



G-Cloud 15

Service Definition Document

Aaseya Camunda Implementation Services

1. Overview

Aaseya provides specialist Camunda implementation services, enabling organisations to design, orchestrate, and optimise complex business processes using Camunda's enterprise process orchestration platform. As a **Camunda Platinum Partner**, Aaseya works in close collaboration with Camunda to deliver scalable, resilient, and cloud-ready workflow and decision automation solutions for mission-critical business operations.

Aaseya's Camunda Practice comprises **50+ experienced Camunda professionals**, delivering expertise across BPMN-based workflow orchestration, DMN-driven decision automation, and event-driven architectures using Camunda Platform 8. Our teams design and implement solutions that enable long-running process orchestration, real-time visibility, and effective governance across distributed and microservices-based environments.

With proven domain expertise across Public Sector, Aaseya supports organisations in modernising legacy workflows, implementing digital case management, and enabling straight-through processing. Our practice includes reusable accelerators for Microlending, Telecom Order Management, and Inspection Management, enabling faster time to value while maintaining architectural flexibility.

Aaseya is also a **Global Delivery Partner** providing organisations with access to enterprise-grade Camunda implementations delivered through onshore, offshore, and hybrid delivery models. Our Camunda delivery capability is further strengthened by deep supporting practices in QA, Programme Management, React-based UI development, UX design, and AI-enabled process optimisation.

Through an Agile, DevOps-aligned delivery approach, Aaseya ensures Camunda solutions are designed for scalability, observability, and continuous evolution—helping organisations improve operational efficiency, compliance, and process resilience while maximising long-term platform value.



2. Scope of Services

Aaseya's Camunda Implementation Services provide end-to-end capabilities to design, implement, integrate, and optimise enterprise workflow and process orchestration solutions using the Camunda Platform.

Workflow Automation & Process Orchestration

- Automation of complex, long-running business processes using BPMN and DMN
- Orchestration of human, system, and event-driven workflows across the value chain
- Improved visibility, control, and optimisation of end-to-end business processes

Microservices & Event-Driven Orchestration

- Orchestration of business processes spanning microservices and APIs
- Event-driven process coordination across distributed systems
- Monitoring and management of processes across cloud-native environments

Anything-to-Camunda Enablement

- Migration or refactoring of existing workflow logic to Camunda-compatible models
- Enablement of BPMN- and DMN-based orchestration from legacy or custom platforms
- Accelerated adoption of Camunda with reduced redevelopment effort

Integration & Connector Development

- Development of custom Camunda connectors using the Connector SDK
- REST, messaging, and event-based integrations with enterprise systems
- Support for SaaS, self-managed, and hybrid Camunda deployments

Aaseya Solutions & Accelerators

- Pre-built Camunda-based accelerators for selected use cases
- Configurable solutions for lending, order management, and inspections
- Reusable assets to accelerate implementation and reduce delivery timelines

Strategic Advisory & Consulting

- BPM and process orchestration strategy aligned to digital transformation goals
- Process discovery, modelling, and optimisation advisory
- Architecture guidance for enterprise-scale Camunda adoption

Training & Enablement

- BPMN, DMN, and Camunda Platform training services
- Practical, hands-on enablement for business and technical teams
- Knowledge transfer to support sustainable in-house capability

To complement, our Camunda 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

The following are some of the common Use Cases with Camunda specialising in Public Sector:

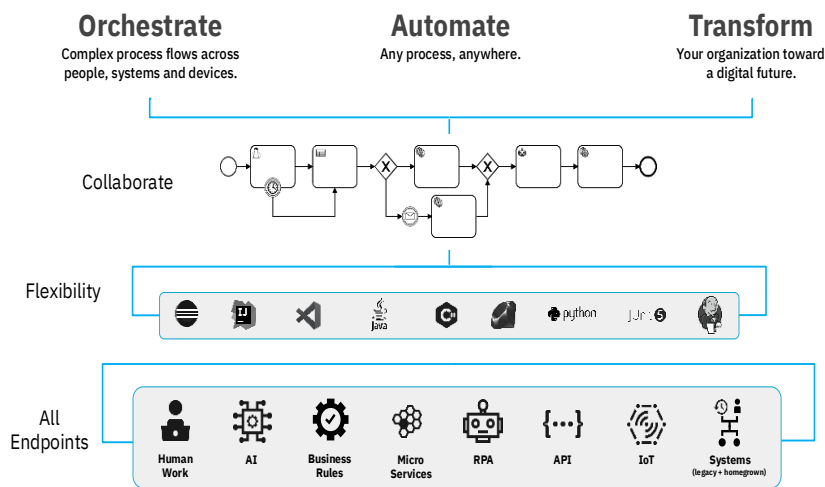
Use Case	Description
Accelerated Recruitment Vetting	Orchestrating end-to-end background checking and security clearance workflows, integrating multiple agencies and systems to reduce processing times and improve accuracy for government recruitment programmes.
Grant and Payment Orchestration	Managing complex, multi-stage grant, subsidy, and payment processes, including eligibility checks, approvals, and disbursements, to ensure transparency, auditability, and timely payments across public sector bodies.
Benefits Eligibility Automation	Automating eligibility assessments using rules and decision logic, enabling consistent, policy-driven decisions while identifying exceptions and anomalies within welfare and social support programmes.
Crisis Response Coordination	Coordinating cross-agency workflows for incident intake, triage, decision-making, and resource allocation during emergency and resilience management scenarios.
Permitting and Licensing Workflows	Streamlining end-to-end permitting, licensing, and registration processes by automating reviews, approvals, and handoffs across departments, improving citizen and business experience.

3. Delivery Methodology

Aaseya delivers Camunda implementations using a structured, agile, and iterative delivery methodology designed to support complex, long-running business processes, event-driven architectures, and enterprise-scale workflow orchestration.

Our approach is grounded in **Agile delivery principles**, with strong emphasis on early validation, incremental value delivery, and close collaboration between business and technical stakeholders. Camunda's model-driven architecture enables early process visibility through BPMN and DMN models, allowing stakeholders to validate workflows, decisions, and integrations before full-scale implementation.

Business Processes are complex and include many different steps, components, and endpoints across different technologies. The Camunda Workflow Engine orchestrates processes that span APIs, microservices, business decisions and rules, human work, IoT devices, RPA bots, and more, so you have complete control and visibility for your most critical business processes.



Delivery typically progresses through **Discovery, Design, Build, Test, and Deploy** phases, with each phase executed iteratively. During Discovery and Design, Aaseya works with business and IT teams to identify key processes, events, decision points, and integration touchpoints. BPMN and DMN models are defined as executable artefacts, ensuring traceability from business requirements through to runtime execution.

The Build phase focuses on implementing workflow orchestration, decision automation, and integrations using Camunda's APIs and cloud-native capabilities. Continuous integration and automated testing are embedded through CI/CD pipelines, enabling rapid feedback and controlled releases. Testing includes functional validation, performance testing for long-running processes, and resilience testing for failure and retry scenarios.

Deployment is executed incrementally, supporting phased go-lives and controlled rollouts. Post-deployment, Aaseya supports optimisation, monitoring, and continuous improvement using Camunda's operational insights and observability tooling.

This delivery methodology ensures **predictable outcomes, reduced risk, and scalable process automation**, while enabling organisations to evolve their workflows independently of underlying systems.

4. Roles & Responsibilities

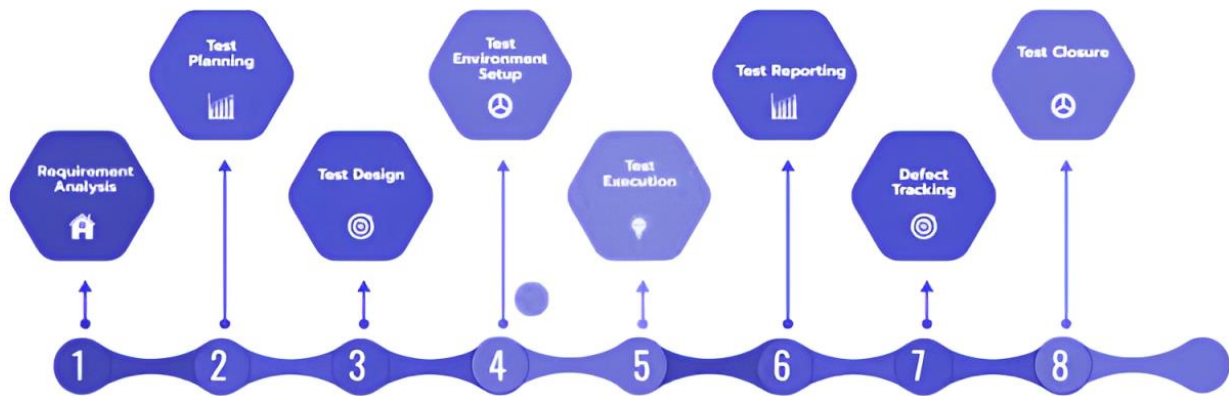
Aaseya provides a structured delivery team with clearly defined roles to ensure effective governance, high-quality delivery, and predictable outcomes for Camunda-based implementations. Roles may be tailored based on engagement size, complexity, and delivery model.

Role	Responsibilities
Programme / Delivery Manager	• Overall accountability for delivery, planning, and governance • Stakeholder management, reporting, and risk management • Ensures adherence to agreed scope, timelines, and quality standards
Solution Architect - Camunda	• Defines end-to-end solution architecture using Camunda Platform • Designs BPMN workflows, DMN decision models, and integration patterns • Ensures scalability, resilience, and alignment with enterprise architecture
Camunda Process Engineer / Developer	• Implements executable BPMN and DMN models • Develops workflow orchestration, integrations, and event handling • Configures connectors, APIs, and service interactions
Integration Engineer	• Designs and implements REST, messaging, and event-based integrations • Ensures reliable communication between Camunda and enterprise systems • Supports “Anything-to-Camunda” migration and refactoring activities
DevOps / Platform Engineer	• Manages CI/CD pipelines and deployment automation • Supports environment setup for SaaS, self-managed, or hybrid Camunda • Ensures monitoring, logging, and operational readiness
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

5. Quality Assurance & Testing

As part of the Aaseya Camunda 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.



6. Governance

The below table shows the governance framework Aaseya recommend as part of the Aaseya Camunda 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

1. Expected Outcomes

Engaging Aaseya for Camunda Implementation Services enables organisations to establish a scalable and resilient foundation for enterprise process orchestration and workflow automation. By leveraging Camunda's open, model-driven platform and Aaseya's delivery expertise, customers can expect the following outcomes:

- **Improved process visibility and control** through BPMN- and DMN-driven orchestration of end-to-end business workflows.
- **Increased operational efficiency** by automating complex, long-running, and event-driven processes across systems and teams.
- **Faster time-to-value** enabled by reusable accelerators, agile delivery practices, and rapid integration with existing systems.
- **Reduced dependency on monolithic applications** by decoupling process logic from underlying services and applications.
- **Enhanced scalability and resilience** through microservices and event-driven orchestration patterns.
- **Lower delivery and change risk** by adopting executable process models with clear traceability and governance.
- **Greater flexibility to evolve processes** independently of core systems, supporting continuous improvement.
- **Accelerated adoption of Camunda** through "Anything-to-Camunda" enablement and structured migration approaches.
- **Improved compliance and auditability** with transparent process execution and decision tracking.
- **Sustainable internal capability** through training, enablement, and knowledge transfer.



2. 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 Camunda, Pega and OutSystems. 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

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