



A2Z Zoho Implementation Services

Service Definition Document Zoho Solution Design and Technical Consultancy For G-Cloud 15

1. Service overview

This service provides specialist consultancy focused on the design, planning, and technical solution architecture of Zoho-based systems. It supports public sector organisations in understanding requirements, assessing options, and defining a clear, deliverable solution approach before implementation.

2. Service scope

The service includes structured consultancy activities such as requirements clarification, process mapping, solution design, and technical recommendations. It is intended to support informed decision-making and project planning rather than system build or operational delivery.

3. What is included

The service may include:

- Discovery workshops and stakeholder sessions
- Business and technical requirements review
- Process mapping and workflow analysis
- Zoho solution design and system architecture
- Integration and data flow design
- Technical feasibility assessment
- Delivery approach and roadmap definition
- Written recommendations and design documentation

4. What is not included

The service does not include:

- System configuration or implementation
- Data cleansing or data quality remediation
- Ongoing system support or administration
- Managed services or helpdesk support





- Fixed-price delivery or time and materials billing

Guidance may be provided where relevant, but execution activities are outside scope.

5. Service delivery approach

Delivery is provided by experienced Zoho consultants and technical specialists. Consultancy can be delivered remotely or on site, depending on buyer requirements. Work is typically delivered as a defined piece of consultancy with agreed objectives and outputs.

Estimated effort is advised upfront based on the agreed scope. If additional effort is required, this is discussed and agreed before proceeding.

6. Dependencies and assumptions

The service assumes timely access to relevant stakeholders, documentation, and systems information as required. Recommendations are based on information provided by the buyer and current Zoho platform capabilities.

7. Pricing approach

This service is not delivered on a fixed-price or time and materials basis. Indicative effort and cost are advised based on the agreed scope of consultancy. Any change to scope or assumptions may require a revised estimate.

8. Security and data protection

Access to customer systems is restricted based on role and follows least-privilege principles. Staff access is limited to what is required for service delivery. All service delivery complies with applicable UK data protection legislation. Zoho platform security controls apply where Zoho systems are involved.

9. Staff security and clearance

Staff involved in delivering this service meet Baseline Personnel Security Standard (BPSS) requirements, including identity checks, right to work in the UK, and employment history verification.

10. Support

This service does not include ongoing support or operational support levels. No technical account manager or cloud support engineer is provided as part of this service. Ongoing support can be procured separately if required.





11. Exit and handover

On completion, all agreed documentation and outputs are provided to the buyer.
No ongoing dependency is created as part of this service.

