



Digital Service Transformation Consultancy

Service Definition
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1. Overview of the service

Apprilis provides digital transformation, consultancy, delivery and support services to public sector and regulated organisations. Services help organisations design, deliver and operate digital services, technology platforms and business processes. Delivery spans discovery, design, implementation, assurance and continuous improvement, tailored to organisational context and maturity.

2. Service delivery approach

Services are delivered using Agile, Waterfall or hybrid approaches as appropriate. Engagements may include advisory support, hands-on delivery, configuration, facilitation, programme assurance and operational support. Delivery can be remote, on site or blended, subject to agreement.

Work is structured around clear objectives, defined scope and agreed outcomes. Apprilis works collaboratively with client teams and partners, with transparent governance, regular communication and alignment to client controls and policies.

3. Mobilisation and onboarding

Onboarding begins with a mobilisation phase to confirm scope, objectives, stakeholders, delivery approach and success measures. Activities may include discovery workshops, access to systems and documentation, environment onboarding and security checks. Roles, responsibilities, communication channels and reporting cadence are agreed prior to commencement.

4. Client responsibilities

Effective delivery depends on timely access to stakeholders, decision makers, systems and information. Clients are responsible for providing accurate information, timely feedback and approvals, and for ensuring appropriate authority for decisions. Delays or constraints may affect timelines and outcomes.

5. Service constraints

Delivery timescales may be affected by organisational complexity, data quality, dependency on third parties, procurement or security onboarding. Some activities require client approvals or technical access before work can begin. Customisation is agreed per engagement and may be constrained by platform capabilities or governance requirements.

6. Service levels and availability

Services are delivered during agreed UK business hours unless otherwise agreed. Service levels, response times and availability are defined per engagement and aligned to the nature of the service. For advisory and delivery services, traditional uptime metrics may not apply.

7. Support and after-sales support

Support is provided through named points of contact and agreed communication channels. During delivery, Apprilis provides progress reporting, issue management and escalation. After completion, support may include handover, documentation, knowledge transfer and limited follow-up assistance, subject to agreement.

8. Training and knowledge transfer

Where appropriate, Apprilis provides training and knowledge transfer to enable client teams to operate and maintain delivered outcomes. This may include workshops, documentation and practical guidance tailored to client needs.

9. Data handling, backup and recovery

Apprilis does not typically host client production systems unless explicitly agreed. Client data accessed during delivery is handled securely and solely for service delivery. Where Apprilis hosts service components, appropriate data backup, restore and business continuity arrangements are agreed with the client. Data is not retained beyond the engagement unless otherwise agreed or required by law.

10. Outage and maintenance management

For advisory and consultancy services, outage and maintenance arrangements are not applicable. Where services interact with client or third-party systems, outage and maintenance are managed in line with the relevant platform or supplier arrangements.

11. Hosting options, locations and technical requirements

Services may use client-hosted platforms, third-party cloud services or approved collaboration tools. Technical requirements are defined per engagement and typically limited to access to agreed systems and tools. Hosting locations are determined by the underlying platform and client requirements. Apprilis does not mandate specific hosting providers unless agreed.

12. Access to data on exit

On completion or termination, Apprilis supports orderly handover of deliverables and documentation. Any client data held for delivery is returned or securely deleted in line with data protection requirements.

13. Security

Apprilis applies proportionate information security controls aligned to recognised standards and best practice, including ISO 27001 and Cyber Essentials Plus. Access to client information is restricted to authorised personnel.

14. Compliance and assurance

Services are delivered in accordance with applicable UK legislation and public sector requirements. Apprilis aligns delivery to client governance frameworks and supports assurance activities as required.