



Service Definition Document

Service Provider: Illuminet Solutions Ltd.
(Illuminet)

Service Name: Biomni

Service type: Self-service Portal for
Procurement & Request Management
(Cloud Hosted or On-Premise)

Framework: G-Cloud 15





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Service Overview

A functional yet flexible solution to help deliver IT as-a-Service

Biomni is a modern service experience platform, created by Biomni Ltd., a wholly owned subsidiary of Illuminet. It enables organisations to deliver, manage, and automate services through a single, intuitive interface.

It brings together self-service, service catalogues, workflows, and integrations to streamline service delivery across IT, shared services, and managed service providers.

This enables Enterprise and Service Providers to drive tailored self-service experiences that improve service levels and employee productivity, and provides your business with an additional “services-wrapping” that will help you deliver fulfilment as-a-service.





Features & Benefits

Service Requests

User profiles, access controls, communication security and multi-tenant operations ensure security & control over your Biomni Portal.



Workflow

Leverage Biomni's workflow engine to automate service request fulfilment or handoff to your chosen automation platform.



Approval

A wide range of rule-based options that map to virtually any internal approval process, ensuring business processes and compliance are upheld.



Catalogues, Suppliers & Bundles

Capture business requirements through highly configurable forms that can be dynamically validated and invoke workflows & integrations with other systems.



Internal Request Fulfilment

Requests can be fulfilled from within Biomni by creating a context based workflow, capable of managing requests through to delivery



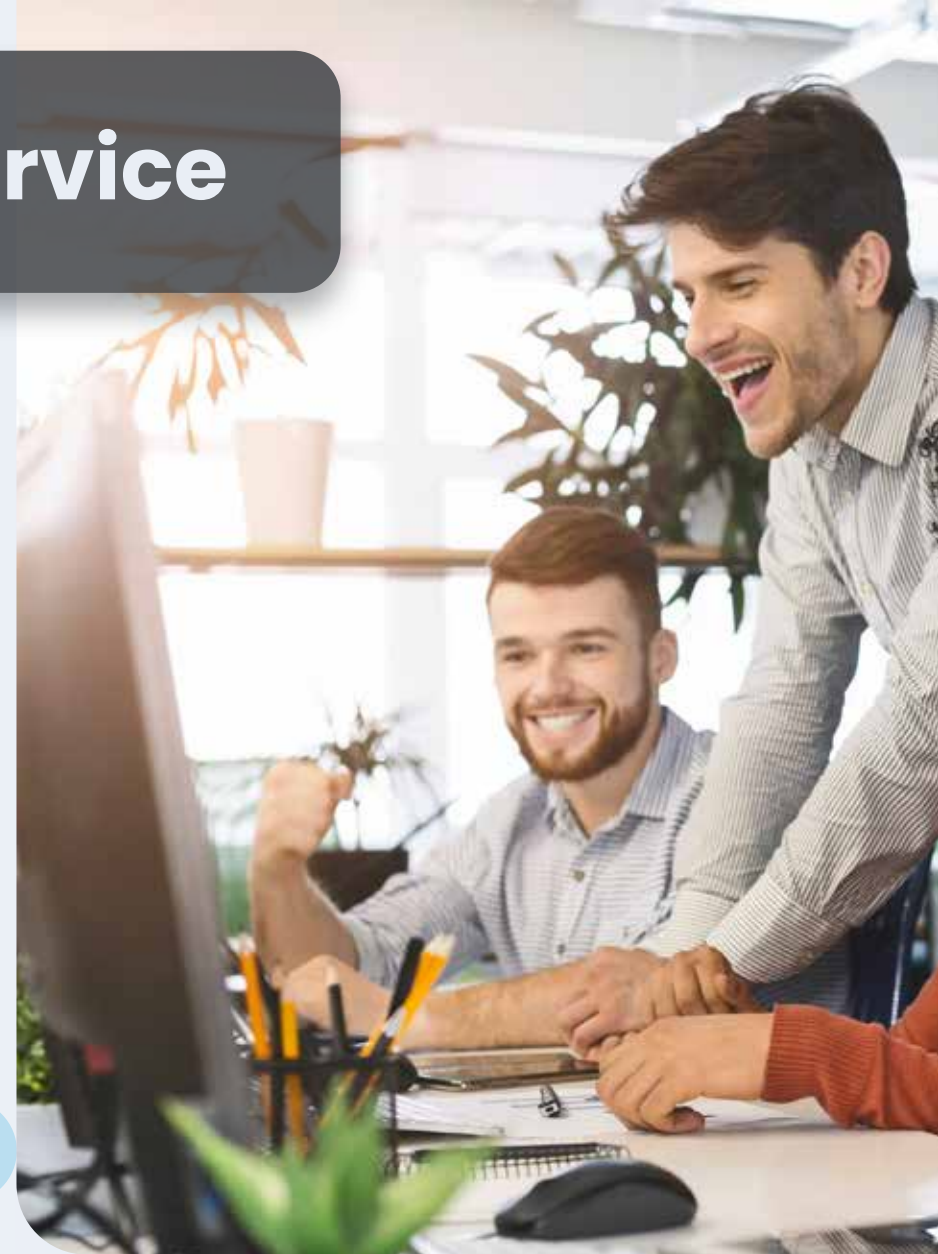


One Platform for Every Service

Employees and customers expect the same simplicity from internal services as they do from consumer technology.

Biomni delivers that experience, centralising all service requests, information, and workflows in one place.

From IT and HR to Facilities and Finance, **Biomni** provides a consistent, scalable way to request, track, and deliver services across the enterprise.





Self-Service That Actually Gets Used

Biomni provides a clean, intuitive self-service experience designed for real users, not just administrators.

Browse and request services from a central catalogue

Track request progress in real time

Access relevant knowledge and guidance alongside requests

Reduce support calls and manual interventions

The result: faster fulfilment, higher satisfaction, and lower operational overhead.



Service Catalogues Built for Scale

Create structured, easy-to-navigate service catalogues that reflect how your organisation really works.

Define services with clear options, pricing, and fulfilment rules

Support multiple departments and service types

Tailor catalogues by user role, location or even business unit

Maintain consistency while allowing flexibility

Biomni turns service delivery into a repeatable, predictable process





Workflow & Approval Automation



Biomni includes a powerful workflow engine that automates request handling from submission to fulfilment.

Configurable approval paths

Policy-driven routing and escalation

Automated task creation and hand-offs

End-to-end visibility for teams and users

Automation removes friction, reduces errors, and frees teams to focus on higher-value work



Built for Shared Services and MSPs

Biomni is designed to support complex, multi-organisation environments.

Multi-tenant architecture



Customer-specific branding and catalogues



Secure data separation



Centralised administration with local control



This makes Biomni ideal for managed service providers and enterprise shared service teams operating at scale.



Seamless Integration with Your Ecosystem

Built to work with your **existing tools**

Biomni integrates with the systems you already rely on, acting as the experience layer across your service landscape.

It connects with ITSM and service management tools, identity and access management, HR, finance, and other business systems, with support for custom integrations via APIs.

Users interact with a single platform, while teams retain their existing tools.





Insight & Control Built In

Gain visibility into service demand, performance, and outcomes through insights into request volumes & trends, fulfilment times and bottlenecks, and service usage across departments or customers.

This data supports continuous improvement, helping you understand what's working, and where to optimise.

Service Requests



Integrate your existing and chosen systems and platforms to automate processes and improve service delivery

Reporting



Powerful report generation tools support wide ranging report requirements, in several output formats

Service Level Agreement



Allows measurement of time-based metrics across a request's lifecycle, typically within the fulfilment workflow



Why Biomni?

A single pane of glass for end-users to self-help & self-serve

Unified experience across all services



Designed for real users, not just IT



Flexible and scalable for enterprises and MSPs



Automation-first approach to service delivery



Future-ready platform for evolving service models



Compliance and Governance:

Biomni has retained ISO27001 certification for information security management, in 2025. Biomni and the Client will comply with applicable data protection law and the contractual documents that apply to the service, including:

- **The Data Processing Agreement (DPA) (as referenced in the Biomni Terms and Conditions)**
- **Biomni's Information Security Policy (as referenced in the Biomni Terms and Conditions).**

These documents are provided or available via Biomni as part of contracting and governance for the service.



Intellectual Property: Ownership

All intellectual property rights in Biomni (excluding Client Content) remain with Biomni, as part of Illuminet Solutions Limited (or its licensors).

The client owns its Client Content.

Commercial Terms:

Unless otherwise agreed in writing, invoices are payable within 30 days of receipt.

Charges are exclusive of VAT.

Summary:

Biomni is licensed based on a per seat pricing model, from as little as £2 per seat, depending on the size of the organisation.





Term, Suspension and Termination

Licensing available on a 1, 2 or 3 year basis.

Biomni may suspend or disable access to the service where it reasonably believes there is a breach, legal issue, security risk, or adverse impact to the service or systems, in line with the Agreement.

End-of-Service Provisions

On termination, access rights to the service end. Biomni may delete inactive accounts or purge related content. The client is responsible for maintaining its own backups of Client Content.

If required, exit assistance (including export support) can be agreed as a paid professional service.

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