

**G-Cloud 15**

# DataOps



**AtoS**

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# 1. What is DataOps?

Atos DataOps services revolutionise enterprise data management by delivering fully automated, intelligent, and end-to-end DataOps solutions. Designed to optimise “Run the Business” operations, our offering integrates AI-powered data quality monitoring, proactive observability, and advanced support automation to ensure seamless, scalable, and reliable data flows—accelerating time to insight, reducing operational costs, and elevating enterprise data confidence.

Atos offers a robust **DataOps** service designed to optimise ‘Run the Business’ and improve efficiency of Data Maintenance and Support Operations through automation and intelligent monitoring.

The offering:

- Enables automation using DataOps and advanced Analytics & AI tools.
- Helps with early detection and resolution of potential issues
- Focuses on presumptive monitoring of platform and data pipelines, compliance management, zero-touch resolution and performance optimisations.

By leveraging Atos DataOps services, customers can realise significant improvements in operational efficiency and data reliability. Key benefits include:

- **Reduced Downtime & Faster Issue Resolution** through intelligent automation and Early detection and resolution of potential Issues.
- **Enhanced Data Quality & Trust** with continuous monitoring and End-to-end, real-time visualisation of services.
- **Improved Scalability** of data operations to support growing and evolving data landscapes.
- **Lower Operational Costs** by automating routine maintenance and minimising manual interventions, YOY Support Effort Reduction.
- **Smarter Support** with AI First /BOT First Approach and GenAI agents that boost productivity and reduce ticket resolution time.

## 2. What does it deliver?

AtoS offers a robust DataOps service designed to optimise “Run the Business” activities by improving the efficiency, reliability, and resilience of data maintenance and support operations. By combining automation, intelligent monitoring, and advanced analytics, the service reduces operational burden, enhances service quality, and ensures that data platforms consistently meet the business's needs.

The offering:

- **Automation using DataOps and advanced Analytics & AI tools:** By integrating advanced analytics and AI-driven automation, the service accelerates issue identification, enhances operational throughput, and delivers predictable, scalable data operations aligned to business demand.
- **Early detection and resolution of potential issues:** Intelligent monitoring allows for rapid identification of anomalies across data pipelines, platforms, and workloads. Early detection prevents issues from escalating into service outages, protecting downstream processes, reporting cycles, and customer-facing services.
- **Monitoring of platform and data pipelines, compliance management, zero-touch resolution and performance optimisations:** Continuous checks ensure that platforms and pipelines meet performance expectations and regulatory requirements. Zero-touch resolution capabilities automatically address common issues, reducing operational overhead and improving stability. In addition, ongoing performance optimisation ensures data processing remains efficient, cost-effective, and aligned with evolving business needs.



### 3. What technology does it use?

Our end-to-end DataOps portfolio encompasses:

- • **Data Observability** for continuous pipeline monitoring
- • **Data Pipeline Automation** to streamline data workflows
- • **Data Quality Monitoring** to enable end-to-end monitoring and alerts
- • **Knowledge Management & Ticket Analytics** to fast-track support activities.

These core services are enhanced by a suite of proprietary **accelerators**, including:

- **Automation Assist Toolkit** for early issue detection and resolution, improving operational resilience.
- **AI-Powered Data Observability & Quality Monitoring**, with Key Quality Indicator (KQI) scorecards and real-time alerts.
- **Data Testing Automation Framework**, enabling comprehensive data validation with improved efficiency.
- **Knowledge Pilot (GenAI-Powered Agents)** that accelerates support activities by contextualising issues and recommending resolutions.



## 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](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                         |
|-------|------------------------------------|
| AI    | Artificial Intelligence            |
| GenAI | Generative Artificial Intelligence |
| KQI   | Key Quality Indicator              |
| SaaS  | Software as a Service              |
| SLA   | Service Level Agreement            |



## 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](https://atos.net)