



G-Cloud 14

Service Definition Document

Aaseya Camunda Implementation Services

1. Overview

Aaseya is a Camunda Gold Partner that provides Camunda Implementation, and Managed Services through its experienced and certified pool of resources. Aaseya consultants have vast experience in the implementation of Strategic Applications in Low-Code and leverage this knowledge in building new applications. We have accelerators for Microlending, Telecom Order Management, Inspection Management and more built on the Camunda platform and can leverage the same based on client requirements.

Aaseya has an Executive Leadership Team that have all worked for / and with Low-Code technologies spanning 12 – 25 years. Aaseya delivers services both on customer site, offshore and hybrid delivery models.

Our 30+ strong Camunda consultants specialise in agile delivery of the Camunda Platform and building Process automation and orchestration solutions. We also have a larger depth of resources in supporting practices including QA, PM, React JS, Spring Boot, UI/UX, AI.

2. Scope of Services

The Aaseya Camunda Implementation Service provides:

- **Workflow Automation:** We leverage Camunda's process orchestration capabilities to assist businesses in realising seamless connected experiences by automating complex processes across the value chain and catalysing the processes from an operational viewpoint.
- **Microservices Orchestration:** Monitor, manage and analyse business processes that span multiple microservices. With Camunda we help in orchestrating business processes and microservices from start to finish, across a wide variety of endpoints.
- **Anything to Camunda:** Migrate any other technology code to Camunda compatible code framework with the use of AI, saving hours of development time and getting the benefits of Camunda.
- **Camunda Connector Development:** Assistance in building and deployment of own custom Connectors for any technology in minutes using the Connector SDK in SaaS, self-managed and hybrid environments.
- **Strategic Advisory and Consulting:** Leveraging Camunda, we provide strategic guidance, helping businesses align process orchestration strategies with their digital transformation goals.
- **Camunda Training Provider:** On-demand access to BPMN, DMN and Camunda 8 training that covers solid fundamental knowledge on core concepts with a practical approach

Approach

Camunda's process orchestration platform allows developers to design, automate and improve business processes.

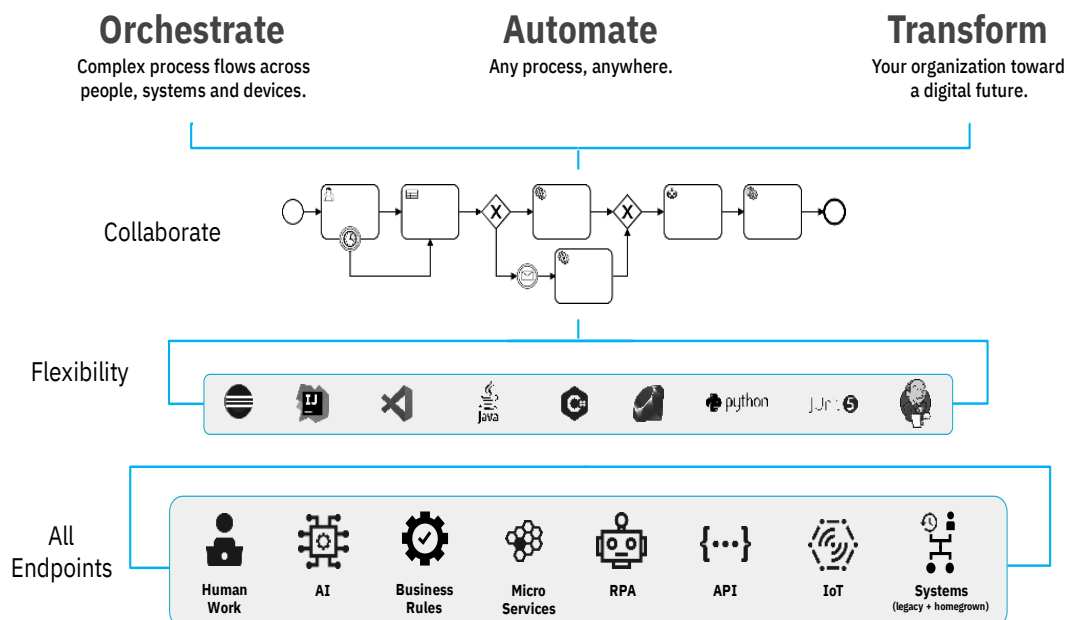
- **Design:** Developers & business users collaborate to design & deploy processes with Camunda.
- **Automate:** Enterprise-grade automation platform. Built for today's business complexity, loved by developers.
- **Improve:** Teams have the insights to fix the highest ROI problems for their business processes.

The following are some of the common Use Cases:

Tech Driven Initiatives	Business Driven Initiatives
Building a Centralized Process Automation Platform	Customer onboarding and data management

Replacing a Legacy Business Process Management (BPM) Suite	Order management
Replacing Homegrown Workflow Technology	Document Management
Moving Applications to Cloud	Claims Management
Microservices Orchestration	Loan Origination
RPA Bot Orchestration	Risk Management and Underwriting

Business Processes are complex and include many different steps, components, and endpoints across different technologies. The Camunda Workflow Engine orchestrates processes that span APIs, microservices, business decisions and rules, human work, IoT devices, RPA bots, and more, so you have complete control and visibility for your most critical business processes.



Aaseya Accelerators and Solutions

Below mentioned is the non-comprehensive list of the Accelerators and in house Solutions built on the Camunda Platform by expert professionals from Aaseya. These can be leveraged and customised to meet client requirements.

➤ Micro Lending Solution

- Automated solution catering to the entire process of microlending including Loan Application, Loan Processing, EMI calculation process, Approval and Grant.
- Intelligent routing capability to relevant stakeholder for multi-level approval process.
- Auto approval of loan based on decisioning capability.
- Customisable as per the business context and regulations.

➤ **Telecom Order Management (TOM)**

- A solution catering to the dynamic needs of the Telecom services and facilitating the related business scenarios.
- Automate the process from Initiate Order, Order Provision with business rule validation and Service Installation with Notification at all steps to respective stakeholders.
- Can be easily connected with any existing solution in the client landscape.

➤ **Aaseya Inspection Camunda Connector**

- Camunda connector built on REST API framework front ending the primary Aaseya Inspection Solution which is a comprehensive Inspection Platform that adapts quickly to the changing regulations.
- Powerful bi-directional connectivity that communicates smoothly reducing the time taken to automate and orchestrate business processes.

Governance

The below table shows the governance framework Aaseya recommend as part of the Aaseya Pega Implementation Service offering:

Review Type	Aaseya Participants	Customer Participants	Frequency
Project Kick Off Meeting	Aaseya CEO Customer Success Exec Project Manager Project Team	Programme Sponsor Programme / Project Manager Product Owner Team Members Client Representatives	Once
Daily Stand-up Call Meeting	SCRUM Master Project Manager Project Team	Project Manager Product Owner Team Members	Daily
Sprint Planning or Retrospection Meeting	SCRUM Master Project Manager Project Team	Programme Manager Project Manager Product Owner Team Members Client Representatives	Each Sprint
Status Review Meeting	Project Manager Business Change Consultant	Programme Manager Project Manager Product Owner	Weekly
Monthly Business Review	Customer Success Exec Project Manager Business Change Consultant	Programme Sponsor Programme Manager Project Manager	Monthly
Steering Committee Meeting	Aaseya CEO Customer Success Exec	Programme Sponsor Programme Manager	Bi-Monthly

Expected Outcomes

Aaseya Camunda Implementation Services is designed to provide the following expected benefits:

Provide cost effective delivery models - onshore, offshore and hybrid

Deliver a higher quality Camunda application implementation
Provide specialist resources with the expertise to build your platform
Offer outcome based commercially innovative models
Early benefit realisation through faster delivery timescales
Benefit from Aaseya's experience across a wide customer base
Benefit from accelerators on Microlending, Telecom Order Management, Inspection Solution and more

Pricing

These services will be priced per the attached SFIA Rate Card

Aaseya Camunda Implementation Service – Contact Information

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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 **Camunda, Pegasystems and OutSystems** 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