



G-Cloud 15 Lot 2b – Software as a Service (SaaS): Cenda

Service Definition Document

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1 Service Summary

Condatis Cenda is a secure, cloud-hosted SaaS platform that provides advanced decentralized and portable identity orchestration for public sector organizations through a comprehensive set of well-defined APIs. This engineering platform is built upon Microsoft Entra and Azure technologies, enabling organisations to manage digital identities with high standards of security and efficiency across complex ecosystems.

Leveraging Microsoft Azure and Entra Verified ID, Cenda offers seamless integration with a wide array of technologies, including both legacy systems and other cloud platforms. Organisations can enhance their infrastructure with sophisticated credentialing, trust management, digital wallet orchestration, distributed ledger and cloud, and mobile identity capabilities. Cenda can also support solutions aimed to bring privacy-preserving user profile and preference management, as well as AI-driven features, advancing security and user experience within distributed identity ecosystems.

The Cenda engineering platform delivers particular value to organisations seeking boundary edge orchestration, facilitating comprehensive integration of Microsoft ecosystem security and controls alongside features from other technology providers. By connecting these environments, Cenda helps businesses uphold rigorous governance and optimize workflows across varied infrastructure components.

2 Features

Condatis Cenda delivers a comprehensive suite of capabilities designed to transform identity management for public sector organisations. Built on Microsoft Entra and Azure technologies, Cenda combines decentralised identity principles with advanced orchestration tools to provide a secure, scalable, and future-proof solution. Our platform empowers organisations to simplify onboarding, enhance security, and ensure compliance, while giving users control and transparency over their personal data. By leveraging verifiable credentials and interoperability across multiple trust frameworks, Cenda enables seamless integration with existing systems and supports diverse use cases across government, healthcare, education, and regulated industries.

This is especially significant as new digital wallet technologies, such as European Wallets under eIDAS 2.0, the UK Government Wallet, and emerging US digital credential solutions, are being introduced. Cenda's architecture is designed to support these evolving standards, enabling organisations to adopt and integrate digital wallets that comply with the latest regulatory requirements and technological advancements. By facilitating interoperability and secure management of decentralised credentials, Cenda ensures that public sector bodies can confidently embrace these innovations, delivering improved privacy, user experience, and trust in digital identity for citizens and service users across multiple jurisdictions.

- **Decentralized Identity Management**
 - Uses Verifiable Credentials and Decentralised Identifiers (DIDs) to give users control over their data.
 - Eliminates reliance on siloed databases and central authorities, reducing security risks.
- **Portable Credentials**

- Individuals can own and reuse credentials across ecosystems (e.g., reusing a driving licence for address verification without exposing extra data).
- **Interoperability**
 - Works with multiple wallets, trust frameworks, and service providers.
 - Bridges legacy systems with modern identity solutions, avoiding vendor lock-in.
- **User Journey Orchestration**
 - Enables complex workflows (e.g., combining passport verification with training credentials and biometric checks in one interaction).
- **Management Portal**
 - Centralised interface for managing organisations, credential templates, and clients.
 - Role-based access control integrated with Microsoft Entra ID.
 - Supports containerised deployments for consistency across environments.
- **Silent Issuance & Verification**
 - Allows credential issuance and verification via API without implementing OIDC.
 - Supports DWN (Decentralised Web Node) configuration for advanced DID document management.
- **Scalable Infrastructure**
 - Built on Infrastructure-as-Code principles (Terraform), enabling modular, repeatable, and cloud-agnostic deployments.

3 Benefits

Condati's Cenda delivers measurable advantages for public sector organisations seeking secure, scalable, and future-proof identity solutions. By leveraging decentralised identity principles and Microsoft Entra technologies, Cenda ensures compliance, enhances user experience, and drives operational efficiency.

- **Enhanced Security:** Zero trust architecture and cryptographic protections safeguard sensitive data and reduce risk. In addition, advanced identity verification is achieved through the integration of a comprehensive suite of tools and services, specifically designed to combat identity fraud and impersonation. By incorporating biometric authentication methods, including deep fake detection and liveness checking, the platform ensures only genuine users can access sensitive resources, significantly strengthening defence against sophisticated threats.
- **User Empowerment:** Verifiable credentials give individuals control and transparency over their personal data, fostering trust between organisations and users.
- **Operational Efficiency:** Streamlined onboarding and credential verification reduce administrative overhead and accelerate workforce deployment.
- **Interoperability:** Seamless integration across multiple trust frameworks, digital wallets, and service providers ensures flexibility in complex ecosystems.
- **Compliance Assurance:** Built-in alignment with GDPR, ISO 27001, and UK Government Cloud Security Principles supports regulatory requirements.
- **Scalability and Future-Proofing:** Modular architecture enables organisations to adapt to evolving identity standards and emerging technologies.
- **Social Value Contribution:** Supports sustainability goals, inclusive recruitment, and community engagement initiatives in line with UK Government Social Value Model.

4 Service Model

Condatis Cenda is delivered as a flexible Software as a Service (SaaS) offering under the G-Cloud 15 framework. The service is designed to meet diverse organisational needs for identity management and compliance, providing two deployment options:

- **Condatis-Managed SaaS**
 - The solution is hosted and operated by Condatis within our secure, ISO 27001-certified cloud environment.
 - Organisations benefit from a fully managed service, including infrastructure, monitoring, patching, and support.
 - This model ensures rapid deployment and minimal overhead for the client while maintaining strong security and compliance controls.
- **Client-Hosted Deployment**
 - For organisations requiring enhanced control over data privacy and compliance, Cenda can be deployed within the client's own infrastructure or cloud subscription.
 - This option provides full sovereignty over data storage and processing, enabling alignment with internal governance policies and regulatory requirements.
 - Condatis supports integration, configuration, and ongoing advisory services to ensure optimal performance and security.

Both model leverages Microsoft Entra and Azure technologies, ensuring compatibility with existing identity ecosystems and adherence to UK Government Cloud Security Principles.

5 Case Studies

Case Study 1: NHS – Digital Staff Passport

- **Client** NHSX, a joint unit of NHS England and the Department of Health and Social Care, supporting over 200 NHS Trusts across the UK.
- **Challenge** The NHS operates within a highly complex, multi-organisational structure. During periods of high demand, healthcare staff often relocate between NHS Trusts. Each move required staff to re-prove identity and certifications through a manual, paper-based onboarding process that could take up to seven days, creating delays and inefficiencies.
- **Solution** Condatis implemented the **Digital Staff Passport (DSP)**, leveraging Microsoft Azure and decentralised identity technology. Each NHS Trust was provided with its own issuing and verification portal hosted in Azure, integrated with existing NHS login mechanisms. The DSP uses verifiable credentials stored cryptographically on healthcare professionals' mobile devices via digital wallets (Connect.Me), enabling secure and portable identity management.
- **Benefits**
 - **Rapid Deployment:** Reduced onboarding (JML) time from seven days to near-instant verification.
 - **User Empowerment:** Staff control their identity data, improving trust and transparency.
 - **Operational Efficiency:** Streamlined HR processes and reduced administrative overhead.

- **Security & Compliance:** Enhanced security through decentralised identity and alignment with NHS standards.
- **Scalability:** Rolled out to over 100 NHS Trusts, supporting future expansion.

Case Study 2: Sellafield – Nuclear Staff Passport

- **Client** Sellafield Ltd, a cornerstone of the UK's nuclear industry, managing over 200 nuclear facilities and the largest inventory of untreated nuclear waste globally.
- **Challenge** Sellafield faced a complex identity management challenge across multiple partners and regulatory environments. They needed a secure solution to track radiological exposure, competencies, training, and facility access while enabling staff mobility across the nuclear estate.
- **Solution** Condatis developed the Nuclear Passport, a decentralised identity solution using verifiable credentials. This system allows staff to securely share identity data and move between facilities efficiently. The passport tracks critical information such as training records and exposure levels, while giving employees control over their identity data.
- **Benefits**
 - **Enhanced Security:** Meets stringent regulatory requirements for nuclear operations.
 - **Operational Efficiency:** Enables highly skilled staff to move quickly between facilities.
 - **User Control:** Staff can self-serve and manage their credentials securely.
 - **Future-Ready:** Supports interoperability and scalability for evolving compliance needs.

6 Social Value Commitments

Condatis is committed to delivering measurable social value throughout the lifecycle of our services and software. Our approach aligns with the UK Government's Social Value Model and focuses on the following key themes:

- **Fighting Climate Change**
 - Condatis designs and operates services using GreenOps principles, optimising resource consumption and reducing carbon emissions through efficient use of Microsoft Azure cloud infrastructure and automation.
 - Commitment to net-zero targets by minimising energy usage and supporting sustainable hosting practices.
- **Tackling Economic Inequality**
 - Condatis only uses UK-based delivery teams, creating local employment opportunities and supporting regional economic growth.
 - Offer skills development programmes for employees and clients, including training on identity security, cloud technologies, and compliance frameworks.
- **Equal Opportunity**

- Condatis promotes inclusive recruitment practices, ensuring diversity and equal opportunity across all roles.
- We provide accessible solutions compliant with WCAG and other UK Government standards to ensure usability for all users, including those with disabilities where required.
- **Wellbeing and Community Integration**
 - Support employee wellbeing through flexible working arrangements and mental health initiatives.
 - Engage with local communities via STEM outreach programmes and apprenticeships encouraging careers in technology and cybersecurity.

7 Accessibility & Inclusivity

Condatis is committed to ensuring that all services are accessible and inclusive for every user. Our approach includes:

- **Compliance with Accessibility Standards**
 - All user interfaces and documentation are designed to meet Web Content Accessibility Guidelines (WCAG) 2.1 AA standards and other mandated standards where and when required.
 - Regular accessibility audits are conducted, with clients, to maintain compliance and improve usability for individuals with disabilities.
- **Inclusive Design Principles**
 - Solutions are developed using inclusive design practices, ensuring compatibility with assistive technologies such as screen readers, voice recognition software, and alternative input devices.
 - Clear, consistent navigation and adaptable layouts support users with varying needs.
- **Language and Cultural Inclusivity**
 - Multi-language support is available for key service components.
 - Content is written in plain English to ensure clarity and ease of understanding.
- **Ongoing Improvement**
 - Accessibility feedback channels are provided for clients and end-users.
 - Continuous improvement processes ensure enhancements based on user feedback and evolving standards.

8 Performance Metrics

Condatis guarantees high service reliability and responsiveness through defined performance targets aligned with G-Cloud standards:

- **Service Availability**
 - Uptime Guarantee: 99.9% monthly availability for core identity services hosted on Microsoft Azure.
 - Monitoring: Continuous monitoring with automated alerts for service degradation where required.
- **Incident Response**
 - Response Times:

- Critical incidents: Initial response within 30 minutes.
 - High priority: Within 1 hour.
 - Standard issues: Within 4 business hours.
- Resolution Targets:
 - Critical: Resolved within 4 hours.
 - High priority: Within 8 hours.
 - Standard: Within 24 hours.
- **Support SLAs**
 - UK business hours support as standard, with optional 24/7 coverage.
 - Escalation procedures documented and aligned with ITIL best practices.
- **Performance Reporting**
 - Monthly performance reports covering:
 - Uptime statistics.
 - Incident response and resolution times.
 - SLA compliance metrics.
 - Continuous Improvement
 - Regular service reviews and optimisation based on performance data.
 - Proactive identification of trends to prevent recurring issues.

9 Support

Condatis provides end-to-end support to ensure successful adoption and integration of Cenda within client environments. Our support model is designed to deliver clarity, security, and operational efficiency throughout the engagement lifecycle.

Definition and Design

- Discovery Workshops - Collaborative sessions with client stakeholders to capture business objectives, compliance requirements, and technical constraints.
- Solution Architecture - Design of a tailored architecture leveraging Microsoft Entra and Azure technologies, ensuring interoperability and alignment with UK Government Cloud Security Principles.
- Use Case Mapping - Definition of user journeys, credential templates, and trust frameworks to meet organisational needs.

Integration and Deployment

- Integration Planning - Development of detailed migration roadmaps covering data transfer, configuration, and testing phases.
- Custom Connectors - Creation of connectors for legacy systems and hybrid environments to ensure seamless interoperability.
- Configuration and Orchestration - Implementation of workflows, role-based access controls, and silent issuance capabilities.
- Hypercare Support - Dedicated assistance during cutover to maintain operational continuity and minimise disruption.

Ongoing Support Options

- Standard Support
 - UK business hours support via email and portal.
 - Defined SLAs for response and resolution times.

- Enhanced Support
 - Optional 24/7 coverage for critical environments.
 - Proactive monitoring and performance optimisation.
- Training and Knowledge Transfer
 - Onboarding sessions for administrators and end-users.
 - Comprehensive documentation and best practice guides.
- Continuous Improvement
 - Regular service reviews and optimisation based on performance data.
 - Advisory on emerging identity standards and compliance updates

10 Security Certifications

Condatis and Microsoft maintain rigorous security standards to ensure the confidentiality, integrity, and availability of client data. Our services comply with recognised industry certifications and frameworks, including:

	Condatis	Microsoft
ISO 27001	Yes	Yes
ISO 90001	Yes	Yes
Cyber Essentials Plus	Yes	Yes
GDPR	Yes	Yes
SOC1&2		Yes
Secure Development Lifecycle	Yes	Yes
NIST 800-88	Yes	Yes
Penetration Testing	Where requested	Yes

11 Integration Details

Cenda, Condatis' SaaS platform, is purpose-built to deliver seamless integration with existing enterprise systems and security frameworks, while also actively participating and collaborating across all integration activities. Its capabilities include:

- **Legacy System Integration:** Cenda enables the development of custom connectors and extensions for integration with on-premises directories such as HR systems, as well as bespoke applications or hybrid environments.
- **API and Standards-Based Connectivity:** The platform utilises open standards such as OpenID Connect to ensure interoperability and provides RESTful APIs for straightforward integration with third-party applications and workflows.
- **Microsoft Ecosystem Alignment:** Cenda offers native integration across the Microsoft ecosystem by leveraging technologies such as Microsoft Entra and Entra Verified ID.
- **Migration Planning:** Condatis professional services support comprehensive discovery and assessment of current identity architectures, produces detailed migration roadmaps covering data transfer, configuration, and testing phases, and offers hypercare support during cutover to maintain operational continuity.

- **Future-Ready Architecture:** Designed to accommodate emerging identity models, including decentralized identity and AI-driven security, Cenda's scalable architecture supports organisational growth and adapts to evolving regulatory requirements.

By leveraging Cenda, organisations benefit from a flexible SaaS platform that not only integrates seamlessly but also actively collaborates throughout all stages of enterprise integration, ensuring minimal disruption and maximum value.

12 Mapping to G-Cloud 15 Lot 2b Categories

Condati Cenda aligns with the core categories defined under Lot 2b – Software as a Service (SaaS). The following table illustrates how our solution meets these requirements:

Category	Alignment with Cenda
Identity and Access Management	Provides decentralised identity management using Verifiable Credentials and DIDs; portable credentials for cross-ecosystem use; role-based access control integrated with Microsoft Entra ID; silent issuance and verification via API.
Security and Compliance	Implements Zero Trust architecture and cryptographic protections; compliance with GDPR, ISO 27001, Cyber Essentials Plus; secure development lifecycle and penetration testing options.
Workflow and Process Automation	Enables user journey orchestration for complex workflows (e.g., combining passport verification with training credentials); integrates with HR systems and legacy platforms to streamline onboarding and verification processes.
Interoperability and Integration	Supports API and standards-based connectivity (SAML, OAuth 2.0, OpenID Connect); integrates seamlessly with Microsoft ecosystem and other trust frameworks; ensures interoperability across diverse systems and digital wallets.
Social Value and Accessibility	Delivers measurable social value through GreenOps principles for sustainability; promotes inclusive recruitment and WCAG 2.1 AA compliance; engages communities via skills development and STEM outreach programmes.

13 Compliance Table

Requirement	Condati Compliance	Microsoft Compliance
User Support	• UK business hours support via email and portal.	• 24/7 global support via portal and phone.

	• SLAs for response and resolution times. • Escalation procedures documented. • Training and onboarding guidance included.	• FastTrack onboarding programme. • Defined SLAs and escalation paths. • Extensive self-service resources.
Asset Protection	• Data stored in UK/EU regions. • ISO 27001, ISO 9001, GDPR compliance. • Encryption at rest and in transit. • Regular audits and certifications maintained.	• Global data centres with regional options. • ISO 27001, SOC, GDPR compliance. • Advanced encryption and key management. • Continuous compliance monitoring.
Penetration Testing	• Annual penetration tests by certified third parties where requested. • Remediation documented and tracked. • Aligned with NCSC and Secure Development Lifecycle guidance.	• Regular penetration testing across all services. • Automated vulnerability scanning. • Remediation tracked in compliance dashboards. • Independent audits performed.
Data Sanitisation	• Secure erasure using NIST 800-88 standards. • ISO 27001 certified processes. • Audit trail provided for verification. • Optional migration support offered.	• Secure deletion aligned with NIST and GDPR. • Customer-controlled retention policies. • Compliance certifications available. • Transition assistance provided.
Security Certifications	• ISO 27001, ISO 9001, Cyber Essentials Plus. • GDPR compliance. • Secure Development Lifecycle. • Penetration testing available.	• ISO 27001, SOC1&2. • GDPR compliance. • Secure Development Lifecycle. • Regular penetration testing.
Accessibility & Inclusivity	• WCAG 2.1 AA compliance where needed. • Inclusive design principles. • Multi-language support. • Accessibility audits and feedback channels.	• Accessibility features integrated across Microsoft services. • WCAG compliance. • Inclusive design standards.
Social Value	• GreenOps principles for sustainability. • Net-zero commitment. • Inclusive recruitment and equal opportunity.	• Sustainability initiatives. • Diversity and inclusion programmes. • Community engagement

- | | | |
|--|--|--|
| | <ul style="list-style-type: none">• STEM outreach and skills development programmes. | |
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14 Pricing Document

Detailed pricing information will be provided in accordance with G-Cloud requirements, including subscription tiers, consumption-based models, and any optional services.

15 Terms & Conditions

Standard G-Cloud terms apply. Additional terms specific to Condatis services will be provided upon request, covering SLAs, data protection, and compliance obligations.