



G-Cloud 15

Service Definition Document

Aaseya OutSystems Managed Services

1. Overview

Aaseya OutSystems Managed Services provides comprehensive application support, operations, and continuous optimisation for business-critical applications built on the OutSystems platform. The service is designed to ensure application stability, predictable performance, and sustained value realisation through structured governance, proactive monitoring, and continuous improvement.

Aaseya delivers **end-to-end AMS** coverage across L1–L3 support levels, with flexible service models including business hours, extended hours, and up to 24×7 operational coverage. Services encompass incident and problem management, service requests, minor enhancements, release support, platform upgrades, and performance optimisation. The AMS model integrates seamlessly with customer ITSM tools and multi-vendor operating environments, aligning with established ITIL-based governance frameworks.

The service is underpinned by **Aaseya's status as an OutSystems Sales and Delivery Partner** and a mature OutSystems practice of **150+ certified professionals supported by 600+ platform certifications**. Aaseya teams bring deep experience across OutSystems Developer Cloud (ODC) and OutSystems O11 environments, reactive web and mobile applications, enterprise integrations, and secure, scalable architectures.

Aaseya OutSystems Managed Services leverages automation-first practices, reuse-driven development, and AI-assisted capabilities to reduce incident volumes, minimise technical debt, and improve operational efficiency. The service incorporates OutSystems platform features such as AI Mentor, built-in analytics, and architecture validation, alongside Aaseya's own accelerators and agentic AI capabilities for intelligent triage, optimisation, and continuous improvement.

With **proven experience supporting public sector and regulated environments**, Aaseya enables organisations to operate secure, compliant, and scalable OutSystems applications. Services are delivered through onshore, offshore, and hybrid models, providing resilience, cost efficiency, and long-term operational sustainability.

2. Scope of Services

Aaseya OutSystems Managed Services delivers comprehensive support, operations, and continuous improvement for applications built on the OutSystems platform, ensuring SLA adherence, application stability, and sustained value across the application lifecycle.

Application Support & Operations

- L1–L3 support covering incidents, service requests, and problem management
- Flexible support windows including 8×5, extended hours, and 24×7 coverage
- Proactive monitoring, alert management, triage, and root cause analysis
- Integration with customer ITSM tools and multi-supplier operating models
- Support for OutSystems cloud deployments and customer-preferred cloud environments

Maintenance, Enhancements & Releases

- Minor enhancements, configuration updates, and UI refinements
- Workflow optimisation, business logic adjustments, and rule changes
- Change Requests (CRs) managed through governed intake, estimation, and approval
- Regression testing, release planning, and deployment coordination
- Platform upgrades, patching, and version alignment for ODC and O11
- Performance tuning, capacity planning, and application health checks

Continuous Improvement & Optimisation

- Proactive identification of improvement opportunities using operational metrics
- Reuse-driven development to reduce technical debt and maintenance effort
- Alignment with OutSystems architecture best practices and quality standards
- Continuous optimisation of performance, reliability, and user experience

AI-Enabled & Agentic Support

- Use of OutSystems AI Mentor for architecture, security, and code quality insights
- AI-assisted analysis of incident trends and recurring issues
- Agentic AI capabilities to support intelligent triage and automated actions
- Automation assets to accelerate fixes, enhancements, and operational tasks
- Continuous learning loops to improve support efficiency and outcomes

Governance & Service Management

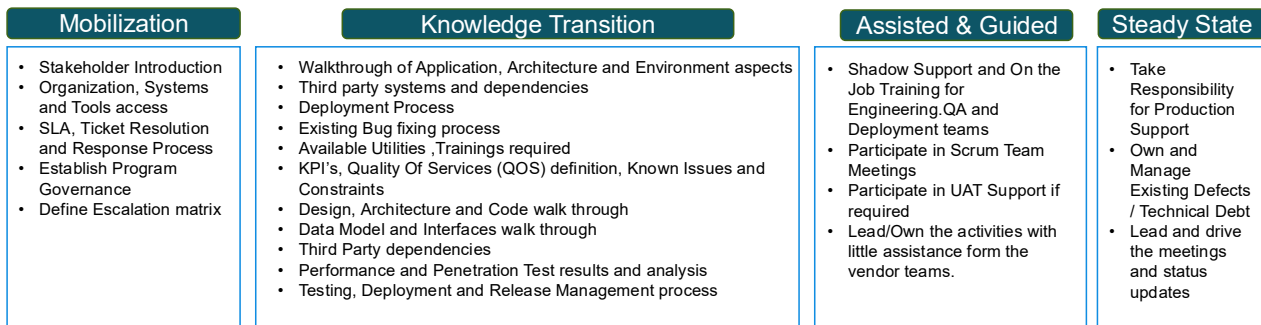
- SLA and KPI management with structured service reviews and reporting
- Incident trend analysis, root cause insights, and improvement roadmaps
- Controlled transition from implementation to steady-state AMS
- Knowledge management, documentation, and runbook maintenance
- Alignment with agreed security, quality, and operational governance standards

3. AMS Delivery Approach

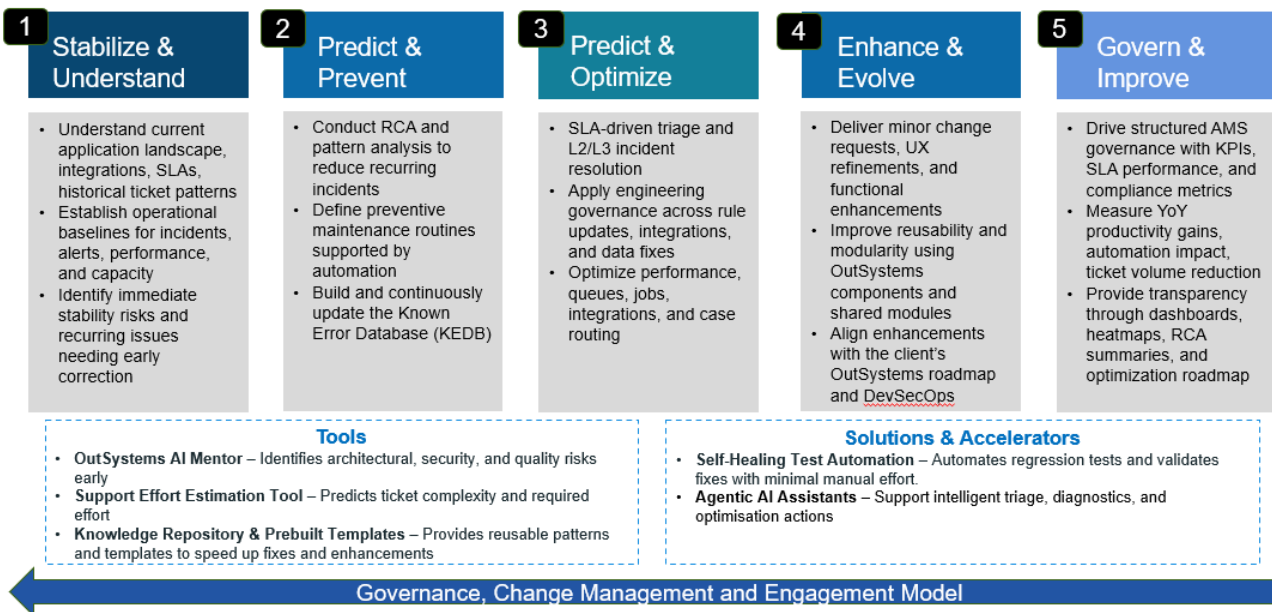
Aaseya's OutSystems Managed Services delivery framework is designed to ensure service continuity, operational stability, and continuous value realisation. The framework combines structured transition, SLA-driven operations, proactive optimisation, and governance-led improvement to support business-critical OutSystems applications at scale.

Aaseya follows a structured and risk-managed transition approach, including knowledge transfer from implementation or incumbent teams, application and integration assessments, SLA and runbook finalisation, and validation of operational readiness. This phase establishes baselines for incidents, performance, alerts, and capacity prior to steady-state operations.

A typical Transition will consist of the following key stages and subsequent activities:



Once transitioned, Aaseya operates a phased AMS model focused on stabilisation, prevention of recurring issues, optimisation of performance, controlled enhancement delivery, and continuous improvement. Automation, reusable components, and AI-enabled assets are embedded across the lifecycle to improve efficiency, quality, and predictability.



4. Service Level Definitions

Aaseya operates a structured, SLA-driven ticket management framework aligned to ITIL best practices. Incidents, service requests, and problems are categorised by support level (L1–L3) and business priority (P1–P4) to ensure timely response and effective resolution.

Incident priority is assigned based on business impact, user impact, and service criticality.

Priority Level	Description
Priority Level 1: High (P1)	• Unavailability of multiple Services which halt or impede critical functions for the Customer • The software fails to operate in any respect or there are severe restrictions in the operation of the software that significantly limit the performance of productive work • The issue prevents a significant number of users from the production of critical outputs • Materially incorrect information is being returned to users • There are restrictions in the operation of the software that have a critical business impact
Priority Level 2: Medium (P2)	• A core function is experiencing a problem, which causes a severe loss of functionality • Frontline service(s) are unusable and halt or impede critical functions
Priority Level 3: Low (P3)	• The issue impacts the production of a significant output • The issue impacts part of the daily work process • The issue happens on a repeating basis • No Workaround can be found using the system or a Workaround a major loss of time
Priority Level 4: Very Low (P4)	• A minor or cosmetic problem that can be tolerated and has no impact on business productivity or activity

Aaseya typically follows the following SLA targets for Incident and Problem Management. SLAs are measured against agreed service windows and reported through operational dashboards and governance reviews.

Indicative SLA Targets

- P1 Response: 15 minutes (working hours)
- P1 Resolution: 2 hours
- P2 Resolution: 4 hours
- P3 Resolution: 2 working days
- P4 Resolution: 5 working days
- Application Availability: 99.95% (excluding planned downtime)

All service levels are indicative and will be finalised based on client-specific requirements, service scope, and agreed operating hours.

5. Roles & Responsibilities

The key roles used as part of the Aaseya OutSystems Managed Services ensure stable operations, continuous optimisation, and sustained value realisation from the OutSystems Platform.

Role	Responsibilities
Engagement Leader / AMS Service Manager	• Own end-to-end AMS delivery governance, service performance, and client engagement • Ensure adherence to SLAs, KPIs, and contractual obligations across support services • Act as the primary escalation point for service risks, issues, and commercial discussions • Drive continuous service improvement initiatives aligned to business outcomes • Oversee transition, steady-state operations, and service evolution roadmap • Facilitate operational reviews, steering committees, and service governance forums
AMS Delivery Lead / Scrum Master	• Plan and manage AMS delivery across L1–L3 support, enhancements, and minor change requests • Coordinate sprint-based delivery for enhancements and fixes using Agile/DevOps practices • Align AMS execution with backlog priorities, and release calendars • Track service metrics, sprint progress, and risk mitigation actions • Ensure smooth collaboration between support, engineering, QA, and client teams
OutSystems Architect	• 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)
Lead Business Analyst	• Translate business incidents, enhancements, and change requests into value-driven backlog items • Elaborate incidents, problems, and enhancement requests into clear functional requirements • Support backlog refinement and sprint planning for AMS delivery • Validate fixes and enhancements against acceptance criteria • Assist in business communications and change impact assessments
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

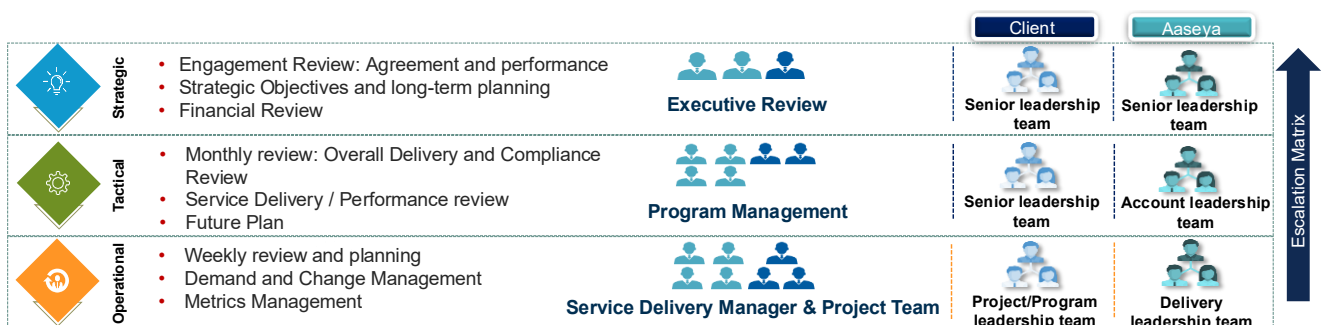
Senior System Architect / L3 Support Lead	• Lead L3 incident resolution and complex defect fixes • Perform root cause analysis and implement permanent corrective actions • Support production releases, hotfixes, and controlled deployments • Review code, integrations, and performance fixes for quality and compliance • Collaborate with DevOps and platform teams for environment stability
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 & Automation Engineers	• Execute functional, regression, and integration test cases • Leverage automation and self-healing test accelerators to reduce manual effort • Log and track defects with detailed diagnostics • Support continuous testing in CI/CD pipelines
Support Analyst (L1/L2)	• Acknowledge, log, and triage incidents, service requests, and alerts • Perform preliminary analysis and resolve known or low-complexity issues • Monitor application health, alerts, and event notifications • Maintain and update knowledge base and known error records • Ensure timely escalation of unresolved issues to L2 or L3 teams • Provide 24x7 coverage as per agreed support windows

6. Governance

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

The below picture depicts the sample escalation metrics:



7. Expected Outcomes

Aaseya OutSystems Managed Services is designed to deliver sustained operational excellence, continuous optimisation, and measurable business outcomes across the application lifecycle. Key expected outcomes include:

- Improved application stability and availability through proactive monitoring, preventive maintenance, and structured incident management across L1–L3 support, ensuring minimal disruption to business operations.
- Predictable, SLA-driven operational performance with clearly defined response and resolution targets, providing transparency, accountability, and confidence in service delivery.
- Faster incident resolution and reduced downtime enabled by automation-assisted triage, reusable accelerators, knowledge repositories, and experienced OutSystems specialists.
- Reduced operational risk and lower total cost of ownership through automation-led support, reuse-driven development practices, and flexible offshore and hybrid delivery models.
- Continuous optimisation of application performance and user experience, driven by root cause analysis, trend monitoring, and alignment with OutSystems architecture and quality best practices.
- Accelerated delivery of minor enhancements and change requests through governed intake, prioritisation, and sprint-based delivery, enabling faster business responsiveness.
- Improved service visibility and governance supported by structured reporting, SLA dashboards, root cause analysis insights, and regular service review forums.
- Scalable and resilient support models capable of adapting to evolving business demand, peak workloads, and extended operational hours without compromising service quality.
- Sustained value from OutSystems platform investments by ensuring applications remain secure, performant, compliant, and aligned to long-term digital transformation objectives.

8. 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:

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