



SERVICE DEFINITION G-CLOUD LOT 2: CLOUD SOFTWARE

Pulse RPA® – Robotic Process Automation Managed Service

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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.

PulseRPA® is Ascendant Solutions' in-house Robotic Process Automation (RPA) platform, designed to automate high-volume, repetitive tasks across Revenues & Benefits, Finance, Document Processing, and wider back-office functions. It is built on Microsoft Power Automate and delivered by your dedicated RPA development team.

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 across 2021, 2022, 2023 and 2025, including *Excellence in Innovation*, *Excellence in Debt Management*, and *Innovation in the Fight Against Poverty*.

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). The award recognised our Apply4.Online® product following exceptional national uptake and significant contribution to public sector digital transformation.

3. Service Description

Pulse RPA® is an annual subscription, managed maintenance Robotic Process Automation service. The subscription enables our Buyers to ensure that their process flows running on Microsoft Power Automate are configured properly, proactively updated and provides peace of mind with our "on call" engineering team who stand ready to spring into action when something isn't quite right. RPA isn't immune to system changes and unexpected system activity. With Pulse RPA® we take that risk and burden away. We're here to make sure you're robots and their processes run smoothly and your organization and operations are protected from outages and unavailability.



4. Core Features & Functionality

Each Pulse RPA® subscription includes 1 licence for Microsoft Power Automate (unattended) and 5 days of the “Pulse RPA® Development” element of our G-Cloud service “Cloud Engineering and Support Services” to cover the expected level of commitment necessary to properly support one Virtual Machine running Power Automate flows.

5. Benefits

- Updates and Maintenance is ensured by our Management System.
- Risk of business interruption reduced.
- Improved resilience to automation failures.
- Reduced dependency on internal knowledge.
- Faster resolution to incidents and outages.
- Experts within arms-reach at all times.

5a. Maximising Impact – Synergistic Services

Ascendants services often have services which embed, compliment and significantly enhance operational efficiency. By combining services you may already have, or may wish to consider, measurable gains are possible very quickly.

Pertinent for Pulse RPA®, all other Ascendant digital services can be connected to our robots with ease. This enables your organisation to quickly integrate existing services into new automations and results in significant cost savings too.

An example of where this helps is Single Person Discount Reviews. Because our robots have existing connectors to go straight into Ascendant’s data services it can take engineers as little as 10 minutes to connect a data source in your environment to the data service in Ascendant. This reduces the cost of development and increase the utilisation of existing services you are supplied.

And what’s better? If we’re missing integrations to our own services, we will build the integrations without charge.



6. Service Constraints

Hardware requirements

- Processor: 1.60 GHz or faster with four or more cores. Storage: 2 GB. RAM: 8 GB. GPU acceleration
- For additional context, for processes that we host ourselves we run them on an azure virtual machine Standard D2as v4 (2 vcpus, 8 GiB memory).
- [Prerequisites and limitations - Power Automate | Microsoft Learn](#)

Software requirements

- Windows Server XXX OS (to be installed/maintained/patched by Client)
- Access to required systems
- Microsoft Edge browser with Power Automate plug in installed
- Power Automate Desktop software
- Microsoft Outlook, Word & Excel

Remote access

- Ascendant to access via Azure Virtual Desktop, then launch 'Remote Desktop Connection' app to access
- Options are also available for Ascendant to host the virtual machine

Licensing

- Ascendant pays for the Power Automate Unattended license and it will reside in Ascendant Tenant

User accounts/permissions

- User log in for remote access
- User accounts for systems that are to be used.
- Access to SharePoint libraries (these can be determined/permissioned later).



Network security/firewall

- It is up to the client how much they want to restrict network access on the VM however we will require the following to be allow listed as a minimum
- www2.ascendantsol.co.uk
- Client's systems
- Microsoft services for Outlook, Word, Excel, Sign in
- Power Automate website
- [IP address configuration - Power Automate | Microsoft Learn](#)

7. Onboarding & Offboarding

Onboarding

Ascendant Solutions provides a rapid and structured onboarding process for all Lot 2 Cloud Software services. Onboarding applies consistently across all products unless otherwise stated in the relevant Service Definition.

Onboarding Timescales

Subject to your hosting choice a dependency may exist on your ICT team's involvement in configuring the environment where the Pulse RPA® will reside. Templates and recommendations for data governance are available on request.

Training

While there isn't any training to be completed on this product an "explainer" session will be held for all stakeholders before any automation build projects begin. This helps ensure that everyone is aware of what the software does and how it works.

Administration & Access

Direct access to the Service is not always necessary for the Buyer. However, it is possible for Buyers to configure their own schedules for different processes and to review logging information within the Ascendant Portal.

Data Migration

n/a



Offboarding

Ascendant Solutions provides a structured, compliant offboarding process ensuring Buyers retain access to their data and receive clear notice of contractual end-of-service activities.

Contract End & Data Extraction

- A 90-day grace period is provided at the end of the contract to allow the Buyer to extract any required information prior to becoming “unsupported”.
- Buyers will need to procure the appropriate license for Power Automate if they wish to continue using their automation flows.

System Notifications

All users within the Buyer’s tenant will receive warnings within the system when licences are approaching expiry, including reminders of data deletion risk.

Backups & Restoration

- Air-walled backups are retained for up to 6 years. These backups exist to protect both Buyer and Supplier in the event of any Data Processing compliance investigation or regulatory need.
- Following autonomous deletion, if a Buyer later requests reinstatement of their service, Ascendant Solutions will provide a time-based restoration quote calculated in accordance with the our G-Cloud rate card for Senior Engineer Day Rates.
- Full service restoration is not guaranteed and will be confirmed at the point of quote. Restoration is subject to archived data availability and authorisation by the Buyer. In scenarios where Ascendant Solutions was instructed to permanently delete tenant level cryptographic keys, restoration will not be possible.

8. Service Levels & Support

Support Hours

Support is available during normal working days, Monday to Friday, 08:00–17:00 (UK time), excluding UK Bank Holidays.

How to Log a Support Request

Buyers may raise support tickets via any of the following channels:



- Online Service Desk: <https://ascendantsol.atlassian.net/servicedesk/customer/portals>
- Telephone: 01302 543 157
- Microsoft Teams: Microsoft Organisation Tenants can call any Ascendant team member directly.

Standard Priority (Normal SLA)

Applicable to non-critical issues where service remains operational.

- Response Time: Within 2 working hour
- Resolution Target: Within 48 working hours

Critical Priority SLA

A critical issue is one that poses risk to the Buyer, Seller, or end customers, including but not limited to system outages, data related failures, or security incidents. These issues should be logged and escalated to all contacts within the Call Off contract.

- Response Time: Within 30 working minutes
- Resolution Target: Within 4 working hours

Out-of-Hours (OOH) Support

OOH support is provided for critical issues.

Escalation and OOH contact details are included within the Buyer's Call Off Contract.

Software Availability SLA

Ascendant Solutions' Cloud Software services are designed to operate "Always Online", using Microsoft Azure's high-availability architecture and design patterns which limit downtime to near zero seconds per day.

Updates as Standard

Upgrades, enhancements, security improvements or performance optimisations to our Cloud Software services are provided as standard and without additional charge. Updates are informed by a combination of customer feedback, usage analytics, and proactive application monitoring, ensuring that improvements are meaningful, stable and aligned to real world operational need. Deployments are designed to be seamless, with minimal or no service disruption, and form part of our standard commitment to maintaining secure, resilient and high performance services.



Agile Delivery & Continuous Deployment

Ascendant Solutions operates an agile, no-release-cycle development model, meaning there is no wait for new features or improvements. Instead, we use a fully automated CI/CD (Continuous Integration / Continuous Deployment) pipeline that safely deploys improvements to our live services every morning at 6am. This approach ensures that fixes, enhancements and refinements reach customers as soon as they are ready, without disruption, downtime, or the risks associated with large, infrequent updates. Our deployment process is automated, heavily tested, and designed for stability, allowing us to deliver rapid improvements based on real-time application monitoring and ongoing customer feedback. For non-technical Buyers, the practical benefit is simple: you always have the best, most secure and most up-to-date version of the service, without needing to schedule upgrades, incur extra costs, or experience outages. This continuous improvement approach provides predictability, increased quality, faster delivery of new features, and ensures our cloud services remain aligned to evolving operational requirements.

Third-Party Dependencies Statement – Sub processors

PulseRPA® may utilise third party dependencies through the Ascendant Portal or the clients server, some examples from the Ascendant Portal are:

- Pathway Exempt
- Pathway Trace
- Pathway Occupier
- Apply4.Online®
- Unity
- HIVE

Target Availability of our Software Services

Subject to third party dependencies listed below where applicable, our target SLAs are:

- 99.9% uptime during business hours
- 99% uptime outside business hours
- Web page load times: sub second where no third party dependency exists

Ascendant's services have an embedded "Status Page" notifying user of any unexpected outages or planned maintenance. Incident and Maintenance history is available on our Status Page and Buyers are encouraged to sign up to alerts at <https://status.ascendantsol.co.uk>

9. Technical Architecture

Our Cloud Services leverage the following high-availability Azure services (each benefiting from Microsoft's own SLAs):



- Azure SQL (UK South, UK West High Availability Replica)
- Azure Firewall
- Azure Application Gateway
- Azure App Service
- Azure Storage Accounts (UK South, UK West)
- Azure App Secrets Management
- Azure Key Vault
- Azure DevOps
- Azure Pipelines
- Microsoft Entra ID for Corporate Tenant SSO (may require IT Teams to allow list)
- Amazon AWS SES “Simple Email Service” for system notifications.

These components provide built-in redundancy, automated failover where practical, and resilience appropriate for public sector workloads.

10. Information Security & Compliance

Your contracts reference:

- ISO 27001:2022 Compliant Business Management System.
- Cyber Essentials Plus
- Quantum Cryptography Readiness Plan
- Microsoft Partner
- Bi-Annual Penetration Testing
- Feature Branch Penetration Testing As Needed (e.g. Login software changes)

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 your employee information as they 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.

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)



Publicly Accessible Services

For Ascendant Services that have a publicly accessible website for use by the Buyer's customers. For example, Apply4.Online® allows residents to register to access the service without any connect to a given council. Users may register and never indicate which council they intend to fill in forms for. For this this reason, "User" or "Login" level information is controlled by Ascendant Solutions. When users of the system apply for a scheme hosted by a Buyer, the user personal data is shared with the Buyer via consent and is copied onto the Buyer Tenant Database. The Buyer is the Data Controller of that copy of the information. the user can choose to Update or Delete their user account data at any time. Updates to the Ascendant controlled data will not affect any copies of the data contained within the Buyer's control i.e. data that is contained within part-complete or submitted forms.

Categories of Data Processed by the Service as Data Processor

Depending on the service purchased, processed data may include:

- Customer and resident information
- Credit reference data
- Socio-demographic or third-party enrichment data
- Supplier-provided or Buyer-uploaded case data
- System-generated logs, audit trails and usage metadata

A full and service-specific list of data categories is included in the corresponding Data Processing Agreement.

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 is stored exclusively within UK based Microsoft Azure environments. Azure services underpinning our systems benefit from high-availability, resilience and strong platform level security.

Access Control & Administration

Access to customer data is restricted to authorised personnel only, and logged for audit. Buyers are provided with full administrative control over user access within their own tenant.

Data Sharing & Sub-processors

Where services rely on third parties (e.g., TransUnion, Price Hubble, HM Land Registry), these sub-processors are listed in the Call-Off Contract or Data Processing Agreement. Ascendant ensures all sub-processors meet equivalent security and data-protection obligations.

Data Retention & Deletion

At the end of a contract, Buyers are provided with a 90-day grace period to extract any required information before automated deletion occurs.

Air walled backups are retained for up to 6 years for legal, regulatory and compliance protection. A service restoration process is possible, subject to Senior Engineer Day Rates as published on our G-Cloud service.

Data Protection Impact Assessments (DPIAs)

DPIA support is available as part of onboarding. We provide detailed information on data flows, processing activities, risks, and mitigations to enable the Buyer to satisfy their internal governance requirements.

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 product.

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 Users / Client Examples / Case Studies

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.