

Service Definition Document

AWS Serverless Architecture and Development

Supplier	Francioni Limited
Service ID	FRAN-SL-010
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Specialist serverless architecture design and implementation on AWS, helping organisations reduce infrastructure management overhead while improving scalability and cost efficiency. We design event-driven systems that scale automatically.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- Lambda function design, optimisation, and cold start minimisation
- API Gateway REST and WebSocket API implementation
- Step Functions workflow orchestration
- EventBridge event-driven architecture patterns
- DynamoDB NoSQL database design
- Aurora Serverless for relational workloads
- SAM and CDK infrastructure as code

4. Service Benefits

- 60-80% cost reduction compared to server-based deployments
- Zero server maintenance or capacity planning
- Automatic scaling for traffic spikes
- Faster delivery focusing on business logic
- Pay only when code executes
- Built-in high availability across zones

5. Technologies

AWS Lambda, API Gateway, Step Functions, EventBridge, DynamoDB, Aurora Serverless, SAM, CDK

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

Company	Francioni Limited
Contact	Alexander Costa, Managing Director
Email	alex@francioni.co
Phone	07895 307732
Website	francioni.co
Company Reg	09101346