



Agentic, Low-Code, AI & Automation Managed Service

Service Definition Document

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01

Robiquity

About Robiquity

- **Established:** 2016
- **Specialist:** automation, low code and AI specialist services provider
- **Technology:** Microsoft Power Platform, Blue Prism, UiPath
- **Secure:** 80% of staff hold NPPV3 + SC clearances
- **Approach - Rethink, Reimagine and Redesign:**
 - Co-innovation partnership
 - Discovery & design
 - Rapid prototyping
 - Agile development - scale and embed what works
 - Up-skill and knowledge transfer – citizen development and pro-development



Some of our clients





Robiquity Service Catalogue

End-to-End Service Support to Maximise Your ROI



Design Thinking

Service design enhances user experience and efficiency by employing a holistic, co-creative approach to innovate and streamline services, ensuring they are user-centred, effective and seamlessly integrated.



Intelligent Automation

Intelligent automation streamlines complex processes, boosts efficiency and enhances decision-making by integrating artificial intelligence into everyday operations.



Low-Code Solutions

Low-code solutions accelerate digital transformation by delivering solutions faster and cheaper through rapid application development.



Data and Analytics

Data and analytics capabilities unlock actionable insights, drive strategic decision-making and foster a culture of informed decision making through the deep analysis of trends and performance metrics.



Artificial Intelligence

Our AI Services integrate cutting-edge artificial intelligence to enhance your operations, revolutionise your capabilities, boost your creativity and drive outcomes.



Managed Services

Managed service capabilities provide organisations with operational reliability, strategic IT support and continuous optimisation, allowing you to focus on core functions while experts manage your technological infrastructure.

Alignment with Public Sector Priorities



AMBITION	CASHABLE SAVINGS/ COST AVOIDANCE	EFFICIENCIES/ PRODUCTIVITY	IMPROVED EXPERIENCE	REGULATORY AND COMPLIANCE	INTERNAL SKILLS DEVELOPMENT
HOW?	- Deliver items on IT roadmap faster and cheaper - Replace expensive third-party licensed systems	Refocus human time on higher-value, cognitive work	- Remove administrative burden - Reimagine fragmented processes - Digitise experiences and promote better services	- Standardise processes - Create clear audit trails - Improve adherence to SLAs - Real-time monitoring and alerts	- Knowledge transfer via blended teams - Dedicated training - Hackathons
ROBIQUITY PROOF POINTS	Through scaling low code, automation and AI, Robiquity helped a client achieve £8m cashable annual benefits and an 8:1 return on the Microsoft Power Platform.	Robiquity established a client's CoE delivering c.30 processes reimaged in the space of 12 months driving 85 FTE equivalent/cost avoidance benefit.	"I believe now I have my work life balance back. I would not want to have to go back to old ways of working."	Robiquity brought a police force's average disclosure time down from 64 days to an average of 17 days, (well within the applicable 28-day SLA).	Established client's CoE and up-skilled (via competency frameworks, knowledge transfer, tailored training) our client's internal team (10x BAs and Developers) to build self-sufficiency.

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Service Offering



Summary

Robiquity provide a full wrap around AI, agentic, low-code and automation managed service. We provide capabilities and stability across a range of technologies (including Power Platform and Azure).

Our Managed Service removes blockers and reduces the risk and cost for organisations scaling the use Power Platform, AI, low-code and automation by:

- Reducing the cost of support by leveraging a multi skilled teams
- Providing experienced and educated governance models to safely scale AI, agentic and low-code solutions
- Enhancing and delivering strategy for AI and automation scaling using Power Platform and supporting technologies
- Unlocking and removing technical debt enabling transformation and transition to new technologies and capabilities
- Removing legacy platforms and enabling transformation into agentic capability
- Enabling continuous improvement via continuous review and validation of the latest technologies

03

Scope of Service

Support Model Overview



The below provides a summary of the key components delivered as part of our AI, agentic and low-code Managed Service offering.

- **Proactive Incident & Problem Management** – An SLA aligned incident management service to ensure downtime or performance degradation is minimised and defect resolution is completed efficiently.
- **Change Management** – Best practice change management to ensure BAU stability and commercial control.
- **Design Authority** – Quality assurance on all new automations and change requests to ensure stability within BAU operations along with the identification and delivery continuous improvement work packages.
- **Service Control & Governance** – Service Manager will provide ITIL-aligned Service Management to ensure the achievement of KPIs. Quarterly service reviews will be conducted to assess incident, change and problem resolved within the service period.
 - Clear governance frameworks to keep control and accountability front and centre
 - Technical quality assurance ensuring every agent is robust, reliable and production-ready
 - Data controls and standards so the information feeding your agents is clean, secure and compliant
 - Proven automation and AI expertise from a team that has delivered hundreds of scalable, real-world solutions
- **Proactive Monitoring** – Solution monitoring across all deployments enabling proactive support and incident resolution prior to business impact.
- **Impact Assessments** – The assessment and scoping of upcoming and required changes.



Continuous Improvement (CI)

Robiquity's Managed Service will identify opportunities for Continuous Improvement (CI). These CI packages ensure that your solution remains aligned with technological advancements and user feedback. CI activities are delivered as chargeable work outside the Managed Service scope. They are initiated under one of the following circumstances:

Managed Service–Initiated Improvements - Members of the Managed Service team may identify opportunities for enhancement or optimisation during routine service delivery, performance monitoring or periodic solution reviews. When such opportunities are recognised, a CI package will be raised, detailing the proposed changes, benefits and any associated costs for client approval.

Incident Management - Managed Service team members may identify enhancements and changes required to resolve or prevent repeat incidents. These recommendations will be submitted and reviewed during the service review process prior to being approved for development as a CI package.

Commercial Model - Each CI package will be treated as a discrete piece of work, scoped and costed independently. Support Tokens (Call Off) will be consumed in the delivery of CI packages following formal approval via the change management process.



Managed Service Capabilities

Robiquity's Managed Service operates across multiple automation, low-code, agentic and AI technologies:

- **Power Platform** – Power Apps, Power Automate, CoPilot Power Virtual Agents, Power BI, Power Pages, Dataverse, Connectors, Power Pages, AI Builder, Data Connectors, Power Fx
- **Automation (RPA)** - Power Automate, UiPath, Blue Prism, Automation Anywhere
- **AI** - AI Foundry, Open AI, LLM, Data Bricks, UiPath AI, Foundational Models
- **OCR** – Abby, Power Platform, Foundry Tools
- **Azure Services** – DevOps, Git Hub, Analysis Services, API Management, Function App, Logic Apps, Cognitive Services, Bot Services, Visual Studio, Visual Studio Code
- **Cloud** – Azure, AWS, Google Cloud Platform

Robiquity Service Delivery Structure



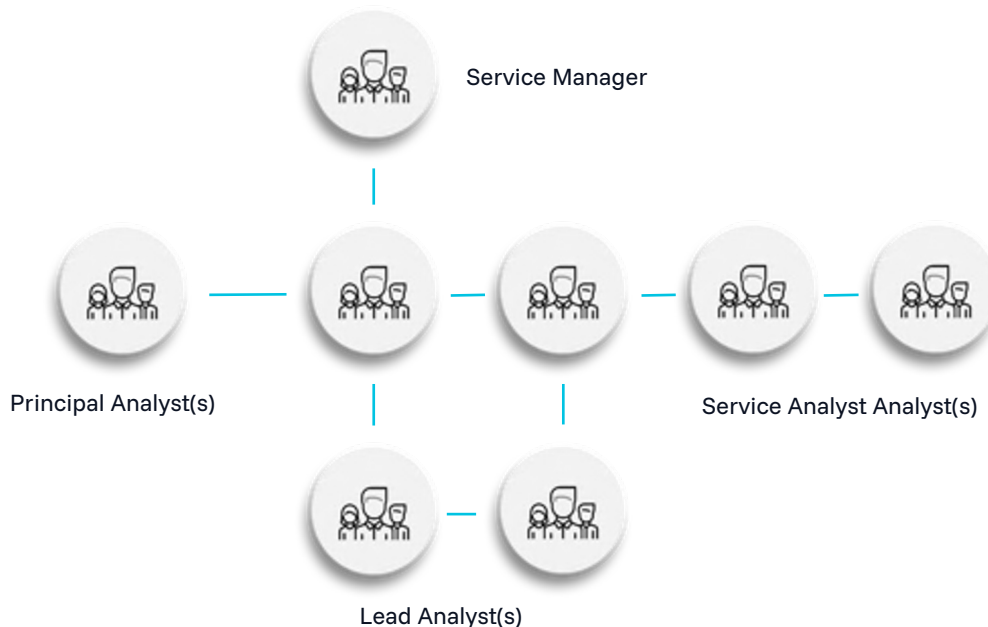
Robiquity will enable a team of experts with specific knowledge and capabilities.

Service Manager – Responsible for delivery of BAU service, incident and change management. Owns service delivery to all automation stakeholders.

Principal Analyst – Responsible for the continuous delivery of quality throughout the service and the continuous analysis of benefit, SLA and KPI adherence.

Service Analyst - 2nd line global incident and change triage and escalation. Responsible for the daily maintenance of the solution and resolution of incident and problem.

Lead Analyst – Senior technology capability responsible for end-to-end incident management, change scoping and technology team interaction. Responsible for the delivery of solution performance and continuous improvement backlog.



Change Management



Changes not raised under the Continuous Improvement banner will be assessed for scale and complexity. An impact analysis will be conducted to recommend the most suitable delivery methodology based on the risk, scale and complexity of the requirement. Support Tokens will be used to deliver small to medium changes within the Managed Service.

Change Type	Example Scenarios (Client Context)	Managed Service Change	Project Delivery
Small Change	• Adding or editing text on a page (e.g., changing help text or label wording) • Adding a new question or field to an existing step in the Dynamic Complaint Form • Updating an email template or notification message • Adjusting form validation rules or display conditions • Minor style or layout updates (CSS/colour alignment) • Adding a new choice to a dropdown list	Y	N
Medium Change	• Adding a new step or section within an existing complaint journey • Creating a new Dataverse table or relationship to support an existing process • Introducing a small cloud flow for new business process/requirements • Modifying a Power Automate flow logic that affects more than one journey • UI redesign for a major screen	Y	Conditional
Large Change	• Introducing an entirely new complaint journey (e.g., new product type or submission path) • Integrating with a new external API (e.g., Phoenix, Expectation Manager or FRL Extractor) • New file upload/download management • Re-architecting portal authentication or onboarding process (B2C elements) • Migrating environment variables or reconfiguring ALM pipeline structure	Conditional	Y
Strategic Change	• Migration to a new Azure AD B2C tenant • Large-scale complaint data model redesign • Transition to new ALM or DevOps framework • Platform-wide branding or accessibility overhaul across DCF and PRP • New application components that require architecture review board e.g., chat bot	N	N

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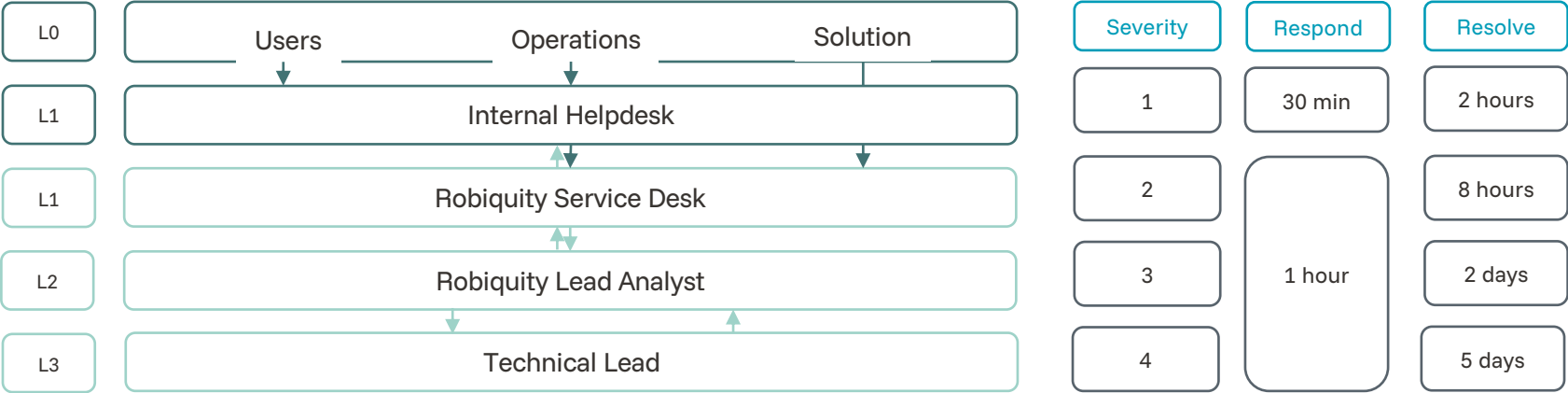
Service Management

Service Management



The overarching support model will provide SLA based support services. Operational hours range from Monday – Friday UK working days to 24 X 7 always on including UK bank holidays.

Service Hours	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00
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Submit

User submits ticket to internal Service Desk

Assign

Internal Service Desk assigns to Robiquity Service Desk, Analyst reviews ticket, investigates then communicates actions

Analyse

Technical Lead analyses ticket, triages, assigns ticket to level 2 or level 3 support team

Action

The assigned resource addresses the ticket and begins the resolution process; if necessary, the ticket is escalated to Service Delivery or Software Vendor for platform / software support research

Resolve

Issue is resolved and unit tested, then returned to business stakeholder for confirmation of resolution

Close

Issue is then closed, or returned for further work based on stakeholder feedback



Communication and Escalation Management

Communication and escalation plans are created and agreed during service establishment. Escalation paths may vary depending on organisational impact:

- **Incident Communications:** Incident communication will be completed via the agreed ISTM tooling allowing direct communication for the raising and management of new and ongoing incidents.
- **Change Communication:** Change communication will be agreed during service establishment, utilising existing CAB and change controls based on the milestones of change management within client organisation.
- **Service Reviews:** Monthly services reviews are completed with the business stakeholder to provide determined solution and service performance.
- **Business Reviews:** Quarterly business reviews will be completed to provide detailed playback of service performance, ongoing improvement and alignment to strategic initiatives.
- **Escalation:** An escalation matrix will be agreed during service establishment aligning Robiquity's Delivery Management, Head of Managed Service and Client Partner with your organisation's stakeholders. Communication will be direct via telephone and followed up with a formal email, with further updates via ITSM tooling.

Change Management

Change management procedures are agreed during service establishment. Robiquity will embed within the existing nonmanagement ITIL procedures.

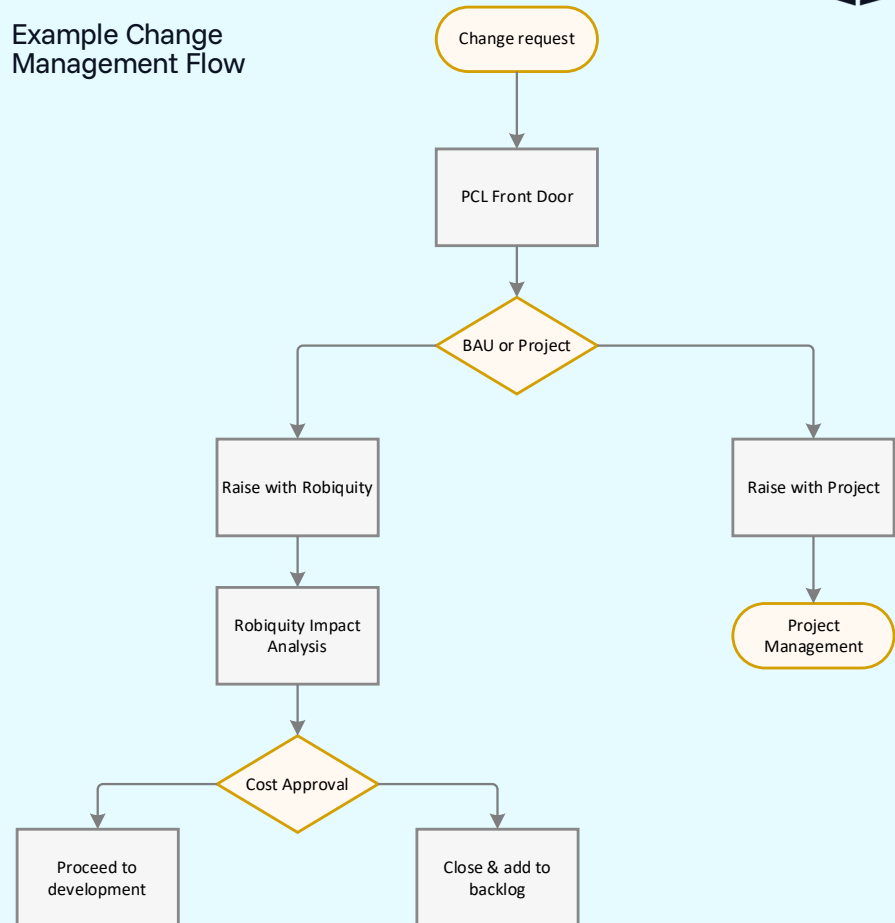
In the event a new functional change is raised by the business owners, a request for change will be raised via the agreed front door process.

The change will be assessed for practical and commercial impact. If approved, a discussion will be had on whether the change should be raised as a project or a (BAU) small change.

If deemed to be a (BAU) small change, a CR will be raised with Robiquity's support desk and an impact analysis (IA) will be provided (including both technical and commercial considerations).

The IA will be submitted to the requester for approval prior to the change proceeding to development.

Example Change Management Flow



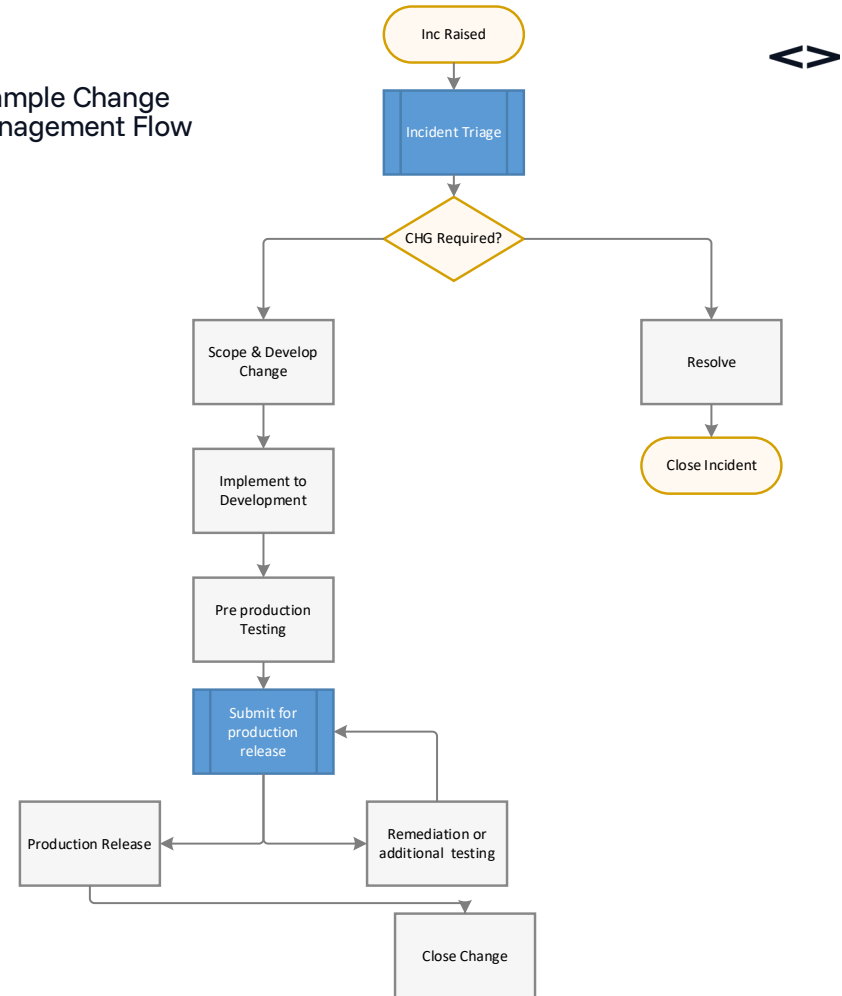
Change Management

In the event of an incident or where there is identification of a necessary solution improvement, Robiquity will proceed with the development and promotion lifecycle steps without the need for approval.

Once the change is ready for pre-production testing, a request for a change window will be submitted

Upon the successful completion of preproduction testing, a window will be approved for the release of the change into production.

Example Change Management Flow



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Service Levels / SLAs



Service Levels / SLAs

Robiquity will be responsible for adhering to incident SLAs across all solutions. SLAs will be captured within the ITSM tooling and reported monthly to business stakeholders and quarterly as part of the business review process.

Incident SLA will be based on severity of incident as per the ITIL framework implemented during service establishment.

Severity	Service Availability	Response Time	Resolution Time
Critical (P0) – MIM only	24 x 7	15 minutes	2 hours
Critical – MIM only (P1)	24 x 7	15 minutes	4 hours
HIGH (P2)	24 x 7	15 minutes	8 hours
MEDIUM (P3)	24 x 7	30 minutes	2 business days
LOW (P4)	24 x 7	3 hours	5 business days



SLA Priority Definitions

Robiquity, working with business stakeholders, will agree categorisation criteria during service establishment.

Urgency & Classification	Description	Communication Update Frequency
P1. Critical	- Loss or degradation of multiple solutions, with no available work around - Complete loss of a site or computer room leading to loss of solutions - Any event requiring business continuity to be evoked (e.g., disaster recovery) - Service from 3rd party software rendered totally unavailable (e.g.: Power Platform or major downstream application that automations rely upon) - Major infrastructure loss, moderate revenue loss, delay loss or regulatory fines likely to be issued	Hourly & upon resolution
P2. High	- Multiple elements of functionality missing from a critical/high solutions - Single or more critical solutions completely unavailable - Any solution that significantly breaching case SLA's	Hourly & upon resolution
P3. Medium	- Single or more medium or low solutions completely unavailable - Confirmation or report not received from solutions that are high or critical - High number of business or system exceptions on a high/critical solution - Incidents that impact any solution where the SLAs are not significantly impacted	Daily & upon resolution
P4. Low	- Confirmation or report not received from solution that is a medium or low solution - High number of business/system exceptions on a medium or low solution - Single case or exception query impacting any solution	Daily & upon resolution

06

Support Tokens

Support Tokens

Support Tokens

Robiquity Support Tokens provide the client with access to Power Platform consultants where required without the ongoing costs of retaining permanent automation consultants to deliver functional change in support of version and OS release across the IT estate or to deliver CI packages.

Support Tokens enable the rapid delivery of change and the consumption of Robiquity consultancy on demand. Support Tokens enable the delivery of non-support activities and can be used to consumed any aspect of Robiquity's consultancy.

How does it work commercially?

Tokens are pre-purchased in bundles via a Statement of Work a PO against an existing Managed Service.

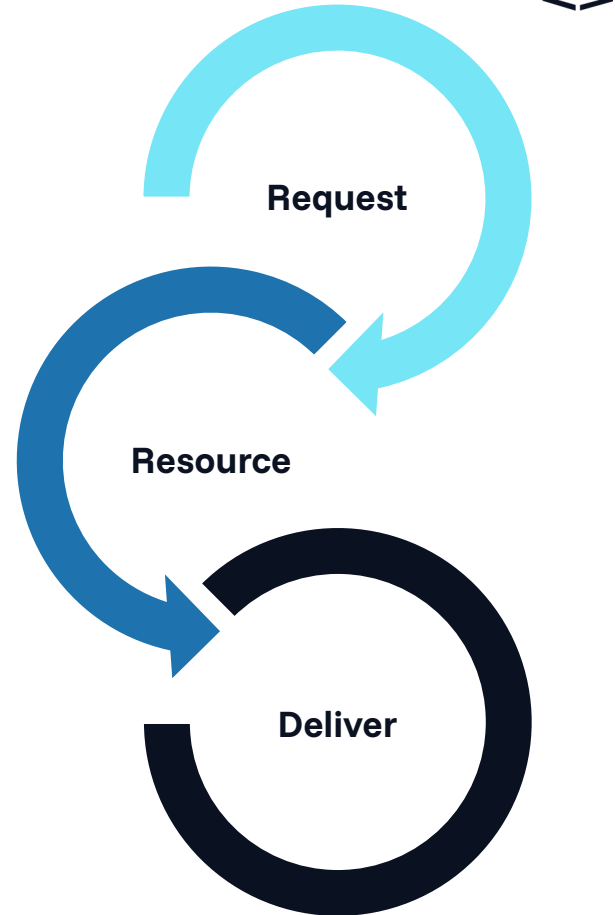
Each token is equivalent to an 8-hour working day and the rate at which tokens are consumed is based on individual resource grading. As tokens are pre-purchased this provides flexibility and no requirement for additional procurement to deliver automation consultancy.

How are tokens tracked and reported?

Upon the identification of requirements by the change management process or on request by client stakeholders.

Robiquity's Service Manager will provide an initial impact assessment for the consumption of Support Tokens.

Robiquity's Service Manager will provide a monthly utilisation report detailing tokens consumed and any associated forecast.



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Service Constraints



Service Constraints

Maintenance windows, availability constraints and limitation of scheduling will be agreed during solution design and service introduction. Some will be dictated by the platform hosting provider (e.g. Azure, AWS, Microsoft Power Platform).

Maintenance Windows: Platform updates, environment maintenance and connector outages may temporarily impact availability. Robiquity will complete activities such as deployments and upgrades within defined and planned maintenance windows to minimise disruption. Solution specific releases can be planned as individual activities.

Availability Constraints: Solution availability depends on hosting service uptime, licensing limits and integration dependencies (e.g., Dataverse, Azure services, AWS, third-party systems). High-availability requirements should be addressed through environment strategy and monitoring planning prior to solution deployment. These will be documented and implemented as part of daily service management activities.

Scheduling Limitations: Support and delivery activities will be defined and delivered within the client required timezones. Robiquity offers a 24/7 always on fully Managed Service. Defined support hours and required notice periods for changes, deployments or incident response is agreed and documented within the service delivery plan to ensure timely coordination, development testing and approvals.

08

Service Transition, Establishment & Exit

Service Transition & Establishment



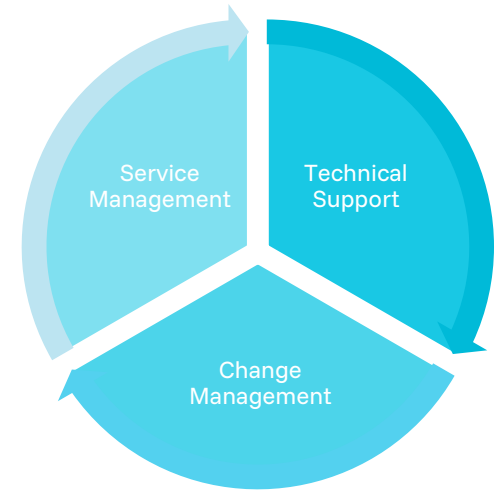
Our experience shows that quality transition and establishment is the platform on which service excellence is built.

Working alongside you, Robiquity will establish a service framework from which the service will be operated. This is completed via a series of workshops to ensure that the Managed Service has robust working practices and is truly integrated with your organisation's ways of working.

The process involves creating new or amending existing ways of working. This ensures that our Managed Service is effective and present across change and incident management.

Your service establishment also delivers enhanced monitoring and alerting tools across production solutions. This includes the use of enhanced automations that interact directly with Robiquity's support portal and incident management tooling.

The final deliverable of the transition and establishment project is to ensure that all solution stakeholders are aligned with the operational use of solutions and understand the support mechanism delivered by Robiquity.



Service Establishment



Service establishment is delivered as a project to enable ways of working and integration within your existing IT & support organisation. It is typically delivered over a 4-week period.

During this period, you are required to provide access to and time from IT, support, service desk and business stakeholders to enable the below:

- **Define:** Operational procedures to manage incident and change, define roles & responsibilities, naming conventions and shared language, document ways of working and service RACI
- **Governance & Structure:** Service reporting, SLA Alignment, SLA & KPI alignment, escalation management, commercial management
- **Operational Readiness:** Monitoring and alerting design, INC & problem management and escalation change management, stakeholder introductions
- **Knowledge Transfer & Onboarding:** Robiquity (MS) team onboarding, solution/service knowledge transfer
- **Acceptance into Service:** Technical acceptance of solutions and validation of KPI adherence
- **Service Introduction:** Implementation of solution specific management and communication principles with the business stakeholders



Exit / Transition Assistance

In the event of termination, the following exit management activities will apply. These activities will be completed within the notice period set out at in the Statement of Work. Additional effort or resource required will be estimated on agreement of exit. All reasonable additional activities will be chargeable to the client.

Robiquity shall provide all reasonable cooperation and support to facilitate the transfer of all knowledge required to support the solutions within the scope of the service. Documentation will be handed over to the client prior to the completion of knowledge transfer calls to provide low level operational knowledge and support activities.

Documentation will remain in the operational location within DevOps and SharePoint. Any documentation contained within Robiquity controlled environments will be transferred entirely to an agreed location within the client environment.

Robiquity will provide a detailed handover of all service controls detailed within the scope of the Managed Service activities. All handover activities will be completed within the notice period agreed during exit planning.

The exit plan will include success criteria to be met prior to Robiquity ceasing support activities. Any activities requested by the client post completion will be chargeable in addition to the agreed exit plan.

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Security & Data



Security & Data Handling

Robiquity operates within the access controls and data management policies dictated by our clients. These will be agreed and implemented during service establishment.

Access Controls: Managed by clients and adhered to by Robiquity. Reporting and audit provided as part of business reviews utilising our client's internal capabilities (such as PAM or alternative control implemented by internal teams).

Remote Access: Robiquity will require direct access via either a VPN or web controls from Robiquity's network to the hosted or on premises infrastructure on which the solutions are built.

Customer Data Handling: A data legislation agreement will be approved during the establishment of the service. This will include principles and policies for the access and viewing of all client data. Robiquity are responsible for the adherences to this agreement and will audit to ensure continued adherence.

Supported Versions: Robiquity will manage the full lifecycle of software version in accordance with:

- Vendor version release
- Client vulnerability management

This includes quarterly version uplifts and minimum N+1 version management.



Data Protection & Compliance

Solutions under support of Robiquity's Managed Service will adherence to all existing client data protection and compliance requirements. These will be built into the solutions as part of project delivery and maintained and assess as part of the ongoing Managed Service.

As a Managed Service provider for Microsoft Power Platform solutions, Robiquity ensures all services are delivered in strict alignment with GDPR requirements, including the lawful, transparent and secure handling of personal data. Our governance framework supports robust data-retention practices, enforcing clearly defined policies for the storage, archival and deletion of information throughout its lifecycle.

We also maintain the highest standards of confidentiality through controlled access, secure environments and continuous monitoring, ensuring that all customer data remains protected at every stage of service delivery.

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Risk & Issue Management



Risk and Issue Management

Robiquity's Managed Service is responsible, along with technical leadership, to own and maintain a RAID across the service scope. The RAID is maintained daily and reported on monthly. When required escalation of any items on the raised will be completed via the agreed and documented escalation procedure.

All risk and subsequent RIAD items are reviewed daily, it is the responsibility of Robiquity to ensure that all risks are documented and understood by all stakeholders. This ensure that our clients can make educated decisions on risk.

RAID management is completed using DevOps and shared with all stakeholders to ensure continued review. RAID items are linked with service requests, incidents, changes and work orders to ensure that all actions are prioritised and tracked appropriately. Formal reporting is competed monthly, with high priority items tracked and reported daily.

It is the responsibility of all parties within the agreement to management and mitigate risk. The primary responsibility is with Robiquity's Service Delivery Manager to ensure that all stakeholders are aware and able to make decisions based on RAID items. RAID items may be assigned to anyone across the joint organisation, it is the responsibility of those assigned to provide daily updates on the RAID item.

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Training & Knowledge Transfer



Training and Knowledge Transfer

Within the scope of Robiquity's Managed Service, Robiquity are not responsible for providing training to any business stakeholders or users. Robiquity will however ensure that all users have training and referenceable material under the scope of the service.

Handbooks will be made available to all users which includes guides and referenceable material for the users of all solutions under the scope of the Managed Service. When clarification is required, a user can raise a P4 incident as a request for information in support of learning. These will be published in a knowledge base within the ITSM tooling and agreed SharePoint location.

Where training is required, Robiquity can deliver this via a discreet piece of work – either via a separate Statement of Work or a Call Off.

During the handover of any solutions into the Managed Service or delivery to the client, Robiquity will enact the acceptance into service and knowledge transfer processes that captures all user requirements and highlights them as dependencies for the go-live of any solutions moving into production.

12

Client Responsibilities



Client Responsibilities

The client is responsible for providing Robiquity with the below roles/relationships or equivalent. Additional roles may be required depending on the agreed scope of the service and solutions within scope.

Client Resource	Client Resource Responsibilities
Head of Automation / AI / Systems / Operations	• Attendance at all service review meetings • Provide sign-off and approval for all contractual and commercial changes
Client Service Manager	• Manage client stakeholders and third parties in relation to solutions • Coordination of resource to facilitate the acceptance into service workstream • Assist with the validation of support tickets and act as point of escalation to manage incident(s) with client systems
Infrastructure & Application Support	• Manage and maintain the solution infrastructure • Enable and maintain supplier access to the solution infrastructure
Business Stakeholders	• Provide solution business knowledge and management of business exceptions • Support supplier incident management with business knowledge



Client Responsibilities

- Provide all relevant documentation of the configuration and topics relating to the operational maintenance of all solution components.
- Provide efficient approvals in relation to change management and release processes.
- Provide full management of the network and infrastructure including incident and change management.
- Ensure relevant stakeholders are available for the completion of agreeing the scope of the support services, any incident management and any change management.
- Management, maintenance and availability of the solution infrastructure and client systems, including critical security patching and delivery of operating system maintenance.
- Provide remote access and, where it deems necessary, any requested software licenses to the supplier, including access to both non-production and production environments.
- Management and maintenance of the supplier's remote access including liaising with supplier Service Manager for on/off boarding new supplier support resources.
- Data/inputs which are utilised within the automations and solutions. The Client is responsible for the management of input data formats such as the maintenance of referenced excel spreadsheets.

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