



Service Definition Document

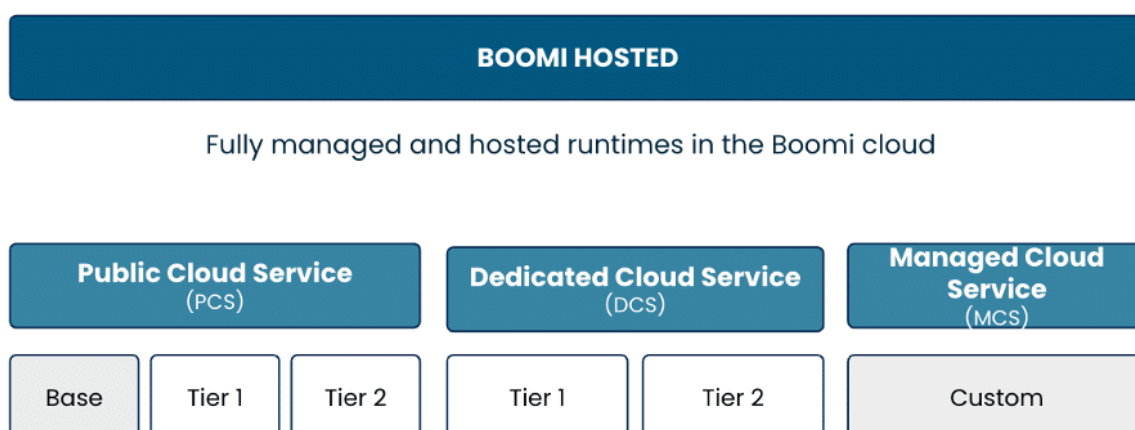
Boomi Integration, Orchestration & Automation Service

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

1. Service Definition

As a **Boomi Gold Partner** and 2023 EMEA Integrator of the Year, Onepoint provides an **enterprise-grade Integration Platform as a Service (iPaaS)** that unifies your digital ecosystem. Our service enables seamless **connectivity between SaaS applications, on premise legacy systems, and IoT devices**. Utilising Boomi's low-code, cloud-native architecture, we accelerate the design and deployment of complex orchestrations, reducing development timelines from months to weeks.

Boomi hosted Runtimes are managed environments for running integration processes, offering flexibility and scalability across three deployment models: **Public Cloud Service, Dedicated Cloud Service, and Managed Cloud Service**.



Onepoint's twenty years of architectural expertise ensures that your integrations are built for resilience and scale. Onepoint empowers public sector organisations to break down data silos, streamline business processes, and build a scalable foundation for future AI and agentic innovations. We have **built custom connectors such as 'OP Intelligence', 'OP Database', 'OP WebSearch',** etc that helps further speed up development.

2. Features

1. **Integration and orchestration platform:** Design, deploy, manage integrations across systems.
2. **API-led integration:** Supports standard APIs and event-driven integration patterns.
3. **Pre-built connectors:** Connectivity to common enterprise applications and data sources.
4. **Low-code integration design:** Visual tools for building integrations and workflows.
5. **Hybrid integration runtime:** Supports cloud-based and on-premise integration scenarios.

6. **Event stream processing:** Real-time event-driven and asynchronous messaging support.
7. **Managed File Transfer:** Secure, encrypted file-based data exchange.
8. **Centralised platform management:** Monitor, manage integrations from a single interface.
9. **Flow Canvas:** Drag and drop interface for automation.

3. Key Service Benefits & Outcomes

1. **Easy Integration:** Integration across legacy and modern systems from centralised platform.
2. **Faster Market Time:** Build integrations and automate with low code.
3. **Streamlined Integrations:** Reduces dependency on bespoke integration development.
4. **Data Consistency:** Improves reliability and consistency of data movement.
5. **Flexible Scaling:** Enables scalable integration capabilities without Buyer-managed infrastructure.
6. **Granular Visibility:** Comprehensive monitoring tools provide transparent visibility.
7. **Data Sovereignty:** Supports secure and governed data exchange across environments.
8. **Regulatory Alignment:** Aligns with government cloud and interoperability principles.
9. **Self-learning Integrations:** Automated workflows & AI Guided integrations.
10. **High Uptime:** Ensuring on premises sync despite internet breaks.

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 focuses on establishing the core architecture and empowering your team to build, deploy, and manage integrations immediately.

Platform Provisioning & Account Setup: We configure your Boomi AtomSphere sub-accounts and set up the **Boomi Atom** runtimes (Cloud or On-premise) to establish the execution layer.

Security & Role-Based Access (RBAC): We integrate your Identity Provider (e.g., Azure AD) and define user roles to ensure developers and admins have strictly governed permissions.

Connectivity & Firewall Configuration: We establish secure communication paths between Boomi and your internal/external applications, ensuring all data in transit is encrypted.

Specialist Architecture Workshop: A "Springboard™" workshop to define your integration strategy, error-handling standards, and naming conventions.

Initial Process Pilot: We co-develop the first "high-value" integration to validate the environment and provide your team with hands-on, practical training.

6. Onepoint's Integration Implementation Methodology

Phase 1: The Springboard™ Workshop (Strategy & Design)

We start with a half-day intensive workshop to align technical delivery with business outcomes.

- **Outcome Mapping:** Identifying high-impact "Big Ideas" and prioritising integration use cases.
- **Standardisation:** Establishing your "Rules of the Road"—naming conventions, error-handling templates, and folder structures.
- **Environment Strategy:** Designing the path from Development to Test to Production using **Environment Extensions**.

Phase 2: AtomSphere Foundation (Execution Layer)

We deploy the "Engine" of the platform tailored to your security requirements.

- **Distributed Runtime Setup:** Installing **Boomi Atoms** or **Molecules** on premise, in the cloud, or as a hybrid mesh.
- **Security Hardening:** Configuring firewall rules, SSL certificate management, and shared web server settings.
- **Identity Integration:** Linking the Boomi platform to your corporate Single Sign-On (SSO) for governed access.

Phase 3: Agile Development & AI-Assisted Build

We accelerate development using Boomi's intelligence and Onepoint's pre-built libraries.

- **Process Design:** Create Low level design of complete processes including auditability and error handling.
- **Modular Orchestration:** Building reusable "Sub-processes" to avoid monolithic, hard-to-maintain designs.

- **AI-Powered Recommendations and Optimisation:** Embedded intelligence such as Boomi Suggest and AI Agents provides real-time suggestions for best-practice data mappings, process optimisations, and automated error detection, helping teams iterate faster and improve quality with less manual tuning.

Phase 4: Quality Assurance & Automated Testing

We ensure your "Digital Backbone" is unbreakable before it goes live.

- **Boomi Assure:** Using crowd-sourced regression testing to validate your processes against platform updates.
- **Unit & Integration Testing:** Systematic validation of data flows using our **Test Data Generator** components.
- **Human-in-the-Loop:** regression test suite is developed to make sure that process runs as expected in the event of upgrade or CR. To ensure the process continues to run as expected following an upgrade or change request (CR), a regression test suite has been developed.

Phase 5: Managed Deployment & Continuous Optimisation

We move into production with a focus on observability and self-healing.

- **Dashboard Monitoring:** Setting up real-time alerts for process failures or latency spikes.
- **CI/CD Integration:** Automating deployments using Boomi's APIs for a modern DevOps experience.
- **ICoE Establishment:** Helping you build an **Integration Centre of Excellence** to scale your internal talent.

7. Offboarding

Offboarding ensures that the Buyer retains all intellectual property and that the integration ecosystem can be managed independently or transitioned without risk.

Asset & Logic Export: We provide a comprehensive export of all process XMLs, component configurations, and mapping logic in a standard format.

Documentation Handover: Delivery of the complete Integration Catalogue, including process diagrams, data maps, and deployment histories.

Knowledge Transfer Sessions: Final deep-dive sessions with your internal teams to ensure they can maintain and extend the integration logic.

Access Revocation & Clean-up: Systematic removal of Onepoint administrative credentials, termination of support tokens, and purging of any temporary staging data.

Certificate & Secret Handover: Ensuring all SSL certificates, API keys, and environment secrets are rotated and securely handed over to the Buyer.

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	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
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.