

MINDERA Public Sector

Application Platforms and Solutions

OVERVIEW OF MINDERA'S APPLICATION PLATFORMS & SOLUTIONS

Mindera delivers end-to-end Robotic Process Automation (RPA) services using advanced software robots to automate repetitive, rule-based tasks and integrate seamlessly across systems. This reduces manual effort, improves accuracy, and accelerates workflows, enabling teams to focus on higher-value work.

Complementing RPA, Mindera provides cloud-based, model-driven platforms that use low-code and no-code tools to rapidly build and scale applications. This enables public sector organisations to streamline workflows, reuse templates, and integrate systems.

The platform includes integrated development tools, CI/CD pipelines, and collaboration features to support efficient delivery and continuous improvement. Built on scalable cloud infrastructure, it also provides monitoring, security, compliance, and ongoing support for reliable application delivery.

Together, Mindera's RPA and model-driven platforms deliver an end-to-end automation ecosystem that digitises operations, improves consistency, and accelerates time-to-market. By combining intelligent automation with flexible, cloud-native platforms, Mindera helps organisations boost productivity and drive innovation.

OUTCOMES

- **Accelerates processing times** by fully automating repetitive, rule-based tasks end-to-end, reducing manual effort and operational delays.
- **Boosts data accuracy and reliability** through consistent execution, automated validation, and error reduction at scale.
- **Enables continuous 24/7 operations**, minimising backlogs, wait times, and service interruptions.
- **Frees staff for strategic, high-value work**, increasing productivity, engagement, and job satisfaction.
- **Standardised workflows and processes**, lowering variability, operational risk, and improving consistency across teams.
- **Speeds application delivery** via model-driven, low-code/no-code development platforms, shortening time-to-market.
- **Empowers business users** to safely create and manage automations under governed citizen development frameworks, supported by role-based access controls and collaboration tools.
- **Strengthens compliance and security** through detailed audit trails, role-based access controls, and robust encryption, and authentication mechanisms.
- **Maximises throughput and efficiency** with scalable bot orchestration, dynamic workload balancing, and optimised resource utilisation.
- **Accelerates change and innovation** using reusable components, rapid iterations, flexible deployment strategies, and integrated CI/CD pipelines.

SERVICE LEVELS

Mindera agrees clear Service Levels with Buyers to provide reliable, predictable, and transparent services for the design, configuration, delivery, and operation of Model-Driven Application Platforms, aligned with public sector governance, assurance, and value-for-money requirements.

Availability

Standard service availability is 99.9%–99.99% uptime, with enhanced levels available where required. High availability is delivered through resilient, cloud-based infrastructure with redundancy and automated failover to ensure continuous access to application services.

Recovery Time Objective (RTO)

Typically between 15 minutes and 4 hours, depending on service criticality, defining the maximum time to restore application functionality following an incident.

Recovery Point Objective (RPO)

Typically 1–4 hours, defining the maximum acceptable data loss. Application data and configurations are backed up regularly to minimise disruption.

Data Redundancy

Data is hosted on geo-redundant cloud infrastructure with automated replication and failover across multiple regions, supporting business continuity and uninterrupted service during site or regional outages.

Backup/Integrity

Application data and configurations are backed up regularly with automated integrity checks to ensure reliable recovery and minimal data loss.

Monitoring

Applications and platform services are continuously monitored in real time, with automated alerts enabling proactive issue detection and resolution.

Incident Response

Critical incidents are responded to within 30 minutes, with non-critical incidents addressed within 1 hour to minimise service disruption.

Scalability

The platform automatically scales to meet changes in user demand and workload requirements.

Performance

The service delivers consistent, reliable performance, ensuring responsive access to applications and workflows during peak usage periods.

The service includes Disaster Recovery (DR) and Business Continuity (BC) arrangements to ensure application availability and continuity during disruptive incidents.



Cloud Hosting and Redundancy

The application platform is hosted on highly resilient, geo-redundant cloud infrastructure with redundancy across network, storage, and compute resources to ensure continuous service availability.

Automated Backups and Replication

Application data and configurations are backed up and replicated automatically, enabling rapid recovery in the event of system failure, site outage, or data corruption.

High Availability Design

The platform is designed for high availability, ensuring applications and services continue to operate even if individual components or hosting locations become unavailable, minimising disruption to users.

Alignment with Industry Standards

The DR and BC arrangements are rigorously aligned with a comprehensive set of recognised national and international public sector standards and guidance.

- ISO 22301 (Business Continuity Management)
- ISO 27001 (Information Security Management)
- NIST SP 800-34 (Contingency Planning)
- UK Government Business Continuity Guidance
- NHS Digital DSP Toolkit (for relevant health sector deployments)
- GDPR Security Requirements
- G-Cloud Service Continuity Requirements

ACCESSIBILITY, SECURITY, ETHICS, COMPLIANCE AND SOCIAL VALUE

Accessibility

- **Mindera supports accessibility:** Requirements are discussed and agreed with the Buyer, including reasonable adjustments and alternative documentation formats where required. Where applicable, services are designed to align with WCAG 2.2 AA standards, and accessibility considerations are reviewed throughout delivery.

Security, Ethics & Compliance

- **Secure operation:** Application platforms are operated in line with UK GDPR and relevant public sector security requirements.
- **Data protection:** All platform data is handled securely and in accordance with agreed organisational policies and governance standards.
- **Responsible use:** Platforms are designed to support transparency, auditability, and responsible use, ensuring compliance and trust for all stakeholders.

Social Value

- Mindera has always contributed to our communities regardless of location. Activities include our school (we pay young adults to learn how to code for 10 months) and tech camps (for kids without any parents). We run Mindera Foundations (UK, Portugal and Romania) to channel our charitable activities in these locations, but also work with local communities across all our locations.
- We have measured our carbon emissions since 2021, developing an emissions reduction plan which aims to halve scope 1 & 2 emissions before 2030, reaching net zero before 2050, in line with the Government's 25 Year Environment Plan (25YEP)
- Progress is shared with staff, suppliers, and customers, and annual public communication will highlight achievements. We encourage sustainable practices in the supply chain via bi-annual supplier environmental surveys, and integrating climate-related targets and performance as a purchasing selection criterion.
- Explore more at https://mindera.com/foundation_global

At Mindera, we are more than just a global tech company.

We are a bunch of geeks, all 1,300 of us, who are innovative thinkers, problem solvers and application developers grounded by our sense of community..



Founded in 2014, our roots are deeply embedded in the passion for technology, the belief in the power of collaboration and to give back to society.

Today, we have a global presence in over 10 countries. Some clients like us on site, some want our best people across the world, and others seek the most affordable option. As such a hybrid approach is common, offering a balance of industry expertise, close collaboration and cost efficiency.

Constant technology evolution keeps us busy particularly in the UK Public Sector technology requirements, social value and ethics as we build in stronger security, focus on assurance by design, embed greater accessibility with a significant focus on giving back to the community.

Plus, from a technology perspective, we build more 'outcome driven' solutions maximising public benefit in line with the 2023 Procurement Act.

We stand as a beacon of technical excellence in the technology, software engineering and consultancy landscape.

Our journey began with a simple yet powerful idea: to create a space where collaboration, a people-first approach and self-organisation are not just encouraged but are the very foundations of how we operate.

This ethos has allowed us to not only build a strong internal culture, but also to foster lasting relationships with our clients.

At Mindera, every project is a shared endeavour; where the whole team takes ownership, ensuring that we're not just service providers but true partners in our clients' success.

As a Crown Commercial Services (CCS) approved supplier we extend this expertise and experience to our Public Sector buyers.

This service can be delivered as a standalone engagement or combined with other Mindera services available under G-Cloud Lot 2b and Lot 3.

Associated services support public sector organisations across the full cloud lifecycle, from planning and assurance through to implementation, optimisation, and ongoing operational support, enabling secure, resilient, and high-performing cloud solutions.

Contact us:

Please contact us if you would like to learn more about this service or any of our listings on G-Cloud, Technology Services 4, or Digital Outcomes 7, please email paul.brown@mindera.com

As all enquiries are initially handled through a single point of contact, please include your name, organisation, contact details, and the service you require support with.

Further information about our service capabilities is available on our website at www.mindera.com or on our blog at www.mindera.com/blog