



Service Definition Document

Boomi AI Agent Management (Lifecycle, Governance & Security)

G-Cloud 15, Lot 2B – Software as a Service (SaaS)

1. Service Definition

As a **Boomi Gold Partner** and Boomi EMEA Integrator of the Year 2023, Onepoint provides a comprehensive **framework for the design, deployment, and governance of "Agentic" workflows**. Unlike standard chatbots, our offering focuses on **Actionable AI Agents** = autonomous entities capable of executing complex business processes across your entire application ecosystem.

To **accelerate** AI agent development, Onepoint has **developed a customised AI connector called "OP Intelligence."** We leverage Boomi's **provider-agnostic AI framework**, allowing your organisation to securely **integrate with** leading Large Language Models (LLMs) such as **OpenAI, Anthropic, and Google Gemini, or specialised local models** to prevent vendor lock-in.

Our specialist consultants implement **Retrieval-Augmented Generation (RAG)** to ensure agents are grounded in your private enterprise data, delivering high-accuracy results without compromising data sovereignty.

Onepoint has developed **27 AI Agents, 4 AI Connectors and 6 AI Workflow tools** which are **published on Boomi Marketplace** and also available on Onepoint website.

2. Features

1. **Universal Governance:** Centrally manage and audit agents across all providers.
2. **Agent Guardrails:** Enforce secure behaviours with precise rules and filters.
3. **Control Tower:** Monitor activity and disable agents with a kill switch.
4. **Agent Designer:** Design and test agents in a unified no-code environment.
5. **Agent Step:** Embed AI agents into workflows to automate complex processes.
6. **Agent Registry:** Track all organisational agents to eliminate Shadow AI.
7. **MCP Support:** Provide agents secure access using the latest integration standards.
8. **Boomi GPT:** Use natural language to collaborate and complete tasks.
9. **Award-Winning Orchestration:** Managed by the Boomi EMEA Integrator Partner of the Year.
10. **Two-Decade Pedigree:** Expert AI governance backed by twenty years' integration experience.

3. Key Service Benefits & Outcomes

1. **Responsible AI:** Mitigate risk with universal governance and secure guardrails.
2. **Breach Prevention:** Protect reputation by masking PII before AI processing.
3. **Operational Control:** Stop rogue agents with kill-switches and anomaly detection.
4. **Future-Proof:** Avoid vendor lock-in with swappable, multi-LLM agent strategies.
5. **Reduce Downtime:** Use AI-driven resolution to fix integration failures instantly.
6. **Hyper-Productivity:** Automate complex tasks by embedding agents into business workflows.
7. **Debt Reduction:** Eliminate manual documentation with automated, professional technical records.
8. **Cost Management:** Track agent performance and costs for measurable value.
9. **Time-to-Value:** Launch faster using pre-built agents and proven design patterns.
10. **Global Strategy:** Ensure data accuracy with automated models and API standards.

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 includes:

Project Initiation & Discovery: We hold a kick-off workshop to define the "Agentic" roadmap, identify key stakeholders, and establish success criteria (KPIs) for the AI agents.

Environment Setup & Configuration: We provision the Boomi AI Gateway and configure secure connectivity to your chosen LLM providers. This includes setting up the **PII masking** and **Data Loss Prevention (DLP)** guardrails.

Security & Identity Alignment: We integrate Boomi's Role-Based Access Control (RBAC) with your organisational Identity Provider (IdP) to ensure agents operate within defined security perimeters.

Data Ingestion & RAG Foundation: We connect Boomi Data Hub to your private enterprise data stores to ground the agents in your specific business context.

Pilot Deployment & Training: We deploy an initial "MVP" agent and conduct training sessions to ensure your team understands the governance and monitoring tools.

6. Onepoint Implementation Approach: The AI Agent Lifecycle

Phase 1: Strategy & Discovery (The Blueprint)

We begin by identifying high-value use cases where "Agentic" automation can provide the highest ROI.

- **Capability Mapping:** Identifying manual, friction-heavy processes suitable for autonomous agents.
- **LLM Selection:** Advising on the best-fit model (OpenAI, Anthropic, or Local) based on your security and performance needs.
- **Data Readiness:** Auditing the internal data sources required for **Retrieval-Augmented Generation (RAG)**.

Phase 2: Architecture & Foundation (The Guardrails)

Before a single agent is deployed, we build the secure "Home" for your AI.

- **Secure Gateway Setup:** Establishing the Boomi AI Gateway to manage LLM connectivity and token usage.
- **Privacy Layer:** Configuring PII masking and Data Loss Prevention (DLP) filters to ensure sensitive data never leaves your perimeter.
- **Governance Framework:** Setting up the "Human-in-the-Loop" validation workflows.

Phase 3: Development & Orchestration (The Build)

This is where Onepoint's 20 years of integration expertise shines. We move from Generative AI to **Actionable AI**.

- **RAG Implementation:** Connecting the AI to your enterprise data (Databases, APIs, Document stores) using Boomi Data Hub.
- **Action Design:** Building Boomi integration processes that the agent can "trigger" to execute tasks (e.g., updating a CRM or processing an invoice).
- **Agent Tuning:** Iteratively refining the agent's system prompts and persona for maximum accuracy.

Phase 4: Optimisation & Scaling (The Centre of Excellence)

Post-deployment, we ensure the agent ecosystem evolves and stays secure.

- **Performance Monitoring:** Using Boomi's centralised dashboard to track agent success rates and latency.
- **Knowledge Transfer:** Upskilling your internal teams to manage and create new agents independently.
- **Scale-Out:** Transitioning from a single agent to a collaborative **Multi-Agent** ecosystem.

7. Offboarding

Knowledge & Asset Transfer: We hand over all technical documentation, including system prompts, persona configurations, and RAG architecture blueprints.

Logic & Integration Handover: All Boomi integration processes (the "actions" the agents perform) are transferred to your internal administrators or a designated third party.

Data Cleansing & Extraction: We ensure that any cached agent data or temporary logs are securely purged or handed over in a standard format (JSON/CSV) as per G-Cloud requirements.

Credential Revocation: We guide the decommissioning of API keys and the rotation of secrets associated with the LLM providers to prevent unauthorised post-contract access.

Final Project Closure Report: A final report is provided detailing the status of all agents and confirming the successful termination of Onepoint's access to your environments.

No vendor lock-in mechanisms are applied, unless agreed at the contract stage.

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.