



Service Definition Document

Boomi API Management (Lifecycle, Governance & Security)

G-Cloud 15, Lot 2A – Infrastructure Software (I-SaaS)

1. Service Definition

As a **Boomi Gold Partner** with twenty years of architectural experience, Onepoint delivers a comprehensive **API Lifecycle Management solution**. We empower organisations to design, secure, and govern APIs across their entire enterprise.

Our service features a **centralised API Gateway** for robust security, a Developer Portal for self-service consumption, and granular traffic management to ensure high performance. Leveraging Boomi's cloud-native platform, we enable **seamless connectivity between legacy systems and modern cloud applications**.

Onepoint's specialist consultants implement advanced security protocols, including **OAuth 2.0 and JWT**, alongside comprehensive monitoring and analytics. Whether you are building an internal service mesh or an external partner ecosystem, our Boomi APIM offering provides the **scalability, governance, and security required** for modern public sector digital transformation.

2. Features

1. **Complete API Management:** Build, consume, govern, analyse, onboard, publish, productise.
2. **Security & Quality Scoring:** Protect APIs from threats and vulnerabilities.
3. **AI-generated Documentation:** Autonomously generate technical, business documentation from API definitions.
4. **Developer Portals:** Drive API discovery and usage across your enterprise.
5. **Powerful Cloud:** Native Scalability: Process billions of transactions daily with reliability.
6. **API Governance:** From scattered APIs to API ecosystem, enforce standards, stay in control.
7. **Complete visibility:** real-time, executive-level visibility into API health, availability, adoption.
8. **API Security:** API Traffic Management via globally distributed, highly available, and elastically scalable APIs.
9. **API Products:** Transforming APIs into use case-driven products.
10. **Agentic AI Workflows:** accelerate adoption, automate early API lifecycle workflows.

3. Key Service Benefits & Outcomes

1. **Total Control, Zero Overhead:** scale infinitely and innovate flexibility with complete API Management.
2. **Unified Delivery:** Integration and automation, data management, API management on Unified platform.
3. **Infinite Scale:** Deliver critical services quickly with efficient processing of high-volume requests.
4. **Risk Mitigation:** Uncover threats, fortify fast by continuously discovering unmanaged APIs.
5. **Self-service API access:** to humans and AI agents alike.
6. **Proactive decision making:** Monitor API performance, real-time usage with Business Analytics.
7. **Full visibility:** real-time, executive-level visibility into API health, performance, availability, and adoption.
8. **Mitigate breach risks:** by securing critical data with granular access, flexible authentication.
9. **Audit-Ready by Design:** industry-standard compliance that secure data across every API.
10. **Boomi Market Place:** provides direct access to industry leading software & Apps.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Onboarding for APIM is a technical and strategic process to ensure that your API products are discoverable, secure, and performant.

Environment Provisioning: Deployment of the Boomi API Gateway and Developer Portal across Dev, Test, and Production environments.

Security Policy Definition: Establishing global security standards, including OAuth 2.0 provider integration, JWT validation, and SSL certificate management.

API Catalog Discovery: Identifying existing backend services and "wrapping" them into managed API endpoints with appropriate versioning.

Developer Portal Customisation: Brand-aligned setup of the self-service portal, enabling internal or external developers to register and request API keys.

Traffic Management Configuration: Setting up rate limits, quotas, and caching policies to protect backend systems from surge.

6. Onepoint's APIM Implementation Methodology

Phase 1: API Strategy & Governance

Before technical deployment, we define the "Rules of the Road" to ensure consistency across the enterprise.

- **Standards Definition:** Establishing naming conventions, versioning policies, and documentation standards (OpenAPI/Swagger).
- **Governance Framework:** Defining roles for API Producers, Consumers, and Administrators.
- **Security Architecture:** Designing the authentication layer (OAuth 2.0, OpenID Connect, or JWT) to align with your organisation's security posture.

Phase 2: Gateway Deployment & Configuration

We build the high-performance infrastructure that sits between your consumers and your data.

- **Gateway Installation:** Deploying Boomi API Gateways in your preferred environment (Cloud, On-premise, or Hybrid).
- **Identity Provider (IdP) Integration:** Connecting the gateway to your existing user directory (e.g., Azure AD or Okta).
- **Traffic Management:** Configuring global policies for rate limiting, IP filtering, and spike arrest to protect backend systems.

Phase 3: Service Exposure & Productisation

We transform your backend integration processes into consumable digital products, and we also specialise in developing APIs from the ground up.

- **API Design:** Using the Boomi API Component to map backend processes to RESTful or SOAP endpoints.
- **Policy Application:** Attaching specific security and transformation policies to individual endpoints.
- **Developer Portal Launch:** Configuring the self-service portal where developers can sign up, register applications, and generate API keys.

Phase 4: Monitoring & Ecosystem Growth

We ensure long-term health and encourage adoption of your API assets.

- **Analytics Setup:** Configuring dashboards to track usage trends, error rates, and response times.
- **Continuous Improvement:** Using usage data to refine API designs and plan new versions.
- **Knowledge Transfer:** Upskilling your internal teams to manage the lifecycle independently.

7. Offboarding

Offboarding ensures the Buyer retains the "logic" of their APIs while safely removing Onepoint's administrative access.

API Definition Export: Exporting all API metadata, Swagger/OpenAPI specifications, and version histories in non-proprietary formats.

Policy & Logic Handover: Transferring ownership of all security policies, transformation scripts, and traffic management rules to the Buyer.

Key & Secret Rotation: Guided transition of API keys, client secrets, and certificates to ensure Onepoint no longer has access to the security layer.

Usage Data Transfer: Providing a final extract of all analytics, execution logs, and developer usage statistics for audit purposes.

Gateway Decommissioning: Secure removal of Onepoint's administrative credentials and purging of any temporary cache data from the gateway

8. SLAs & Service Levels

Boomi Service Level

- Boomi's goal is to **achieve 99.99% Service Availability**.
- Boomi also provides different levels of service credits (subject to some exceptions).
- Kindly refer to their official site for exact details.

Boomi Customer Care Support Plans

Boomi provides multiple levels of support. 'Basic Support' is Free, buyer can procure any other support package at the **extra cost** mentioned in the Pricing document attached in the pricing section.

Basic Support ✓ Self-Service Community: • Chatbot • Community • User Forums • Articles ✓ Basic Support Access: ✓ 5 cases per contract year ✓ Portal only ✓ M-F 8am-5pm in region ✓ SEV 1: 4 business hrs in region ✓ SEV 2-4: 2 business days in region	Enhanced Support ✓ Self-Service Community: • Chatbot • Community • User Forums • Articles + Enhanced Product Support: + Unlimited Cases + Phone Portal Live Chat + M-F 8am-8pm in region (Sev 2-4) + SEV 1: 1 hr initial response time (24/7) + SEV 2-4: 8 business hrs in region + Escalations: Sev 1 Only Expert Bundle ✓ Enhanced Support PLUS + Technical Account Manager + Boomi Insights + Unlimited Process Monitoring + Platform Dev & Assurance + Up to 8 sessions	Elite Bundle ✓ Self-Service Community: • Chatbot • Community • User Forums • Articles + Side by Side Support Access: ✓ Unlimited Cases ✓ Phone Portal Live Chat ✓ M-F: 24 hours + SEV 1: 1 hr initial response time (24/7) + SEV 2-4: 2 hrs 24/5 in region + Escalations: All cases ✓ Boomi Insights ✓ Unlimited Process Monitoring ✓ Platform Dev & Assurance + Up to 20 Sessions ✓ Technical Account Manager + Platform Architecture Services + Enterprise Architecture Services + Boomi Hosted Runtime
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9. Shared Responsibility Model

Area	Supplier Responsibility	Buyer Responsibility
Identity & access security	Zero Trust, RBAC, encryption	Approval of role assignments
Integration build & mapping	Connector setup and optimisation	Confirmation of business rules
Platform availability	Uptime, patching, monitoring	Access approvals
Change control	Managed maintenance windows	Change sign-off
Audit logging	Retention & anomaly alerting	Compliance usage & reporting

10. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

11. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles

- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.