

# G-CLOUD 15

SERVICE DEFINITION DOCUMENT  
UNIFIED PROCESS AUTOMATION

# Contents

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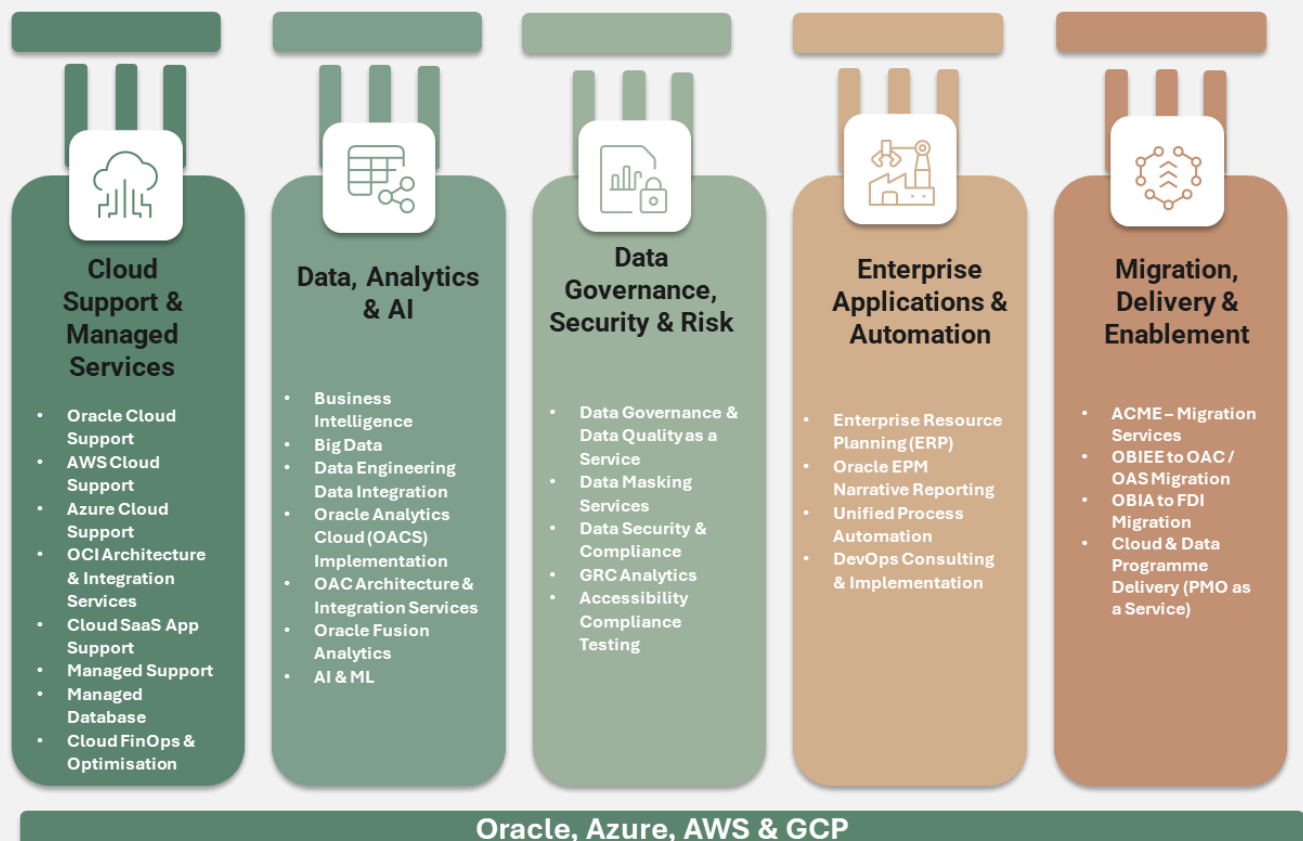
|                                                     |           |
|-----------------------------------------------------|-----------|
| <b>1. About VAAMG Consulting .....</b>              | <b>3</b>  |
| <b>2. Service Overview .....</b>                    | <b>4</b>  |
| 2.1 Service Name.....                               | 4         |
| 2.2 Service Objective.....                          | 4         |
| 2.3 Service Description.....                        | 4         |
| 2.4 Tech Stack & Intended Customers.....            | 4         |
| 2.5 Service Offerings .....                         | 5         |
| 2.6 Service Benefits.....                           | 6         |
| 2.7 Service Support window .....                    | 7         |
| 2.8 Service Levels .....                            | 7         |
| <b>3. Service Onboarding &amp; Offboarding.....</b> | <b>8</b>  |
| 3.1 – key tasks for Onboarding of services .....    | 8         |
| 3.2 – key tasks for Off-boarding of services .....  | 9         |
| <b>4. Pricing Models .....</b>                      | <b>10</b> |
| <b>5. Engagement &amp; Support Models .....</b>     | <b>10</b> |
| <b>6. Contact Us.....</b>                           | <b>11</b> |

# 1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and Salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

## Our Service Portfolio



## 2. Service Overview

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### 2.1 Service Name

**Unified Process Automation**

### 2.2 Service Objective

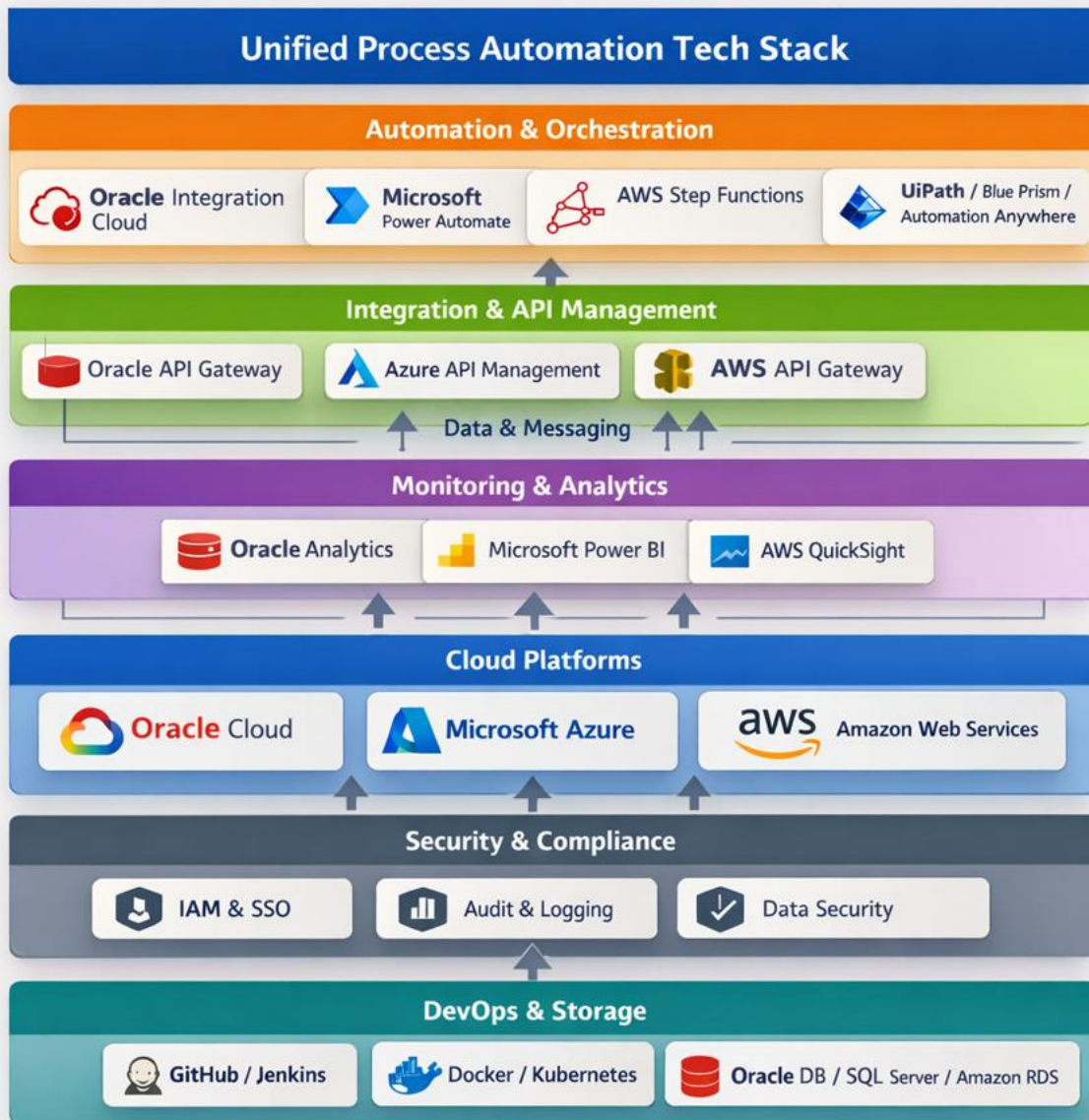
The service objective of process automation is to automate and streamline business processes across Oracle, Microsoft, and AWS platforms and enhance efficiency by eliminating manual tasks and reducing human error. Process automation targets to Improve workflow visibility, Orchestration capabilities and enable cross-platform integration to synchronize processes seamlessly.

### 2.3 Service Description

Unified Process Automation provides a comprehensive solution to automate and optimize business processes spanning Oracle, Microsoft, and AWS environments. Leveraging advanced workflow automation tools and integration capabilities, this service enables organizations to achieve higher productivity and agility in their operations. By orchestrating processes across diverse cloud platforms, businesses can streamline operations and accelerate digital transformation initiatives.

### 2.4 Tech Stack & Intended Customers

- All cloud platforms ( Azure, AWS, Oracle, Salesforce)
- All Enterprise Users including Public and private sector clients



## 2.5 Service Offerings

### ❖ Process Discovery & Automation Opportunity Assessment

- Conduct structured process discovery workshops and data-led analysis to identify high-value, automation-ready processes.
- Assess suitability for rule-based automation, workflow orchestration, and system-to-system automation.
- Prioritise opportunities based on business impact, risk, complexity, and ROI.

### ❖ Workflow Design & Automation Development

- Design and build automated workflows aligned to business processes using intuitive, low-code / visual orchestration tools.
- Create scalable, reusable automation components that support both operational and strategic processes.

- Ensure workflows are secure, auditable, and compliant with organisational and regulatory requirements.

#### ❖ **Cross-Platform Integration & Orchestration**

- Configure seamless integrations across **Oracle, Microsoft, AWS, and third-party platforms** to enable end-to-end process automation.
- Enable real-time and event-driven data exchange between enterprise systems, applications, and services.
- Support API-led and message-based integration patterns to reduce dependency on manual interventions.

#### ❖ **Rule-Based & Event-Driven Automation**

- Implement rule-based logic, triggers, and conditional actions to automate decision-making processes.
- Enable event-driven automation to respond dynamically to business events, thresholds, or exceptions.
- Reduce reliance on manual approvals and repetitive decision tasks while maintaining governance and control.

#### ❖ **Monitoring, Analytics & Performance Management**

- Monitor automated processes in real time through centralized dashboards and orchestration views.
- Use analytics to track throughput, success rates, exceptions, and performance bottlenecks.
- Provide actionable insights to support operational teams and service managers.

#### ❖ **Continuous Optimisation & Automation Lifecycle Management**

- Apply a structured **Continual Improvement** approach to refine, enhance, and scale automation over time.
- Incorporate feedback, performance data, and changing business requirements into ongoing enhancements.
- Ensure automation remains aligned with evolving platforms, policies, and organisational objectives.

## 2.6 Service Benefits

#### ❖ **Operational Efficiency & Productivity Gains**

- Eliminate repetitive manual tasks, reduce human error, and increase throughput across business processes.

- Free up staff capacity to focus on higher-value, strategic, and customer-facing activities.
- ❖ **End-to-End Visibility & Governance**
  - Gain enhanced visibility and control through centralized monitoring, orchestration, and reporting.
  - Improve auditability, compliance, and accountability across automated workflows.
- ❖ **Improved Agility & Responsiveness**
  - Rapidly adapt processes to changing business requirements, policies, and market conditions.
  - Enable faster implementation of new services, enhancements, and regulatory changes.
- ❖ **Faster Time-to-Market**
  - Streamline process execution and approvals, accelerating delivery of new products and services.
  - Reduce dependencies on manual handoffs and fragmented systems.
- ❖ **Cost Optimisation & Resource Efficiency**
  - Reduce operational costs by optimising resource utilisation and minimising rework.
  - Maximise return on investment through scalable, reusable automation assets.
- ❖ **Accelerated Digital Transformation**
  - Enable enterprise-wide automation as a foundation for broader digital transformation initiatives.
  - Support modern, cloud-enabled operating models across Oracle, Microsoft, and AWS ecosystems.
- ❖ **Embedded Continuous Improvement & Innovation**
  - Drive a culture of continuous improvement using data-driven insights from automated processes.
  - Create an innovation-led operating environment where automation evolves alongside business needs.

## 2.7 Service Support window

- **Onshore Support (UK-based):**  
09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
- **Hybrid Support (Onshore + Offshore):**  
24x7 support coverage, including weekends and public holidays.

## 2.8 Service Levels

| Level           | Scope of Service                                                                                                                                                                                                              |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Basic</b>    | Entry-level support suitable for organizations with basic data provisioning needs such as assistance with accessing and retrieving predefined datasets. Basic guidance on data loading and ingestion processes                |
| <b>Standard</b> | Comprehensive support level suitable for organizations with moderate data provisioning needs such as Customized data provisioning solutions, Assistance with data integration, transformation etc.                            |
| <b>Premium</b>  | Elite support tier offering personalized assistance and proactive guidance for mission-critical data provisioning initiatives. Dedicated account manager and support team for personalized assistance and strategic guidance. |

## 3. Service Onboarding & Offboarding

### 3.1 – key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity, accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

#### Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

#### Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

#### Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

#### Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

### **Infrastructure, Tools & Security Setup**

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).
- Provision client and team access in line with security policies and client requirements.

### **Service Level & Reporting Setup**

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

### **Kick-off Meeting**

- Conduct the kick-off session with the client and project team to formally launch the engagement.
- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

## **3.2 – key tasks for Off-boarding of services**

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

### **Transition Planning**

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.
- Define transition timelines, handover processes, and post-project support arrangements.

### **Knowledge Transfer**

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

### **Deliverables & Closure Activities**

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

### **Feedback & Evaluation**

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

### **Contract Closure & Post-Support**

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

## **4. Pricing Models**

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At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models.

Please refer to our Pricing document for details and rate cards. We are happy to provide a quotation for service upon request.

## **5. Engagement & Support Models**

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VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories.

Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

| Resource Augmentation Model                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Statement of Work (SoW) Model                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and cost-effectiveness while maintaining control on delivery.</p> <p><b>Key Features</b></p> <ul style="list-style-type: none"><li>❖ On-demand skilled resources (onshore / offshore / hybrid)</li><li>❖ Scalable team capacity based on project phases</li><li>❖ Full integration with partner/client's processes and tools</li><li>❖ Best suited in scenarios with interdependency in deliverables</li></ul> | <p>Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects with clear timelines, outputs, and responsibilities.</p> <p><b>Key Features</b></p> <ul style="list-style-type: none"><li>❖ Clearly defined scope, timeline, and milestones</li><li>❖ Fixed or milestone-based pricing</li><li>❖ End-to-end delivery accountability</li><li>❖ Suited for independent delivery scenarios with clearly defined separation of duties</li></ul> |

## 6. Contact Us

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