

Service Definition Document

Cloud Application Development



SERVICE DESCRIPTION

Quorum will work with your business to either move legacy applications to the cloud, or to develop or enhance other applications through using cloud services.

This may include “lift and shift” of on-premise applications into the cloud with the necessary rework, developing new business functionality for a specific purpose in the cloud with integration to the “parent” application, or green-field development of a new like-for-like application or applications.

Typically, the process will go through a user-centred design approach to either the functionality being defined, or the process being reworked. This will then flow through an iterative, agile approach to implementation, testing and building on the features, allowing for rapid realisation of the end-result and effective application or service output at the end of the process.



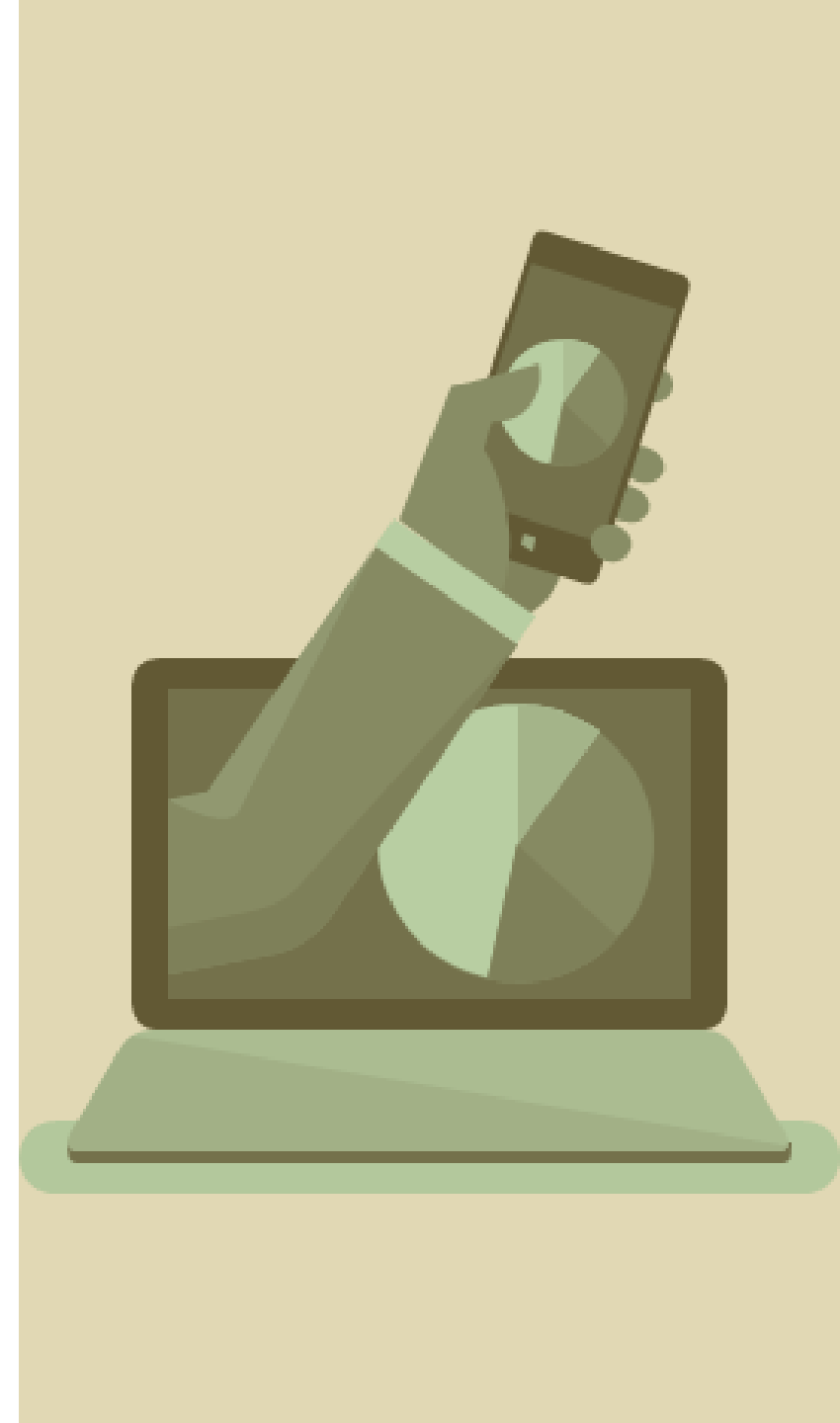
SERVICE FEATURES

Quorum's cloud application development service is entirely bespoke to the end client so the application development service, including support and maintenance services, can be tailored to match the exact client needs, including automation and AI.

Depending on the detail of the client's requirements, Quorum may be involved in providing initial analysis services and a detailed requirements process. This may include detailing user stories, experimenting with end-user prototypes and generally understanding all the users' needs and the business context they exist within. If the requirements are already well known and detailed, then we may move straight to the design phase.

Wherever possible, Quorum employ a user-centred design approach to help shape applications, products and services. This ensures that the design will fit the needs of the end users. We also iterate through the design process, so that we minimise rework and refine the design throughout.

We endeavour to make use of Platform as a Service (PaaS) to minimise operational costs and maximise the speed of deployment. In a similar way, we try and make use of as many "out-of-the box" cloud services where these make sense to make a more complete and supportable solution.



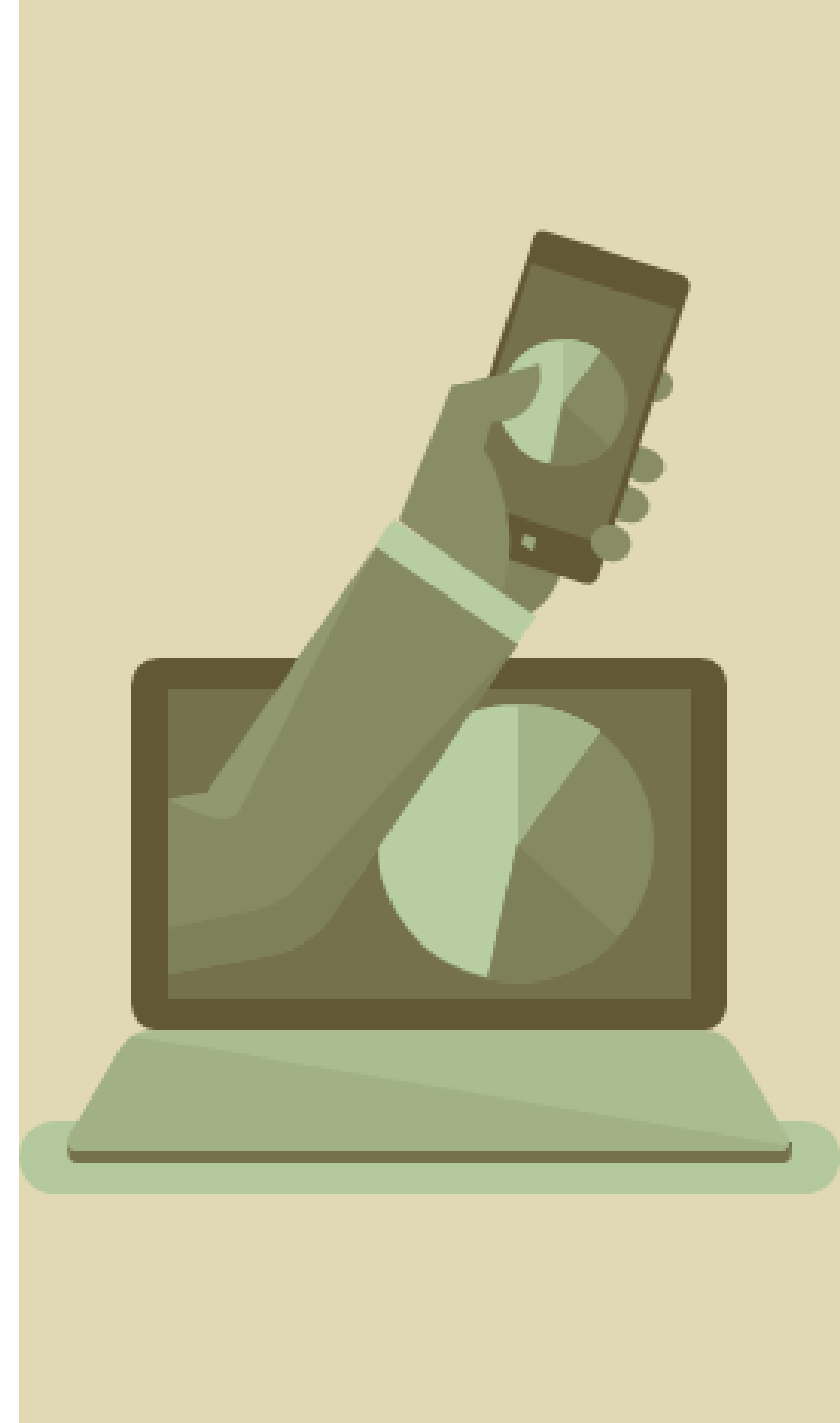
SERVICE FEATURES (cont.)

We will implement the requirements using an agile development methodology, and the most appropriate technical solutions.

Quorum prefer to work with the Microsoft stack of development tools and technologies, and would choose to use C#, .Net, TypeScript, SQL PaaS, Azure DevOps and similar technologies, however where other best-of-breed technology solutions are required, we generally have access to the relevant technical skills.

Throughout the cloud application development process, we provide extensive and early testing. Where possible we employ strategies such as Behaviour Driven Design (BDD) to ensure that the requirements are testable for success. Through building automated deployment and testing pipelines, and extensive use of continuous integration (CI) and, where suitable, continuous deployment (CD), we can get solutions up and running quickly and iterate through improvements with minimal deployment and test effort.

Optionally, any developments can be supported by Quorum post-implementation, whether as part of a managed service contract, or in a more managed change-process around burstable enhancement and change to ensure the applications or services remain fit for the client's purpose and as effective as they can be.



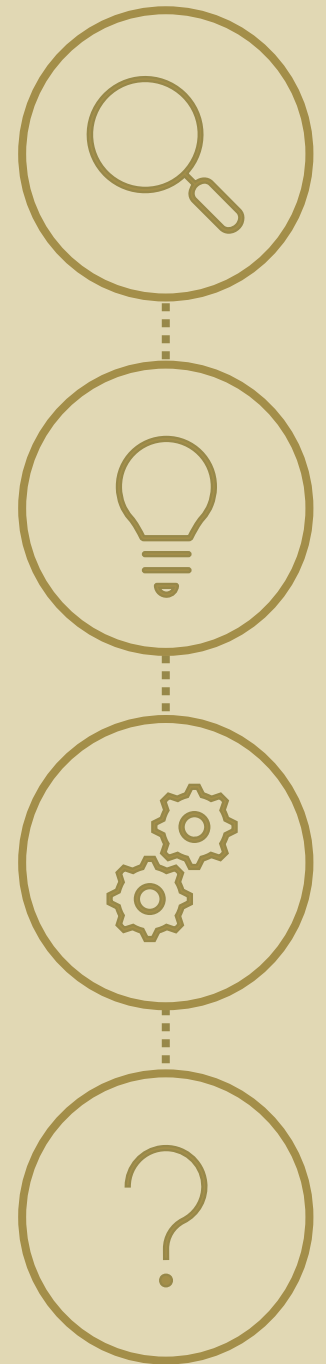
SERVICE PROVISION

Onboarding:

- Where required, Quorum can either provide hosting in the relevant cloud, or work with the client to onboard into their own tenancy.
- Where agreed, Quorum are able to provide all source code produced as part of the development at the end of the engagement.

Key Roles:

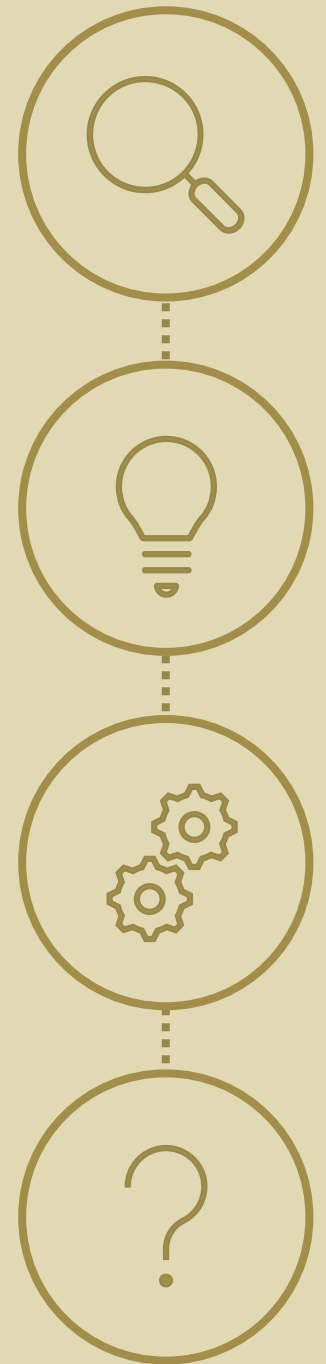
- Quorum's approach to cloud development is multi-disciplinary, and is likely to include roles and SMEs common in software development such as Service Designer, Senior Software Architect, Software Developer, User Design Expert, Frontend developer, Business Analyst, Scrum Master, etc.
- The specific roles used to deliver this service will depend on the size and scope of the engagement.



SERVICE PROVISION

Ongoing support through a managed services agreement is possible post-implementation.

Quorum's Project Management Office can help with further aspects of any programme or project delivery, should this be necessary.



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

- Typically, SLAs can be provided that align with the underlying cloud services being utilised.
- Quorum will work with the customer to determine their requirements around recovery and restoration time objectives, and these will factor into the solution being provided. It is important from a cost and effectiveness perspective that disaster recovery solutions are right-sized for the client and the particular solution.

Maintenance and outage

- Outage and maintenance management would normally be managed through any ongoing support process.
- Quorum use continuous integration (CI), and where appropriate continuous deployments (CD) with automated deployment pipelines and DevOps processes. Through these tools, downtime can be kept to a minimum, and releases can be more frequent to maximise the returns from investment in the application or service's development.

Account Management

- Quorum provide full after sales account management through our dedicated sales team.

