



G-Cloud 15

Service Definition Document

Aaseya OutSystems Implementation Services

1. Overview

Aaseya provides end-to-end OutSystems implementation services, enabling organisations to accelerate digital transformation through modern, scalable, and maintainable low-code solutions. As a **Certified OutSystems Sales and Delivery Partner** with a rapidly growing practice, Aaseya has delivered successful implementations for **multiple customers across the US, UK, Europe, India, and Middle East** consistently achieving a **CSAT score of 4.8/5** and earning multiple industry recognitions, including **OutSystems Partner of the Year (2025)**.

Our **150+ strong OutSystems professionals**, supported by **600+ individual OutSystems certifications**, bring deep expertise across OutSystems Developer Cloud (ODC) as well as OutSystems O11 environments, reactive web and mobile development, data fabric design patterns, event-driven architectures, and enterprise-grade solution engineering. This capability enables Aaseya to deliver high-performing digital applications while minimising technical debt and maximising long-term platform value.

Aaseya has a strong and growing presence within the UK Public Sector, with proven experience delivering low-code and digital process automation solutions for organisations such as HMRC, Building Digital UK (BDUK), Sellafeld Ltd, the Scottish Government, and NHS Health Research Authority (HRA). This experience spans regulatory, operational, and citizen-facing systems, delivered in compliance-driven environments requiring robust governance, security, and auditability.

Aaseya operates a mature onshore, offshore, and hybrid delivery model, with teams experienced in delivering programmes under BPSS-cleared environments, and the ability to provide resources with Security Clearance (SC) where required. This ensures delivery flexibility, scalability, and compliance for UK government and other regulated public sector programmes.

Aaseya uses OutSystems AI Mentor to ensure their global delivery centers maintain "Elite" quality standards at high speed:

- **Architecture & Security Mentors:** These agents automatically scan Aaseya's codebases to identify technical debt or security vulnerabilities before a human reviewer even sees the code.
- **Code Mentor:** Aaseya developers use this to generate complex SQL queries or business logic patterns using natural language, which they estimate reduces repetitive coding tasks by up to 30–40%.

Using OutSystems Agent Workbench, Aaseya is building custom AI agents for clients that can reason and act across disconnected systems (SaaS, ERP, and Legacy).

With demonstrable delivery excellence, reusable accelerators, and a proven public sector delivery track record, **Aaseya is well positioned to support organisations in modernising legacy systems, optimising business operations, and achieving measurable outcomes through enterprise low-code platforms.**

1. Scope of Services

Aaseya provides a comprehensive suite of OutSystems implementation and enablement services designed to accelerate digital delivery, improve solution quality, and maximise platform value. Our services span the full lifecycle of an OutSystems initiative, enabling customers to adopt, scale, and sustain the platform with confidence.

Consulting & Advisory Services

- Low-code transformation consulting and rapid solution prototyping
- Platform ROI advisory and best-practice implementation guidance
- Assessment of legacy estates for OutSystems modernisation

Project Implementation

- Full lifecycle delivery across discovery, architecture, build, test, and deployment
- Rapid delivery using OutSystems' modern development patterns and reusable assets
- Migration from older OutSystems versions to O11 or OutSystems Developer Cloud (ODC)

OutSystems COE Enablement

- Support to establish or scale a customer's Centre of Excellence
- Application and integration architecture assessments
- Governance models, architectural standards, and quality frameworks
- Deployment of certified OutSystems developers, architects, and QA specialists
- Technical health checks to optimise performance and reduce technical debt

User Experience & Design Services

- UI/UX consulting, design system development, and experience optimisation
- Usability audits and accessibility reviews
- Creation of reusable themes and enterprise branding frameworks

Support Services

- OutSystems infrastructure setup, configuration, and maintenance
- Application Managed Services (AMS) across L1–L3
- 24x7 production support through onshore/offshore delivery models

To complement our certified OutSystems Professional, our OutSystems Implementation services also consist of team member from our following practices:

Agile Project Management	Business Analysis	Experience Design	Quality Assurance
• Certified and Highly experienced Project Managers/Scrum Master • Experience across different methodologies like Agile-Scrum, SAFe Agile, Waterfall • Platform awareness, understanding of the Pega delivery principles • Full Lifecycle Project Delivery • Delivering Scrum Ceremonies • Release and Config Management • Governance ✓ Client Communications ✓ Stakeholder Management ✓ Project Reporting ✓ Risk & Issue Management	• Principal, Lead and Senior Business Architects • Experienced in the full SDLC for Low Code Technologies using agile principles • Expert at running requirements workshops and writing User Stories • Ensuring the requirements are captured with the Pega target platform top of mind • Supporting the Development and Test Teams during the SDLC • Working closely with Business Users and conducting show and tell sessions of the built applications • Business Domain knowledge of multiple industries	• Experience Designers • Responsible for project UX/UI delivery • Interaction with Dev team, BA's and business users to streamline the user experience • Conduct user research and survey • Create User personas, customer journey and Sitemap • Develop wireframes, prototypes and task flows • Create artefacts in Adobe XD • Create design guidelines for Dev team • Review the ongoing development progress in terms of UX/UI	• Quality Assurance Engineers • Functional Testing within Sprints • System Integration Testing • Supporting User Acceptance Testing • Automation Testing using Selenium, & Katalon • Performance Testing using Jmeter, Neoload, Gatling • Security Testing - OWASP ZAP

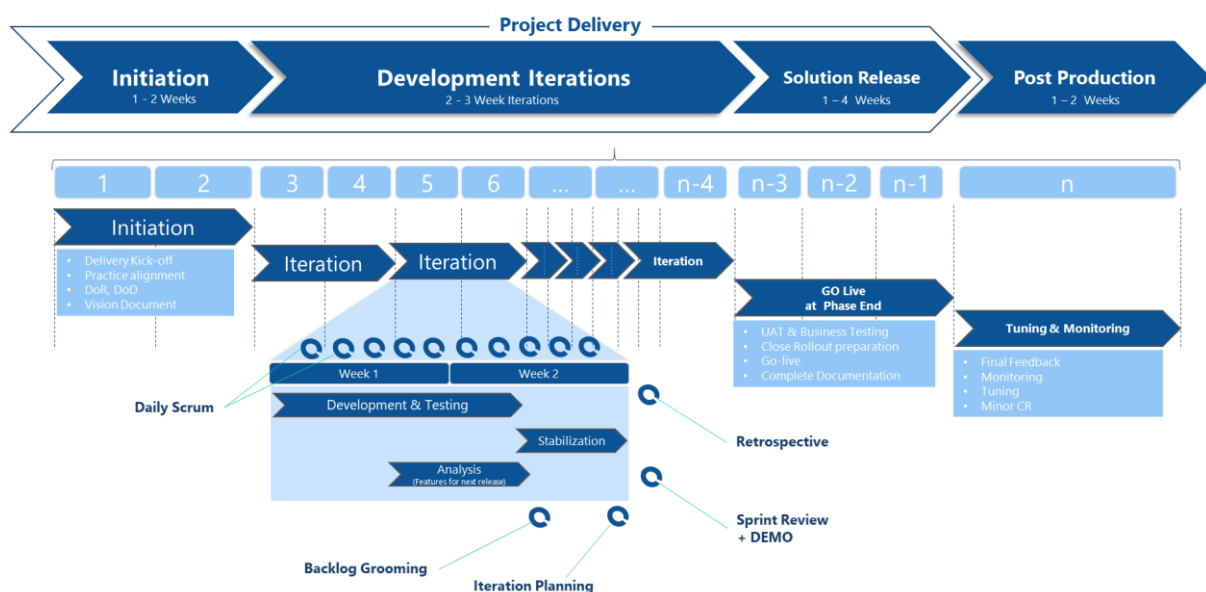
2. Delivery Methodology

Aaseya follows a **structured, Agile-driven delivery methodology for OutSystems implementations**, ensuring predictable outcomes, faster time-to-value, and continuous stakeholder alignment. The approach is iterative and sprint-based, enabling incremental delivery of working software while maintaining flexibility to accommodate evolving business needs.

The project lifecycle begins with Initiation, covering project mobilisation, requirement baselining, and solution visioning. This is followed by a series of Development Iterations, each lasting 2–3 weeks, where cross-functional teams design, develop, test, and demonstrate incremental functionality. Daily Scrum ceremonies, backlog grooming, sprint planning, sprint reviews, and retrospectives ensure transparency and continuous improvement across all iterations.

As iterations progress, the solution moves into Solution Release, which includes UAT, business validation, rollout preparation, and go-live activities. Once in production, Aaseya supports customers through a structured Post-Production phase focused on final tuning, monitoring, and transition to steady-state operations.

The diagram below outlines the high-level delivery flow across all phases:



This Agile delivery model ensures early insight into solution behaviour, reduces rework, and accelerates delivery cycles. It is fully aligned with OutSystems development best practices and leverages the platform's rapid application development capabilities to drive high-quality outcomes with reduced implementation risk.

3. Roles & Responsibilities

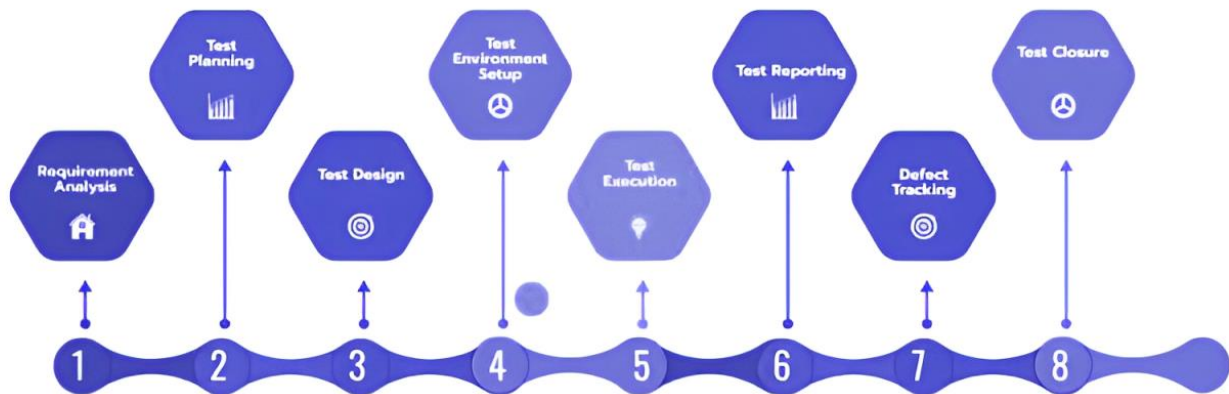
The Aaseya OutSystems Implementation Service key roles used as part of the service to ensure customers maximise the OutSystems Platform investment include:

Role	Responsibilities
Engagement Leader / Scrum Master	- Plan the delivery of the OutSystems elements project and its activities in accordance with goals of business - Deliver to agreed scope, timescales, budget, and quality metrics - Act as a trusted advisor to the client on all aspects of the engagement - Advise on delivery methodology and how this can be harmonized with the Client's methodology - Act as a single point of contact for all program related escalations - Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
Solution Architect - OutSystems	- Responsible for architecture and designing business applications using OutSystems components. Provides architecture and design guidance to project teams - Provide Technical Oversight for the OutSystems Implementation - Identifying and understanding the future scope of the implementation and adopt a reusable framework-based approach into design - Provides direction to development teams and business partners across the projects, solving complex business requirements - Accountable for ensuring technical architecture of delivered solution matches customer requirements, and commits to Customer Success (realisation of business benefit)
Principal / Lead Business Analyst	- Liaise with multiple business stakeholders and Product Owner to develop high quality business requirements - Identify high level use cases / user stories & assist business in prioritisation of use cases - Co-ordination between Design and Technical groups - Works closely with the architects during designing of the OutSystems solution - Review detailed use cases and acceptance criteria, delivered by Senior Business Analyst
Experience Designer	- Responsible for project UX/UI delivery - Interaction with Dev team, BA's and business users to streamline the user experience - Conduct user research and survey - Create User personas, customer journey and Sitemap - Develop wireframes, prototypes and task flows - Create design guidelines for Dev team and user manual
Senior OutSystems Developer	- Daily coordination with the team and assure on-track of development - Act as module leads & escalate to project leadership of any risks - Configuration of the system to deliver the User Stories - Interaction with delivery teams, to provide or seek clarifications - Code Reviews, Unit testing & Support Testing
Quality Assurance	- Responsible for delivery of Test plan, reviewing & executing test cases - Weekly report on test status, quality of configuration, application stability - Ensure defects raised have adequate details to assist quicker debugging

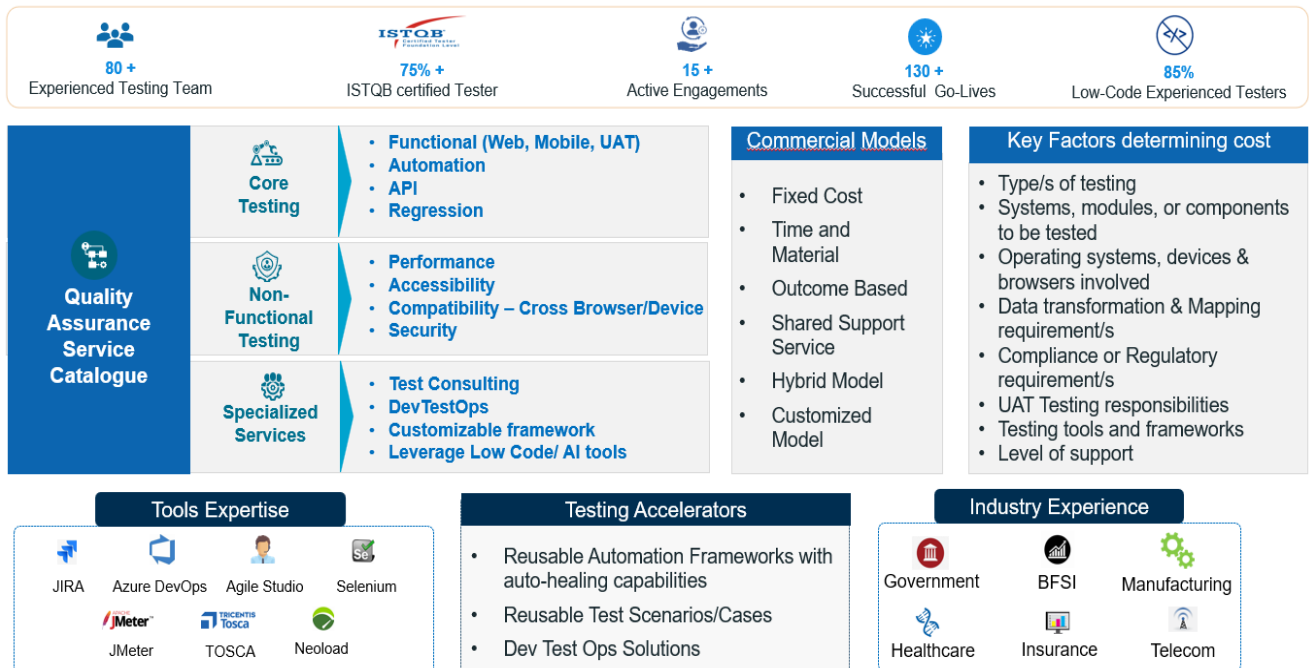
4. Quality Assurance & Testing

As part of the Aaseya OutSystems Implementation Services, Aaseya follows a strong and proven testing methodology that is mandate for every project in ensuring and maintain the quality of product that is released into various phases of the SDLC. Aaseya uses strong principals and governance models at each phase of the delivery to ensure it pass through quality gate with predefined acceptance criteria established which will include both static and non-static (dynamic) testing approaches.

The below picture shows the summary of the Software Testing Process being followed in Aaseya:



At Aaseya, the software delivery process is guided by strong principles and governance models at every stage, to ensure that the quality standards are met, and the software passes through the predefined quality gates. Prior to testing, acceptance criteria are established, and the testing team verifies whether the software system or application meets these criteria during the testing process. This rigorous approach ensures that the software meets the expected quality standards and is both reliable and efficient, thereby fulfilling the expectations of end-users.



5. Governance

The below table shows the governance framework Aaseya recommend as part of the Aaseya OutSystems Implementation Service offering:

Review Type	Aaseya Participants	Customer Participants	Frequency
Project Kick Off Meeting	Aaseya CEO Customer Success Exec Project Manager Project Team	Programme Sponsor Programme / Project Manager Product Owner Team Members Client Representatives	Once
Daily Stand-up Call Meeting	SCRUM Master Project Manager Project Team	Project Manager Product Owner Team Members	Daily
Sprint Planning or Retrospection Meeting	SCRUM Master Project Manager Project Team	Programme Manager Project Manager Product Owner Team Members Client Representatives	Each Sprint
Status Review Meeting	Project Manager Business Change Consultant	Programme Manager Project Manager Product Owner	Weekly
Monthly Business Review	Customer Success Exec Project Manager Business Change Consultant	Programme Sponsor Programme Manager Project Manager	Monthly
Steering Committee Meeting	Aaseya CEO Customer Success Exec	Programme Sponsor Programme Manager	Bi-Monthly

6. Expected Outcomes

Aaseya's extensive experience in delivering Agile Low-Code solutions on the OutSystems platform enables organisations to achieve measurable and sustained business value. Through our proven implementation practices, specialised expertise, and global delivery capability, customers can expect the following outcomes:

- **Accelerated Time-to-Value**
Rapid application delivery using OutSystems' low-code capabilities and Agile delivery accelerates release cycles, enabling organisations to realise business benefits significantly faster.
- **High-Quality, Scalable Applications**
Solutions are engineered using OutSystems architecture best practices, resulting in secure, performant, and maintainable applications with a superior user experience.
- **Cost-Effective Delivery Models**
Flexible onsite, offshore, and hybrid delivery models ensure optimal cost efficiency without compromising quality or speed.
- **Maximised Return on Low-Code Investment**
Aaseya helps organisations unlock the full value of their OutSystems platform through reusable components, optimised architectures, automation, and alignment to long-term digital transformation roadmaps.
- **Reduced Delivery Risk**
The use of structured Agile methodologies, continuous integration, automated testing, and quality checkpoints ensures predictable outcomes and mitigates implementation risks.
- **Improved Organisational Capability**
Through coaching, COE enablement, and best-practice advisory, Aaseya empowers customer teams to adopt sustainable low-code application development practices.



7. Company and Contact Information

Aaseya is a leading professional services company specialising in Low-Code, Digital Process Automation, and AI-driven transformation. With a team **of 600+ certified low-code and AI consultants**, Aaseya delivers rapid, high-quality implementations across leading platforms including OutSystems, Pega and Camunda. Our agile delivery frameworks and deep domain expertise enable organisations to accelerate time-to-value, modernise legacy estates, and transform critical business operations.

Operating across **13+ countries**, Aaseya partners with enterprises in Banking, Insurance, Manufacturing, Public Sector, and Government to deliver innovative solutions in Customer Experience, Case Management, CRM, Business Operations, and Workflow Automation. The organisation has successfully achieved 180+ go-lives in just seven years, backed by a strong governance-led delivery model and consistent 4.8+ CSAT across engagements.

Aaseya is a subsidiary of **YASH Technologies**, a global system integrator with **9,000+ employees**, serving 450+ global clients, including more than 100 Fortune 500 organisations. This combined capability enables Aaseya to deliver enterprise-grade transformation at scale, supported by strong security and compliance foundations.

Security Accreditations:

- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus

Websites:

www.aaseya.com, www.yash.com

Contact Information

Matthew Leamy – Vice President, Sales Europe; **Email:** GCloud@aaseya.com