

Odoo – Service Definition

1. What the Service Is

This service provides the design, configuration, implementation, support, and continuous improvement of Odoo-based business systems. Odoo is a modular, open-source enterprise platform covering areas such as CRM, Finance, Accounting, Project Management (P3M), HR, Timesheets, Inventory, Document Management, and Reporting.

This service allows organisations to **start with a single Odoo application**, such as Project or Helpdesk, to address an immediate need without committing to a large, multi-system transformation. This provides a **low-risk, quick-to-value entry point**, delivering tangible benefits early while maintaining the option to expand over time.

Because each Odoo application is part of the same integrated platform, any single-product implementation is **future-ready by design**. As additional needs emerge, further functionality can be added without re-procurement, complex integrations, or data migration between systems. This approach reduces upfront cost and delivery risk, improves data quality from day one, and ensures that early investments continue to deliver value as the organisation scales its use of Odoo.

A single data model across finance, delivery, people, and reporting eliminates complex integrations, manual reconciliations, and duplicated data, improving data quality and management information while reducing operational overhead. This results in faster decision-making, lower total cost of ownership, and greater transparency, with the flexibility to scale, adapt, or exit without vendor lock-in as organisational needs evolve.

The service is delivered in a flexible, outcome-focused manner and can be used for:

- New Odoo implementations
- Migration from legacy systems
- Configuration and light customisation of Odoo modules
- Integration with third-party systems
- Ongoing support, optimisation, and enhancement

The service is suitable for public sector organisations seeking a scalable, cloud-based business system with strong data insight and process automation capabilities.

2. Data Backup, Restore, and Disaster Recovery

Backup

- For Odoo Online and Odoo.sh: backups are provided by Odoo, including automated daily backups and point-in-time recovery options.

- For self-hosted or public cloud deployments (e.g. Azure): backups are configured as part of the service, typically including:
 - Daily automated backups
 - Secure, encrypted storage
 - Configurable retention policies

Restore

- Restore procedures are documented and tested regularly.

Disaster Recovery & Business Continuity

- Disaster recovery arrangements align with the chosen hosting model.
- For cloud-hosted solutions, infrastructure-level resilience is provided by the cloud provider.
- Service continuity plans include:
 - Defined recovery objectives (RPO/RTO) agreed during onboarding
 - Clear escalation and communication routes

3. Onboarding and Offboarding Support

Onboarding

- Discovery and requirements confirmation
- System configuration and module setup
- Data migration (where required)
- User role and access configuration
- Knowledge transfer and training for administrators and end users
- Go-live planning and support

Offboarding

- Support for data export in commonly used formats
 - Documentation of system configuration
 - Knowledge handover to a new supplier or internal team
 - Secure access removal and account closure
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4. Service Constraints

- Maintenance windows may apply depending on hosting model and are typically scheduled outside UK business hours where possible.
 - Customisation is generally configuration-led; heavy custom development is avoided unless justified by business need.
 - Changes are managed through agreed change control processes.
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5. Service Levels

Availability

- Availability aligns with the hosting platform (e.g. Odoo Online, Odoo.sh, or public cloud).
- Typical availability targets are 99.5% or higher, subject to platform terms.

Performance

- Performance is monitored at application and infrastructure level (where applicable).
- Scaling options are available for cloud-hosted deployments.

Support Hours

- Standard support hours: Monday to Friday, 09:00–17:00 UK time (excluding public holidays).
 - Extended or on-call support can be agreed where required.
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6. After Sales Support

- Ongoing application support and advisory services
 - Issue resolution and root cause analysis
 - System optimisation and continuous improvement
 - Functional enhancements and roadmap planning
 - Optional managed service or PAYG support models
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7. Technical Requirements

- Modern web browser (Chrome, Edge, Firefox, or Safari)
 - Internet connectivity suitable for cloud-based applications
 - For integrations: access to relevant APIs and technical documentation
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8. Outage and Maintenance Management

- Planned maintenance is communicated in advance where possible.
 - Unplanned outages are managed through incident management processes.
 - Users are kept informed of status, impact, and resolution timelines.
 - Post-incident reviews are available for significant issues.
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9. Hosting Options and Locations

- Odoo Online (Odoo-managed SaaS)
- Odoo.sh (Odoo-managed PaaS)
- Self-hosted or public cloud (e.g. Microsoft Azure)

Data hosting locations are determined by the selected platform and can be aligned with UK or EU data residency requirements.

10. Access to Data (Upon Exit)

- Customers retain ownership of their data at all times.
 - Data can be exported in standard formats (e.g. CSV, SQL dump, documents).
 - Reasonable support is provided to enable transition to an alternative solution.
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11. Security

- Role-based access control within Odoo
- Multi-factor authentication options
- Encryption in transit and at rest (platform-dependent)
- Secure configuration aligned to public sector expectations
- Compliance with applicable data protection legislation, including UK GDPR

Security responsibilities are shared between the service provider, hosting provider, and customer, in line with the chosen deployment model.

12. Summary

This service gives public sector organisations a safe, low-risk way to adopt and scale Odoo, with confidence at every stage. It provides a flexible, secure, and fully supported platform that adapts as organisational needs change, rather than locking teams into rigid systems or long-term commitments.

From early discovery through implementation and live operation, the service ensures clarity, control, and continuity — with clearly defined service levels, robust security and assurance controls, and explicit data ownership and exit arrangements. This means organisations can move quickly, maintain governance and compliance, and retain full control of their data and future choices, while benefiting from a modern, scalable business platform.