

Service Definition Document

Service Definition Document for hedgehog lab

hedgehog lab – Service Definition Document

1. Overview of Service Offerings

hedgehog lab is a digital product consultancy with 18+ years of experience delivering transformative technology solutions. Our core services span:

- **UX Research and Design:** In-depth user insights, journey mapping, prototyping, accessibility, and usability.
- **Engineering & Development:** Native and cross-platform apps (Flutter, React Native, Swift, Kotlin), cloud-native platforms, APIs, and systems integration.
- **AI & Emerging Tech:** Generative AI, machine learning, predictive analytics, and automation.
- **Product Strategy & Innovation:** Discovery, roadmapping, product-market fit, and MVP delivery.
- **Support & Growth Services:** Managed services, embedded teams, support and optimisation, data-driven insights.

These services are available via embedded pods, project-based engagements, or managed service models.

2. What the Service Is

hedgehog lab's service model is based on cross-functional agile squads with expertise across design, development, data, AI, and delivery. Engagements typically follow a Discovery, Build, and Scale structure:

- **Discovery:** Problem framing, research, stakeholder interviews, and feasibility analysis.
- **Build:** Agile delivery in 2-week sprints with continuous testing, DevSecOps, and full documentation.
- **Scale:** Iterative improvement, analytics, and roadmap delivery post-launch.

Our team can work end-to-end or augment internal client teams.

3. Data Backup, Restore & Disaster Recovery

While we typically work within client-hosted environments (e.g., AWS, Azure, GCP), we follow robust DevSecOps practices:

- Secure CI/CD pipelines with rollback capabilities.
 - ISO 27001-compliant development and deployment.
 - Risk assessments and incident escalation protocols.
 - Disaster recovery is determined by client infrastructure, but we advise and implement resilience best practices as standard.
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4. Onboarding and Offboarding Support

- **Onboarding:** Structured using the Tuckman-Jensen model (forming, storming, norming, performing), aligning on roles, goals, and ways of working.
 - **Offboarding:** Full documentation handover, architecture diagrams, knowledge transfer sessions, and retrospective reviews. IP and code are transferred cleanly to the client in accordance with the MSA.
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5. Service Constraints

- Maintenance windows and downtime handling depend on client-side hosting infrastructure.
 - Out-of-hours support is not standard but can be provided via SLA agreement.
 - Customisation levels depend on the engagement type (fixed-price vs. agile iteration).
 - Client time commitment is critical during discovery and sprint ceremonies.
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6. Service Levels

- **Support Hours:** Standard UK business hours (09:00–17:30 GMT), Monday to Friday.
 - **Response Times:** Prioritised by severity; typically <1 business day for critical issues.
 - **Performance:** Monitored through analytics platforms and CI pipelines; issues triaged during stand-ups.
 - **Availability:** Managed via client infrastructure but supported by our engineering teams during live phases.
 - **Escalation:** Delivery Manager or Client Partner acts as single point of escalation with direct access to governance board if needed.
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7. After Sales Support

- Dedicated post-launch support pods available.
- Managed service options: bug fixes, enhancements, roadmap features.
- Second-line support for client teams.
- Knowledge-sharing workshops and documentation included in transition.
- Custom support packages available for scaling clients.

8. Technical Requirements

- Cloud-native tech stack: React, Flutter, Kotlin, Swift, Node.js, Python, Golang.
 - Dev environments: GitHub, Bitbucket, Jira, Slack, Lookback, Figma.
 - Infrastructure: typically client-provided cloud (AWS, Azure, GCP), with Docker and CI/CD pipelines.
 - Testing: Automated unit and integration tests, usability testing, accessibility audits.
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9. Outage and Maintenance Management

- Proactive risk and change management via Agile ceremonies.
 - Monitoring and incident reporting through CI/CD tools and internal QA teams.
 - DevSecOps-first methodology ensures quality assurance at every sprint.
 - Regular sprint reviews and stakeholder reporting ensure issues are addressed promptly.
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10. Hosting Options and Locations

- Hosting is typically client-side; hedgehog lab integrates into existing infrastructure.
 - Experience with AWS, Azure, GCP, and Oracle Cloud (e.g., in KSA projects).
 - Hosting region can be defined by the client (including UK-only data residency).
 - Headquartered in the UK with delivery teams in the UK and Bulgaria.
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11. Access to Data (Upon Exit)

- All source code, documentation, and assets are transferred to the client upon completion.
 - Intellectual Property (IP) rights are clarified in the MSA – clients retain ownership of deliverables.
 - We provide architecture maps, API specifications, and deployment documentation.
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12. Security

- ISO 27001 certified.
 - GDPR-compliant data handling, encrypted storage, and secure transmission.
 - DevSecOps integrated from discovery phase onwards.
 - Secure token handling, access controls, and secrets management.
 - Security testing includes static code analysis and dependency scanning.
 - Security audits conducted as part of release planning.
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