SilkFlo

Service Definition Document

SilkFlo Ltd
Document Revision 2

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Service Name

SilkFlo - Benefits Realization & Innovation Portfolio Management

Current environment

The UK public sector is facing a "perfect storm" of challenges. Local authorities and central government departments are under immense pressure to deliver better services with tight budgets. In response, there has been a surge in investment in Digital Transformation, specifically regarding Generative AI (e.g., Microsoft Copilot), Intelligent Automation, and Low-Code platforms.

However, digital leaders are facing three critical issues:

- **The "Value Gap" in GenAI:** Agencies are purchasing thousands of Microsoft Copilot licenses but struggle to prove "Value for Money" or measure actual capacity released on the front line.
- **Fragmented Governance:** Innovation initiatives are often tracked in disconnected spreadsheets, MS Planner boards, or email chains. This creates "Shadow IT" risks and makes auditing difficult, especially during structural changes like Local Government Reorganisation (LGR).
- **Inability to Track Realized Benefits:** While business cases are written to secure funding, very few organisations have the mechanism to track realized benefits post-deployment. This leads to a lack of accountability and difficulty in justifying future budgets.

SilkFlo

SilkFlo is the Value Management & Innovation Portfolio Platform for the public sector.

We provide the "System of Record" that connects your digital strategy to measurable financial and operational outcomes. SilkFlo replaces ad-hoc spreadsheets with a centralized control room to **Discover** opportunities, **Govern** the delivery lifecycle, and **Prove** the realized value of every technology investment.

SilkFlo is vendor-agnostic. Whether you are deploying UiPath for automation, Microsoft Copilot for productivity, Power Platform for apps, or even internal AI models, SilkFlo provides the unified governance layer to track the cost, risk, and ROI of your entire portfolio.

Service Features

- **AI-powered idea intake**, triage, and instant project charter generation.
- **Dynamic assessment templates** for Cost, Risk, and Service Improvement.
- **Automated business case builder** for defensible investment decision-making.
- **Centralized portfolio management** for all digital transformation initiatives.
- **Robust governance workflows** with staged approvals and immutable audit trails.
- **Real-time dashboards** tracking realized benefits and Value for Money.
- **Microsoft Copilot and GenAI** value realization tracking.
- **Instant executive reporting** for Senior Leadership Team and Board oversight.
- **Vendor-agnostic API** tracks value from any technology or platform.
- **Cloud-hosted on Microsoft Azure** with **ISO 27001:2022** security compliance.

Service Benefits

- **Prove Value for Money** on all technology and AI investments.
- **Track realized benefits** post-deployment to validate actual return on investment.
- **Release frontline capacity** by prioritizing high-impact service improvement initiatives.
- **Justify Microsoft Copilot spend** with defensible, task-based productivity calculations.
- **Secure a permanent, auditable legacy** of all innovation assets.
- **Automate executive reporting** for Senior Leadership Teams, saving administrative time.
- **Standardize business cases** across departments to ensure consistent investment decisions.
- **Reduce financial risk** by validating project feasibility before releasing budget.
- **Centralize all digital initiatives** into a single, visible portfolio.
- **Accelerate decision-making** with streamlined, digital approval workflows.

Use Cases

Use Case A: Aviva UK - Efficiency at Scale

The Challenge:
Aviva, a leading UK insurer, sought to accelerate their digital transformation but was hindered by slow, manual discovery processes relying on Miro, spreadsheets and workshops.
By deploying SilkFlo as their centralized innovation hub, they transformed their intake and assessment workflow.

The Result:
In just **3 weeks**, a single team identified **£12 million** in potential cost savings and efficiency gains.

The Impact:
This represented a **4x acceleration** in discovery time compared to traditional consulting methods, proving that a structured, tool-led approach can rapidly unlock operational efficiency and significant cost avoidance.

Use Case B: Staffordshire County Council - Proving Value for Money on GenAI

The Challenge:
Like many local authorities, Staffordshire County Council faced the challenge of justifying significant investment in Microsoft Copilot licenses. They needed a robust way to move beyond anecdotal efficiency claims and demonstrate clear "Value for Money" and realised capacity release to their Senior Leadership Team.

The Solution:
Staffordshire partnered with SilkFlo to implement a structured governance framework for their AI portfolio. Using SilkFlo's "Generative AI Productivity" assessments, they can:

- Map licenses to specific roles and daily tasks (e.g., reporting, correspondence).
- Quantify "Capacity Released" in financial terms rather than just "time saved."
- Establish a defensible audit trail for digital spend ahead of financial year-end reviews.

The Impact:
By operationalizing their business case development, the Council can now make data-driven decisions on where to scale AI adoption, ensuring public funds are directed only toward technologies that deliver measurable service improvements and efficiency.

Use Case C: Managing Local Government Reorganisation (LGR)
Facing a merger, a Digital Team uses SilkFlo as their **"Digital Asset Register."** They ingest 300+ existing projects from disparate planners into SilkFlo, creating a unified, valued portfolio. This ensures no IP is lost during the transition and provides the new Authority with a clean audit trail of legacy investments.

Service Scope and Support Hours

Hosting & Security
SilkFlo is a cloud-native SaaS application hosted on **Microsoft Azure (UK South)**. We operate an Information Security Management System (ISMS) aligned with **ISO 27001:2022** standards (Recent Audit completed on December 2025). The platform is **Cyber Essentials** certified and fully compliant with **UK GDPR**. Please see our Security and Trust Center via this url: https://silkflo.eu.trust.site/

Accessibility
The SilkFlo interface is designed to meet **WCAG 2.1/2.2 AA** standards, ensuring accessibility for all public sector employees.

Onboarding & Support
The following Services are covered by this Agreement:

- **Standard:** Access to 24/7 Knowledge Base, In-App Tutorials, and Email Support (9:00-17:00 GMT). Email – via support@silkflo.com
- **Enterprise:** Everything in Standard, plus a dedicated Customer Success Manager, tailored onboarding workshops, quarterly business reviews, and mobile phone support (9:00-17:00 GMT).
- In-app messenger service

SilkFlo provides support Monday through Friday 9:00am-17:00pm GMT/BST, excluding UK bank holidays. For clients on the Standard package, limited support hours will be provided between the hours of 9:00am – 17:00pm GMT/BST, unless a critical issue is of concern.

Onboarding, Implementation and Offboarding

Onboarding & Training

SilkFlo is designed for rapid adoption with a focus on user experience and self-sufficiency. We provide a blended learning approach:

- **Online Training:** All users have 24/7 access to the SilkFlo Knowledge Base, video tutorials, and interactive in-app guides
- **Structured 4-Week Success Plan:** To ensure rapid time-to-value, we enable every new customer with a guided success plan. This takes you from Technical Setup & Data Import (Week 0) and Team Engagement (Week 1), through to Value Measurement (Week 3) and a Scale-Readiness Review (Week 4), ensuring you have a populated, high impact pipeline within the first month.
- **Documentation:** Comprehensive user manuals and technical documentation are available within the platform.
- **Onsite & Bespoke Training:** For enterprise rollouts, SilkFlo or our authorised partners can be leveraged to deliver onsite workshops, or bespoke onboarding classes at an additional cost based on the SFIA rate card.

Data Access & Export (During Contract)

Unlike legacy vendors, SilkFlo ensures data is always accessible to the customer.

- **Self-Service:** Administrators can export structured data (Ideas, Assessments, Financials) directly via the SilkFlo UI into **CSV** or **Excel** formats without needing to raise a support ticket.
- **Programmatic Access:** For automated reporting, data is accessible via our secure, RESTful API.
- **Bespoke Extracts:** If a non-standard database export is required, a request can be placed with the SilkFlo engineering team, who will perform the secure transfer (subject to scope, and additional cost based on the SFIA rate card).

End of Contract & Termination Process

At the end of the contract term, discussions will be held regarding:

- **(i) Renewal:** Continuing the service under a new agreement or extension.
- **(ii) Termination:** Bringing the service to a compliant close.

Data Retention & Deletion Policy (Termination)

In the event of termination, SilkFlo adheres to a strict data lifecycle policy aligned with **ISO 27001**:

1. **Grace Period:** Upon contract expiry, the account enters a suspended state for **30 days**. During this window, data is retained securely to allow for any final retrieval or reversal of the cancellation.
2. **Data Extraction Plan:** If the client has not already offboarded their data via self-service tools, SilkFlo can provide a Data Extraction Plan outlining the transfer of all client-specific data.
3. **Secure Deletion:** Following the grace period (or upon immediate written request), all client-identifiable data is permanently deleted from our Azure tenants.
4. **Anonymization (Optional):** With explicit client consent, SilkFlo may retain strictly anonymized, aggregated meta-data (e.g., "Process Complexity Score" vs "Industry") solely for the purpose of benchmarking metrics for aggregated sector benchmarking and platform improvement. No personal data or intellectual property is retained.
5. **Evidence:** SilkFlo will provide written confirmation that all client data has been destroyed in accordance with the contract.