

Service Definition Document

Application Support and Maintenance Services

Spyrosoft Ltd

Application Support and Maintenance Services – Why Buy this Service

Spyrosoft provides application support and maintenance services to organisations that require reliable, ongoing operation of cloud-based and legacy digital systems.

We ensure applications remain secure, resilient, and available through proactive monitoring, incident and problem management, defect resolution, and continuous improvement. Our approach supports stable service operation while addressing technical debt and evolving operational requirements.

This service is suitable for organisations seeking an experienced partner to support and maintain business-critical applications, reduce operational risk, and ensure services continue to meet agreed performance, security, and availability standards.

Service Features

- Managed support of legacy and heritage applications
- Low-code development platforms
- Mobile App development services
- Proactive monitoring and incident management
- Problem management and root cause analysis
- Security patching and vulnerability management
- Defect resolution and minor enhancements
- Flexible approach to Service creation
- Multi-sector Managed Services experience

Service Benefits

- Improved service availability and reliability
- Reduced operational risk and unplanned downtime
- Extended lifespan of legacy and heritage systems
- Faster incident resolution and recovery times
- Predictable service performance and support costs
- Continuity of service through permanent support teams
- Increased confidence in operational service delivery
- Alignment with GDS Service Manual and Government Service Standard

About Spyrosoft

Spyrosoft is an international technology consultancy and managed services provider supporting organisations to design, build, operate, and improve business-critical digital services.

We work with public and private sector organisations that operate complex application, data, and infrastructure environments, including those with legacy estates, high availability requirements, and strict governance or security obligations.

Spyrosoft operates a UK-led delivery model, with UK-based account management, service governance, and client engagement, supported by experienced nearshore delivery teams in Poland. This model enables us to provide scalable, cost-effective services while maintaining clear accountability, security assurance, and consistent service quality.

We are technology-agnostic and work across cloud, hybrid, and on-premise environments. Our teams support the full service lifecycle, from discovery and transition through to steady-state managed service and continuous improvement. We are experienced in working within multi-supplier and SIAM-style environments, collaborating effectively with internal teams, incumbent suppliers, and third-party vendors.

Spyrosoft places strong emphasis on professionalism, transparency, and long-term partnership. We focus on delivering reliable outcomes, reducing operational risk, and supporting our clients to run sustainable services that can evolve.

Who We Work With

Spyrosoft works with organisations that operate complex, high-availability, or mission-critical services, including those in the public sector, regulated industries, and enterprise environments. We have experience supporting:

- Central and local government bodies
- Public sector agencies and arm's-length organisations
- Regulated and compliance-driven organisations
- Large enterprises with complex legacy estates
- Organisations undertaking cloud migration, service transition, or digital modernisation

Our teams are experienced in working within multi-supplier ecosystems, collaborating effectively with internal teams, incumbent suppliers, and third-party vendors to deliver joined-up outcomes and minimise delivery risk.

How We Work With Public Sector Clients

Spyrosoft has experience supporting public sector organisations operating within complex governance, regulatory, and assurance frameworks. We understand the importance of transparency, accountability, and continuity of service when delivering services that support public-facing or business-critical functions.

We work collaboratively with our clients to establish clear objectives, delivery models, and governance structures at the outset of each engagement. Our approach is designed to integrate effectively with existing client teams, processes, and suppliers, and to operate successfully within multi-supplier or SIAM-style environments.

Spyrosoft places strong emphasis on clear communication and structured governance. We agree on appropriate reporting, escalation, and review mechanisms to ensure that progress, risks, and issues are visible and actively managed. We support clients throughout the full lifecycle of services, from initial discovery and transition through to steady-state delivery and continuous improvement.

Our teams are accustomed to working in environments where auditability, documentation, and evidence-based decision-making are essential. We take a pragmatic, proportionate approach to assurance, ensuring that controls support delivery outcomes without introducing unnecessary overhead.

Security, Governance & Assurance Approach

Spyrosoft recognises that security, governance, and assurance are critical to the successful delivery and operation of public sector digital services. We embed these considerations into our delivery and service management practices from the outset of each engagement.

We operate defined governance structures that provide clear accountability for service delivery, decision-making, and escalation. UK-based account and service leadership retain overall responsibility for governance, supported by delivery and technical leads as appropriate to the engagement.

Security is addressed through a combination of people, process, and technology controls. Spyrosoft ensures that staff are appropriately vetted in line with role and client requirements, and that access to systems and information is controlled and auditable. Where required, we support services that operate within government security standards, including BPSS and SC clearance eligibility.

Our approach to assurance includes:

- Clear documentation of service scope, responsibilities, and processes
- Ongoing monitoring of service performance against agreed measures
- Proactive identification and management of risks and issues
- Structured knowledge transfer and handover

We work closely with clients to align our security and assurance practices with their organisational policies and compliance obligations, ensuring services remain robust, transparent, and sustainable throughout their lifecycle.

The Team at Spyrosoft

Spyrosoft's teams are composed of experienced professionals across software engineering, application support, infrastructure, cloud platforms, service management, and business analysis. Our people are selected not only for their technical expertise, but also for their ability to work collaboratively within client environments. Teams are comfortable operating as:

- Fully managed Spyrosoft delivery teams
- Integrated extensions of client teams
- Part of multi-supplier or SIAM-style delivery models

We place strong emphasis on professionalism, accountability, and clear communication. Our teams operate using well-established delivery and service management practices, with a focus on reliability, continuous improvement, and measurable outcomes.

Client Partnership

Spyrosoft adopts a partnership-based approach to service delivery. For each engagement, we appoint a named UK-based Account Manager or Service Lead who is responsible for:

- Overall service accountability
- Governance and escalation
- Commercial and contractual management
- Relationship management and continuous improvement

This role is supported by delivery management and technical leadership to ensure that services remain aligned with client objectives and operational priorities.

We work collaboratively with clients to establish clear governance structures, reporting mechanisms, and communication cadences. We aim to build long-term, trusted relationships that deliver sustained value rather than transactional delivery.

People Management

Spyrosoft places significant importance on the well-being, development, and performance of our people, recognising that service quality is directly linked to team stability and engagement. Our people management approach includes:

- Clear role definition and expectations
- Ongoing performance management and feedback
- Access to technical leadership and mentoring
- Structured knowledge sharing and documentation

We actively manage team continuity to minimise disruption. Where personnel changes are unavoidable, we work closely with the client to ensure:

- Advance notice where possible
- Structured handover and knowledge transfer
- Minimal impact on service quality or delivery timelines

People Vetting

Spyrosoft undertakes appropriate vetting and background checks in line with client and engagement requirements.

As a minimum:

- All staff undergo pre-employment screening and reference checks
- Identity and right-to-work verification is completed
- Background checks are conducted appropriately for the role

Where required, Spyrosoft can provide personnel who hold, or are eligible to obtain, UK Government security clearance, including BPSS and SC, subject to role requirements and client approval. We work proactively with clients to ensure vetting requirements are understood and met prior to service commencement.

Pricing & Quality of People

Spyrosoft is committed to providing high-quality, experienced professionals who deliver reliable outcomes and long-term value.

Our pricing reflects:

- The seniority and expertise of our people
- The flexibility of our UK, hybrid, and nearshore delivery model
- The reduced delivery risk associated with experienced teams and proven processes

We offer both:

- Time and Materials engagements using transparent rate cards
- Fixed-price or outcome-based models where scope and risk are clearly defined

Our recruitment process is rigorous, ensuring that individuals possess the technical capability, professional maturity, and communication skills required to operate effectively in public sector and enterprise environments.

Outcome-based Value-Add Activities

Spyrosoft actively seeks to add value beyond contractual obligations, supporting clients to maximise the long-term success of their services.

Outcome based, value-adding activities may include:

- Proactive service improvement recommendations
- Knowledge transfer and skills uplift for client teams

- Support with future planning, road-mapping, and service evolution
- Participation in governance, assurance, or stakeholder forums
- Sharing of best practices drawn from comparable engagements

We treat documentation, handover, and knowledge sharing as core deliverables, ensuring clients retain control and understanding of their services both during and after Spyrosoft's involvement.

Spyrosoft ESG Strategy & Commitments

At Spyrosoft, we take our ESG commitments seriously and have recently begun a structured programme to strengthen our environmental, social, and governance practices. Phase one of our ISO 14001 implementation is underway, reflecting our dedication to responsible environmental management, while our 2025 CDP disclosure B score demonstrates measurable progress in sustainability reporting. On the social side, we prioritise our workforce through fair employment practices, wellbeing initiatives, and an inclusive culture. Flexible working, learning and development opportunities, and Mental Health First Aid training are embedded in our daily practices, supporting the growth, engagement, and well-being of our employees. We are consolidating these efforts into a formal "Our People" ESG policy and introducing workforce indicators to make our impact more visible.

Looking ahead, Spyrosoft continues to focus on diversity, equity, and inclusion, fair recruitment, and career progression as part of a broader roadmap to strengthen ESG performance. Plans include formalising DE&I statements, embedding recruitment and advancement guidelines, and exploring pathways such as support for ex-military recruitment. Responsible technology practices, including governance, data protection, and sustainable delivery standards, are also key priorities, particularly around AI, where guardrails and supply chain considerations are being actively scoped. These initiatives reflect an ongoing commitment to embedding ESG awareness and structured improvement across the business.

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