



SERVICE DEFINITION G-CLOUD LOT 2: CLOUD SOFTWARE

Cloud Engineering and Support Services

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1. Introduction

This Service Definition outlines the scope, features, deployment model, support model, pricing structure and compliance posture of this Service provided by Ascendant Solutions Limited under the G-Cloud Framework.



2. Company Overview

Ascendant Solutions Limited is a multi-award-winning UK public-sector technology provider, recognised nationally for innovation, service quality and measurable impact across Revenues, Benefits and Housing services. The company has earned repeated IRRV Performance Awards in the “Excellence in Innovation” category in 2021, 2022, 2023 and 2025, with recognition through the years for our Software in 2021 and 2022, Data Services in 2023 and Pulse RPA Automation in 2025.

In addition to its strong sector reputation and proven delivery record with Local Authorities, Ascendant Solutions achieved one of the highest honours available to UK businesses; the King’s Award for Enterprise (Innovation). Awarded for its Apply4.Online® product following exceptional national uptake and significant contribution to public sector digital transformation.

3. Service Description

Our Professional Services offering provides organisations with access to highly skilled technical expertise, structured development capability, and end-to-end service support designed to accelerate digital transformation and ensure long term operational success. The service encompasses all elements required to deliver high quality automation, software development, and implementation outcomes from initial onboarding through to training, delivery, and ongoing enhancement.

All services sold on a Day Rate are based on an 8-hour, remote working day. Our employees work wholly or mainly from our offices in the United Kingdom. All services are exclusively delivered within the United Kingdom, and no work is outsourced abroad.

On Site Work

Requests for work to be completed on site are subject to a minimum order of 5 days per annum. On site work is subject to additional expenses payable by the buyer for related accommodation, travel and sustenance allowances. An option to procure on site expenses at a day rate surcharge is provided within the pricing document. Expenses can also be paid for under separate cover.

Pulse RPA® Development Days

Buyers can purchase development days to support the design, build, testing, and deployment of automated workflows using Pulse RPA®. Our engineers work directly with service teams to analyse business processes, define optimisation opportunities, and develop bespoke automation solutions that increase productivity, reduce manual effort, and improve service accuracy. Development days may be used for new automations, enhancements to existing processes, or technical consultancy



as required. Our Automation Engineers are qualified Software Engineers, trained to Microsoft Standards as required for Microsoft Partner status.

Software Engineer Development BSc/BEng Qualified or equivalent

Our Software Engineers hold BSc/BEng degrees or equivalent and apply industry-standard development practices across all engagements. They support the delivery of high-quality, secure, and scalable workflows, integrations, and software components. Tasks include requirements analysis, solution design, software development, quality assurance, and documentation aligned to best-practice development methodologies.

Senior Engineer Development (5+ Years Experience)

Senior Engineers provide advanced technical leadership and are responsible for delivering complex, high risk, or large-scale solutions. With a minimum of five years' professional experience, they oversee architectural decisions, code quality, optimisation, and risk mitigation. Senior Engineers are typically engaged for projects requiring specialist knowledge, multi-system integration, performance improvement, or governance oversight.

Onboarding & Product Familiarisation

We provide a structured onboarding process to ensure a smooth adoption of our services. This includes technical environment setup, access and security configuration, introduction to development methodologies, and alignment on project governance. Onboarding also ensures that Buyer teams understand service scope, communication channels, delivery cadence, and approval processes from the outset.

Product Training

Comprehensive training is delivered to equip Buyer staff with the knowledge and confidence to operate, monitor, and manage both developed solutions and the Ascendant product suite.

Training can include:

- Train the Trainer
- Day to Day use of services
- Reporting and Data Analysis Functionality.
- System Configuration and Maintenance.
- Administration and Compliance training.

Training is tailored to the roles of operational staff, system administrators, and technical teams.



Project Management

End-to-end project management is provided to oversee successful delivery, ensuring scope, timelines, and outcomes are fully controlled. Our Project Managers coordinate with Buyer stakeholders, manage risks and dependencies, report progress, and ensure that all deliverables meet agreed quality standards. This structured approach ensures projects remain aligned to organisational objectives while maintaining transparency throughout the delivery lifecycle.

4. Technical Stack & Tooling

Ascendant's engineering capability is built on a mature, security-focused development environment aligned to our Secure Development Policy, ISO27001 Business Management System (BMS) controls, and industry best practices for quality, safety, and maintainability. Our development approach ensures that all solutions are delivered with consistent technical rigour and robust security throughout the lifecycle.

Secure-by-Design Engineering

All engineering activity is governed by our Secure Development Policy, which ensures that:

- Requirements, design and implementation follow secure-development principles.
- Code is peer-reviewed, statically analysed and version-controlled within audited repositories.
- Developers follow least-privilege access, enforced MFA, controlled branches, and change-management workflows.
- Solutions are built, tested and deployed using processes aligned with ISO27001 BMS, ensuring traceability, risk management, and operational assurance from initial capture through to production support.

These controls apply across all automation projects, software builds, APIs, integrations and data pipelines we deliver.

Microsoft-Centric Development Environment

As a long-standing Microsoft Partner, our teams have direct access (via partner channels) to Microsoft product engineering guidance, best-practice frameworks, roadmap updates and technical resources. This enables us to architect and deliver solutions that align naturally with Microsoft's recommended patterns across:

- Microsoft Maintained Programming Languages
- Power Platform (Power Automate, Power Apps, Power BI)
- Azure service architecture and modern integration patterns
- M365 ecosystem interoperability (SharePoint, Graph API, identity & access)



Where required, we can escalate and validate approaches through Microsoft Partner routes, providing Buyers with additional assurance and confidence in solution design.

Microsoft Azure Cloud Platform Development and Maintenance

Ascendant has a long-standing relationship with Microsoft and the Azure Platform. Our Microsoft Accredited Infrastructure Engineers are highly capable when it comes to hosting, managing and securing cloud services and applications.

Development Tooling

Our engineers utilise modern tooling to deliver consistent, high-quality, testable code:

- Visual Studio Professional & Enterprise Editions
 - Used for .NET applications, APIs, integration services, diagnostics, profiling and load testing.
- Azure DevOps & GitHub
 - Repository management, Pipelines CI/CD, security scanning, workflows, PR review processes and automated testing.

Languages & Frameworks

Our engineering teams are highly proficient across a broad range of languages and frameworks, with specialisms in data management and web application development:

Core Languages

- C# / .NET / .NET Core / .NET 8+
- .Net Entity Framework 6+ / EF Core
- JavaScript / TypeScript
- Python
- Power Fx & Power Automate Expression Logic
- SQL (T-SQL, PL/SQL, ANSI SQL variants)
- HTML5 / CSS3 / SASS/LESS

Web & Application Frameworks

- ASP.NET Core, MVC, Razor Pages, Web API
- Blazor (Server & WASM)
- React, Next.js
- Angular
- Vue.js
- Node.js (Express, NestJS)



Data Platforms & Database Providers

With a strong foundation in Microsoft data technologies, we deliver full lifecycle support for structured, semi-structured and document-based data systems:

Microsoft Specialisms

- SQL Server (OLTP/OLAP, performance tuning, indexing, optimisation)
- Azure SQL Database / Managed Instance
- Azure Cosmos DB (Core/SQL API)
- Azure Data Factory, Synapse Analytics
- Azure Storage (Blob, Table, Queue)

Broader Database & Data Platform Capability

While Microsoft remains our core specialism, we have strong capability and rapid pick-up ability across other leading database providers, including:

- MongoDB (document storage, schema-on-read, aggregation pipelines)
- MySQL (high availability, replication, cloud-hosted variants)
- PostgreSQL
- Oracle Database (PL/SQL, enterprise integration patterns)
- Elasticsearch / OpenSearch (search indexing and analytics)

This breadth ensures our solutions fit existing environments, integrate cleanly with legacy systems, and support hybrid or multi-vendor landscapes.

DevOps, CI/CD & Quality Assurance

- Automated build and release pipelines (Azure DevOps Pipelines, GitHub Actions)
- Unit, integration and UI test automation (xUnit, NUnit, Jest, Cypress, Playwright)
- Containerisation (Docker) and Infrastructure-as-Code (Bicep, Terraform)
- Static code analysis, security scanning and dependency review (SonarQube, GitHub Advanced Security)
- Environment-segregated deployment gates with full audit and rollback capability

6. Service Constraints

Services are performed Monday to Friday between the hours of 8am and 8pm GMT, excluding weekends and Bank Holidays. Work outside these times is subject to additional charge. Permission to work outside normal hours will be requested from the buyer before starting.



7. Onboarding & Offboarding

Onboarding

During the buying process Ascendant will provide timescales for any services to begin. It is for the Buyer and the Seller to agree a commencement date under separate cover.

Offboarding

In the context of Day Rate services, offboarding primarily relates to IP handoff and handover of any related materials generated within the works paid for by the Buyer.

8. Service Levels & Support

Your Ascendant Account Manager will be the primary point of contact for any issues relating to the purchase of services.

Once purchased, the Buyer will be connected with a member of the Ascendant team who will fulfil their order to the requirements agreed.

Availability

Once you are in contact with your appointed Team Member, you will have direct contact and sight of availability. Your Team Member will be contactable by Phone, Email or Microsoft Teams (Chat Messages, Video and Voice call).

Escalation contacts are listed within the Call Off Contracts.

10. Information Security & Compliance

- All employees are DBS checked annually and work from the UK
- Employees are screened to a minimum of BPSS level
- ISO 27001:2022 Compliant Business Management System
- Cyber Essentials Plus
- Quantum Cryptography Readiness Plan
- Microsoft Partner
- Bi-Annual Penetration Testing



11. Data Protection

Ascendant Solutions Limited is committed to ensuring that all personal data processed through our cloud services is handled lawfully, securely, and transparently in accordance with the UK GDPR, Data Protection Act 2018, and all relevant public-sector data protection requirements. We act as either Data Processor of your data and any data procured on your behalf via connected third party services. We act as Data Controller mainly in relation to handling the Buyer's employee information as the employees use the services and interact with our organisation and our employees.

Roles & Responsibilities

- The Buyer is typically the Data Controller, retaining full responsibility for determining the purpose and lawful basis for processing data.
- Ascendant Solutions, when acting as the Data Processor, processes personal data strictly under the Buyer's documented instructions, as outlined in the Call-Off Contract and Data Processing Agreement.
- It is for the Buyer to complete any necessary DPIA's as required and ensure that Ascendant's role is properly defined as either a Sub-Processor or not. That determination will depend upon the project in question and the environments in which data is being hosted or processed during the provision of services and should be assessed by the Buyer on a case-by-case basis.

Categories of Data Processed by Ascendant as a Data Controller

All Ascendant Services will process personal data of system users as a Data Controller. Those categories of Personal Data are:

- Name
- Email Address
- Phone Number
- Physical Address (Where using location-based services or mapping / routing)
- IP Address
- Date of Birth (Optional)
- Employment Information (Employer and Job Title)

Lawful Processing & Minimisation

Data is processed solely for purposes connected to service delivery, performance, monitoring, analytics and fraud prevention (where applicable). We operate strict data minimisation principles, holding only what is required to deliver the contracted service.



Security Measures

Ascendant Solutions operates within an ISO 27001 certified Business Management System, applying robust organisational and technical controls including:

- Encryption in transit and at rest
- Secure access controls and user permissions
- Air-walled backups
- Monitoring, logging and incident detection
- Controlled development and deployment pipelines
- Multi-factor authentication and Conditional access policies
- Least-privilege access and segregation of duties

Data Storage & Location

All data related to the Services is processed within the United Kingdom. Ascendant uses the Microsoft 365 Enterprise tenant isolation to ensure our records are kept inside the EEA jurisdiction and compliantly held within the requirements of the Data Protection Act 2018 as amended.

Access Control & Administration

Access to customer data is restricted to authorised personnel only, and logged for audit. Buyers have full administrative control over user access within their own tenant. For remote work such as Pulse RPA® Development, we will often work as a remote employee “dialling in” to your environment to give your Information Security and Governance teams complete control over our access.

Data Retention & Deletion

Business information is stored for 6 years. Human Resources information about our employees is stored in compliance with HR and HMRC regulations.

Data Subject Rights

Ascendant supports Buyers in responding to DSARs, objections, erasure requests, rectification, and other statutory rights, ensuring timely, auditable cooperation as required. As a Data Processor we will inform you of any DSAR requests and handle them according to your instructions. Some services apply GDPR Exemptions under Schedule 2 DPA 2018 and will be identified during Onboarding and supporting you through DPIA's.



Incident Management

Ascendant maintains a documented incident-response process, including:

- Immediate containment
- Assessment of scope and risk
- Notification to the Controller without undue delay
- Full forensic audit of system activity
- Support with ICO notifications if required

12. Pricing

Please refer to the associated G-Cloud pricing document for the Service.

13. Service Roadmap

For information about new features and to stay up to date with the latest news, join our marketing list using the website link: <https://www.ascendantsol.co.uk/about-us/contact-us/>

14. Terms & Conditions

For T&Cs relating to use of our systems please see

<https://www2.ascendantsol.co.uk/Public/TermsAndConditions>

15. Existing Buyers

Buckinghamshire Council

Bury Council

Cheshire East Council

City of Wolverhampton Council

Dorset Council

Eastbourne Borough Council

Lewes District Council

London Borough of Barnet

Manchester City Council

Runnymede Borough Council

Sandwell MBC

Walsall Council

Wealden District Council

And 4 unnamed private sector clients



16. System Familiarity and Expertise (Power Automate)

Revenues and Benefits Systems

- NEC, formerly Northgate
- MRI, formerly Capita One Revenues, formerly Academy
- Civica Open Revenues
- Revite by Ascendant Solutions

Accounting Packages

- Unit4
- Oracle
- OneCall
- Quickbooks / Intuit / TurboTax
- NetSuite
- SAP

Other notable systems

- OneStep
- DebtRecovery+
- DebtClick
- ClickDebt

Document Management Systems

- NEC Enterprise, Iworld
- Civica Digital 360 or D360

Things we've automated for our own business

- Power BI dashboards as "Wallboards" aka "10-foot UI"
- Azure Platform scaling
- MailerLite
- Microsoft Dynamics
- Salesforce
- Microsoft Office and SharePoint

17. Ordering, Billing & Invoicing

- Following receipt of an order, a Call Off process should be initiated in accordance with the CCS Framework.



- A Purchase Order should be generated by the Buyer at the point of contract signing for the price outlined in the Call Off.
- An invoice will be raised by the Seller upon receipt of a signed and countersigned Call Off Contract. If a purchase order number is required it should be supplied and noted within the Call Off Contract.
- Absence of a purchase order, or purchase order number, does not invalidate any orders and will not prevent invoices being raised after a reasonable grace period, normally 30 days.
- Late payment of invoices may be subject to the Late Payment of Commercial Debts Act and incur additional charges in accordance with the act.