

G-Cloud 15

Service Definition Document

Table of Contents

Welcome	1
Our Team: The GOLD Standard of Service	2
Service Overviews	3
Xynotech Design & Architecture Service	3
Xynotech DevOps and SecOps Services	6
Xynotech AI Services	7
Xynotech Application and Hosting Support Services	9
Xynotech Odoo Services	11
Xynotech Application Development and Support Services	13
Contact Us	14



Welcome

Thank you for considering **Xynotech Limited**. As a dynamic and growing SME technology consultancy, we bring extensive experience delivering digital solutions for complex, highly regulated public and private sector organisations. Our evolving service catalogue features technologists who operate with an Agile mindset, ensuring our customers achieve secure, scalable, and successful outcomes from their cloud and digital transformations. We are committed to bringing the same rigour and innovation found in the private sector to help modernize government services.

Our Team:

The **GOLD** Standard of Service



Our business model is built on the GOLD core values, ensuring we provide the highest level of expertise to support your organization.

Go Beyond Excellence: Our teams consist of a network of consultants in the top quartile for technical delivery. We don't just meet requirements; we exceed them by ensuring every cloud solution is optimized for the long term.

Ownership: We pride ourselves on a core "can-do" attitude. We embed ourselves as part of your team, taking full accountability for outcomes and adapting seamlessly to the specific demands of your environment.

Learn & Innovate: Our diverse range of professionals are trained in a multitude of emerging technologies and recognized management techniques. We continuously evolve our skills to bring cutting-edge innovation to every project.

Deliver with Integrity: We maintain high client retention through a client-centric approach built on transparency. As a trusted partner, we rapidly respond and scale resources with honesty and reliability to meet your project peaks.

Service Overviews

Xynotech Design & Architecture Service

Our architecture services ensure that your digital transformation is built on a foundation of security, scalability, and efficiency. We provide expert-led design services to help public sector organizations transition from legacy environments to modern, cloud-native ecosystems.



Core Architectural Services

Cloud Strategy & Roadmap Definition: We collaborate with stakeholders to identify drivers for change and develop a multi-year architectural roadmap aligned with strategic outcomes.

Discovery & Alpha Phase Architecture: We conduct rapid technical discoveries to understand user needs, legacy constraints, and data requirements before moving into prototyping.

Hybrid & Multi-Cloud Design: We design resilient architectures across AWS, Azure, and GCP, ensuring seamless integration between cloud platforms and remaining on-premise infrastructure.

Well-Architected Framework Reviews: We perform deep-dive audits against the five pillars of the "Well-Architected Framework" (Operational Excellence, Security, Reliability, Performance Efficiency, and Cost Optimization).

Microservices & Serverless Architecture: We design modern, decoupled application architectures that utilize serverless functions and containerization (Kubernetes/Docker) to improve scalability and reduce overhead.

Cloud-Native Event-Driven ETL: We design real-time pipelines using serverless triggers (e.g., AWS Lambda, Azure Functions) and managed messaging (e.g., Kinesis, Pub/Sub) to process data instantaneously. This architecture eliminates batch delays, enabling immediate cloud analytics and AI-ready data availability through automated, auto-scaling workflows.

SecOps & Security Design

Security by Design & Compliance: We integrate security at the earliest planning stages (Shift-Left), ensuring adherence to GDS Service Standards and NCSC Cloud Security Principles.

Zero Trust Architecture (ZTA): We implement identity-centric security models that assume breach and require constant validation for every user and device.

Automated Security Governance: We design automated guardrails and "Compliance-as-Code" to ensure your environment remains within policy limits in real-time.

Identity & Access Management (IDAM) Design: We design robust Single Sign-On (SSO) and Multi-Factor Authentication (MFA) strategies for complex government estates.

Fine-Grained RBAC for SAML: We implement granular Role-Based Access Control within SAML identity federations, mapping complex organizational roles to specific cloud permissions. This ensures the Principle of Least Privilege during SSO, maintaining strict security boundaries across multi-cloud environments.

Data & Integration Architecture

Data Lake & Warehouse Design: We design scalable data architectures for large-volume government data projects, supporting advanced analytics and AI.

API Management & Integration: We design secure API gateways to expose legacy data to modern cloud applications, reducing technical debt.

Cloud-Native Data Security: We implement comprehensive data protection strategies including "Encryption-at-Rest" and "Encryption-in-Transit" using managed Key Management Services (KMS). We ensure compliance through automated data masking, tokenization, and strict governance policies to protect sensitive government information.

DevOps & Engineering Design

CI/CD Pipeline Architecture: We design enterprise-grade automated deployment pipelines that incorporate automated testing and security gates.

Infrastructure as Code (IaC) Strategy: We develop standardized patterns for provisioning infrastructure using tools like Terraform, CloudFormation, or Ansible to ensure environment consistency.

Site Reliability Engineering (SRE) Modeling: We design the operating models and monitoring dashboards (SLIs/SLOs) required to maintain high availability and performance.

Tooling Assessment & Selection: We conduct vendor-agnostic evaluations to identify the best tools for your specific DevOps and SecOps needs.

Incident-Based Monitoring Implementation: We design and deploy proactive monitoring solutions that trigger automated alerts and self-healing workflows based on specific system incidents. This ensures high availability by identifying and resolving defects early in the project lifecycle through real-time telemetry.

Bash & Python Automation Scripting: We utilize Bash and Python to develop custom automation scripts for environment provisioning and task orchestration. These scripts drive efficiency by automating repetitive engineering tasks and ensuring consistent configuration across cloud environments.

Xynotech DevOps & SecOps Services

Our DevOps and SecOps services focus on the delivery of Cloud and Digital Programmes with a strong emphasis on Agile methods and automation.

- Planning and management of DevOps and DevSecOps within your Cloud Programme.
- Deployment of DevOps and DevSecOps within development teams.
- Implementation of Agile Project Management within an Agile or Waterfall Programme.
- Embedded automation and continual improvement within your programmes.

Xynotech covers the full delivery lifecycle from architecture and design through to delivery and test management.

Service Features:

- DevOps and DevSecOps tooling and methods embedded as required.
- Hyper-scaler certified staff for AWS, Azure, and GCP.
- Multi-Cloud and Hybrid Cloud experience.
- Agile development using DevOps and DevSecOps, including Unit, System, and Integration Testing.

Service Benefits:

- Accelerated cloud migration or data-orientated solution delivery.
- Continuous improvements through Agile expertise.
- Reduced costs and delivery time using delivery patterns and test automation.
- DevSecOps practitioners offering continuous security improvements.

Xynotech AI Services

Scaling AI across operational systems remains a challenge for many organisations seeking measurable impact. Our team combines expertise in Generative AI, LLM engineering, Retrieval-Augmented Generation (RAG), Computer Vision, and AI advisory to help clients move from experimentation to production. We deliver secure, compliant, and cloud-ready AI solutions that accelerate transformation and reduce risk.

We provide end-to-end services—from discovery and feasibility to architecture design, implementation, optimization, and knowledge transfer. Our GDPR-compliant processes and pipelines ensure security and trust. With deployment flexibility across public, private, and hybrid clouds, we enable organizations to integrate AI seamlessly into existing systems. We also offer strategic guidance on deep learning and advanced ML adoption, helping clients plan for future capabilities while leveraging proven frameworks and cloud-native services.

Service Features:

- AI strategy, governance, and architecture planning
- LLM engineering, fine-tuning, prompt optimization, policy-aware code reviews
- Retrieval-Augmented Generation with semantic chunking and agentic workflows
- Data cleansing, schema parsing, and anonymization pipelines
- Trust-aware recommendation systems with Bayesian scoring and sentiment analysis
- Computer vision for document automation and fraud detection
- Advisory on deep learning and ML adoption strategies
- Cloud deployment options with secure integration
- Performance optimization and cost control strategies
- Agile delivery with SLAs and knowledge transfer

Service Benefits:

- Faster AI adoption with clear governance and risk controls
- Improved accuracy and relevance through tailored model fine-tuning
- Reliable answers reduce hallucinations and increase user trust
- Privacy-safe pipelines ensure compliance and secure data handling
- Fairer recommendations boost engagement and confidence
- Automated document processing saves weeks of manual effort
- Future-ready strategy for deep learning and advanced ML integration
- Flexible deployment accelerates integration across environments
- Lower costs and faster responses through optimization strategies
- Predictable delivery with SLA assurance

We continuously explore emerging technologies such as deep learning architectures, multimodal AI, and advanced ML strategies to enhance solution performance and scalability. Our commitment to innovation ensures clients can adapt to evolving requirements and leverage cutting-edge techniques responsibly. By combining proven expertise with forward-looking research, we help organizations stay ahead in a rapidly changing digital landscape.

Our proven experience in AI engineering and advisory ensures safe, scalable, and cost-effective solutions. We combine technical depth with strategic insight, helping organizations unlock new opportunities while meeting compliance and accessibility standards. Our approach prioritizes security, transparency, and measurable outcomes, making us a trusted partner for public sector transformation.

Xynotech Application & Hosting Support Services

Our Application and Hosting services focus on proactive monitoring, optimisation, and continuous improvement of hosted platforms.

- Performance and availability monitoring.
- Capacity planning and demand forecasting.
- Cost optimisation (FinOps-aligned practices).
- Automation of operational tasks.
- Operational health checks and service reviews.

Core Support & Hosting Services

Incident Management: Rapid triage, resolution, and communication for application incidents.

Problem Management: Root cause analysis and permanent fixes for recurring issues.

Change & Release Support: Safe deployment and validation of application updates.

Application Maintenance: Bug fixes, minor enhancements, and configuration updates.

Knowledge Management: Documentation and runbooks to support service continuity.

Hosting & Infrastructure Support

Cloud Hosting Support: Ongoing management of AWS, Azure, and GCP workloads.

Hybrid Infrastructure Support: Integration and support of on-premise and cloud environments.

Patch & Update Management: OS and platform patching aligned to maintenance windows.

Backup & Recovery: Managed backup policies and recovery testing.

Disaster Recovery Support: DR planning, testing, and invocation support.

Cloud Operations & Service Management

ITIL-Aligned Processes: Incident, problem, change, and request fulfilment.

Monitoring & Alerting: Centralised observability using cloud-native and third-party tools.

Capacity & Availability Management: Ensuring platforms meet demand and SLA targets.

Service Reporting: Regular operational and performance reporting.

Security Operations & Compliance

Security Monitoring: Proactive detection of security events and anomalies.

Vulnerability Management: Regular scanning and remediation support.

Access Management Support: Role-based access and identity integration.

Compliance Support: Alignment with organisational and regulatory security requirements.

Incident Response Support: Security incident triage and coordination.

Security Operations & Compliance

We offer flexible support models tailored to customer needs.

Support Hours: Business hours or 24/7/365.

Response & Resolution Targets: Defined per service tier.

Escalation Management: Clear escalation paths and communication protocols.

Service Reviews: Regular operational and SLA reviews.



Xynotech Odoo Services

At **Xynotech**, we specialise in delivering expert Odoo services that drive growth, streamline operations, and enhance efficiency for your business. As certified Odoo partners, we focus on providing customised, scalable ERP solutions that meet the unique needs of your business, ensuring you get the most out of Odoo's full potential.

Skilled Odoo experts: Collaborate directly with our experienced Odoo developers and technical leads, bringing top-notch expertise to tackle your unique needs.

Real-time communication: Stay connected and get quick responses through WhatsApp, Slack, or Google Meet, ensuring you're always up to date and supported.

Rigorous code quality: We ensure every line of code meets the highest standards, with thorough reviews by our tech lead before delivery, so you get reliable, quality solutions.

Odoo – Implementation, Configuration and Customization Services

We provide Odoo Implementation, Configuration, and Customization services to deliver fully aligned ERP solutions through structured deployment, tailored configurations, secure integrations, data migration, automation, and comprehensive testing—ensuring smooth go-live, optimized operations, scalable architecture, and systems precisely matched to business processes and operational requirements.



Odoo – Ongoing Support Services

Xynotech provides comprehensive Odoo support services through continuous system assistance, proactive monitoring, performance optimization, maintenance, security management, and user support, ensuring stable operations, rapid issue resolution, secure environments, reliable integrations, high system availability, and sustained business continuity across the entire Odoo ERP lifecycle.

Odoo – Upgrade and Migration Services

Xynotech is an official Odoo Partner providing end-to-end ERP solutions. We specialize in complete Odoo module configuration, bespoke customization, and advanced development, enabling seamless integration, scalable architecture, optimized workflows, real-time insights, and tailored solutions aligned with unique business processes and industry-specific operational requirements.

Odoo – Managing Hosting Services

We have the expertise and readily available resources to deliver Odoo Managing Hosting Services, providing secure, scalable, and high-availability infrastructure through proactive monitoring, performance optimization, backup and disaster recovery, robust security controls, and compliance oversight—ensuring reliable operations, data protection, seamless scalability, and uninterrupted business continuity for Odoo ERP environments.

Xynotech Application Development & Support Services

Xynotech offers a range of software development services, including:

Custom Software Development:

We develop custom software solutions that meet the unique needs of our clients.

Mobile App Development: We develop mobile apps for Android and iOS devices that are designed to provide an exceptional user experience.

Web Development: We develop custom web applications that are designed to provide an exceptional user experience and meet the specific needs of our clients.

ERP Implementation: We have partnered with Odoo to provide an ERP platform that is both extensively functional and cost-effective.

BI dashboard integration: Seamlessly connect Odoo with PowerBI to transform new business data into real-time interactive dashboards, enabling smarter, faster decisions.

Our team of experts is highly skilled in advanced technologies such as:

Machine Learning: We have expertise in developing machine learning models that can be trained on large datasets to make predictions and decisions.

Deep Learning: We have experience in developing deep learning models that can learn complex patterns and relationships in data.

Data Science: We have expertise in extracting insights from large datasets using data science techniques and tools.

Virtual and Augmented Reality: We have experience in developing immersive experiences using virtual and augmented reality technologies.



XYNOTECH
ENABLING CUSTOMER SUCCESS

Xynotech Ltd

PHONE

+44 20 3933 8118

EMAIL TO

uk@xynotech.com

WEBSITE

www.xynotech.com

ADDRESS



Suite LG06, 1 Quality Court, Chancery Lane, London, WC2A 1HR, UK