



FLAT ROCK TECHNOLOGY

SERVICE DEFINITION

Prepared for
G-Cloud 15

1. Flat Rock Technology at a Glance

1.1 Corporate Overview

Since 2008, Flat Rock Technology has provided innovative and complex solutions for companies of all sizes, growing into a reliable partner with a proven track record of success. With over 18 years of industry experience, we have successfully delivered more than 1,000 projects to over 180 clients, powered by a dedicated team of more than 300 talented professionals.

Our company operates from seven core locations - London (headquarters), Varna, Ruse, Burgas, Tbilisi, and San Jose, with recent expansion to Colombo, Sri Lanka. This strategic global presence enables us to provide custom software solutions, cloud management, and outsourcing services with optimal coverage across time zones and regional markets.

Our client base includes trusted partnerships with organizations of all sizes, from dynamic startups to established enterprises such as Brompton Bicycles, TopTask, AudioCodes, AJG, Motor Fuel Group, Hiddentec, Lex Van Dam, and Channel Advisor. This extensive experience underscores our stability and expertise in navigating complex technological challenges while maintaining successful delivery on time and budget.

1.2 Headquarters: London

Development & Delivery Centers:

- London
- Varna
- Ruse
- Burgas
- Tbilisi
- San Jose
- Colombo

Our Central and Eastern European (CEE) locations primarily serve clients across Europe and the Middle East, while our center in South America is positioned to support the North American market. Future expansion is planned to establish a service footprint for the Asia/Africa region. This "follow-the-sun" capability, combining CEE and South American teams, allows for extended service hours and resilient, round-the-clock support for global clients.

1.3 Standards and Strategic Partnerships

A commitment to quality and security is fundamental to Flat Rock Technology's operations. This commitment is validated through formal certifications and

strategic partnerships with leading technology providers, demonstrating technical expertise, credibility, and adherence to international best practices.

Certifications

ISO Certifications:

- **ISO 9001:2015** - Certified Quality Management System covering the design, development, implementation, and maintenance of IT Solutions
- **ISO 20000-1:2018** - Certified Services Management System, validating our processes for supporting the provision of IT services
- **ISO 27001:2022** - Certified Information Security Management System (since 2018), demonstrating a robust framework for protecting client and company data
- **ISO 42001:2025** - AI Management Systems certification, reflecting our commitment to responsible and ethical AI governance
- **Cyber Essentials** - UK Government-backed certification confirming protection against common cyber attacks
- **Carbon Assessed Organisation**

Industry Recognition

- **Clutch Award:** Top B2B Provider of Custom Software Solutions
- **Clutch Award:** Global Leader in Custom Software Development

Strategic Technology Partnerships

- **Microsoft Solutions Partner** - Digital & App Innovation (Azure)
- **AWS Partner**
- **Google Cloud Partner**
- **Oracle Partner**
- **Salesforce Partner** (through MuleSoft)
- **MuleSoft Partner**
- **Databricks** - Certified Consulting Partner
- **Vteam Partner**
- **CompTIA Solution Provider**
- **Crown Commercial Service Supplier**

These partnerships directly underpin our service capabilities; for example, our relationships with AWS, Google Cloud, and Microsoft are integral to our Cloud Management and DevOps offerings available through the G-Cloud framework.

2. Our Cloud Management Services

Flat Rock Technology offers comprehensive Cloud Management Services through the G-Cloud framework, designed to address the full lifecycle of modern cloud infrastructure needs, from initial design and migration to ongoing management and optimization.

2.1 Cloud Hosting Services

Our Cloud Hosting services provide secure, scalable, and resilient infrastructure solutions powered by Microsoft Azure:

1. **Application Gateway**
2. **App Configuration**
3. **Azure SQL Managed Instance**
4. **Backup, Archive & Disaster Recovery**
5. **Cloud Storage**
6. **Compute & Application Hosting**
7. **Cosmos DB**
8. **Container Service**
9. **Azure Front Door (Standard)**
10. **Database Migration**
11. **Distributed Denial of Service (DDoS) Protection**
12. **Firewall**
13. **Load Balancer**
14. **Relational Databases**
15. **SQL Data Warehouse**
16. **Virtual Machines**
17. **Virtual Network**

2.2 Cloud Support Services

Our Cloud Support services ensure clients receive expert guidance and ongoing assistance throughout their cloud journey:

1. **Cloud Consultancy**
2. **Cloud Portal Administration**
3. **Gap Analysis & Readiness Discovery**
4. **Lift & Shift**
5. **Monitoring**
6. **Ongoing Support**
7. **Planning**

All G-Cloud services are accessible through the Digital Marketplace page:
<https://www.digitalmarketplace.service.gov.uk>

3. Service Provision Details

3.1 Client Onboarding Process

Flat Rock Technology offers a seamless, structured onboarding process for all G-Cloud Services, ensuring complete alignment on scope, resources, objectives, and commercial terms from the very outset of any engagement.

The client onboarding journey progresses through four key stages:

Stage 1: Discovery & Qualification

The process begins with an initial discovery call to thoroughly understand the client's needs, challenges, and goals. We gather all project requirements together with the client and define the solution design, including roles, required skills, and overall service scope. During this phase, we outline the project's associated technologies, necessary resources, and any project assumptions.

Stage 2: Proposal & Commercials

Based on the defined scope, a detailed proposal is created, outlining the proposed solution, deliverables, and pricing. We agree on the most suitable commercial model and approach for the delivery of services, ensuring clarity and alignment between all parties involved.

Stage 3: Project Initiation

Once the proposal is accepted, we finalize the contract, define Service Level Agreements (SLAs), and ensure compliance requirements are met. A formal kick-off call is held to define expectations, and the recruitment process is immediately initiated to hire and train dedicated team members as needed.

Stage 4: Ongoing Support

From the beginning, a Customer Success Manager (CSM) is assigned to provide ongoing monitoring and assistance, ensuring a smooth and successful partnership throughout the engagement.

This meticulous process guarantees the provision of agreed-upon services with utmost efficiency and effectiveness.

3.2 Delivery Approach

At Flat Rock Technology, we adopt a personalized and consultative approach to every project, striving to fully grasp all key project specifics. Drawing upon our expertise and capabilities, we develop bespoke solutions tailored to your business needs and objectives.

Project Leadership

Each new project is assigned a dedicated Project Manager who serves as the primary point of contact between our delivery team and the client. This individual ensures a shared understanding of the agreed scope and provides guidance and leadership at every stage throughout the project implementation, ensuring the project's success.

Core Delivery Methodologies

To maintain operational agility and adapt to varying project requirements, we leverage proven industry methodologies:

- **Agile**
- **Scrum**
- **Kanban**

Delivery Cadence

Our delivery cadence is designed for maximum transparency and continuous feedback:

- **Sprint-based incremental delivery** - allowing clients to see progress regularly
- **Weekly client updates** - providing clear visibility into project advancement
- **Milestone demos** - creating opportunities for collaborative adjustments

All commitments related to deployment schedules and service delivery standards are contractual and formally defined in the agreement's Terms and Conditions.

3.3 Commercial Models

Flat Rock Technology offers transparent and flexible commercial frameworks to accommodate diverse project types, budget structures, and client preferences:

Available Commercial Models

- **Fixed Price Project** - Ideal for projects with a clearly defined scope and deliverables
- **Time & Material** - Flexible model suited for projects where the scope may evolve, with billing based on actual effort expended
- **Dedicated/Extended Team** - Provides clients with dedicated professionals who operate as an extension of in-house staff
- **Cost Per Action** - Performance-based model where costs are tied to specific, measurable outcomes

Payment Terms and Currencies

- **Standard payment terms:** Net+7 days (negotiable up to Net+30 days to accommodate client procurement processes)
- **Available currencies:** GBP, EUR, USD
- **Payment method:** Bank transfer unless otherwise agreed in writing

Service-Specific Payment Schedules

Standard payment schedules vary by service type to align with delivery milestones and operational costs:

- **Cloud Hosting Services:** Initial payment on order, followed by monthly invoicing
- **Cloud Support Services:** Set-up fee due on order (where applicable), with subsequent services invoiced monthly
- **Project-based Services:** A combination of an initial payment on order, followed by payments tied to the achievement of project milestones

3.4 Invoicing

Flat Rock Technology will generate invoices for the Client as per the invoicing provisions outlined in the agreement. Invoices will be issued in accordance with Flat Rock Technology's then-applicable standard rates for any additional services or expenses incurred by Flat Rock Technology with the agreement of the Client, outside the scope of the Agreement provided.

We are committed to ensuring transparency and clarity in all invoicing processes, and we remain available to address any queries or concerns regarding invoicing procedures.

3.5 Termination Terms

Either party reserves the right to terminate the Agreement by providing written notice to the other party in accordance with our Terms and Conditions.

Client Rights on Termination

On termination of the Agreement in accordance with our Terms and Conditions, the Client will be entitled to a refund of all Charges paid to Flat Rock Technology in respect of any Services which would have been provided after the date of effective termination of the Agreement (and will be released from any obligation to pay such Charges). The amount of such refund will be calculated by Flat Rock Technology using any reasonable methodology.

Impact on Accrued Rights

Termination of the Agreement will not impact the accrued rights of the parties as of the termination date.

Service-Specific Terms

Specific conditions may apply within individual service contracts. For example, in certain long-term service agreements, initial deposits may be stipulated as non-refundable under specific circumstances as detailed in the final agreement.

3.6 Off-boarding Process

At the conclusion of our service engagement, Flat Rock Technology facilitates a comprehensive off-boarding process to ensure a seamless, professional, and secure transition of responsibilities back to the client or another partner. The primary goal is to conclude the engagement while protecting the client's assets and institutional knowledge.

The off-boarding process includes several key components:

Respecting Contract Terms

Strict adherence to all contractual obligations and termination clauses outlined in the service agreement.

Knowledge Transfer

A systematic handover of all relevant information is conducted, including:

- Documentation of all processes
- Detailed handover plans
- Transfer of skills and knowledge to relevant client representatives
- Ensuring the client's team is fully equipped to take over operations

Data Security

Special attention is paid to data security:

- Full compliance with data protection regulations (GDPR)
- Secure transfer of all client data and assets
- Proper handling of sensitive information throughout the transition

Exit Review

An exit review is conducted to gather valuable client feedback. This practice is integral to our commitment to continuous improvement, allowing us to learn from every engagement and enhance future partnerships.

We remain committed to supporting our clients throughout the off-boarding process to guarantee a successful handover with minimal disruption to operations.

3.7 After-sales Support and Customer Success

After-sales support at Flat Rock Technology is structured as a proactive Customer Success Management (CSM) function. This approach moves beyond reactive problem-solving to ensure clients achieve long-term satisfaction and derive maximum value from the services provided.

Customer Success Management Responsibilities

Our dedicated CSM team:

- Acts as the main point of contact for clients for all non-technical inquiries and escalations
- Ensures smooth day-to-day operations, tracking Key Performance Indicators (KPIs) and monitoring overall client satisfaction
- Systematically handles and resolves customer requests and complaints to maintain positive relationships
- Drives continuous improvement initiatives and identifies opportunities for service enhancements that add further value to the client's business
- Analyzes customer data and feedback to proactively enhance the overall customer experience
- Provides team management and monitoring throughout the service lifecycle

Contact Information

For all inquiries and correspondence with Flat Rock Technology, including engagement with our Customer Success team, please contact us at:

Email: info@flatrocktech.com

We are committed to providing prompt and effective support to address any queries or concerns you may have.

4. Security and Compliance

4.1 Information Security

Our ISO 27001:2022 certified Information Security Management System provides a robust framework for protecting client and company data. This certification, held since 2018, demonstrates our long-standing commitment to information security best practices.

4.2 Cyber Security

Our Cyber Essentials certification, backed by the UK Government, confirms our protection against a wide range of common cyber attacks, providing additional assurance for public sector clients.

4.3 Data Protection

We maintain full compliance with UK GDPR and data protection regulations, with documented processes for data handling, storage, transfer, and deletion. Our Data Security protocols are integrated throughout the service lifecycle, from onboarding through off-boarding.

4.4 AI Governance

We are actively pursuing ISO 42001 certification for AI Management Systems, reflecting our commitment to responsible and ethical AI governance. This demonstrates our forward-looking approach to emerging technologies and regulatory requirements.

5. Quality Assurance

Our ISO 9001:2015 certification covers the design, development, implementation, and maintenance of IT Solutions, ensuring procedural excellence across the project lifecycle. Combined with our ISO 20000-1:2018 Services Management System certification, we maintain validated processes for supporting the provision of IT services in accordance with our service catalogue for external customers.

These certifications ensure that clients receive services that are not only innovative but also secure, reliable, and built to the highest industry standards.

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Crown Commercial Service Supplier