



SERVICE DEFINITION DOCUMENT

Agility365

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's Agility365 Low-Code Platform and defines how this 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.

Agility365 is specifically designed for central government, local government, health sector organisations, and other public and regulated bodies seeking a Government Digital Service (GDS) compliant low-code platform for rapid application development.

2. Service Description

2.1 Overview

Agility365 is a dynamic, low-code platform designed to seamlessly integrate with the Microsoft suite (including Dynamics 365, SharePoint, Microsoft Teams, and Power Platform) and other ERP/MIS systems, enabling rapid development and deployment of custom applications, forms, customer portals, and web applications to bespoke specifications.

The platform offers enterprise-grade security, pre-built components, and comprehensive APIs, facilitating secure and seamless digital transformation. Agility365 digitises legacy processes, streamlines data management, and delivers fully customisable, highly usable systems with robust, scalable performance.

With multiple successful deployments throughout health, local government, and central government organisations, Agility365 has proven capability in delivering mission-critical applications that meet stringent public sector requirements including WCAG 3 accessibility standards and GDS Service Standard compliance.

2.2 Key Features

Agility365 includes comprehensive capabilities:

- **Intuitive drag-and-drop interfaces** – Visual development environment enabling rapid application assembly without extensive coding expertise, democratising application development across organisations
- **Customisable templates and rapid prototyping** – Extensive library of pre-configured templates accelerating development cycles, enabling functional prototypes within days rather than months
- **Pre-built component library** – Comprehensive collection of reusable components including forms, data grids, charts, workflows, and integration connectors, reducing development effort by 60-80%
- **Brand-aligned UI/UX** – Advanced customisation capabilities enabling applications to align perfectly with organisational brand guidelines, colour schemes, typography, and design systems including Figma integration
- **Low-Code Development Environment** – Reduces dependency on specialist IT resources while maintaining professional-grade application quality, enabling business analysts and power users to contribute to development
- **Seamless Microsoft Integration** – Native integration with Microsoft 365, Dynamics 365, SharePoint, Teams, and Power Platform providing enhanced data consistency, real-time analytics, automated workflows, and single sign-on

- **WCAG 3 accessibility standards compliance** – Applications built on Agility365 meet Web Content Accessibility Guidelines Level AA, ensuring inclusive access for all users including those with disabilities
- **Multiple public sector deployments** – Proven track record across NHS, local authorities, central government departments, and blue-light services with applications serving millions of citizens
- **Superfast MVP capability** – Rapid prototyping capability delivers functional, testable Minimum Viable Products within 2-4 weeks, enabling rapid validation of concepts and user feedback incorporation
- **Enterprise security and compliance** – Adheres to ISO 27001, Cyber Essentials Plus, and industry-standard security protocols protecting data integrity and privacy, suitable for OFFICIAL and OFFICIAL-SENSITIVE data classifications

2.3 Service Benefits

Organisations deploying Agility365 realise significant advantages:

- **Enhanced Productivity** – Streamlines business processes through automation and efficient data management, allowing staff to focus on higher-value activities requiring human judgment and creativity
- **Improved Customer Experience** – Enables creation of user-centric portals and applications designed to GDS Service Standard, significantly improving citizen satisfaction and reducing contact centre demand
- **Exceptional cost efficiencies** – Unlimited user enterprise licensing model delivers low total cost of ownership compared to per-user licensing platforms, particularly advantageous for large organisations
- **Accelerated delivery timelines** – Low-code approach reduces development cycles from months to weeks, enabling organisations to respond rapidly to changing requirements and deliver value incrementally
- **Application modernisation at pace** – Facilitates the rapid digitisation of paper-based processes and modernisation of legacy systems, improving efficiency while maintaining integration with existing infrastructure
- **Interoperability with legacy systems** – Comprehensive API capabilities enable seamless integration with existing enterprise systems, databases, and cloud services, protecting prior investments while enabling modernisation
- **Improved organisational productivity** – Empowers business users to build applications and automate workflows, reducing IT department bottlenecks and enabling faster response to operational needs
- **Scalability for growth** – Platform engineered to grow in parallel with organisational requirements, supporting scaling from hundreds to millions of users without performance degradation
- **GDS practices alignment** – Applications built following Government Digital Service principles including user-centred design, iterative development, and accessibility, ensuring compliance with public sector standards

3. Implementation Approach

3.1 User Acceptance Testing

User Acceptance Testing validates applications meet all technical and business requirements. UAT includes functional testing, integration testing with connected systems, performance testing under realistic loads, accessibility testing, and security validation.

3.2 Deployment and Go-Live

Cranmore manages deployment with comprehensive planning including:

- Detailed cutover plan with rollback procedures and success criteria
- Production and backup environment configuration with security controls verified
- Parallel running options with legacy systems during stabilisation period
- Comprehensive user training for end users and system administrators
- Four-week Hypercare period with enhanced monitoring and rapid response
- Knowledge transfer including detailed operational documentation and runbooks

4. Licensing and Pricing

4.1 Licensing Model

Agility365 operates on an unlimited user enterprise licensing model providing unlimited platform access without costs scaling linearly with user numbers. This model offers significant cost savings compared to per-user licensing, particularly for large enterprises and organisations with high user counts or those preparing for expansion.

5. Service Constraints

To ensure quality outcomes, the following constraints apply:

- **Browser compatibility:** Supported browsers include Microsoft Edge, Chrome, Firefox, Safari, and Opera on Windows, macOS, iOS, and Android
- **Discovery recommended:** While not mandatory, projects without Discovery may encounter scope changes and extended timelines
- **Customer resource commitment:** Successful delivery requires customer availability for requirements definition, UAT participation, and timely decision-making

6. Service Levels

6.1 Availability

Underlying hosting and infrastructure for Agility365 typically achieves 99.99% availability measured monthly. Applications built on Agility365 typically achieve 99% availability during core service hours (measured by incident analysis). All outages are reported through email alerts directly to named customer contacts.

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

No service credits or compensation is offered under G-Cloud framework if published service levels are not met, however Cranmore maintains rigorous internal processes to exceed targets consistently.

7. Ongoing Support

7.1 Support Services

Cranmore provides comprehensive support included in standard licensing:

- **Technical Account Manager** – Single point of contact for relationship management, escalations, and strategic guidance
- **24/7 Support Desk** – Telephone support available 24 hours, seven days per week via dedicated call centre with escalation to Cranmore specialists during office hours
- **Email and Ticketing** – Incidents raised via dedicated Atlassian helpdesk (support@cranmoreconsulting.com) with automated acknowledgment and tracking
- **Web Chat Support** – Available 9am-5pm UK time, Monday-Friday at additional cost where required
- **ITIL Service Management** – Professional incident, problem, and change management processes ensuring structured resolution and continuous improvement
- **Onsite Support** – Available at additional cost where face-to-face assistance required

7.2 Hypercare Support

Four weeks post-deployment Hypercare provides enhanced support including daily performance monitoring, proactive issue identification, weekly stakeholder reviews, rapid response to emerging issues, and performance tuning based on production usage patterns. Hypercare ensures smooth transition to business-as-usual operations.

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 Data Protection

All platform operations comply with UK GDPR and Data Protection Act 2018. Data processing roles (Controller vs Processor) are explicitly agreed before service commencement. Agility365 implements privacy by design principles including data minimisation, purpose limitation, and appropriate security measures. Personal data is encrypted in transit and at rest.

9. Offboarding

Should customer need to offboard from Agility365:

- Termination requires one (1) month written notice to service desk
- Data extraction tools provided enabling bulk export in comprehensive range of formats (CSV, XML, JSON, SQL)
- Service desk support maintained until contract end date plus 14-day grace period
- All user accounts disabled following grace period expiry
- Final invoice issued covering all services to termination date
- Feedback opportunity provided for continuous service improvement

10. Contact Information

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G-Cloud 14 Listing

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