

Service Definition Document

Improve Productivity, Break Silos (Slack / AI / Other Tools)

Supplier	Francioni Limited
Service ID	FRAN-PROD-004
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Transform organisational productivity through strategic implementation of collaboration tools, AI assistants, and workflow automation. We help break down departmental silos and enable seamless cross-team collaboration.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- Current collaboration landscape assessment and gap analysis
- Enterprise Slack deployment with governance and security
- AI assistant integration for automated workflows
- Cross-team workflow design and implementation
- Change management and user adoption programmes
- Security configuration meeting government requirements
- Integration with existing systems (email, documents, HR)

4. Service Benefits

- Break down silos with seamless cross-department collaboration
- Productivity gains through reduced repetitive tasks
- Improved knowledge sharing across the organisation
- Faster decision-making with real-time communication
- High user adoption through effective training
- Measurable ROI through usage analytics

5. Technologies

Slack, Microsoft Teams, Zapier, Make, AI Assistants, Workflow Automation, SSO/SAML

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

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