

Low-Code, Workflow & Cloud Application Support

Service Definition Document

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1. SERVICE OVERVIEW

This service provides design and implementation support for low-code applications, workflow automation, and cloud-based business applications. It helps organisations digitise processes, automate tasks, and embed intelligence into cloud services to improve efficiency, consistency, and decision-making.

The service supports the configuration and delivery of applications and workflows using configurable platforms and services. It includes automation of business processes, integration between systems, and the use of AI-enabled features to enhance workflows and application behaviour. The service is delivered on a project basis and is focused on applied outcomes rather than platform operation.

Engagements may range from targeted automation initiatives through to broader application delivery programmes. The service is platform-agnostic and commonly delivered in cloud environments used to support business processes, case management, data capture, and operational workflows.

2. SCOPE OF SUPPORT

The service covers low-code application delivery, workflow automation, and applied AI capabilities delivered as discrete or combined engagements. Typical areas of support include:

Low-Code Application Design and Implementation

Design and implementation of configurable cloud applications to support business processes, data capture, and case or task management.

Workflow Automation and Process Digitisation

Design and implementation of automated workflows to replace manual processes, enforce business rules, and support approvals and task orchestration.

Business Application Configuration

Configuration and extension of cloud-based business applications, including data models, forms, rules, and process logic.

Integration and Data Flow Automation

Design and implementation of integrations between cloud services and systems to automate data movement and reduce manual rekeying.

AI-Enabled Automation

Configuration and implementation of AI-enabled features within applications and workflows, such as classification, routing, summarisation, or decision support, where supported by the underlying platforms.

Governance and Documentation

Configuration of controls, logging, and documentation to support governance, auditability, and maintainability of applications and automations.

3. WHAT IS NOT INCLUDED

This service is delivered as a defined project engagement and does not include managed services or ongoing operational ownership. The following are explicitly excluded unless separately agreed:

- Ongoing application administration or support
- Continuous monitoring or managed automation services
- AI model training, hosting, or lifecycle management
- Provision of software, licences, or cloud subscriptions
- Legal advice, formal certification, or accredited audit services

Where ongoing support or operational services are required, these should be procured under a separate agreement or appropriate service listing.

4. DELIVERY APPROACH

Engagements are delivered using a structured, project-based approach aligned to the agreed scope.

Discovery and Planning

Initial activities to understand processes, objectives, constraints, and success criteria. This includes stakeholder engagement and confirmation of scope.

Design and Implementation

Design and configuration of applications, workflows, integrations, and AI-enabled features as agreed.

Testing and Deployment

Validation of implemented solutions, support for deployment, and confirmation that agreed requirements have been met.

Review and Handover

Documentation of configurations and review sessions to confirm outcomes and next steps.

Delivery is primarily remote. Indicative timescales are agreed during scoping and depend on complexity and scale.

5. ROLES AND RESPONSIBILITIES

Buyer Responsibilities

The buyer is responsible for providing access to systems, data, and stakeholders, and for making decisions required to support application and automation delivery. Ownership of business processes and operational use remains with the buyer.

Supplier Responsibilities

OfficeLabs is responsible for delivering the agreed scope, configuring applications and automations professionally, and providing clear documentation and guidance.

6. COMMERCIAL MODEL

This service is available through flexible commercial arrangements to suit different buyer requirements and procurement preferences.

Time and Materials

Engagements can be delivered on a time and materials basis using agreed day rates. This approach suits exploratory, advisory, or variable-scope work where requirements may evolve during delivery.

Fixed-Scope Engagements

Where scope and outcomes are clearly defined, a fixed price can be agreed for the complete engagement. This approach provides cost certainty and is suited to well-understood assessment, implementation, or remediation activities.

Packaged Services

Standard packaged services are available for common requirements, providing a defined scope, deliverables, and fixed price. Packages can be extended or combined where additional depth or complexity is required.

Pricing is not included in this document and is confirmed based on the specific requirements of each engagement. Quotes are provided following an initial scoping discussion to understand the buyer's environment, objectives and constraints.