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G-Cloud 15

Smart Edge as a Service

Atos

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1. What is SmartEdge as a Service?

Smart Edge as a Service provides a distributed computing paradigm that processes data close to their sources of generation.

Edge devices may be deployed in diverse environments, ranging from industrial settings to outdoor locations. Extreme temperatures, humidity, and other environmental factors can impact the performance and reliability of edge hardware. Edge Servers are specifically designed for Edge computing, factoring in all the aforementioned factors.

Atos SmartEdge as a Service is your gateway to transforming business operations through cutting-edge edge computing solutions. Designed to seamlessly integrate with your exi

ting infrastructure, SmartEdge empowers businesses to harness the full potential of AI, automation, and data-driven insights from the edge to the core.

Why Choose Atos SmartEdge as a Service?

- **Comprehensive Managed Services**: From hardware provisioning to day-to-day support, SmartEdge ensures your edge computing environment is optimised, secure, and resilient.
- **Expert Consulting and Customisation**: Tailored solutions to meet your unique business needs, including initial assessments, architecture design, and iterative implementation roadmaps.
- **Enhanced Security and Compliance**: Robust security measures to protect against cyber threats, ensuring compliance with industry regulations and safeguarding your business operations.
- **Sustainability and Cost Efficiency**: Reduce downtime costs and improve sustainability with proactive monitoring, self-healing features, and optimised resource utilisation.

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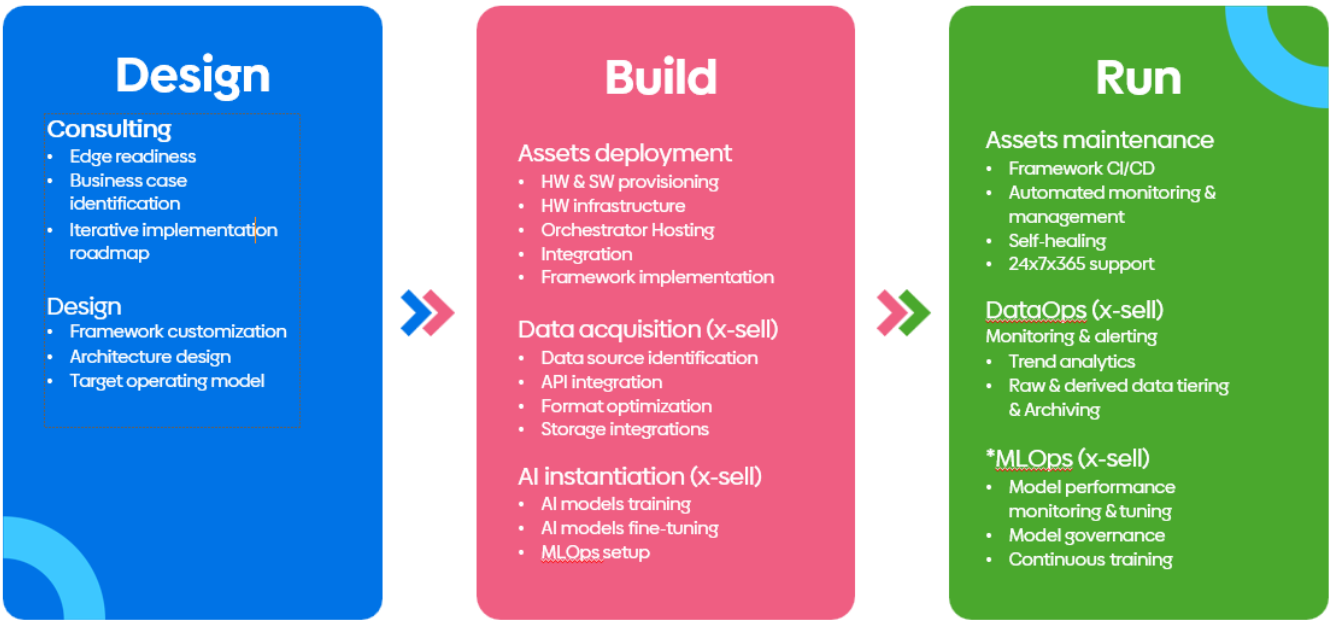
2. What does it deliver?

The Atos SmartEdge as a Service solution is designed to address the growing need for efficient, reliable, and secure edge computing solutions. We provide a comprehensive service that enhances data processing capabilities at the edge, reducing latency, improving reliability, and ensuring robust security.

As a part of Smart Edge Service, Atos covers end-to-end aspects from building a business case to day-to-day operations

Service constructed of



Design

Consulting

- Edge readiness: Atos assess use cases, sites, connectivity, security, and operational constraints to confirm whether edge computing is suitable and what is needed to deploy safely and reliably.
- Business case identification: Atos quantify value (cost, risk, productivity, latency, resilience) and prioritises the best edge use cases with clear outcomes, assumptions, and success measures.
- Iterative implementation roadmap: Atos define a phased plan from pilot to scale, including milestones, dependencies, roles, governance, and cutover criteria to reduce risk and accelerate delivery.

Design

- Framework customisation: Atos tailors the edge framework (standards, templates, automation, monitoring, security controls) to align with customer policies, sites, and technology choices.
- Architecture Design: Atos produce the target architecture covering edge hardware/software, orchestration, data flows, security, integration with cloud/core, and resilience/DR patterns.
- Target Operating Model: Atos define how the service will run day-to-day—processes, SLAs, support model, tooling, roles (RACI), change management, and reporting/governance.

Build

Asset deployment

- HW & SW provisioning: Procure, configure and baseline edge hardware and software images, ensuring consistent builds, security hardening, and readiness for deployment.
- HW infrastructure: Install and commission physical edge infrastructure (compute, storage, networking, power, and rack/edge enclosures) to meet site constraints and resilience needs.
- Orchestrator Hosting: Deploy and configure the orchestration platform (central or distributed) to manage edge nodes, policies, updates, and workload placement at scale.
- Integration: Integrate the edge platform with enterprise systems, including IAM, monitoring, ticketing/ITSM, security tooling, and cloud services, to enable governed operations.
- Framework implementation: Implement the agreed edge framework (automation, security guardrails, configuration standards, observability, and CI/CD patterns) to standardise deliver.

Data Acquisition

- Data Source Identification: Identify and validate data producers (devices, sensors, applications, OT systems), data owners, access methods, and data quality requirements.
- API Integration: Build and secure integrations to ingest data via APIs, connectors, gateways, or streaming protocols, including authentication, throttling, and error handling.

- Format optimisation: Normalise, cleanse and enrich data into agreed formats/schemas to improve usability, reduce bandwidth, and enable downstream analytics and AI.
- Storage Integration: Connect to edge and/or cloud storage services, implementing retention, tiering, encryption, and lifecycle policies aligned with governance requirements.

AI Instantiation

- AI Models Training: Train initial models using validated datasets and defined success metrics, selecting appropriate algorithms and infrastructure for the workload.
- AI Model Finetuning: Adapt and optimise models for target environments (edge constraints, latency, accuracy), including hyperparameter tuning and continuous improvement.
- MLOps Setup: Establish pipelines and controls for model versioning, deployment, monitoring, governance, and rollback—enabling repeatable and auditable AI operations.

Run

Assets maintenance

- Framework CI/CD: We continuously deliver updates to edge configurations, policies, and software through controlled CI/CD pipelines, including testing, approvals, and rollback.
- Automated monitoring & management: We provide centralised observability and automated management for edge assets, tracking health, capacity, connectivity, and compliance.
- Self-healing: We automate remediation for common faults (restart services, failover, re-provision, reconfigure) to restore service quickly and reduce manual intervention.
- 24 x 7 x 365 support: We deliver round-the-clock incident handling, escalation, and on-call operations, with regular status updates and SLA-based response.

Data Ops

- Monitoring & alerting: We monitor data pipelines end-to-end for freshness, completeness, latency, and failures, triggering alerts and runbooks when thresholds are breached.
- Trend analytics: We analyse operational and data trends to predict issues, optimise performance, and support capacity planning and continuous improvement.

- Raw & derived data tiering & Archiving: We manage lifecycle policies to store raw and processed data in the right tiers, controlling cost while meeting retention and compliance needs.

MLOps

- Model performance monitoring & tuning: We track model accuracy, drift, latency, and resource usage, tuning models and configurations to maintain required performance.
- Model governance: We manage model approvals, version control, audit trails, access controls, and responsible AI checks to meet governance and compliance requirements.
- Continuous training: We retrain models using new data and feedback loops, validating outcomes before rollout to keep models effective as conditions change.

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3. What technology does it use?

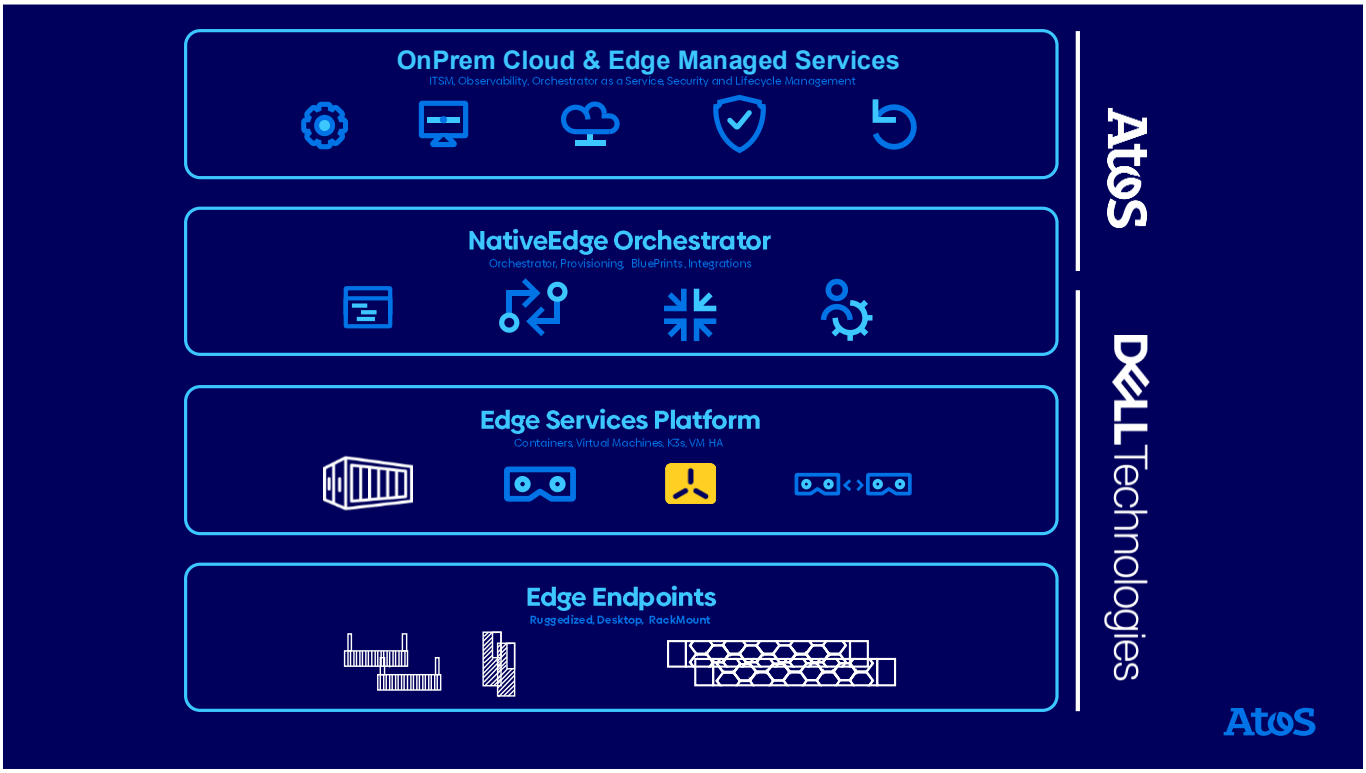
Smart Edge as a Service provides a distributed computing paradigm that processes data at or near its sources.

Edge devices may be deployed in diverse environments, ranging from industrial settings to outdoor locations. Extreme temperatures, humidity, and other environmental factors can impact the performance and reliability of edge hardware. Edge Servers are specifically designed for Edge computing, factoring in all the aforementioned factors.

This document provides an overview of the Atos Edge computing service using the Dell NativeEdge Platform.

Smart Edge as a Service consists of the following components NativeEdge Orchestrator + VMs

- NativeEdge Endpoints
- NativeEdge Application blueprints



NativeEdge Orchestrator + VMs

NativeEdge Orchestrator is a software platform for orchestrating edge devices and applications. This centralised management component provides hierarchical security, orchestration, and lifecycle management for vertical solutions across edge, core, and

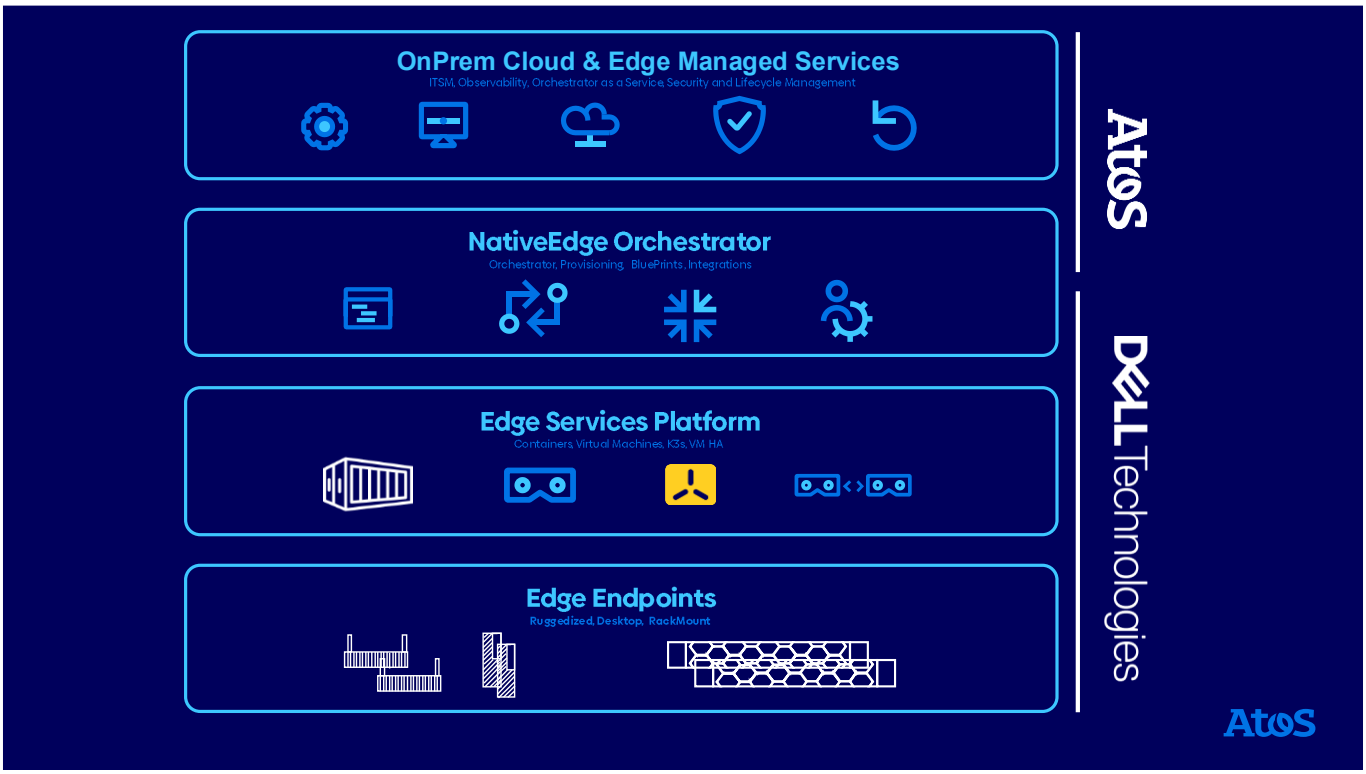
local-edge deployments. The NativeEdge Orchestrator is utilised to securely onboard NativeEdge Endpoints and manage their lifecycle. The NativeEdge solution is hosted on Virtual machines (VMs) (which are hosted on a High Availability (HA) environment).

NativeEdge Endpoints

NativeEdge Endpoints located at Edge sites can be seamlessly added to the NativeEdge estate using secure device onboarding and zero-touch provisioning. These endpoints can vary in size, ranging from small devices such as a Dell Edge Gateway or an OptiPlex Small Form Factor system to larger systems such as a PowerEdge server. Once an endpoint has been successfully onboarded to the NativeEdge Orchestrator, the NativeEdge operating system can run any Application deployed as part of VMs/Containers.

NativeEdge Application blueprints

The NativeEdge blueprint is a declarative representation of an environment that may contain infrastructure, applications, and their associated configurations. Blueprints provide a declarative model that the NativeEdge Orchestrator can implement in the physical world through a deployment. You can deploy a blueprint multiple times with minor variations. Each instantiation of a blueprint is called a deployment. Blueprints can also encode the functionality that is needed to perform Day 2 operations, such as reconfiguring a server or tearing down the entire environment.



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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.

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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.

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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.

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7. Glossary

Term	Definition
AI	Artificial Intelligence
HA	High Availability
IAM	Identity and Access Management
RACI	RACI is a responsibility assignment model: R – Responsible A – Accountable C – Consulted I - Informed
SaaS	Software as a Service
SLA	Service Level Agreement
VM	Virtual Machine

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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

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