customer premises, or in 3rd-party data centres worldwide.

We offer a comprehensive capability, from basic operational and infrastructure support to additional value-added options that address specific needs, for example, enhanced security and high availability.

The services are designed to make the best use of other managed services, including 24-hour monitoring, enterprise monitoring, service desk, managed storage, network, security, and applications operations.

Atos Managed Server services deliver significant benefits to any organisation where high availability, demonstrable cost-effectiveness and access to new technologies which further improve service are essential requirements. The services provide continuity for critical application environments, enabling customers to focus on their business with confidence.

In particular, regarding financial performance and improved efficiency, we deliver services that lower the total cost of ownership by combining a number of important factors:

- A flexible, tailored solution so that only the functionality required is provided
- Appropriate, right-sourcing service delivery elements for maximum cost efficiency
- Server consolidation, virtualisation, and optimisation to improve utilisation and take advantage of better price/performance hardware.



2. What does it deliver?

By choosing the Server Service, customers gain access to the following components.

Mandatory components are bundled into the core service and are included in the quoted price. **Optional Choice** components are optional add-ons that can be selected to tailor the solution to the customer's needs.

Module/component	Windows	Linux	Unix
IT Service (server) Management	M	M	M
Security Management – Basic	M	M	M
Virus Protection Management	M	-	-
Software Distribution – Fixes & Patches	M	M	M
Standard Service Requests for Basic Service	M	M	M
Data Centre Hosting	M	M	M
Security Management – Baseline Control	O	O	O
Virus Protection – Outbreak Management	O	-	-
Compliance – SOX (including reporting)	O	O	O
Cluster Management (mandatory for 99.9% availability)	O	O	O
Virtualization Management	O	O	O
Operating System Image backup and recovery	M	M	M
System Setup	O	O	O
Containers platform deployment and support	-	M	-
Physical & Virtual access to servers & tooling	M	M	M
Customer-dedicated standard hardware, OS software (N, N-1) and maintenance	M	M	M
Customer-dedicated non-standard hardware, OS software (N, N-1) and maintenance	O	O	O

IT Service (server) Management:

Managed Server is available in three (3) variants:

- Managed Windows server
- Managed Unix server
- Managed Linux server

Managed Windows server:

- Is implemented only on the current Windows version (N), the previous version (N-1), and the patch levels for all the supported versions
- Supplier's preferred hardware list is regularly updated and defined in the Hardware basket
- Shall provide activities related to installation, configuration, and maintenance of hypervisor environments supporting virtualised Windows servers

By default, Supplier deploys server instances virtualised, though it may, at its option, deploy servers physically. Where technically possible, Supplier delivers Windows 64-bit requirements as virtual instances.

Managed Unix server:

- Is implemented only on the current version (N), the previous version (N-1), and the patch levels for all the supported versions
- Supplier's preferred hardware list is regularly updated and defined in the Hardware basket
- Shall provide activities related to installation, configuration, and maintenance of hypervisor environments supporting virtualised servers

Managed Unix server consists of the following components (only versions N and N-1 are a part of the service):

- IBM AIX

Managed Linux server:

- Is implemented only on the current version (N), the previous version (N-1) and the patch levels for all the supported versions
- Supplier's preferred hardware list is regularly updated and defined in the Hardware basket
- Shall provide activities related to installation, configuration, and maintenance of hypervisor environments supporting virtualised servers

Managed Linux server consists of the following Linux variations (only versions N and N-1 are a part of the service):

- Red Hat Enterprise Linux
- SUSE Enterprise Server Linux
- Oracle Enterprise Linux
- Ubuntu Linux

The Managed Linux Server is applicable for servers running multi-disciplinary applications. Managed Linux servers support the installation, configuration, and maintenance of hypervisor environments for virtualised Linux servers.

Security Management – Basic

Security management activities are performed within the scope of the Managed Server to comply with the Supplier's security standards. It is part of the information security management process, which, in case they were provided by the supplier

Virus Protection Management:

Virus protection management validates that the operating system is protected against malware threats.

Software Distribution – Fixes & Patches

Software distribution – fixes and patches are provided based on the respective vendor's patch policy.

Standard Service Requests of Basic Service

The standard service requests that are deployed or ready for deployment at the time of creation. The components covered are HW, Operating systems, Licences, ITSM updates, etc.

Data Centre Hosting

A space within the Atos data centre to rack and stack the standard components, which are likely to be delivered as part of the proposed solution, e.g., HW, Network, Storage, etc.

Operating System Image backup and recovery

Operating System Image backup and recovery provides operating system recovery when there is a technical problem and needs recovery to a point in time. This enables standard operating services to be restored, as defined in the recovery SLAs.

Physical & Virtual access to servers & tooling

Access to the physical & Virtual servers is through agreed and listed users with appropriate operational-level permissions, considering the security measures implemented at each level, including standard accessibility tools.

Customer-dedicated standard hardware, OS software (N, N-1) and maintenance

This component includes the standard support and maintenance in a dedicated fashion for hardware and OS in the onshore and offshore model, as per the proposals.

3. What technology does it use?

AtoS' position as the leading European provider of Information Technology Outsourcing services globally enables us to develop and deliver the most cost-effective and suitable solutions by leveraging multiple leading market providers.

- It gives us local presence on a global scale, meaning we can meet local country requirements such as compliance and language support, as well as providing cost-effective offshore support, where applicable.
- We host and manage Windows, Unix, Linux and other servers in highly resilient and efficient AtoS data centres, and if suitable, customers' data centres, giving complete flexibility.
- We have over 30 years of experience in managing servers with a successful track record in support of, and migration between, many generations of systems.
- When coupled with our other Managed Services, Systems Integration and Business consulting services, server provisioning, maintenance and assurance, we offer end-to-end solutions.
- Our own Bullion and Escala server products are developed in conjunction with the software vendors, giving us powerful insight into roadmaps and close support links.

Managed Server services also have potential benefits over cloud-based services, such as:

- Flexibility of service offering, e.g., greater choice of operating systems and service levels (good enough isn't always good enough)
- Greater control of security and compliance measures
- Known costs that can be minimised for capacity requirements that are fixed or can be accurately predicted over the lifetime of the service
- An option for Customer ownership of the fixed assets (e.g., servers).



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
HW	Hardware
OS	Operating System
SaaS	Software as a Service
SLA	Service Level Agreement



Crown
Commercial
Service
Supplier

Atos

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