



Service Definition Document

Boomi Cloud Managed Services

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

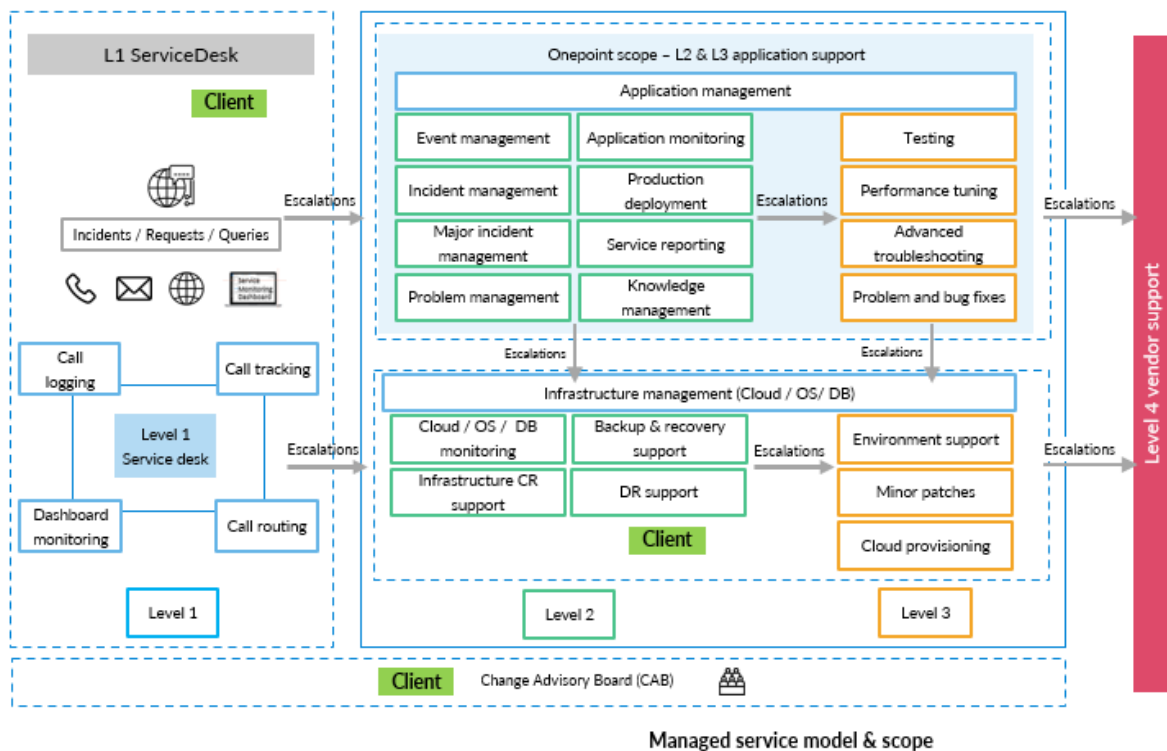
1. Service Definition

Gold-certified Boomi Managed Services partner providing **24x7 proactive monitoring**, maintenance, and optimisation for public, private, hybrid and On-premises cloud environments **across all iPaaS, SaaS & iSaaS layers of Boomi**.

We ensure seamless Boomi platform operations, security patching, and business process continuity for public sector transitions.

We take **complete ownership of L2, L3 support** and vendor escalation management for L4 support. L1 support is typically owned by the Customer, using their existing support centres, however, Onepoint can provide L1 support at extra cost.

Our standard ITIL based managed service model and scope is captured in the figure below



2. Features

1. **24/7 Operations:** Ensure continuity with proactive-monitoring and rapid remediation.
2. **Gold Expertise:** Optimise platforms using Boomi-Gold-Partner specialised skills.
3. **Multi-cloud Governance:** Simplify complexity across AWS, Azure, GCP, and on-premises.
4. **Cyber Resilience:** Protect data with automated security-patching and updates.

5. **Full-Stack Management:** Oversee applications, infrastructure, and processes across your ecosystem.
6. **Embedded Advisory:** Access on-demand Boomi-architects for scaling and evolution.
7. **Operational Transparency:** Maintain control with ITIL service-desks and dashboards.
8. **Automated Reliability:** Mitigate error through health-checks and automated handling.
9. **Frictionless Transition:** Secure investments with structured onboarding and offboarding-support.
10. **Process Continuity:** Power seamless services through managed-API.

3. Key Service Benefits & Outcomes

1. **Operational Continuity:** Eliminate downtime through 24/7 monitoring and expert-response.
2. **Accelerated Delivery:** Reduce integration-timelines by 70% using partner-expertise.
3. **Cost Efficiency:** Lower total-ownership-costs by automating routine maintenance.
4. **Enhanced Security:** Ensure compliance via Cyber-Essentials-Plus aligned patching.
5. **Agile Scaling:** Scale platform-capacity instantly to meet fluctuating demands.
6. **Risk Mitigation:** Prevent failures using two-decades of proven architecture.
7. **Informed Governance:** Drive decisions with real-time analytics and SLA-reporting.
8. **Vendor Independence:** Avoid lock-in with services designed for multicloud-portability.
9. **Citizen Reliability:** Guarantee seamless-journeys through managed API-gateways.
10. **Expert Empowerment:** Free internal-resources by embedding certified Boomi-specialists.

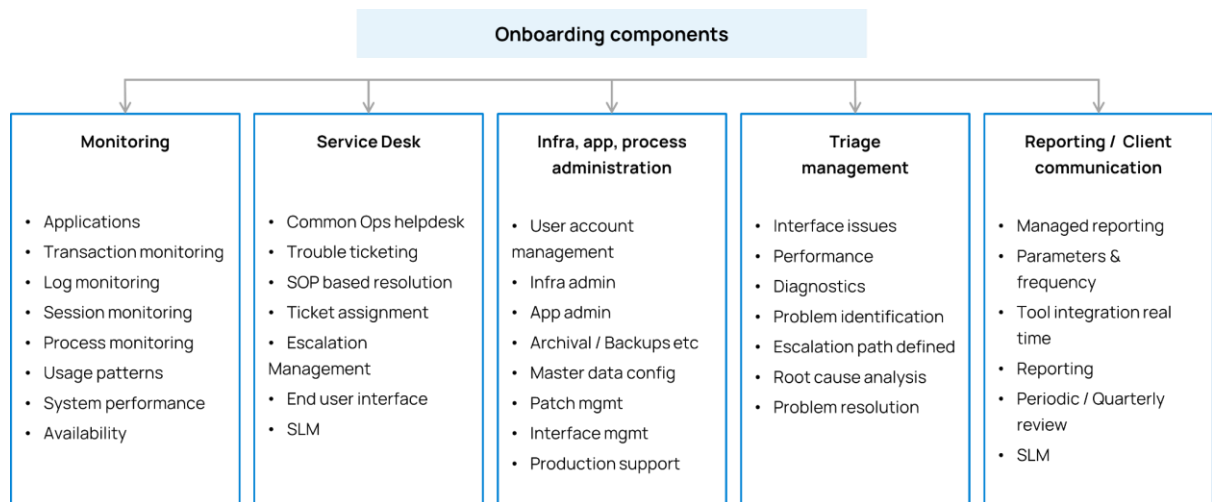
4. Pricing Model

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

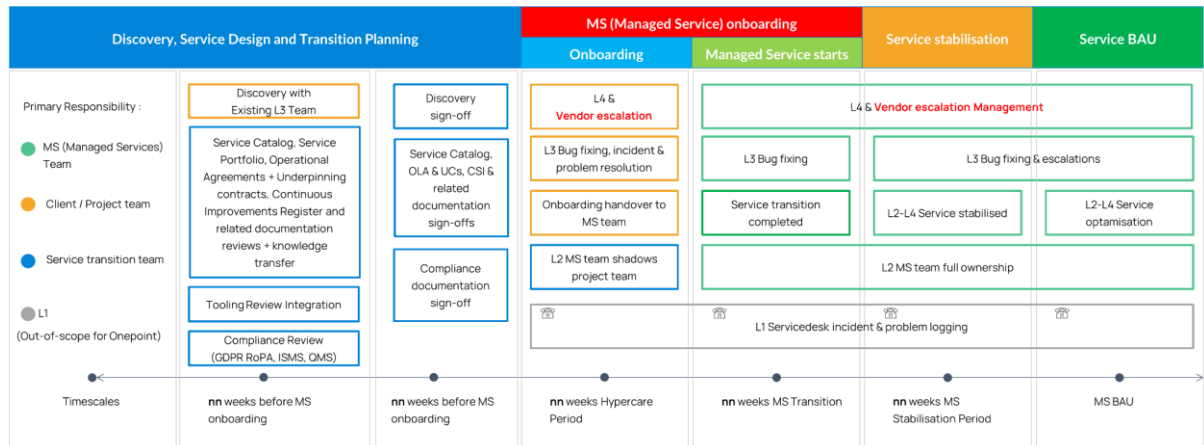
Typical Onboarding Component includes:



Estimated onboarding duration: **1–4 weeks**, dependent on number of systems and complexity.

6. Implementation Approach

ITIL based Managed services framework for Existing Production service is captured in the figure below:



7. Offboarding

Knowledge & Asset Transfer: We hand over all technical documentation & conduct live handover sessions.

Credential Revocation: Revocation of encryption keys and role credentials to prevent unauthorised access.

Final Project Closure Report: A final report is provided detailing the status of tickets & CR's (if any).

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

8. SLAs & Service Levels

Below SLA's for L2 & L3 support.

Priority	Basic Support	Initial Response	Incident (Workaround) Resolution*	Problem Resolution**	SLA Target %
P1	Critical: A complete business down situation or single critical system down with high financial impact	≤ 1 Business Hour	≤ 4 Business Hours	2 Business Days	90%
P2	High: A component of the company's ability to operate is affected. Some of the aspects of the business can continue, but it's a major problem	≤ 2 Business Hours	≤ 8 Business Hours	3 Business Days	90%
P3	Moderate: The company's core business is unaffected, but an issue is affecting one or more people, there might be workarounds available.	≤ 1 Business Day	≤ 3 Business Days	5 Business Days	90%
P4	Low: - Minor or cosmetic fault (does not impact the capability or functionality of the system or service) - Small number of users impacted; - All Service Requests	≤ 1 Business Day	≤ 5 Business Days	As agreed	90%

* Workaround may not always be possible

**Problem resolution dependent on code deployment

Notes:

1. P1 & P2 incidents to be called in
2. All activities carried and measured during the agreed business hours for support as per contract
3. SLA's are per incident (so a failure to meet the response or resolution time or both is deemed as a failure to meet the SLA for that incident).

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 (L4)

Boomi provides multiple levels of support. '**Basic Support**' is **Free**, buyer can procure any other support package at the **following extra cost**.

- **Enhanced Support:** 25% of software fee
- **Expert Bundle:** 38% of software fee
- **Elite Bundle:** 50% of software fee

Basic Support	Enhanced Support	Elite Bundle
✓ 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	✓ 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	✓ 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

9. Shared Responsibility Model

Area	Supplier Responsibility	Buyer Responsibility
Platform account and licences	NA	Procurement, integration & deployment
Environments	NA	Production & Non-Production env provisioning
Platform availability	Uptime, patching, monitoring	Access approvals
Identity & access security	NA	Zero Trust, RBAC, encryption
Incident Management	Bug fixing, incident & problem resolution	Incident Logging, communicating for P1/ P2 incidents as agreed
Reporting	Monthly report preparation & distribution	Review & feedback
Change control	Managed maintenance windows	Change sign-off

10. Service Boundaries

- Excludes software development, unless Change request (CR) is raised
- L1 support unless specifically requested

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.