

Product-enabled service improvement and adoption

1. Service definition

This service supports public sector organisations to adopt, configure and improve digital products used to support service delivery. It focuses on helping teams embed products into live services, understand performance and outcomes, and continuously improve how products are used over time.

The service is product-agnostic and can support both third-party digital products and buyer-owned platforms. It is delivered as professional cloud support services rather than the supply of software.

2. How the service works

The service is delivered through structured, time-bound engagements tailored to the buyer's needs. Activities may include product onboarding support, configuration and setup guidance, integration into service workflows, performance and usage analysis, and continuous improvement planning.

Work is carried out collaboratively with buyer teams, product owners and operational stakeholders. Insight and evidence are used to inform recommendations, prioritisation and improvement actions.

3. Onboarding and offboarding

Onboarding

Onboarding is delivered remotely and includes agreement of scope, objectives, success measures and ways of working. Buyers provide access to relevant systems, product configurations, data and stakeholders. No technical installation is required as part of this service.

Offboarding

At the end of the engagement, findings, recommendations, configuration guidance and supporting documentation are handed over to the buyer. Knowledge transfer sessions can be included where required to support ongoing improvement.

4. Service levels and support

Support is provided remotely via email and web-based support during UK business hours, Monday to Friday. Requests are acknowledged within one working day and prioritised based on urgency and impact.

Phone support or additional availability can be provided by agreement at additional cost. As this is a professional services engagement, no formal uptime or performance SLAs apply.

5. Service constraints and customisation

The service is delivered remotely and does not include onsite delivery unless explicitly agreed. It focuses on adoption, configuration and improvement support rather than supplying, licensing or operating digital products.

The service is tailored through agreed scope and activities, rather than bespoke software development or managed service operation.

6. Hosting and data

The service does not involve hosting buyer systems or operating live platforms. Any working documents or analysis outputs are handled in accordance with agreed information governance and data protection requirements.

Where access to product data or reporting is required, this is agreed with the buyer in advance and limited to the scope of the engagement.

7. Security

The organisation follows documented information security policies covering access control, data protection, secure working practices and incident management. Responsibility for information security sits with a named board-level role.

Staff are subject to baseline security screening, with higher levels of clearance supported where contractually required and sponsored by the contracting authority.

8. Business continuity and resilience

As a professional services offering, resilience is supported through flexible resourcing, shared knowledge across delivery teams and contingency planning within engagements. The service is designed to minimise single points of dependency.

9. Outage and maintenance management

The service does not operate a hosted platform and therefore does not have system outages or maintenance windows. Any disruption to delivery is managed through agreed delivery governance and communication with the buyer.

10. Data access and exit

All outputs created during delivery are provided to the buyer. No buyer data is retained beyond the end of the engagement unless explicitly agreed. Information is handled and disposed of in line with agreed data protection and retention requirements.