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# Low Code Managed Services / Production Support – Service Definition

G Cloud 14



SECTION 01

# Our Introduction



# Introduction to Red Kite Solutions

## Who We Are

Red Kite and its ecosystem partners provide end-to-end AI powered low code services to its public sector and private sector clients to deliver world-class case management and intelligent automation solutions. We have proven track-record of delivering mission critical & revenue generating services for key UK government clients including HMRC, DWP and NHS Scotland.



HM Revenue & Customs



Department for Work & Pensions



Department for Environment Food & Rural Affairs



appian



kissflow



Microsoft



Simpli Contract



## Our Core Offerings



Omnichannel CX Automation



Architecture & Platform Selection



AI-Driven Process Automation



Legacy Modernization



ODC / GCC Build & Run



Talent Sourcing & Augmentation

# Our Low code Offerings



## Advisory & Consulting

Maximize your organization's potential with our Intelligent Automation consulting. Get expert advice, strategic guidance, and actionable steps for platform assessment, scalable automation, an automation-focused culture, and effective execution of your automation strategy.



## Case Management

Design, automate, and optimize your business processes with leading BPM platforms that provide process and data orchestration, exceptional UI/UX, and enterprise application development powered by AI. This enables enterprises to digitize critical applications and scale their business.



## Low Code/No Code

Quickly develop and run custom applications by simplifying and reducing the need for coding.



## Process Mining

Uncover insights within workflows, identify bottlenecks, and improve efficiency. Our expertise helps you understand your processes and make better decisions for operational effectiveness.



## Robotic Process Automation

Use software robots to automate repetitive tasks and reduce manual work by setting up rule-based processes that boost productivity.



## AI Driven Automation

Combine leading low-code/no-code platforms with AI to utilize predictive and generative AI capabilities. This makes enterprise-grade applications smarter and enhances productivity while maintaining a human touch.





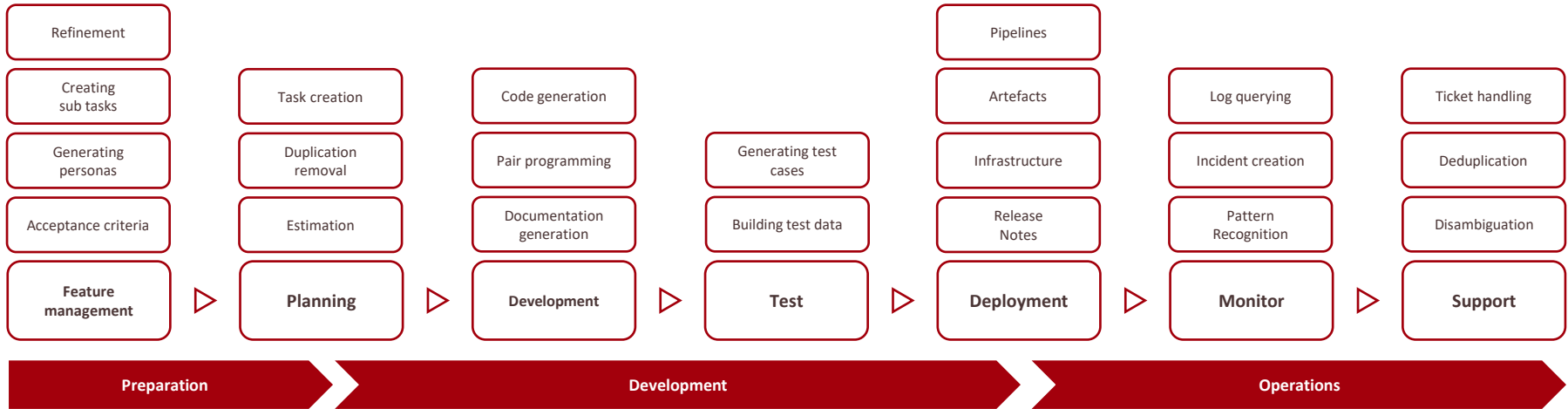
SECTION 02

# Engagement & Delivery Approach



# Our Rapid Solution Delivery Approach

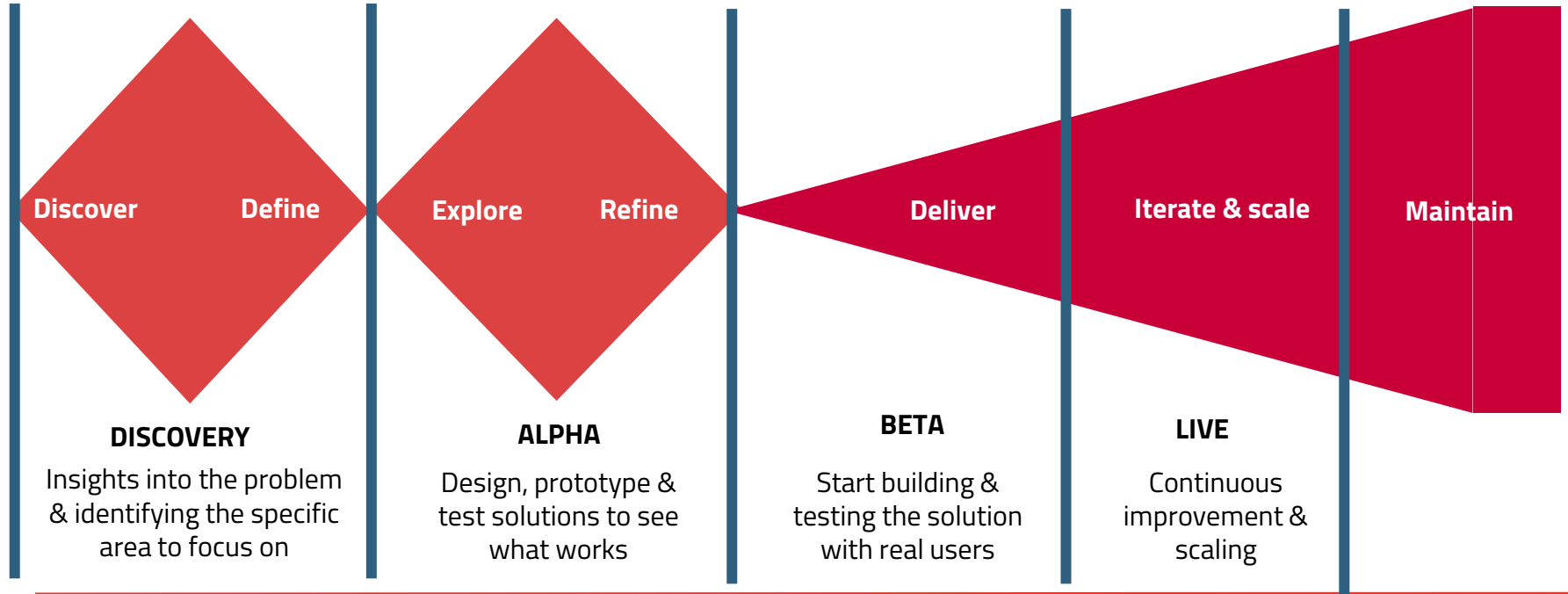
Our proposed solution approach focuses on rapid time-to-value through an AI-enabled SDLC and proven pre-built frameworks. AI is embedded across each phase of the delivery lifecycle to ensure strong alignment with client's objectives, improved quality, and accelerated delivery timelines. The following outlines how AI is leveraged at every stage to drive efficiency and predictability.



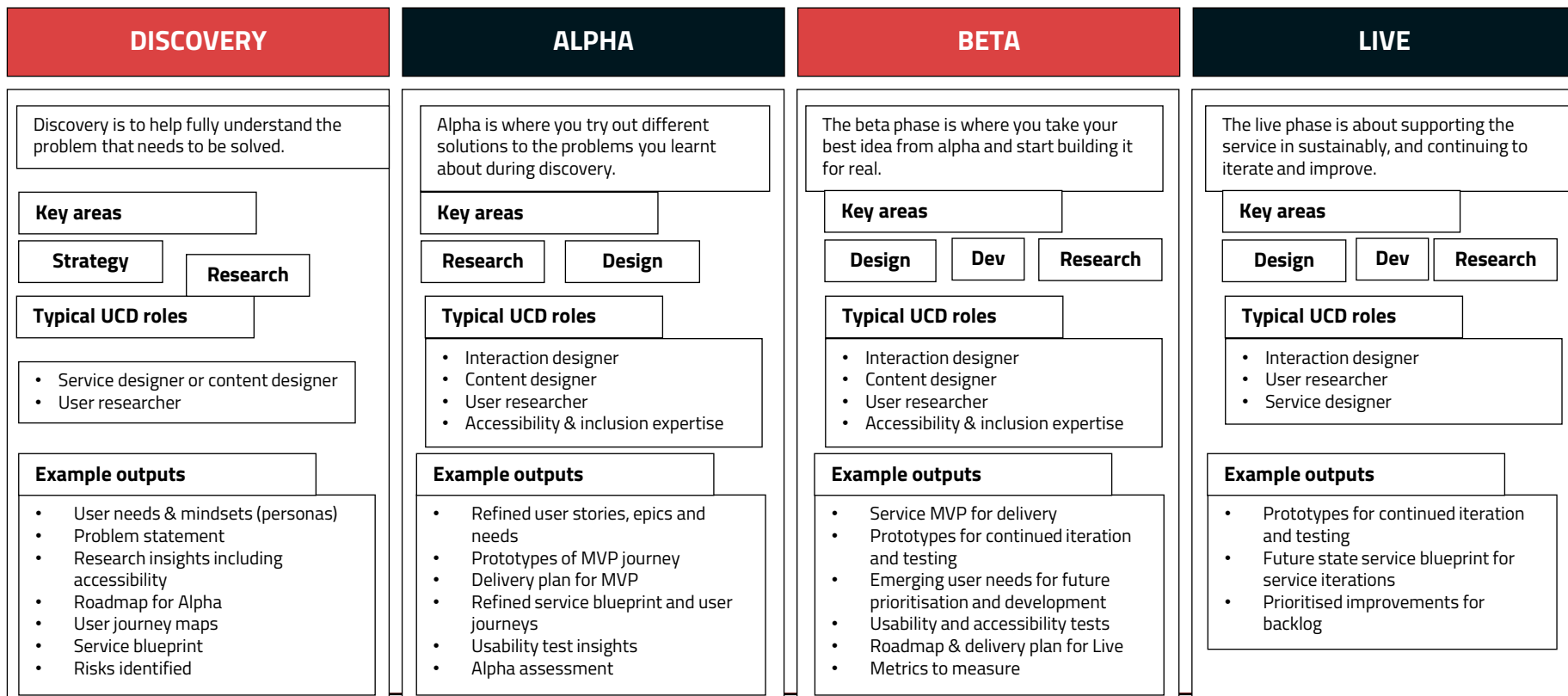


## Our UCD Approach aligning with GDS Principles

User-centred approaches enable us to reach tangible outcomes for users & public sector organisations. The model can be flexed to different scales depending on the size of the transformation to deliver.



# Our UCD Services designed to boost product usability and end user satisfaction



# Service Transition & Support Levels



## Mobilisation

Onboarding, environment setup, governance alignment, team integration

## Delivery

Sprint-based design & build, build, continuous integration, incremental releases

## Transition

Knowledge transfer, runbooks & documentation, shadowed operations

## Hypercare

Priority support, defect resolution, performance monitoring

## SUPPORT LEVELS

Priority	Description	Response	Resolution
P1 – Critical	Service down / data loss risk	1 hour	4 hours
P2 – High	Major feature impaired	4 hours	1 business day
P3 – Medium	Workaround available	1 business day	5 business days
P4 – Low	Minor / cosmetic	2 business days	Next release

# Effective Management Structure & Governance



## MANAGEMENT STRUCTURE

### 1 Single Accountable Delivery Lead

One point of contact with full accountability for delivery quality, pace and outcomes across all workstreams.

### 2 Embedded Partner Engagement Lead

Dedicated Scrum Master coordinating daily operations, sprint planning and cross-team dependencies.

### 3 Platform Architect Oversight

Senior technical authority ensuring solution integrity, scalability and alignment with client's architecture standards.

### 4 Blended Onshore Delivery Team

UK-based specialists across design, build and QA tracks, working collaboratively alongside the client team.

## GOVERNANCE APPROACH

### GDS Aligned

Delivery structured around Digital Scotland Service Standards, ensuring compliance with public sector assurance frameworks.

### Agile with Strong Controls

Sprint-based delivery with embedded governance checkpoints — balancing pace with accountability and auditability.

### Risk & Issue Management

Proactive RAID management with transparent escalation paths to client project board and senior sponsors.

### Quality Gates at Each Phase

Formal review gates between discovery, alpha, beta and live phases, with clear exit criteria and evidence packs.



SECTION 03

# Low Code Capability - Pega

# Our Pega Service Offerings



## Advisory & Strategy Services

### Business Value

**Assessment:** Identifying high-impact "microjourneys" where Pega can provide the best ROI.

### Center of Excellence (CoE)

**Setup:** Designing the governance framework, standards, and best practices for an organization's internal Pega team.

### Platform Selection &

**Roadmap:** Consulting on whether to use **Pega Cloud**, a private cloud, or a hybrid model

## Implementation & Transformation

### Pega Customer Service:

Implementing AI-driven desktops for agents and self-service bots.

### Pega Customer Decision

**Hub (CDH):** Setting up "Next Best Action" (NBA) engines for real-time marketing and 1:1 engagement.

### Intelligent Automation:

Using Business Process Management (BPM) and Case Management to automate complex back-office workflows.

### Modernization (Triple R): A

framework involving **Recon** (assessment), **Refactor** (optimizing old code), and **Replatform** (moving to the latest Pega version/Cloud).

## Migration & Cloud Services

### Cloud Migration:

Transitioning on-premise Pega instances to Pega Cloud or AWS/Azure.

### Pega Blueprint

**Integration:** Using Pega's generative AI tools to rapidly design and prototype enterprise-grade workflows.

### Version Upgrades:

Helping clients move from older versions (like 7.x) to the latest **Pega Infinity (8.x/24.x)** versions to unlock GenAI features

## Managed Services & Support

### Application Management

**Services (AMS):** Handling day-to-day bug fixes, performance tuning, and minor enhancements.

### Global Delivery Models:

Utilizing a mix of onshore, nearshore, and offshore resources to provide 24/7 support.

### Training & Enablement:

Upskilling the client's internal staff to eventually manage the platform independently.

## Training

### Developer

**Bootcamps:** Training the client's internal IT staff to become Pega Certified or Developers to enable Self sufficiency and decrease TCO

### End-User

**Training:** Creating documentation and videos to help business users adopt the new tools.



# Our Appian Capability

01

## Specialist Appian Capability, Ready from Day One

**12+ years partnership (Elite Partners) . 680+ consultants, 270+ certified. 1,400+ implementations. Three-time Everest Leader. Six-time Appian Partner Excellence Award winner.**

- Strong Appian capability with experienced teams who have delivered similar transformation programmes
- Ready-to-use accelerators and reusable components to start delivering value from day one
- Faster mobilization, lower delivery risk scale

02

## Automation-Led, Practical Modernisation

- Build automation into workflows and decisioning from the start — not after go-live
- Proven approach to modernising legacy systems using Appian
- AI-assisted delivery practices to improve speed, without over-engineering
- Efficient delivery with real operational impact

03

## Built for Long-Term Success

- Platform and engineering strength
- Public sector experience and stakeholder alignment
- Delivered as one accountable team
- Global capability with local confidence



# Our Appian Implementation Pillars

01

## Configuring Solutions

Appian-native build. Records, processes, interfaces, integrations as the four design layers modular, reusable, testable.

02

## Process Automation

Automate the simple, escalate the complex. Decision tables, document automation, intelligent case routing built

03

## Integration

API-first, event-driven, idempotent. Connected systems for HMRC, DWP, SLC, HESA, identity, banking, notification gateways.

04

## Testing the Platform

Shift-left, automation-first. Appian Test Framework, FitNesse, performance and accessibility built into every sprint.

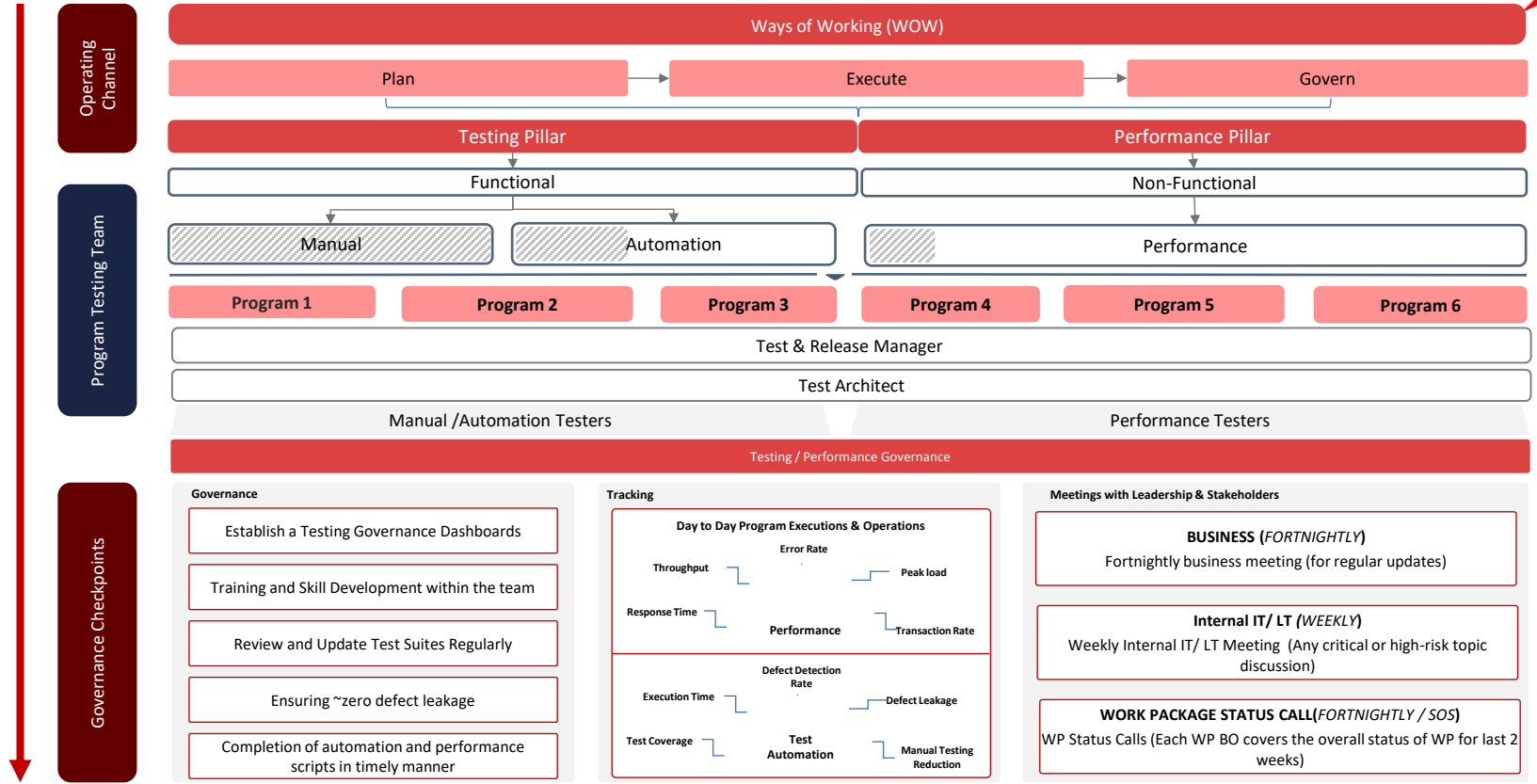
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## Quality Assurance

Embedded QA, peer review of expression rules and decision logic, environment hygiene, defect leakage tracked release on release.



# Ways of Working – Focused on Test and Performance





SECTION 06

# Our Social Value Statement

# Red Kite sustainability and social value statement



## Social Value Objectives



**Promote equality** by increasing access to opportunities and resources.



**Promote health and wellbeing** through safe, supportive, and empowering environments.



**Support local economies** by prioritizing local partnerships, suppliers, and workforce development.



**Enhance environmental sustainability** by adopting practices that minimize our ecological footprint.



**Create inclusive opportunities** where diverse voices and perspectives are valued and advanced.

## Activities and Interventions

1

Collaborating with community organizations, non profits and local suppliers to deliver shared value.

2

Hosting forums, workshops, and volunteer initiatives that strengthen community ties.

3

Employment and training initiatives: Providing skills development, apprenticeships, and career pathways for underrepresented groups.

4

Environmental practices: Implementing energy efficiency measures, reducing waste, and investing in sustainable sourcing.

# Social value outcomes - engaged with our team and the community



## Tackling Economic Inequality

300 people supported through programs, services, and outreach such as the community event MentorHER in Manchester which empowers a community of women in tech by providing essential, safe spaces for networking and supportive learning.



## Fighting Climate Change

2.54 tonnes of CO<sub>2</sub> emissions saved in 2025 through sustainable practices. Red Kite are committed to achieving net zero emissions by 2050. This will be achieved through implementation of reduction measures and offsetting unavoidable emissions eg. we recently introduced an employee EV salary sacrifice scheme.



## Community Engagement

West Mercia Search and Rescue

West Mercia Search & Rescue save people in danger by working with Police and Fire services in the West Midlands.



## Community Engagement

65 Degrees North

65 Degrees North seeks to help in the rehabilitation of wounded, injured or sick (WIS) service personnel and veterans by offering the opportunity to participate in challenging adventure. Red Kite has partnered with the charity to help them with financial support.



## Community Engagement

Trafford MV Rugby Club

Sponsor Trafford MV Rugby Club Under 13s.



## Well Being

Employees

Private Medical insurance has been provided for all Red Kite employees and their families.



# THANK YOU

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