

G-Cloud 15

MLOps/GenOps



Atos

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1. What is MLOps/GenOps?

Atos offers a robust suite of MLOps and GenOps services that enable enterprises to scale AI and GenAI initiatives with speed, accuracy, and control. Our offerings span consulting, implementation, and enablement—powered by a customisable 10-step MLOps framework and a 150+ point GenOps checklist. From model development to deployment, and from sandbox testing to enterprise-grade scaling, we ensure seamless lifecycle management across traditional and generative AI use cases. With built-in tools for Responsible AI, FinOps, and SecOps, our cloud-native GenOps Console delivers centralised oversight, accelerating innovation while ensuring compliance, cost-efficiency, and governance at scale.

Our MLOps/GenOps service provides service users with:

- **Accelerated AI Scaling:** The 10-step MLOps roadmap enabled enterprise-wide adoption, with initial success in high-impact use cases like Customer Lifetime Forecasting and Recommendation Systems, serving as scalable models for future deployments
- **Improved Predictive Accuracy:** Delivered 95% prediction accuracy for critical supply chain decisions—such as PPE kit inventory—leading to optimal stock levels and reduced shortages
- **Model Performance Gains:** Achieved a 51% reduction in model error for D&O insurance premium predictions, directly enhancing pricing accuracy and business outcomes
- **Standardised AI Operations:** Established governance, version control, and continuous monitoring to improve collaboration, reduce risk, and ensure regulatory compliance
- **Efficiency in GenAI Adoption:** Clients used our GenOps checklist and enablement program to accelerate GenAI implementation, prioritise use cases, and manage performance and compliance across the full GenAI lifecycle.



2. What does it deliver?

Atos provides a comprehensive suite of services designed to streamline and optimise the AI lifecycle through robust MLOps and GenOps frameworks.

- **MLOps Consulting, Implementation, and Support:** Our customisable 10-step MLOps platform supports the entire AI lifecycle—from initial setup and model training to deployment and real-time prediction—ensuring scalable, reliable, and repeatable AI operations tailored to your environment
- **Point Checklist for GenOps Excellence:** A detailed 150+ point checklist designed for comprehensive GenAI readiness assessment. This tool helps prioritise and optimise your GenAI implementation journey by covering essential to advanced maturity stages
- **GenAI Product Guide:** Our extensive guide maps over 100 GenAI products aligned with GenOps needs, offering contextualised recommendations to support and enhance every phase of the generative AI lifecycle
- **GenOps Enablement Program:** A structured 10-step GenOps journey from assessment through deployment, including sandbox setup, pilot hosting, and scaling support to accelerate your generative AI adoption
- **Cloud GenOps Console:** A centralised platform for monitoring GenAI project performance with built-in Responsible AI, FinOps, and SecOps tools to ensure ethical, cost-effective, and secure operations.

Together, these offerings enable organisations to accelerate AI adoption, ensure operational excellence, and maximise the value of both traditional ML and generative AI initiatives.

3. What technology does it use?

At Atos, our Continuous Machine Learning at Scale (MLOps) employs a robust array of technologies to streamline and scale our machine learning workflows efficiently. Here are some of the key technologies and tools we integrate:

- **Version Control Systems:** We utilise platforms like Git for meticulous version control, which allows us to track and manage changes to code, data, and models throughout the entire machine learning lifecycle.
- **Continuous Integration/Continuous Deployment (CI/CD):** Our CI/CD pipelines automate the building, testing, and deployment processes, ensuring that machine learning models are updated swiftly and reliably.
- **Containerisation:** We leverage technologies such as Docker and Kubernetes to encapsulate machine learning models and their dependencies in portable containers. This ensures consistent deployments across different environments and simplifies scalability challenges.
- **Model Registry and Artefact Management:** Tools like MLflow and Kubeflow are integral to our infrastructure, providing centralised repositories for model versions, artefacts, and metadata, to bolster collaboration and ensure reproducibility.
- **Automated Testing:** Our automated testing frameworks and libraries rigorously validate machine learning models to meet strict performance, accuracy, and quality standards before deployment.
- **Monitoring and Logging:** We employ advanced monitoring tools to track model performance, data quality, and resource utilisation, enabling proactive issue detection and performance tuning in production environments.
- **Model Serving Infrastructure:** With serving frameworks like TensorFlow Serving and Seldon Core, we deploy and serve models at scale, equipped with capabilities for handling load balancing, fault tolerance, and version control.
- **Orchestration and Workflow Management:** We use orchestration tools such as Apache Airflow and Apache Beam to automate and manage complex workflows, from data preprocessing and model training to deployment.

- **Infrastructure as Code (IaC):** Our use of infrastructure provisioning tools like Terraform and AWS CloudFormation allows us to automate the setup and management of the necessary cloud infrastructure, enhancing our operational agility.
- **Model Governance and Explainability:** We implement governance tools like ModelDB and Alibi to maintain model lineage, enforce access controls, and provide explainability, ensuring our models are transparent and compliant with regulatory standards.



4. What terms apply?

Atos Supplier Terms

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 Framework terms and conditions
- Any terms agreed within the Call-Off Contract under Part A Order Form (Termination), where the Crown Commercial Service guidance states: 'The notice period needed for Termination is at least 30 days from the date of written notice for termination without cause'
- Atos Supplier Terms for this Service are as listed on the Digital Marketplace
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to continue to provide the service for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third-Party Agreements (as defined in the Atos Supplier Terms) 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
AWS	Amazon Web Services
D&O	Directors and Officers
GenAI	Generative Artificial Intelligence
ML	Machine Learning
SaaS	Software as a Service



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