



G-Cloud 14 Service Definition Document

Aaseya OutSystems Implementation Services

1. Overview

As an OutSystems Global Delivery Partner in 4 regions (US, UK, India and Saudi Arabia) Aaseya provides OutSystems Implementation Services through its highly experienced and certified OutSystems Team. The team comprising of **150+ OutSystems specialists with more than 350+ certifications** have expertise in the delivery of Web, Mobile and Reactive Applications for client projects hosted on premise or on the OutSystems High Compliance Cloud or Customers Private Cloud.

Aaseya has experience in the full OutSystems Capabilities: Full-Stack; Integrate & Extend; Full-Lifecycle; Experiences, which form part of the OutSystems Multi-experience platform. Aaseya has a proven track record of delivering 15+ Transformational Projects for customers and maintaining a CSAT score of 4.7/5.

2. Scope of Services

Aaseya provides an array of implementation services to support OutSystems Customers:

Consulting Services

- Rapid Development leveraging Low Code
- Implementation Expertise and Platform ROI

Project Implementation

- Full Lifecycle Delivery
- Rapid Delivery Approach
- Migration to newer platform versions

OutSystems COE Consultancy

- Partnering to initiate and build a customer's COE
- Expert advice to mature a customer's existing COE

Project Coaching

- Experts to help with project roadblocks
- Solution quality checks

User Experience

- UI/UX consulting and experience design
- Usability Audits
- Branding reusability with generic themes

Architecture Review

- Design Reviews
- Configuration Review
- Solution quality and health checks

Staff Augmentation

- Providing Expert OutSystems Professionals
- Coaching Customer's Staff to become experts

Maintenance, Testing Services

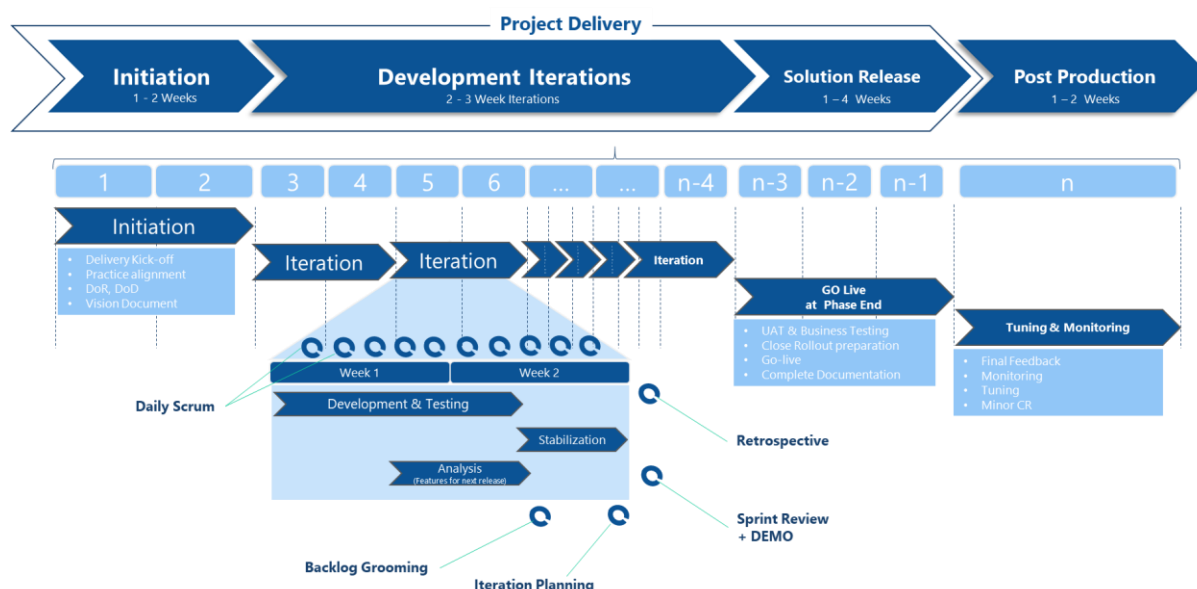
- OutSystems on-premise Platform Upgrades
- Health Checks
- Testing Automation

Support Services

- OutSystems infrastructure Setup and Maintenance
- Application Managed Services
- 24*7 Production Support

3. Approach

Aaseya follows the OutSystems methodology below:



4. Supporting Practices

Agile Project Management	Business Analysis	Experience Design	Quality Assurance
• Certified and Highly experienced Project Managers/Scrum Master • Experience across different methodologies like Agile-Scrum, SAFe Agile, Waterfall • Platform awareness, understanding of the OutSystems delivery principles • Full Lifecycle Project Delivery • Delivering Scrum Ceremonies • Release and Config Management • Governance ✓ Client Communications ✓ Stakeholder Management ✓ Project Reporting ✓ Risk & Issue Management	• Principal, Lead and Senior Business Architects • Experienced in the full SDLC for Low Code Technologies using agile principles • Expert at running requirements workshops and writing User Stories • Ensuring the requirements are captured with the target platform top of mind • Supporting the Development and Test Teams during the SDLC • Working closely with Business Users and conducting show and tell sessions of the built applications • Business Domain knowledge of multiple industries	• Experience Designers • Responsible for project UX/UI delivery • Interaction with Dev team, BA's and business users to streamline the user experience • Conduct user research and survey • Create User personas, customer journey and Sitemap • Develop wireframes, prototypes and task flows • Create artefacts in Adobe XD • Create design guidelines for Dev team • Review the ongoing development progress in terms of UX/UI	• Quality Assurance Engineers • Functional Testing within Sprints • System Integration Testing • Supporting User Acceptance Testing • Automation Testing using Selenium, & Katalon • Performance Testing using Jmeter, Neoload, Gatling • Security Testing - OWASP ZAP

5. Expected Outcomes

Aaseya provides vast experience in the delivery of Agile Low-Code platforms for clients globally. This experience provides the following key benefits:

- Agile delivery in a cost effective on-site, off-shore and hybrid delivery model
- High quality configured applications, with a superior customer experience
- Faster time to business value realisation
- The ability to maximise the value of a customer's Low Code Platform Investment

6. Pricing

These services will be priced per the attached SFIA Rate Card

7. OutSystems Service – Contact Information

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8. About Aaseya

Aaseya is a leading professional services company, specialising in Digital Transformation through the rapid delivery of Low Code and Digital Process Automation technologies. Aaseya's 600+ consultants specialize in the agile delivery of leading Low Code Software Platforms which include **OutSystems, Pegasystems and Camunda** delivering faster time to business value for their customers.

Aaseya, operates in 13 countries, working with Banking, Insurance, Manufacturing and Government organizations, delivering innovative enterprise solutions in the areas of Customer Experience, Business Operations, Legacy Modernisation, Case Management, and CRM.

Aaseya is a subsidiary of YASH Technologies, a Global System Integrator, with 8,000 employees serving 400 customers globally, including 70+ Fortune 500 clients, delivering business transformation through IT.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials

Websites: www.aaseya.com, www.yash.com