

G-Cloud 15

AWS CLOUDOPS



AtoS

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1. What is AWS CloudOps?

AWS CLOUDOPS is a fully managed portfolio offering that provides clients standardised, secure, and compliant cloud environments and operations.

The service provides a smart way to transform businesses, accelerate innovation to create new applications, and enhance competitive advantage through customised, bespoke services that address individual business challenges.

The AWS CLOUDOPS portfolio offering will enhance the client's cloud management experience without compromising security & compliance. Atos will also optimise infrastructure costs by following best practices in cloud infrastructure management.

The offering combines the best practices of the AWS Well-Architected Framework and Atos' cloud-managed services to deliver best-in-class Managed Cloud Landing Zones. We aim to optimise the client's use of public cloud through offering 7*24 support channels and bring the broad expertise of Atos to fully support the customer journey to AWS.

AWS CLOUDOPS brings a number of benefits to the customer, accelerating their journey to the cloud and enhancing their operational experience

Expertise: Our team of cloud experts has extensive experience in managing and optimising cloud infrastructure, ensuring that organisations benefit from the latest industry best practices and solutions.

Cost-effectiveness: By outsourcing cloud infrastructure management, organisations can reduce costs associated with maintaining an in-house team and optimise cloud resource usage, resulting in cost savings.

Performance: Our managed cloud infrastructure solutions are designed to deliver optimal performance and scalability, enabling organisations to meet their business objectives.

Security and compliance: Our advanced security solutions and compliance expertise ensure that organisations' cloud infrastructure is protected from potential threats and meets industry-specific regulations and standards.

Focus on core business: By outsourcing cloud infrastructure management, organisations can focus on their core business objectives, rather than spending time and resources on managing cloud infrastructure.



2. What does it deliver?

AWS CLOUDOPS provides a platform for delivering a set of modular, managed services to help clients manage their cloud-based workloads. These services are integrated into Atos management frameworks to establish a reliable operational environment.

The Service provides clients access to Cloud Native functionality supporting Security, developers, database & analytics and infrastructure, coupled with deployment and operational services for routine infrastructure operations and service management processes as part of the Landing Zone Accelerator (LZA)

AWS CLOUDOPS can be deployed with the Landing Zone Accelerator (LZA) for greenfield and new customer environments, or without LZA for brownfield scenarios (Modularisation) where the customer has an existing landing zone or a set of mature landing zone automations.

Both deployment solutions include a set of managed services that can be operated on behalf of the customer to simplify their cloud adoption and operations.

- **Customer Onboarding & LZA Deployment:**
Atos specialists facilitate a workshop and conduct customer interviews to identify specific landing zone requirements and workload specifications, followed by setup activities to deploy and configure the customer landing zone. The assessment considers the cloud organisation structure, IAM Setup, Network, Billing and cost structure, and security
- **Cloud Operations:**
Atos AWS CloudOps enables the customer with ongoing support & management for all managed services hosted in the customer's cloud environment. A Customer can request assistance to resolve issues with their public cloud environment related to contracted service and features, with the option to include cloud vendor support and access to cloud consultancy services. This covers 24*7 cover with L1 -L4 to Atos managed services, Service Management and ITSM, Reporting and communication
- **LZA Enterprise Platform Services:**
Landing Zone accelerator managed services extend the core LZA functionality, enabling Atos to fully manage the customer's cloud environment. This includes:
Identity and Access Management
 - Managed Security
 - IT Service Management

- Managed Billing and Reporting
- Managed Networking
- Managed Native AWS backup
- Disaster Recovery
- Atos Managed AWS Services:
In addition to the core LZA platform services, AWS CLOUDOPS also enables the delivery of optional workload-specific managed services to enhance the customer's transition to public cloud
 - Managed EC2 (OS) and Patch management
 - Managed RDS
 - Managed Storage
 - Managed EKS
 - Managed VMC on AWS (Only for existing VMC customers)
 - Data Sovereignty
 - Managed Dell Apex storage and backup services
 - Dell Apex backup service (PPDM & DDVE)
 - Del Apex Block Storage.

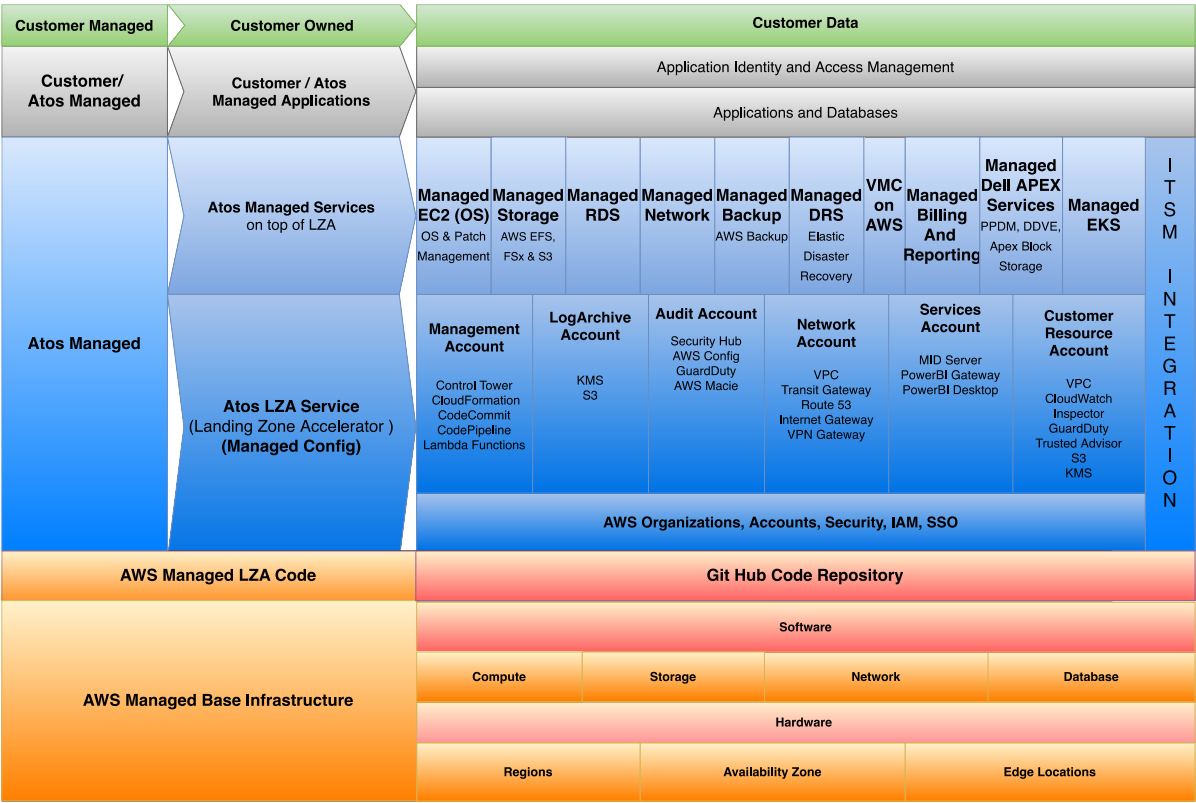


3. What technology does it use?

The AWS CLOUDOPS service is built on AWS Public Cloud Global Infrastructure. AWS infrastructure is a trusted, secure, and reliable cloud platform available in data centres worldwide. The service offers core and optional services for hosting the customer's workloads securely and efficiently in the AWS Cloud.

- Atos Landing Zone Design

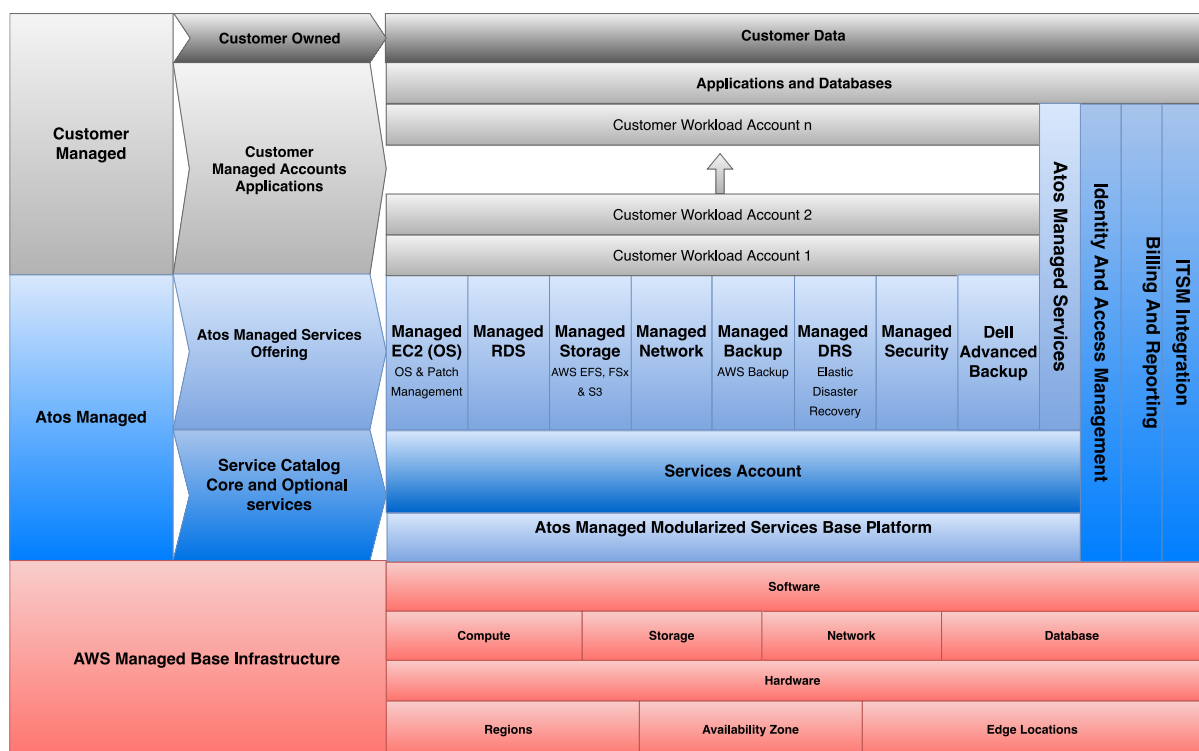
AWS CLOUDOPS offers a fully automated AWS Landing Zone accelerator as a service for deploying and configuring a control tower-based landing zone. Landing zone accelerator takes care of implementing all security baselines and guardrails as per AWS best practices and can be customised as per customer-specific design / requirements. Use of the Landing Zone accelerator makes the landing zone implementation more robust and secure. It reduces manual steps and custom code for configurations and implementation of required configuration and controls



- Atos Landing Zone Modularisation Design

With the modularisation service, we are extending Atos managed services, such as managed OS, managed RDS, Managed Networking, managed security, and more, to customers who are already using the AWS Cloud and have a landing zone deployed using AWS Control Tower. Modularisation service-related components will be deployed directly in customer workload accounts. A dedicated "Services" account will be created to deploy and operate the service components

The diagram below shows core and optional managed services in modularisation with a layered overview.





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
AWS	Amazon Web Services
ITSM	Information Technology Service Management
LZA	Landing Zone Accelerator
OS	Operating System
RDS	Relational Database Service
SaaS	Software as a Service
SLA	Service Level Agreement
VMC	VMware Cloud



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