



A2Z Zoho Implementation Services – Service Definition Document – For G-Cloud 15

1. Service overview

A2Z Cloud provides Zoho implementation and configuration services delivered through structured, project-based engagements. The service supports public sector organisations implementing Zoho applications to meet defined operational and business requirements.

Delivery focuses on system setup, configuration, integration, migration support, testing, and controlled deployment, based on an agreed scope of work.

2. Scope of service

The service may include the following activities where agreed:

- Configuration of Zoho applications and standard modules
- Creation and configuration of custom fields, layouts, workflows, and automation
- User role, permission, and access control configuration
- Integration between Zoho applications and approved third-party systems
- Data migration from existing systems, excluding data cleansing
- Internal testing and support for user acceptance testing
- Deployment planning and controlled go-live
- System documentation and handover materials

All work is delivered against an agreed scope and documented requirements.

3. Out of scope

The following activities are not included unless separately agreed:

- Data cleansing or data quality remediation
- Ongoing managed support or optimisation
- Out-of-hours or weekend support
- Work outside the agreed project scope





Guidance is provided to support customer-led data preparation where required.

4. Delivery approach

Delivery is project-based and follows defined phases, including planning, configuration, testing, and deployment. Progress, risks, and dependencies are managed through structured project governance.

Delivery is primarily remote. On-site delivery can be agreed where required.

5. Support

Email and online ticketing support is available at additional cost during standard business hours, Monday to Friday, excluding UK public holidays. Support is provided based on agreed priority levels with defined response and resolution targets.

Resolution times may vary depending on issue complexity and where resolution relies on Zoho or other third-party services outside A2Z Cloud's control.

6. Service levels

Target response times range from 30 minutes for critical issues to 16 hours for low-priority or planning requests. Target resolution times range from 4 hours to 10 days depending on issue severity.

These are service targets rather than guaranteed commitments.

7. Accessibility

Online ticketing and web chat support are provided through third-party platforms designed to meet WCAG 2.2 AA accessibility standards. Accessibility conformance is managed at platform level by the supplier.

Where accessibility issues are identified, reasonable adjustments or alternative support channels are offered where required.

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.

Zoho applications provide platform-level security controls, including data hosting, access management, and security monitoring, which are maintained by Zoho as the platform provider.

A2Z Cloud configures and uses Zoho systems in line with customer requirements and applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.





9. Staff security clearance

Staff involved in service delivery undergo pre-employment checks, including identity verification, right to work in the UK, visa status where applicable, and relevant employment references.

Formal staff screening to BS7858:2019 is not undertaken as standard.

10. Dependencies

Delivery depends on timely access to systems, data, documentation, and agreed customer points of contact.

11. Pricing

Pricing is based on an estimate of the number of hours required to deliver the agreed scope of work. Estimated hours are provided in advance based on known requirements and delivery assumptions. The service is not delivered on a time and materials basis and time logs are not supplied as part of delivery.

Where requirements change or additional work is identified, this is discussed with the customer and agreed through a formal change request before work continues. Licences are procured separately.

