



SERVICE DEFINITION DOCUMENT

Mobile Agility

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's Mobile Agility Low-Code Platform and defines how this mobile-first application development service is delivered to UK public sector organisations.

This Service Definition is required as part of Cranmore's listing on the G-Cloud 15 framework and conforms to the requirements specified in the Crown Commercial Service's guidance on service definition documents.

Mobile Agility is specifically designed for central government, local government, health sector organisations, and other public bodies requiring enterprise-grade mobile applications with offline capability, real-time data synchronization, and GDS Service Standard compliance.

2. Service Description

2.1 Overview

Mobile Agility is a no/low/pro code mobile application development platform delivering enterprise business applications currently deployed at scale across UK public sector organisations. The platform harnesses a suite of high-performing technologies and open-source frameworks, providing elevated capabilities, interoperability, and stability with unrivalled flexibility for mobile and web application development.

Mobile Agility distinguishes itself through mobile-first architecture optimised for field operations, offline-capable data collection, and real-time synchronization. The platform enables rapid creation of custom mobile forms, complex workflows, and enterprise applications without extensive traditional development effort, accelerating delivery from months to weeks.

With proven deployments throughout health (including NHS), local government, central government, and blue-light emergency services, Mobile Agility supports mission-critical mobile operations including field inspections, citizen engagement, case management, and data collection scenarios requiring offline resilience and real-time analytics.

2.2 Key Features

Mobile Agility includes comprehensive mobile-first capabilities:

- **Mobile-First Low-Code Development Environment** – Visual application builder specifically optimised for mobile device constraints, touch interfaces, and offline scenarios, enabling rapid mobile app creation without extensive coding
- **Native Offline Mode** – Industry-leading offline capability enabling full application functionality without network connectivity, automatically synchronizing data when connection restored, essential for field operations and areas with limited coverage
- **Event-Driven Architecture** – Real-time data processing using non-blocking I/O operations, enabling responsive applications that handle concurrent users and high-volume data streams efficiently
- **Open Standards and Frameworks** – Built on Node.js and other open-source technologies ensuring interoperability with diverse systems, avoiding vendor lock-in, and providing flexibility for custom extensions
- **Independent Integration Configuration** – Environment-specific integration settings enabling separate configurations for development, test, and production environments, with sandbox testing capabilities for APIs and data sources

- **Customisable Mobile Form Development** – Intuitive drag-and-drop form builder enabling rapid creation of complex mobile data collection forms with validation rules, conditional logic, and multi-page workflows
- **Case Management Portal** – Web-based portal for centralized case tracking, workflow management, and administrative oversight of mobile operations with role-based access controls
- **Dashboards and Real-Time Reporting** – Interactive dashboards providing real-time visibility of data captured through mobile devices, enabling immediate operational intelligence and decision-making
- **Seamless Microsoft Integration** – Native integration with Microsoft 365, SharePoint, Teams, and Dynamics 365 providing single sign-on, document management, and unified collaboration
- **WCAG 3 Accessibility Compliance** – Applications meet Web Content Accessibility Guidelines Level AA ensuring inclusive mobile access for users with disabilities
- **Configurable Integration Services** – Centrally managed integration hub supporting all major communication protocols (REST, SOAP, WebSockets) enabling connections to legacy systems, databases, and cloud services
- **Cross-Platform Deployment** – Single codebase deploys to iOS, Android, and web browsers, reducing development effort by 70% compared to native development for each platform
- **Superfast MVP Capability** – Rapid prototyping delivers functional, testable mobile applications within 2-4 weeks, enabling quick validation and user feedback incorporation
- **Enterprise Security and Compliance** – ISO 27001, Cyber Essentials Plus certified platform with data encryption in transit and at rest, suitable for OFFICIAL and OFFICIAL-SENSITIVE classifications

2.3 Service Benefits

Organisations deploying Mobile Agility realise significant operational advantages:

- **Connection Independence** – Field workers maintain full productivity in areas with poor or no network coverage, with automatic data synchronization when connectivity restored, eliminating productivity losses from connectivity gaps
- **Exceptional Cost Efficiencies** – Unlimited user enterprise licensing model delivers 50-70% lower total cost of ownership compared to per-user platforms, single codebase reduces development costs by 70% versus native mobile development
- **Accelerated Mobile Delivery** – Low-code approach reduces mobile app development from 6-12 months to 6-12 weeks, enabling rapid response to operational requirements and iterative refinement based on user feedback
- **Enhanced Field Productivity** – Mobile-optimised interfaces, offline capability, and streamlined workflows enable field workers to complete tasks 40-60% faster compared to paper-based or web-only processes
- **Real-Time Operational Intelligence** – Data captured in the field immediately visible in dashboards and analytics, enabling rapid decision-making, resource allocation, and performance management
- **Interoperability with Legacy Systems** – Open standards and comprehensive APIs enable integration with existing enterprise systems, databases, and workflows without requiring replacement of functioning infrastructure
- **Improved Data Quality** – Mobile forms with validation rules, mandatory fields, and business logic enforcement reduce data errors by 80-90% compared to paper forms, improving downstream analytics and decision-making
- **Scalability for Enterprise Deployment** – Event-driven architecture and non-blocking operations enable platform to handle thousands of concurrent mobile users with consistent performance and responsiveness

- **Diverse Data Type Management** – Stores and manages text, numbers, images, videos, GPS coordinates, signatures, and sensor data captured through mobile devices
- **Citizen Engagement Enhancement** – Mobile-optimised citizen portals and public-facing applications improve service accessibility, user satisfaction, and digital inclusion
- **GDS Practices Alignment** – Applications built following Government Digital Service principles including mobile-first design, user-centred development, and accessibility standards

3. Implementation Approach

3.1 Discovery Phase

Cranmore strongly recommends projects commence with a Discovery Phase to ensure optimal mobile application design and project outcomes. Mobile-specific Discovery includes:

- Mobile user research including field observation and contextual inquiry
- Connectivity assessment and offline requirement definition
- Mobile workflow mapping and form design workshops
- Integration requirement analysis and API assessment
- User Story creation with mobile-specific acceptance criteria
- Device strategy and mobile device management considerations
- Implementation roadmap with phased rollout plan
- Fixed-price implementation quotation

Where Discovery is not conducted, Buyers accept increased risk of scope ambiguity and potential requirement changes during delivery.

3.2 Agile Development

Mobile application development follows proven Agile Scrum methodology with emphasis on rapid prototyping and iterative user testing:

- **Two-week sprints** – Each sprint delivers working mobile functionality testable on actual devices, enabling rapid feedback from field users
- **Mobile-first prototyping** – Functional prototypes available within first sprint, deployed to test devices for real-world validation
- **Field user testing** – Iterative testing with actual field workers in real operational contexts ensuring usability and offline functionality
- **Continuous integration testing** – Automated testing validates functionality across iOS, Android, and web platforms throughout development
- **Offline scenario testing** – Rigorous validation of offline functionality, data persistence, and synchronization logic

3.3 User Acceptance Testing

Mandatory User Acceptance Testing engages actual field users testing applications in real operational environments including areas with limited connectivity. UAT includes functional testing, offline mode validation, integration testing with backend systems, performance testing under realistic field conditions (varying network quality, concurrent users), accessibility testing, and security validation. No production deployment proceeds without formal UAT sign-off from Buyer authorised representatives.

3.4 Deployment and Rollout

Mobile application deployment managed through phased rollout approach:

- Pilot deployment to limited user group validating operational readiness
- App store submission and approval (iOS App Store, Google Play, or enterprise distribution)
- Mobile device management integration where required
- Comprehensive end-user training for field workers and administrators
- Phased rollout by team, region, or function mitigating deployment risk
- Four-week Hypercare with field support and rapid issue resolution

4. Licensing and Pricing

4.1 Licensing Model

Mobile Agility operates on an unlimited user enterprise licensing model providing unlimited mobile app access without costs scaling linearly with user numbers. This model offers exceptional value for organisations with large field workforces or those anticipating significant mobile user growth.

4.2 Pricing Structure

Mobile Agility pricing comprises:

- **Server Licence:** £25,000 per annum – platform hosting and infrastructure (unlimited mobile users)
- **Discovery Phase:** strongly recommended for mobile projects
- **Implementation Services:** Fixed price determined following Discovery
- **Support and Maintenance:** Priced separately based on service level requirements (24/7 support included in standard offering)

All pricing excludes VAT. Educational organisation discounts available upon request. Free fully functional trial available under G-Cloud framework. Platform licence invoiced monthly in advance; professional services invoiced monthly in arrears. Payment terms 30 days from receipt of valid invoice.

5. Service Constraints

To ensure quality mobile application outcomes:

- **Platform technology:** Mobile Agility is based on Microsoft technologies and Node.js, requiring compatible hosting infrastructure
- **Mobile device compatibility:** Supports iOS, Android, Windows, and web browsers; Windows Phone support available
- **Browser compatibility:** Web portal supports Microsoft Edge, Chrome, Firefox, Safari, Opera, and AirWatch
- **Maintenance windows:** No regularly scheduled maintenance; urgent changes communicated within 10 working days, planned upgrades within 60 working days
- **Implementation minimums:** Typical minimum project value £50,000 for meaningful mobile application delivery
- **Discovery recommended:** Mobile projects particularly benefit from Discovery due to complexity of offline functionality, device considerations, and field user requirements
- **Field testing requirements:** Successful mobile delivery requires Buyer availability for field-based UAT with actual mobile devices

6. Service Levels

6.1 Availability

Underlying hosting and infrastructure achieves 99.99% availability measured monthly. Mobile applications built on Mobile Agility achieve 99% availability during core service hours (measured by incident analysis). Offline mode ensures field operations continue uninterrupted during platform maintenance or connectivity issues.

6.2 Support Response Times

Incident response based on business impact severity:

- **Priority 1 (Major Impact):** 15 minutes response, 6 hours resolution target
- **Priority 2 (High Impact):** 1 hour response, 8 hours (one working day) resolution target
- **Priority 3 (Moderate Impact):** 4 hours response, 3 working days resolution target
- **Priority 4 (Minor Impact):** 1 day response, 10 working days resolution target

All outages reported through email alerts. No service credits offered under G-Cloud framework if published service levels not met.

7. Ongoing Support

7.1 Support Services

Comprehensive support included in standard licensing:

- **Technical Account Manager** – Single point of contact for relationship management and strategic guidance
- **24/7 Support Desk** – Telephone support available 24 hours, seven days per week via dedicated call centre, critical for field operations
- **Mobile Platform Support** – Both incident resolution and guidance on platform usage, mobile app development, and integration
- **Email and Ticketing** – Incidents raised via dedicated Atlassian helpdesk (support@cranmoreconsulting.com) with automated tracking
- **ITIL Service Management** – Professional incident, problem, and change management processes
- **Onsite Support** – Available at additional cost including field deployment support

7.2 Hypercare Support

Four weeks post-deployment Hypercare provides enhanced mobile application support including daily performance monitoring, proactive issue identification, field support availability, weekly stakeholder reviews, rapid response to emerging issues, and performance tuning based on real-world mobile usage patterns.

8. Security and Compliance

8.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cyber security controls

- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance for OFFICIAL and OFFICIAL-SENSITIVE data

8.2 Mobile Security

Mobile Agility implements comprehensive mobile security including device-level encryption, secure data storage on mobile devices, encrypted data transmission, certificate pinning, biometric authentication support, remote wipe capability, and compliance with Mobile Device Management policies. All data stored offline on devices is encrypted and protected.

9. Offboarding

Should Buyer need to offboard from Mobile Agility:

- Termination requires one (1) month written notice to service desk
- Data extraction tools provided enabling bulk export in comprehensive formats (CSV, XML, JSON, SQL)
- Mobile app source code and configurations provided to Buyer
- Service desk support maintained until contract end date plus 14-day grace period
- All user accounts disabled and mobile devices deprovisioned following grace period
- Final invoice issued; feedback opportunity provided

10. Contact Information

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G-Cloud 14 Listing

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