



Service Definition Document

Service Provider: Illuminet Solutions Ltd.

Service Name: Robotic Process Automation and Intelligent Automation

Service type: Cloud Hosted RPA & IA Orchestration

Framework: G-Cloud 15



G-Cloud 15



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What is our RPA & IA Service?

This service delivers end-to-end Robotic Process Automation (RPA) and Intelligent Automation (IA) solutions designed to transform public sector operations. Our approach combines service design, process automation, artificial intelligence, low-code solutions, and data analytics to enable UK public sector organisations to automate repetitive tasks, streamline complex processes, and ultimately free their staff to focus on core public service delivery missions.

Comprehensive suite of capabilities from foundational task automation to intelligent, self-healing processes

Human-centred design and agile implementation

Sustainable knowledge transfer to build long-term capability





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Who the Service is For

Organisation Types

- Central government departments and agencies
- Local authorities and combined authorities
- NHS trusts and healthcare organisations
- Police forces and emergency services
- Educational institutions
- Arm's length bodies and public corporations
- Devolved administrations
- Non-profit and charity organisations

Public Sector Challenges

- Constrained budgets requiring demonstrable value for money
- Complex legacy IT estates and diverse system landscapes
- Stringent data protection, security, and compliance requirements
- Need for citizen-focused service delivery improvements
- Requirements for transparency and accountability
- Skills gaps and capacity constraints
- Pressure to deliver digital transformation whilst maintaining service continuity

What the Service Provides

Design & Strategy



- Service Design and Discovery
- Applied Artificial Intelligence (strategic adoption)

Automation & AI



- Robotic Process Automation (RPA)
- Intelligent Automation
- Intelligent Document Processing

Platforms & Integration



- Low-Code App Development
- Process Orchestration and Integration
- Data and Analytics

Operate & Enable



- Centre of Excellence Implementation
- Managed Services
- Training and Enablement



Use Cases: **Finance & Admin**

Invoice processing & accounts payable automation



Purchase order management and procurement workflows



Expense claim processing and reconciliation



Financial reporting and consolidation



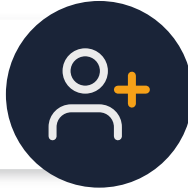
Budget monitoring and variance analysis





Use Cases: **Human Resources**

Employee onboarding & offboarding processes



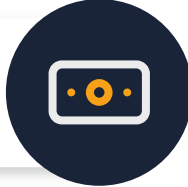
Leave and absence management



Recruitment workflow automation



Payroll processing and validation



HR data management and reporting





Use Cases: **Citizen Services**

Application processing and case management



Citizen enquiry handling and triage



Appointment scheduling and notifications



Forms processing and data extraction



Service request routing and tracking





Use Cases: Healthcare

Patient appointment scheduling and reminders



Referral management and processing



Clinical data extraction and record updates



Prescription processing



Bed management and capacity planning





Use Cases: **Compliance & Governance**

Regulatory reporting automation



Audit trail generation and compliance checking



Freedom of Information request processing



Data quality monitoring and cleansing



Policy compliance monitoring





Use Cases: **IT Operations**

User account provisioning and management



System monitoring and incident response



Software deployment and patching



Data backup verification



Report generation and distribution





Service Features

Technology Agnostic

Platform-independent,
vendor-neutral implementation



Flexible Delivery Models

Ad-hoc, blended teams, dedicated
squads, managed services



Comprehensive Methodology

Strategy, Discovery, Design, Delivery,
Management, Optimisation



Enablement-Focused Philosophy

Knowledge transfer,
CoE frameworks, training





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Operational Efficiency

Process cycle times are reduced by 50–90% for suitable processes, enabling faster service delivery. Manual effort is reduced, freeing staff capacity equivalent to full-time roles.

Unattended automation enables 24/7 processing without overtime costs or delays.



Quality & Accuracy

Human errors in data entry and transcription are eliminated, improving data quality. Processes are executed consistently to ensure compliance with policies and procedures.

Complete audit trails provide transparency and support regulatory compliance.



Staff Experience

Staff are freed from repetitive, low-value tasks, allowing greater focus on complex and citizen-facing work.

Automation creates opportunities to build digital & automation skills within the workforce. This improves job satisfaction by enabling more meaningful work.



Citizen Experience

Processing times for applications, enquiries, and service requests are reduced, resulting in faster response times.

Self-service capabilities and 24/7 processing extend service availability for time-critical needs. Improved accuracy reduces errors, rework, and frustration.



Service Options & Deployment

Software as a Service (SaaS) - Recommended

Cloud-native automation platforms including UiPath Automation Cloud, Microsoft Power Platform, and Blue Prism Cloud enable rapid deployment with minimal infrastructure requirements. Automatic updates, access to new features, and consumption-based or subscription pricing models reduce total cost of ownership. Elastically scalable compute resources, built-in resilience, and disaster recovery support reliable and cost-effective service delivery.

Hybrid Cloud

Hybrid cloud combines cloud-based orchestration with on-premises execution where required, making it suitable for organisations with specific data residency or connectivity constraints. Automation components can be deployed flexibly based on technical and security requirements.

Private Cloud or On-Premises

Automation solutions can be deployed within client-managed infrastructure, including private cloud environments or data centres, where cloud adoption is restricted by security classification or policy. Clients retain responsibility for infrastructure, patching, and availability, with higher implementation complexity and total cost of ownership.



Onboarding & Implementation

Getting Started

- Interactive kick-off workshop with key stakeholders
- VMOST analysis (Vision, Mission, Objectives, Strategy, Tactics) and scope definition
- Stakeholder interviews, user research, and process documentation
- Technical architecture review, platform evaluation, and integration feasibility
- Solution design, iterative build, and testing through agile sprint cycles
- Deployment, hypercare support, and transition to business-as-usual operations
- Training, knowledge transfer, and benefits tracking

Scope, responsibilities, and timescales are agreed per customer





Support & Service Management

Ongoing Operation and Assurance

Business-as-usual operation of automation solutions

Ongoing monitoring, support, and incident management

Performance reporting and service level management

Defined SLAs to ensure availability and reliability

Change, maintenance, and optimisation of automations

Periodic health checks and continuous improvement identification

Benefits realisation tracking and optimisation



Support model, service levels and responsibilities are agreed per customer

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Constraints & Dependencies

Automation Solutions require stable, documented IT systems & processes

Screen-based RPA may be impacted by UI changes in target applications

Automation solutions require stable, documented IT systems and processes

API-based integrations depend on available interfaces & documentation

High-variation or low-volume processes may not achieve positive ROI

Processes must be sufficiently standardised and rule-based to deliver value

High-variation or low-volume processes may not achieve positive ROI

Active business engagement & change management are critical to benefits

Assumptions and constraints are validated during discovery and managed through governance

Compliance and Information Security

All automation solutions are designed and delivered in accordance with UK public sector security, data protection, and compliance requirements. Security and privacy are embedded by design throughout the service lifecycle, from discovery and development through to operation and optimisation.

- ISO 27001 certified operating practices
- GDPR-compliant, privacy-by-design automation solutions
- Full audit trails and principle of least privilege applied

Automation solutions operate within client security policies and controls

Ownership of Deliverables

All intellectual property owned by the client prior to the engagement remains the client's property, including existing processes, data, systems, and documentation. The supplier retains ownership of its pre-existing methodologies, frameworks, tools, and accelerators.

Intellectual property in bespoke automation solutions and deliverables created specifically for the client vests in the client on creation and upon payment. The supplier may reuse anonymised and genericised learnings for internal purposes, training, and methodology enhancement.



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Charges & Payment

Commercial Terms

Charges defined based on selected pricing model and engagement type

Invoices issued monthly unless otherwise agreed

Payment terms aligned to agreed contract and framework conditions

Charges exclusive of VAT

Licensing costs for third-party platforms procured separately by the client

Commercial terms are agreed as part of the call-off contract



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Pricing Models

The service is available through flexible pricing models selected based on scope, maturity, and risk profile. Engagements may be delivered on a time and materials, fixed-price, retainer, or outcome-based basis, depending on the nature of the work.

Pricing and call-off options are available via G-Cloud 15, with commercial terms agreed as part of the individual contract. Third-party platform licensing is procured separately by the client, with guidance provided where required.

Contract terms

Service terms are agreed per call-off contract and aligned to framework conditions. Either party may suspend or terminate services in line with contractual notice provisions, governance arrangements, and applicable legal or security requirements.

Where suspension occurs, actions are taken to protect service continuity, security, and data integrity. Termination is managed through agreed exit and transition processes.

On termination, access to the service and automation environments ends in accordance with the Agreement. Automation artefacts, documentation, and agreed deliverables are handed over to the client, with data handled in line with retention and deletion policies.

Exit assistance, including knowledge transfer or data export support, may be provided as an agreed professional service to support continuity following contract end.

The Agreement is governed by the laws of England, with disputes subject to the exclusive jurisdiction of the English courts.