Long Term Support Program

Eclipse - Atos

▸ …

11-07-2011

Agenda

1. Introduction

- 2. French Ministry reference to Atos OSS offer

- 3. Atos and Eclipse ecosystem

- 4. Atos and Eclipse Long Time Support

AtoS

A perfect match

‣ From time to time, a major change occurs in business which can lead to significant benefit for all

‣ In July 2011 Atos Origin conclude its acquisition of Siemens IT Solutions and Services

A perfect match

- In numbers

	Headcount	Annual Revenue
Atos Origin	50,000	€5 billion
Siemens IT Solutions and Services	28,000	€3.7 billion
Total	>78,000 *	€8.7 billion

* Of which 60,000 are engineers

Atos

From local offices **to** global powerhouse
Atos worldwide locations

8,600
Benelux
Belgium
Luxembourg
Netherlands

2,100
North & South West Europe
Denmark
Finland
Greece
Italy
Sweden
Switzerland

5,400
Central Eastern Europe
Austria
Bulgaria
Croatia
Czech Republic
Poland
Romania
Russia
Serbia
Slovakia
Turkey

10,000
UK & Ireland

14,800
France

11,000
Germany

4,500
North America
Canada
USA

5,700
Iberia
Andorra
Portugal
Spain

8,100
India

4,300
Asia Pacific
Australia
China
Hong Kong
Indonesia
Japan
Malaysia
Philippines
Singapore
Taiwan
Thailand

800
Middle East & Africa
Egypt
Morocco
Oman
Qatar
Saudi Arabia
South Africa
United Arab Emirates

3,200
Central & South America
Argentina
Brazil
Chile
Colombia
Mexico

Number of employees by country
(12/2010 pro-forma figures)

Atos

Our new brand

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AtoS

Reference: French Ministry of Finance
Context

- French Ministries of Finance and Budget make a predominant use of Open Source Software within their IS: infrastructure, development tools, GIS, Web server, applications server, collaborative tools...

- A 4-years contract has been won by Atos in 2008 to provide support services and expertise on all open source products used by the Ministries

- Extension of an existing contract for these Ministries regarding JBossAS support (since 2004)

Atos

Reference: French Ministry of Finance
Details on the contract

‣ Biggest contract in Europe regarding open source support

‣ 250 products are supported

- 3 versions per product

- Classified into 20 functional areas

- Typed as

  • Critical / Non Critical

  • Blocking / Non Blocking

‣ Unlimited number of tickets

- Information requests

- Bug declarations

‣ 8h-19h, Monday to Friday

‣ 24x7 for mission critical applications (eg Internet income declaration for the French citizen)

Atos

Reference: French Ministry of Finance
SLAs

Action	Critical Product		Non Critical Product	
	Blocking	Non Blocking	Blocking	Non Blocking
User callback	1 hour	1 hour	1 hour	1 hour
Answer to an Information request	1 day	5 days	8 days	8 days
Workaround solution	2 days	5 days	5 days	10 days
Final bugfix	10 days	20 days	40 days	60 days

‣ Indicators are reviewed every month with the customer
‣ Penalties may apply in case of non respect of the SLAs

Atos

Reference: French Ministry of Finance
Relationships with communities

‣ Systematic contribution to communities (bugfixes, evolutions, FAQ, doc...)

‣ Atos experts tend to become commiters

‣ OCS Inventory, PMD, Hudson, FusionForge...

‣ Virtuous Contribution Circle
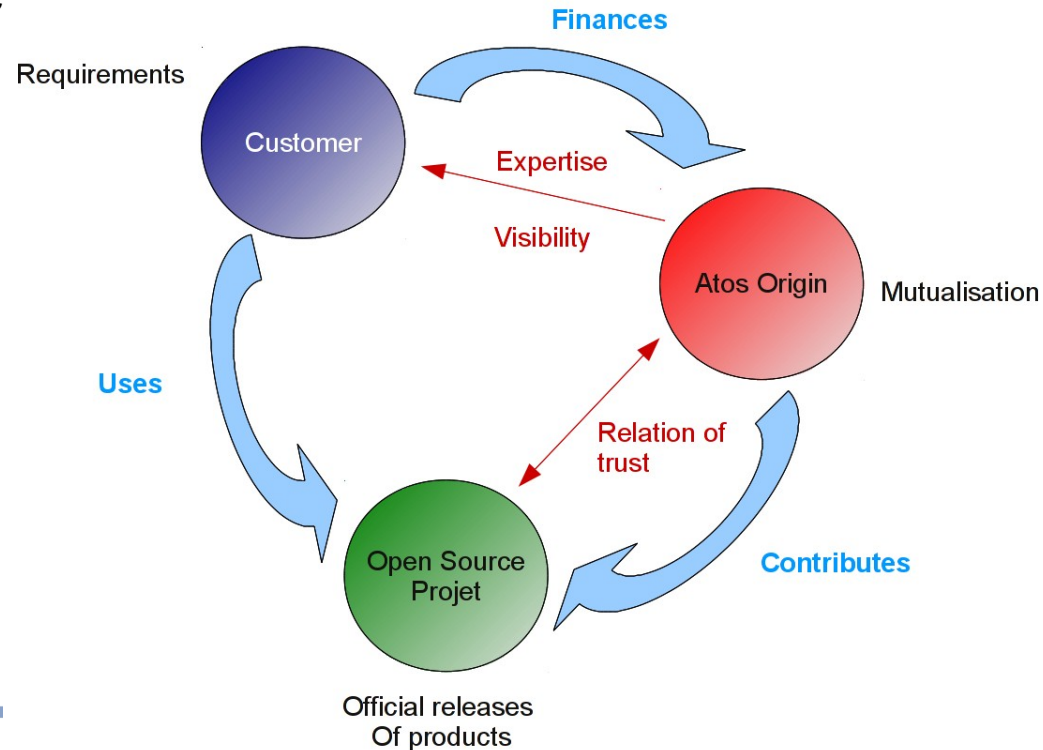
Reference: French Ministry of Finance
Other services included in the contract

‣ Strategical intelligence (for decision makers)

- Assess Open Source Software offer maturity in a particular software family

- Compare it with proprietary leaders

- Assess convergence of adoption with IS strategic issues

‣ Technical intelligence (for IT personnel)

- Select an open source product in a specific software family depending on its maturity and fulfillment of constrainst and requirements

- Evaluate maturity and usage requirements

- Assess convergence with context

‣ Professional services (Unit of Work)

- Feasibility studies

- Benchmarking and prototyping solutions based on Open Source Software

- Assistance in deployment phase

- Performance and architecture tuning

- On site training

- Evolutive maintenance of OSS

Atos

Atos Offer

Atos Offer

Facilitate and Secure deployment for Open Source-based projects

Contracting

Our Software support

Unique « Point of contact »

- 24/7 support
- Contractual commitment
- Unique interface with the various Open Source communities
- Dedication to offer cutting edge technology and security

| Opportunity advice |
| Deployment assistance |
| Support: Levels 1 to 3 |
| Maintenance |
| Supervision & Training |

Support every step of your deployment

Our Open Source expertise perimeter

Our main intervention domains

Development Frameworks-components

- PHP, Perl, FOP...
- Eclipse, CVS, ANT...
- JUnit/Cactus
- OpenSTA, The Grinder
- Selenium
- Mantis, Bugzilla
- GForge, OTRS...
- Struts, Spring, JSF
- Castor, Hibernate
- Apache Libraries
- ...

OS - DBMS

- Fedora, Red Hat
- Ubuntu, Debian
- Mandriva, SuSE
- MySQL
- PostgreSQL
- ...

Infrastructure

- Bind, Squid
- Samba
- Nagios, Webmin, IMC
- OpenLDAP
- Sendmail, PostFix
- GLPI, OCS-inventory...

Application Components

- Apache HTTPD
- Tomcat
- JBoss AS, jBPM...
- PetALS, JBoss ESB

Portals, ECM

- JetSpeed, Jahia
- Drupal, SPIP
- JBoss Portal
- Alfresco
- Nuxeo...

Client Applications

- OpenOffice.org
- Firefox, Thunderbird
- OpenExchange
- Jabber...

7-201
France

Our Support on Open Source Software

Customer

Single point of contact – Level 1

Qualification, routing, diagnosis, solution, pro-active supervision, Partner interface, version history management, knowledge management

Level 2

Reminders, diagnosis, tests, solution, knowledge base

Level 3

Advanced diagnosis, source code modification Tests, resolutions

Open source Communities

Partnerships

‣ We have different kinds of partnership depending on ;

 - The level of service
 - Type of ticket accounting (illimited or per ticket)

‣ Examples

 - Partnerships with strong SLA (back to back commitment): HP, Red Hat
 - Partnerships with a lower level of service: MySQL (Oracle), Alfresco
 - Partnerships with freelance experts and/or open source committers

AtoS

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AtoS

# Atos's contributions to Eclipse

- Active on 5 modeling components:
  - MDT papyrus (5 committers)
  - Doc2Model (2 committers)
  - EMF search (2 committers)
  - Sphinx (1 committer)
  - ECore Tools (1 committer)
- Bugs and patchs submitted on:
  - EMF, EMFT, GMF
  - JDT, CSV, RCP

Atos

Atos contributions to Eclipse ecosystem

Reintegration of Papyrus into TOPCASED

Papyrus | © 2010 by MDT Papyrus partners; made available under the EPL v1.0

03/23/2010
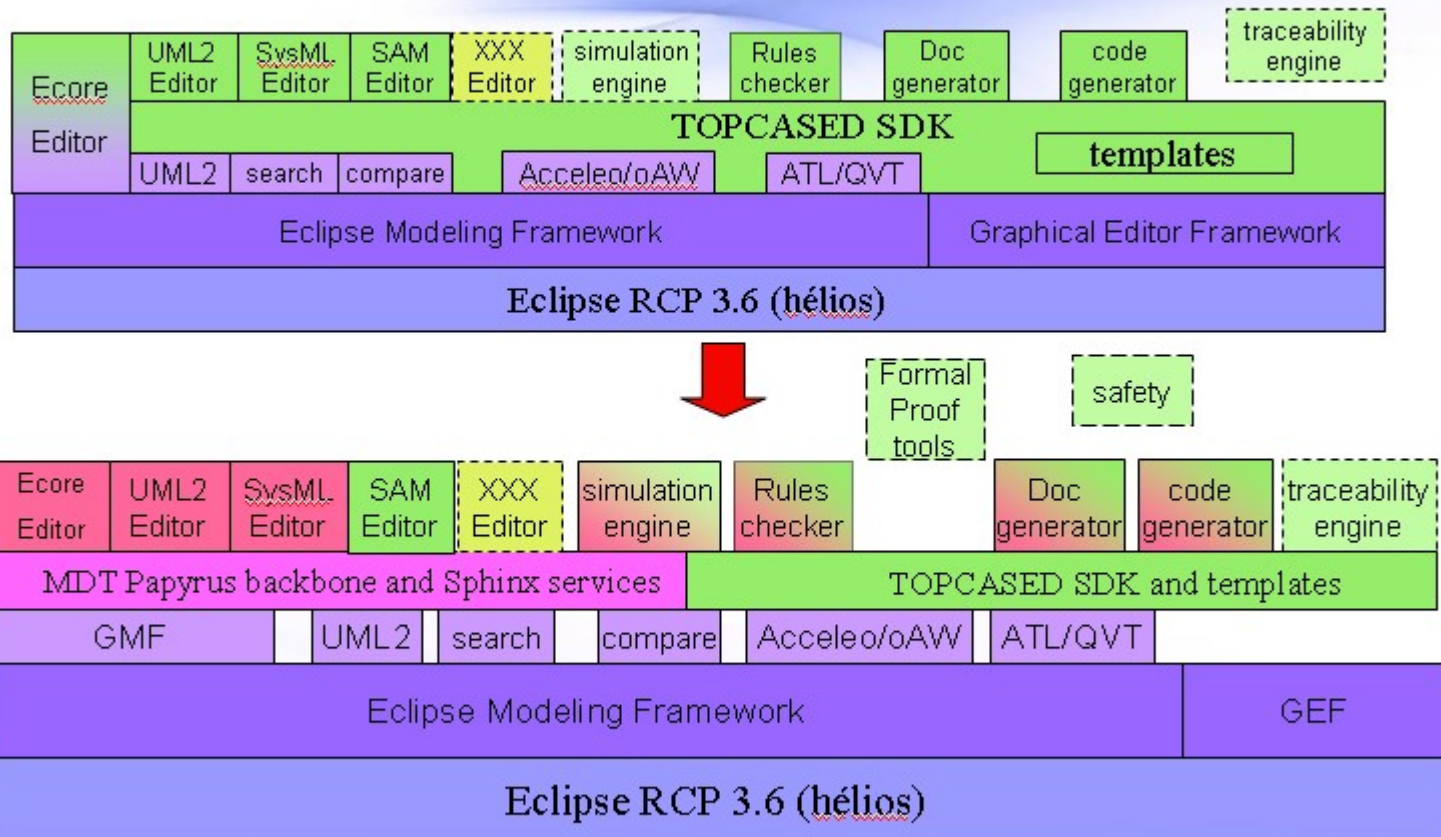
Support relationships with Eclipse ecosystem

- OBEO
    - Support contract in 2008, 2009 and 2011 (TOPCASED) for Airbus and Astrium
    - Feature Requests and bugs
    - Provision for expertise (tickets)
    - SWTBot for TOPCASED with GEF
    - Acceleo
- Anyware Technologies
    - Support contract in 2008 & 2009 (TOPCASED)
    - Feature Requests and bugs (generic)
- Martin TAAL
    - Support/expertise planned on TENEO/TEXO
    - Unsuccessful Bid (CNES – ISIS)
- ITEMIS
    - Initial contacts 2009
    - Rose migration mockup
    - Waiting for opportunity to go further

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Thanks

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