

**G-Cloud 15**

# **VMWare Cloud Services**



**AtoS**

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# 1. What is Cloud Services for VMware (VCS)?

Atos Cloud Services for VMware (VCS) enable enterprises to secure and modernise their application landscape, delivering the benefits of cloud at a pace aligned with their business needs. Atos Cloud Services for VMware (VCS) is a managed VMware platform for workload provisioning and management via UI and API for:

- Hosting both traditional and modern cloud apps, including containerised workloads
- Integration with Atos' multi-cloud management platform (MSCC), enabling hybridity and multi-cloud environments
- Sovereign-like, compliant cloud systems tailored to regulations and compliance
- Cost-effective hosting of enterprise apps vs public cloud
- Highly automated cloud platform DevSecOps via API or UI
- Optimising performance and compliance for applications and workloads
- AI-Ready enabling customer use of AI workloads

Atos Cloud Services for VMware (VCS) offers a secure, scalable hybrid cloud solution designed to enhance digital presence and customer engagement. Built on the industry-leading VMware Cloud Foundation offering, it provides rich cloud infrastructure and management services, along with a solid foundation for customers on their cloud journey. It supports enterprise applications, Container IaaS, and infrastructure whilst remaining Sovereign and AI-ready. Key features include seamless integration, modular management, Fully Software-Defined Networking, automation and orchestration, highly secure deployment patterns, and robust security controls for workloads, ensuring rapid access to infrastructure, applications, data, and IT services. Atos Cloud Services for VMware (VCS) is ideal for large enterprises, mid-sized companies, and small businesses within a multitenant environment, providing cost-effective solutions and support for digital transformation and your cloud journey.

By opting for VCS Services, you unlock a secure, scalable, and high-performance platform that optimises operations and reduces the total cost of ownership.

- **Modern Hybrid Cloud Service:** VCS is designed to allow businesses to innovate without compromising control over their enterprise applications. It supports both traditional and modern applications, providing a unified platform for vSphere and Tanzu container workloads, with full support for other industry-leading container options (such as OpenShift).

- **Cost-Effective Solution:** VCS offers a cost-effective solution for mission-critical workloads, accelerating application modernisation through a highly automated platform that supports DevSecOps via API or UI.
- **Global Recognition and Reliability:** VCS has been recognised globally, winning VMware's Worldwide Lifecycle Services Award in 2023. It has also served as the cloud platform for the Olympic Games from 2012 to 2024, demonstrating its reliability and scalability on a global stage.
- **Comprehensive Services:** Atos provides end-to-end advisory, design, build, and run services to support enterprise IT modernisation. VCS leverages the combined expertise of Atos, VMware, and Broadcom to deliver modern, secure, and sustainable cloud solutions.
- **Scalability and Flexibility:** VCS is designed to start small and scale out, making it easier to maintain. It offers modularity and increased agility by exposing its capabilities via REST APIs, allowing for the development of customer-specific Service Requests (SSRs).
- **Enhanced Security and Compliance:** VCS provides advanced security features such as micro-segmentation, advanced identity services, endpoint protection, and vulnerability scanning. It also ensures compliance with regulations through its hybrid cloud capabilities and flexible deployment model, including dedicated or shared infrastructure, as well as single-tenant and multi-tenant options. This allows customers to choose the right balance of isolation, control, and scalability to meet their specific security, compliance, and sovereignty requirements.
- **Unified Control:** VCS enables consistent control across cloud and on-premises environments, with optional extensions to managed VMware environments like Azure VMware Solution.
- **Proven Track Record:** Atos has a proven track record of hosting over 1 million workloads, delivering 500 global cloud projects, transforming 50,000+ applications, and migrating 150,000+ workloads to a multi-cloud environment.



## 2. What does it deliver?

The VCS service architecture is designed to provide a comprehensive cloud solution that meets the needs of different organisations. It includes both CAPEX and OPEX components, ensuring flexibility and scalability.

### VCS Core services:

- **VCS Setup**
  - HW Deployment
    - Atos supplied the rack, stack, and configure
  - Platform Commissioning and Provisioning
    - installation, configuration of all modules and components
  - Integration into customer environment/network
- **VCS Platform Operations**
  - Incident resolution, hardening, patching, new features and roll-out
  - Storage & Data Protection Services for the Management Stack
- **Life-cycle management**
  - Maintenance of software and service
- **Atos ITSM integration**
  - CMDB & event publishing for Atos ITSM integration
  - Incident, Problem, Change & Knowledge Mgmt
  - Availability & Event Management
  - Request Fulfillment & Automation
  - Service Level and Capacity Management

### VCS Optional services to be ordered separately, as add-on services from Atos):

- **Datacenter & Hosting Services**
  - DC LAN services (applicable for Atos DC hosting only)
  - Data Centre Hosting in Atos premises (Housing, Network Security Zone, Connectivity)
- **Hardware lifecycle management**
  - Atos provided and managed hardware
- **WAN services**
- **Containers:**
  - VMware Tanzu – out of the box container infrastructure functionality (managed container services are not delivered from VCS and are a separate Atos offering)
  - OpenShift on VCS - VCS fully support OpenShift as a customer or Atos-managed instance.
- **Disaster Recovery**
- **Storage & Data Protection Services for customer workloads**

- Backup/restore
- Cloud Enterprise Backup (CEB) backup and recovery appliance and licenses for the management stack and workloads

#### CAPEX:

- **VCS Setup:** This is the mandatory component that involves hardware deployment, Atos-supplied rack, stack, and configuration, platform commissioning, and provisioning. It includes installing and configuring all modules and components, as well as integrating them into the customer environment and network 123456.

#### OPEX:

- **Mandatory Services:**
  - VCS Platform Operations: This includes incident resolution, hardening, patching, new features and roll-out, storage and data protection services for the management stack<sup>789</sup>.
  - Lifecycle Management: Maintenance of software and service, Atos ITSM integration, CMDB & event publishing for Atos ITSM integration, incident, problem, change & knowledge management, availability & event management, request fulfilment & automation, service level and capacity management.
  - Atos Mandatory modules: this includes services which became mandatory if the platform is installed on Atos premises or uses the tooling from Atos (ATF, DC LAN, etc.)

#### Optional Modules:

- **VCS options:**
  - **Migration of workload and VMs:** Workload migration towards the platform
  - **VCS Optional Services:** This refers to the process of moving data, applications, or other business elements from one environment to another.
  - **OS Management:** Atos managed Operating System service for clients, moving support from “to VM” to “To OS” level. Optional service available OoTB.
- **Add-On Services:**
  - **Additional Services:** These include automated testing frameworks, orchestrated platform operations, and synchronisation into external IPAM solutions, Managed “x” services (operating system, DB ), etc.

### 3. What technology does it use?

Atos Cloud Services for VMware (VCS) includes various components such as hyperconverged infrastructure, virtual storage, virtual data centre LAN, and virtual firewall services. These components are designed to provide a comprehensive cloud solution that meets the needs of different organisations.

The service also includes automated integration into Atos ServiceNow Cloud Discovery, ensuring that the platform configuration is always accurately reflected in the configuration management database. This helps in monitoring the health, performance, and capacity issues of the VCS platform.

#### VMware Cloud Foundation (vCF):

- **vSphere:** This is the compute component of vCF, providing virtualisation and management of virtual machines. It enables efficient resource utilisation and scalability.
- **vSAN:** This is the storage component, offering a hyperconverged storage solution. It integrates with vSphere to provide a seamless storage experience.
- **NSX:** This is the networking component, providing network virtualisation and security. It enables the creation of virtual networks and ensures secure communication between virtual machines.
- **VMware Aria Automation (formerly vRealize Automation):** This suite includes tools for automation, operations, and log management. It helps in automating the deployment and management of applications and infrastructure

#### Hyperconverged Infrastructure (HCI):

- VCS is built as a flexible infrastructure solution supporting both HCI using vSAN-ready certified hardware and traditional Fibre Channel (FC) storage architectures. This dual approach ensures a robust, scalable, and high-performance infrastructure capable of handling various workloads and a variety of customers' requirements. The HCI architecture combines compute, storage, and networking into a single system for simplicity and agility, while FC integration enables dedicated, high-throughput storage for mission-critical applications.

#### Backup and Disaster Recovery:

- VCS includes multiple backup and disaster recovery options, such as active/active, active/passive, and TWIN and Remote sites with RPO/RTO policies (note: default RPO is 180 minutes; default RTO is 100 VMs/hour with a minimum of 4 hours). These options ensure data protection and business continuity in case of failures

**API and Integration:**

- VCS provides a fully documented API for integrating existing apps, infrastructure configuration tools, and ITSM systems. This allows for seamless connectivity and management of cloud services. The API enables automation and orchestration of various tasks

**Management and Monitoring:**

- VCS includes automated integration into Atos ServiceNow Cloud Discovery, ensuring accurate platform configuration and monitoring of health, performance, and capacity issues. This integration helps in maintaining the overall health of the cloud infrastructure
- The platform management stack is enriched with 300+ Ansible Automation workflows developed by Atos, ensuring consistent and efficient platform operations. These workflows automate various tasks and processes, reducing manual intervention

**VMware Aria:**

- This component provides additional management services required to operate the Atos Managed Private Cloud Solution. It includes tools for deployment, integration, and lifecycle management. VMware Aria helps in managing the entire lifecycle of applications and infrastructure

**ITSM (ServiceNow):**

- VCS integrates with ITSM tools like ServiceNow, providing reporting, ticketing, and CMDB functionalities. This integration ensures that all incidents and changes are efficiently tracked and managed. It also provides a centralised view of the cloud infrastructure

**Azure VMware Solution:**

- VCS can extend VMs and containers to VMware on AWS, providing hybrid cloud capabilities. This allows organisations to leverage the benefits of both private and public clouds. The Azure VMware Solution enables seamless migration and integration of workloads between on-premises and cloud environments

**Professional IP Address Management:**

- VCS includes automated setup of professional IP address management, integration into customer self-service catalogues, and centralised reporting and control. This ensures efficient management of IP addresses and network resources

**Additional Services:** VCS offers a range of additional services, including automated testing frameworks, orchestrated platform operations, and synchronisation with external IPAM solutions. These services enhance the overall functionality and reliability of the cloud infrastructure.



## 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](mailto: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                               |
|-----------|------------------------------------------|
| VCS       | Atos Cloud Services for VMware           |
| ITSM      | IT Service Management                    |
| vCF       | VMware Cloud Foundation                  |
| NSX       | VMware network virtualization technology |
| vSAN      | VMware storage technology                |
| DevSecOps | Integrated security approach             |



## 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, sovereignty-ready and AI-enabled 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](https://atos.net)