

Service Definition: Business Applications – Custom Application Development

1 Service overview

Circyl's Custom Application Development service provides the design and delivery of bespoke business applications tailored to specific operational, commercial or regulatory requirements. The service is used where off-the-shelf software or standard configuration cannot adequately support a client's processes, data flows or user needs.

Custom application development may be delivered as a standalone engagement or as part of a wider business transformation programme.

2 What the service includes

This service includes the design, build and implementation of bespoke business applications and application components, including:

- Requirements definition and functional scoping aligned to business processes
- Application architecture and solution design
- Design playback, including visual examples provided via Figma
- Development of custom application logic, workflows and user interfaces
- Integration with existing business systems and data sources
- Configuration of application security, roles and permissions
- Testing, validation and defect resolution
- Deployment and handover of the completed application

Custom development is focused on supporting defined business outcomes rather than producing generic or reusable software products.

3 Service delivery approach

Circyl delivers custom application development through a structured, collaborative delivery approach. Engagements typically begin with requirements clarification and solution design before progressing into build and iterative validation.

Delivery is undertaken in close collaboration with client stakeholders to ensure the application aligns with operational processes and user expectations. Progress, risks and dependencies are managed through agreed governance and regular communication.

The delivery approach is proportionate to the size and complexity of the engagement and is agreed at call-off.

4 Onboarding and mobilisation

Onboarding activities are agreed at call-off and typically include confirmation of scope, access requirements, delivery roles and communication arrangements.

Mobilisation may involve access to existing systems, documentation, data sources and subject matter experts to support effective design and development. Responsibilities and prerequisites are confirmed prior to development commencing.

5 Outputs and deliverables

Depending on the scope of the engagement, outputs and deliverables may include:

- Requirements and design documentation
- Application architecture and configuration artefacts
- Bespoke application components and source code
- Integration logic and supporting documentation
- Test outcomes and validation results
- Deployment and handover documentation

Deliverables are defined in the Statement of Work and are aligned to the agreed scope.

6 Support and after-sales arrangements

Ongoing support and maintenance for this service is provided through Circyl Care, Circyl's standard post-delivery support offering. Circyl Care is offered for all delivered solutions and is strongly recommended but is not mandatory unless explicitly stated in the call-off contract.

Circyl Care provides access to experienced consultants familiar with the delivered solution, structured incident and query handling, agreed response targets, and ongoing technical assistance for operational issues, enhancements and advisory support.

Support arrangements, including scope, coverage and commercial terms, are agreed at call-off stage and are documented separately from this service definition. Circyl Care operates under a 12-month agreement and is aligned to the value and scope of the original project delivery.

Full details of Circyl Care, including service coverage, response handling and commercial structure, are provided in the Circyl Care service document.

7 Service constraints

This service does not include the supply of commercial off-the-shelf software licences or the development of products for resale. Custom application development is delivered against agreed requirements and is dependent on timely client input, access to relevant systems and availability of stakeholders.

Constraints and assumptions specific to each engagement are documented at call-off.

8 Security and data protection

Circyl handles data in line with contractual, regulatory and organisational requirements. Access to client data is restricted to authorised personnel and limited to the purposes of delivering the agreed service.

Security arrangements align with the nature of a cloud support and analytics service. Where required by the buyer, Circyl can support baseline personnel security requirements such as BPSS.

9 Service exit and offboarding

Service exit and offboarding arrangements are agreed at call-off and are proportionate to the scope of the engagement. On completion or termination of the service, Circyl supports an orderly handover of agreed deliverables, documentation and access in line with the Statement of Work.

Where applicable, configuration documentation and implementation artefacts created during delivery are provided to support continuity. Responsibilities for data retention, transfer or deletion are agreed with the client and managed in accordance with applicable data protection requirements.

The service does not include ongoing support following exit unless covered by a separate Circyl Care arrangement.



1310 Solihull Parkway, Birmingham
Business Park, Birmingham, B37 7YB
03333 209 969
enquiries@circyl.co.uk



www.circyl.co.uk



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