



Service Definition Document

Robotic Process Automation (RPA) Consulting Services

G-Cloud 15, Lot 3 – Robotic Process Automation (RPA) Consulting Services

1. Service Definition

Onepoint's Robotic Process Automation (RPA) service helps clients to define and implement their Automation strategy in planned manner to remove repetitive and tedious tasks thus saving time & cost. We have delivered RPA solutions to UK clients. We can combine AI/ML, Cloud integration & Low-code services with RPA.

Features

2. Features

1. Business case & Strategy development (short & long term)
2. Prototyping & live Demo using Onepoint's Value Path approach
3. Robotic automation to remove repetitive and tedious tasks
4. Attended or unattended RPA
5. RPA Bots & AI Bots integration for smooth functioning
6. Cloud/on-premise integration for RPA
7. Low-code, No-code platform integration with RPA
8. Integrate multiple applications using API's and other connection methods
9. RPA Dashboards to make decisions, re-trigger processes
10. Ongoing support, operation and maintenance available

3. Key Service Benefits & Outcomes

1. Minimises process risks, failures and eliminates human errors
2. Strategic cost management by using independent automated Bots
3. Greater employee satisfaction due to focus on value-adding activities
4. Infinitely scalable
5. Significant reduction in the overall process time
6. Allows process to be operated out of working hours
7. Automate processes without changing company's existing IT architecture

8. Development time can be less compared to other automation methodologies
9. Reduce Maintenance & Managed Service cost
10. Easily maintainable and transferable

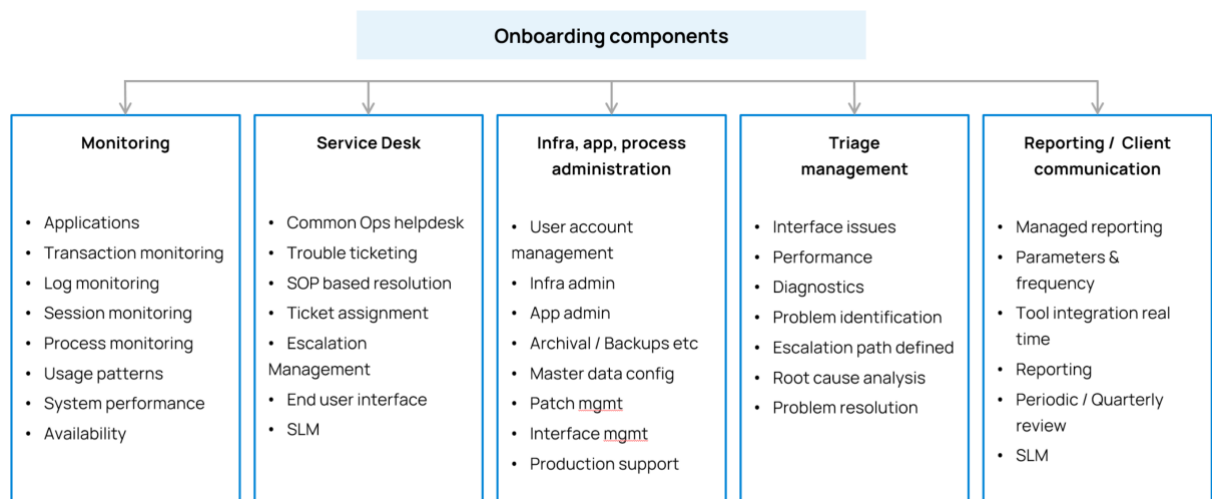
4. Pricing Model

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

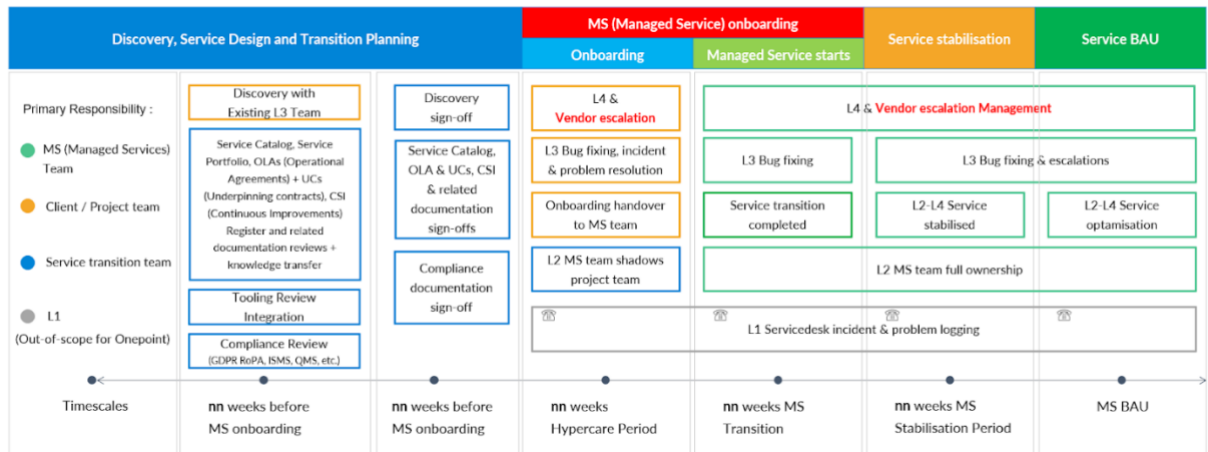
Typical Onboarding Component includes:



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

6. Onepoint 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 closing workshop to address any remaining "edge case" troubleshooting questions before the final service sign-off.

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

8. SLAs & Service Levels

Below SLA's Apply for L2 & L3 support. For L4 support, cloud service provider (e.g. Azure, AWS, Boomi, Snowflake etc.) SLA will apply.

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	≤ 2 Business Hours	≤ 8 Business Hours	3 Business Days	90%

	business can continue, but it's a major problem				
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)

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.