



Service Definition Document

Boomi Set Up and Migration Services

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

1. Service Definition

As a **Boomi Gold Partner** and the **2023 EMEA Integrator of the Year**, Onepoint provides a specialised Set Up and Migration service designed to **move complex enterprise workloads into the Boomi ecosystem**.

Leveraging our two decades of experience, we ensure that your emails, document metadata, applications, and linked components are not just "moved," but optimised for a cloud-native future. We **consolidate and transfer diverse data**—including applications, metadata, and user permissions **into optimised Boomi architectures**.

Our service includes comprehensive data auditing, future-state structuring, internal communication planning, and rigorous project governance. **We manage the entire transition lifecycle**, from right-sizing requirements to coordinating with outgoing providers, ensuring a secure, high-performance migration that minimises downtime and aligns with your long-term cloud-native strategy.

2. Features

1. **Data Sanitisation:** Audit and organise customer-data prior to migration-execution.
2. **Architecture Mapping:** Design optimised data-structures for future-state cloud-services.
3. **Stakeholder Engagement:** Develop communication-plans to ensure high adoption and engagement.
4. **Project Governance:** Manage migration-plans with transparent milestones and reporting.
5. **Resource Optimisation:** Right-size requirements for cost-effective post-migration-cloud-consumption.
6. **Secure Transitions:** Collaborate with outgoing-providers for zero-loss, secure-data-transfers.
7. **Permissions Management:** Migrate user-permissions and structures to maintain data-integrity.
8. **Automated Provisioning:** Rapidly set-up Boomi-Atoms for immediate platform-readiness.
9. **Environment Validation:** Perform post-migration-testing to confirm successful system-functionality.
10. **Automated Data Enrichment:** Clean, validate, and enrich legacy data during the migration flight.

3. Key Service Benefits & Outcomes

1. **Risk-Free Migration:** Eliminate data-loss using Gold-Partner certified Boomi-methodologies.
2. **Operational Efficiency:** Reduce manual-effort via automated transfer of complex-metadata.
3. **Cost Savings:** Minimise cloud-waste by right-sizing infrastructure during transition.
4. **Enhanced Security:** Protect reputation by ensuring secure data-governance during moves.
5. **Seamless Adoption:** Increase organisational buy-in through structured internal-engagement-strategies.
6. **Minimised Downtime:** Ensure service-continuity with expertly managed provider-coordination.
7. **Data Lineage:** Explains end-to-end data-flow across systems, improving trust, governance, and auditability.
8. **Compliance Assurance:** Meet Government security-standards with Cyber-Essentials-Plus migrations.
9. **Accelerated Value:** Rapidly realise cloud-benefits through expert-led Boomi platform-setup.
10. **Data Integrity:** Maintain business-critical linkages across complex legacy-to-cloud-transfers.

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:

Discovery Kickoff: Validation of the workload inventory and finalisation of the communication strategy.

Staging Environment Setup: Provisioning temporary Boomi runtimes for data validation and cleansing.

Access Control Mapping: Initialising RBAC (Role-Based Access Control) to mirror legacy permissions.

Communication Launch: Initial staff engagement to signal the start of the transition.

6. Onepoint Implementation Approach: The Onepoint Springboard™ Migration

Our methodology is designed to handle the complexity of "Compound Structures" and "Linked Components" that often fail in standard migrations.

Phase 1: Pre-Migration Audit & Data Wellness™

Before moving a single byte, we use our **Data Wellness™** tools to profile your data.

- **Workload Auditing:** Identifying duplicates and "orphaned" metadata in emails and document stores.
- **Right-Sizing Analysis:** Assessing actual usage patterns to ensure your Boomi license and runtime (Atom) are correctly sized.

Phase 2: Target Architecture & Structure Design

We define the "To-Be" state to ensure your information is more organised than when it started.

- **Metadata Mapping:** Creating a cross-walk for user permissions and document types.
- **Structure Recommendations:** Advising on folder hierarchies and Boomi "Environment Extensions" to manage configuration data.

Phase 3: Engagement & Governance

Technical success depends on people and planning.

- **Communication Plans:** Creating "Why, How, and When" messaging for staff to manage expectations and training.
- **Project Governance:** Establishing a "Migration Command Center" to track the status of linked components and interdependent workloads.

Phase 4: Secure Execution & Provider Coordination

We handle the technical "heavy lifting" and the vendor politics.

- **Coordinated Cutover:** We act as your advocate when working with outgoing service providers to ensure secure data extraction.
- **Validation & Testing:** Using automated scripts to verify that compound structures and permissions remain intact after the move.

7. 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.

8. Offboarding

Migration Completion Report: A final audit confirming every workload was successfully transferred and optimised.

Decommissioning Legacy Links: Working with the outgoing provider to safely terminate old connections.

Final Knowledge Transfer: Ensuring your team can manage the new "future-state" structures independently.

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.