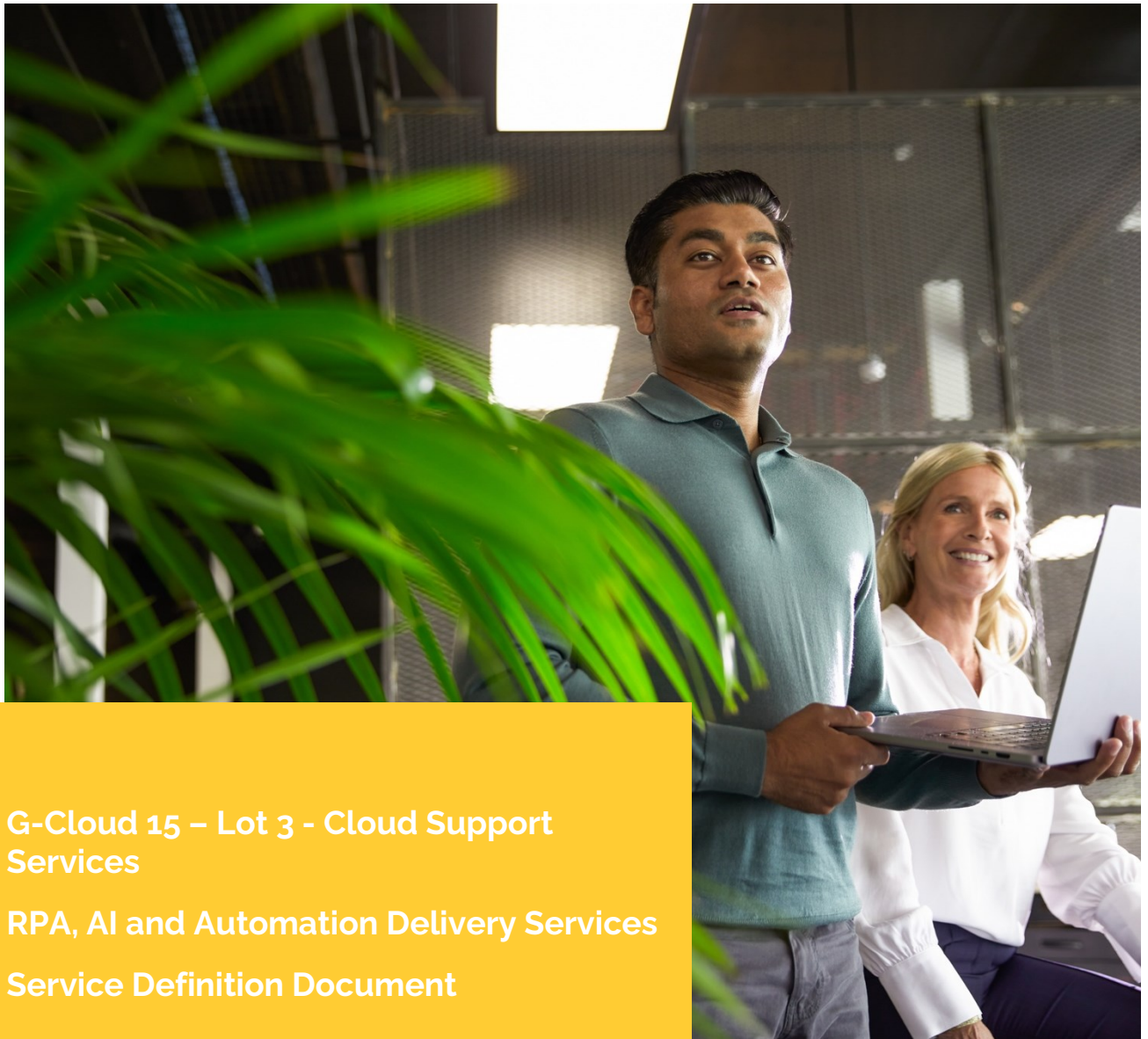


Org



G-Cloud 15 – Lot 3 - Cloud Support
Services

RPA, AI and Automation Delivery Services
Service Definition Document

Contact Details

For more information or questions about this service, please contact us at: bids@thisisorg.com

Notices

In the absence of any specific provision, this document has consultative status only. It does not constitute a contract between Org and any other party. Furthermore, Org does not accept liability for the contents of the document, although it has used reasonable endeavours to ensure accuracy and correct understanding.

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Org Company Overview

At Org, we advise, resource, and deliver transformational change for our clients. Org is a more human kind of professional services company created to harness the power of people who get things done. We humanise the experience of transformational change for organisations and help you bring this to life with your people and customers.

Org is an Irish owned, globally operational, professional services business that was originally established in 1988. Since then, it has grown from a recruitment solution business into a business with three decades of expertise and experience across advisory solutions, resourcing and managed services. With over 3 000 employees and 2,500 associates operating from 20 locations in 10 countries across three brands (Org Advisory, Morgan McKinley and Abtran), Org provides end-to-end, seamless support to a global customer base. Their specialist technology division, Org Technology Services, specialises in the delivery of transformation change enabled by technology across marketing, sales, customer service, finance, HR, engineering, data, automation and AI. The capability within our group allows us to provide solutions to all needs within business transformation and growth.

Here at Org, we help make transformational change happen; our people have sat in your chair and walked in your shoes. We focus on understanding and addressing your “WHY” so we can develop customised solutions that deliver successful and measured outcomes. By harnessing the power of people and technology, we accelerate your time to value. Our aim is to provide a refreshing way of thinking and solutions development for modern day problems. We will work smarter and in a more practical and humanistic way to ensure that you see results in real time.



Org Group Overview

Our Vision

Our vision is to be the leading provider of independent advisory and technology services that deliver the solution you need, not the solution we have or ‘think’ you need; to offer expertise, time and value every step of the way, whilst delivering sustainable business change. At Org we help make transformational change happen.

WHY.

We are unashamedly different; we want to disrupt traditional thinking and make transformation More Human.

HOW.

By asking our clients to explore 'WHY' they are transforming, to ensure they can achieve successful outcomes.

WHAT.

Guide clients through the transformation journey, as our people that have walked in their footsteps.

Our Value Proposition: Transform Every Customer Interaction**Reimagine CX with cloud-native flexibility and AI-driven intelligence.**

Org recognises that the public sector also values continuity, which can make adopting innovative technologies challenging. Org will support Public Sector organisations to embrace change and new technology with targeted support to help teams:

- Understand the reasons for change,
- Recognise the practical benefits of new technology,
- Focus on improved outcomes for citizens and reduced admin workloads,
- Acquire digital skills and boost confidence,
- Adopt technology safely with clear oversight and governance.

This focus ensures that transformation is guided by people and organisational needs, not just technology; with Org's comprehensive support throughout the transition.

Org A&T drives value for our clients and delivers tangible business outcomes, delivering value at scale, optimising costs and boosting capability, whilst reducing TCO, unlocking automation with AI and empowering organisations and citizens through intelligent, adaptive experiences.

Reimagine Customer Engagement: The Benefits

Move beyond telephony. Amazon Connect is a cloud-native, AI-native platform that unifies voice, chat, and digital channels...enabling automation, self-service, and agent assist at scale through agentic AI.

Turn Conversations into Intelligence. Uncover patterns, sentiment, compliance risks, and opportunities, from churn prediction and contact drivers to cross-sell and coaching insights.

Deliver Measurable Business Outcomes. Reduce total cost of ownership, strengthen CX visibility, drive operational gains and garner richer insight across every interaction. Double-digit improvements in compliance accuracy, coaching effectiveness, and customer satisfaction.

Unlock the Value of Agentic AI. Contact centers sit at the edge of the Agentic AI shift. Older platforms drain cost, slow change, and cannot learn fast enough from real customer behaviour.

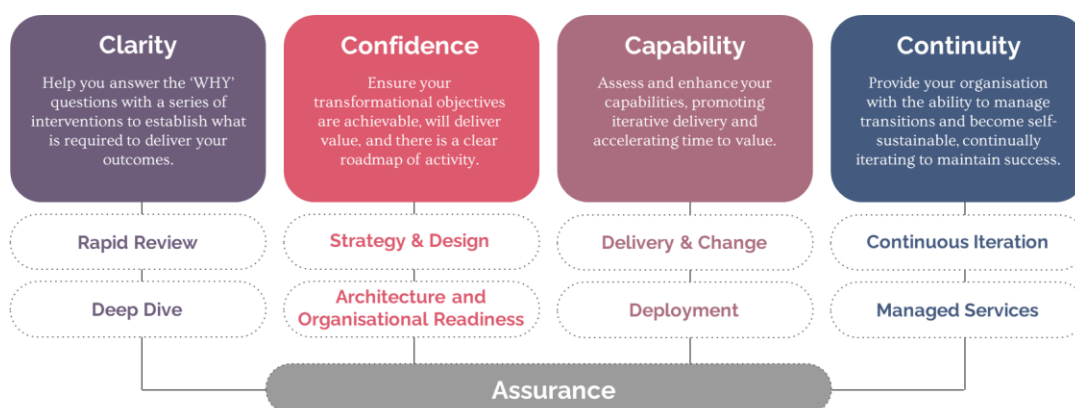
Org Groups Core Services

We put customer outcomes at the heart of Org and help develop solutions covering the entire spectrum of Professional Services, from Executive Strategy and Execution to full IT development and Support Services. Our Advisory & Technology Services include:

Organisational Effectiveness Structure, resilience and ability to service customers in a sustainable manner Target Operating Model Organisational Redesign UX Process Design Customer Journey	Transformation Capability Seamless solutions to manage transformational change across business and technology Portfolio Management Agile Adoption Change Management Transformation Office	Finance Optimisation Modernised and streamlined finance functions to provide best in class services Cost Performance Risk & Audit Data Reporting Centres of Excellence
Business Systems Systems designed to enhance business performance and user experience CRM Business Mapping ERP HRIS	Digital Ecosystems Digital transformation solutions that are aligned to the strategic objectives of organisation Cybersecurity Cloud Solutions Data & Analytics RPA & AI	Omnichannel Experience The Org Omnichannel ecosystem is a cloud-based Contact-Centre-As-a-Service solution tailored to the contact centre needs of an organisation Contact Centre Secure Mail Room Integrated Case Management Workforce Management

The Transformational Customer Journey: The 4 Cs for Success

We believe that careful consideration and planning of the steps in your journey to deliver your strategic objectives is essential to success. Org's 4 C's form a huge part of this success. At any point on the journey, there can be a complex set of variables, data and insights that require understanding and intervention.



Social Value

Org's approach to reducing the environmental impact of the proposed services/managed service is fully aligned with international best practice and recognised environmental standards.

We apply social value and sustainability principles across all areas of design, delivery and operation to ensure that every element of the proposed solution supports responsible procurement, energy efficiency and carbon reduction.

We have a dedicated Sustainability Manager and a comprehensive Sustainability Strategy aligned with the United Nations Sustainable Development Goals (UN SDGs), the EU Climate Action framework, and a Net Zero emissions policy. This strategy is embedded throughout our organisation, reflected in the delivery of all client programmes and provides reporting on the progress towards the Sustainable Development Goals.

Org's environmental and social responsibility is built on three core pillars, which align with G-Cloud's Social Values:

Org's Pillars of environmental and social responsibility		G-Cloud Social Value alignment
1	Happy Society	Breakdown Barriers to Opportunity Build an NHS for the Future
2	Healthy Planet	Make Britain a Clean Energy Superpower
3	Thriving Economy	Kickstart Economic Growth

These pillars guide how we deliver technology and services that create measurable environmental, social, and economic value.

Happy Society: Training is provided for our employees throughout their careers to continue their development. This consists primarily of training that is identified to support the individual's career development path, training to address any performance issues and training in new technologies and processes that are implemented in support of the service.

Within the Org Group, to support the community we have introduced a community investment policy that formalises our community partnerships and defines the conditions under which we provide support. Our employees vote annually on three charities they wish to support. We report on our community engagement metrics to capture community contribution data, this includes money donated, volunteering days and number of beneficiaries impacted.

Healthy Planet: We are an extremely low-impact organisation in terms of our carbon footprint. What we do is people based, we advise and deliver transformational types of service with extremely low impact. Travel of our staff is probably our highest impact on the environment. We work in a hybrid environment and actively encourage working practices that reduce energy usage and consumption of resources.

Within Org Group, we continue to reduce operational carbon emissions. In line with the public sector energy efficiency directives, we have aligned our target of achieving an absolute energy consumption reduction each year of 1.9% and committing to reach Net Zero emissions by 2030.

To reduce embodied and emitted emissions, our environmental initiatives focus on identifying opportunities to:

- Reduce energy consumption and emissions from the sites where our services are provided, including through the increased provision of renewables.
- Reduce emissions for transportation, for example by increasing the use of electric vehicles, public transportation, and remote working tools.
- Reduce paper and transition towards a paper-free service, encouraging customers and service users to adopt digital alternatives.
- Reduce embodied emissions by working with direct suppliers within the service to reduce the carbon footprint of products and services.

We are certified to ISO 14001 Environmental Management System and have successfully maintained certification through external surveillance and recertification audits. These standards provide the structure for continuous improvement, pollution prevention and compliance with all relevant environmental legislation. We are required to report on our targets and maintain an ongoing risk register of actions.

Thriving Economy: Org is committed to providing equal opportunities at all stages of employment and to avoiding unlawful discrimination in employment and in the conduct of its business. We aim to create a working environment which is free of discrimination, harassment and bullying. That everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment. We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We have an Equal Opportunities Policy available upon request.

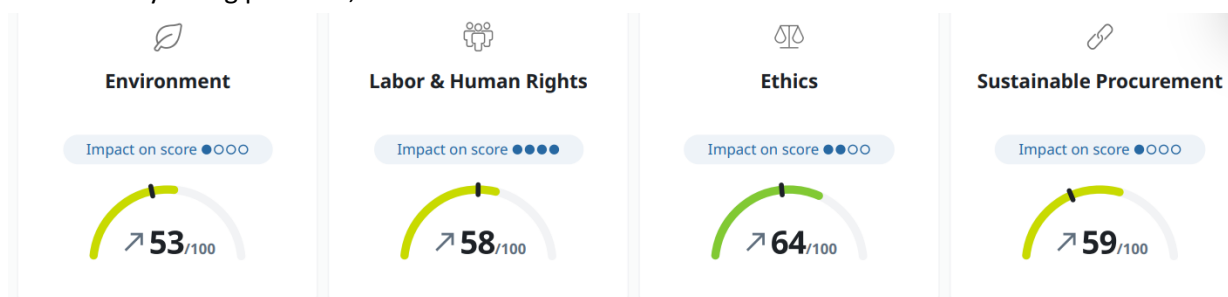
We have implemented a Green Public Procurement Strategy which ensures that products and services selected for our operations and client projects have the lowest possible environmental impact. Environmental and lifecycle considerations are embedded into procurement decisions, favouring suppliers that:

- Demonstrate sustainable and ethical business practices.
- Provide environmentally responsible materials and products.
- Offer low-carbon alternatives to disposable or high-impact goods.

Our Supplier Code of Conduct requires all partners to meet strict sustainability criteria, including accountability for emissions, responsible waste management, and the adoption of recyclable or biodegradable products wherever possible.

Measuring our Success

To ensure that we are achieving against our social metrics, we have engaged with the globally recognised sustainability rating platform, EcoVardis.



EcoVardis Scores for 2025

We have made significant progress since our initial assessment in 2024 and will maintain the momentum into 2026. We have implemented a number of activities that align with our sustainability pillars and social values.

Happy Society – Break-down Barriers to Opportunity

We actively foster an inclusive, diverse workforce culture, ensuring every employee feels valued and given the support they need. From global awareness training to employee engagement groups, and surveys to assess our performance, we're continuously reviewing ways to improve each year.

- Provision of skills development training and actions to promote internal mobility through regular assessment of individual performance. Individual development and career plans for all employees.
- Actions to ensure equal pay for equal work and grievance mechanism to report concerns around working conditions.
- Actions to promote the inclusion of employees with disabilities.
- Training of employees and grievance mechanism to report child labour, forced labour and/or human trafficking issues.
- Family Friendly programs (FFPs) implemented (e.g. parental or care leaves, childcare services or allowances).
- Flexible organisation of work (eg. remote work, flexi-time).
- Actions to address stress and psychological wellbeing in the workplace.

With more than 800 of our people all over the world taking the time and effort to make a difference in the lives of others, we are proud to reveal that we have reached our target of £1 000 000, supporting over 200 charities in our global communities and volunteering for more than 8,000 hours with local causes.

At the end of 2025 we launched a group wide ESG initiative called Org Group Impact which is our new unified group CSR initiative to amplify our positive influence across communities worldwide. The key areas covered will be fundraising, volunteering, sustainability, partnerships and supporting your community. This will be tracked and reported on regularly.

Environment - Make Britain a Clean Energy Superpower

In 2026, our carbon reduction plan and carbon footprint measurement will be verified by a third party, which will provide a transparent view and action plan in terms of our emissions. Some of our initiatives are detailed below:

- Efficient utilisation of office space to allow HVAC systems, PC's, and lighting to be turned off when not in use and installing of LED lighting across all sites
 - We have seen a reduction of energy consumption of lighting systems, saving approximately 54 000kWh per year reducing energy consumption by 22%.
 - We are working towards reducing our waste carbon footprint to below 2 tonnes per person of CO² from all sources by 2050. For two of our sites, we have already achieved 1.79 tonnes of CO² and 1.80 tonnes of CO².
 - Across our sites 49% of our waste was recycled.
 - We have reduced our energy consumption by 1.7% overall and we will continue to reduce our energy consumption by installing solar panels at our office locations. This will save an estimated 121 metric tons of CO² equivalent annually.

- We are also working with our electricity provider on continuing to increase renewable energy sources. We are currently at 71% renewable energy and we are reviewing options to increase this to 100% verified green electricity by 2026.
- Training of employees on energy conservation/climate actions, waste reduction.
 - Recycling rates increased from 40% to 51%. All our sites have clearly labelled segregation bins in strategic areas
 - We share and implement great ideas to create a smarter, greener environment. This includes Tidy Towns, STEM programmes, and Beach clean-ups.
 - Promoting sustainable travel through our Cycle to Work Scheme and subsidised cost public travel passes.

Thriving Economy – Kickstart Economic Growth

The scale and urgency of climate change and rising inequality require collaboration at every level. Our suppliers are key to our success and we understand that by working closely with them to encourage continual improvement, will have an impact beyond ourselves alone.

To achieve our aims, we have a documented Supplier Code of Conduct, that enables continuous improvement and reflects our sustainability expectations relating to ethics, decent working conditions and plans to measure and reduce environmental impact.

Where possible we commit to environmentally sound procurement practices and ensure that our supply partners adhere to ethical business practices. Part of our procurement selection process is an evaluation as to whether the products and services have a reduced environmental impact throughout their life cycle, compared to their competition, and to choose those with the lowest footprint where possible.

For example, all onsite consumables are either biodegradable or recyclable and we have recently revised our strategy regarding cleaning products to ensure that only eco-friendly consumables are used across our sites.

These measures not only help lower our environmental impact but also contribute to cost savings for the company and align with Green Public Procurement (GPP) principles

Along with our suppliers, we learn and work together to achieve our sustainability targets.

Service Overview

Many public sector organisations know they need to modernise, but often aren't sure where to begin, how to guide their workforce through change, or adopt AI safely and effectively. Familiar routines may feel comfortable, but they can slow progress, raise costs, and restrict capacity. Our service helps organisations recognise this tendency and gives them the skills, confidence, and ability to rethink how work gets done.

We offer a comprehensive RPA, AI, and automation delivery service, using Idea2Innovate, our structured method for finding, prioritising, and shaping the best automation opportunities. We also provide AI literacy training so staff can learn about AI, reduce their concerns, and become active participants in the transformation. This approach keeps people at the centre of change, focuses on real value, and addresses actual operational needs.

Our team has extensive experience across the UK public sector, especially in RPA, and we now help organisations move towards adopting AI Agents and Conversational AI. As Platinum Partners with UiPath, Druid AI, and Otera, we combine leading technology with practical delivery know-how so clients can embrace automation securely, sustainably, and with clear benefits for both staff and citizens.

We support public organisations to:

- Prepare proactively for change rather than just respond to it
- Find out where AI and automation truly add value
- Get staff involved early so they feel engaged and not threatened
- Develop reinvention skills throughout teams
- Achieve real improvements in efficiency, quality, resilience, and citizen satisfaction

Ultimately, we make AI adoption practical, responsible, and focused on what matters most: delivering better services for citizens and creating better workplaces for staff.

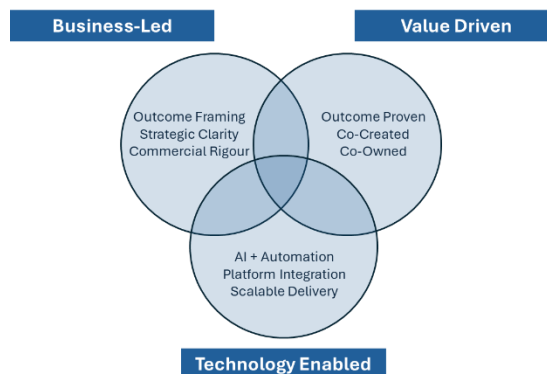
Our Delivery Approach

Our approach to planning and managing the delivery of the service will be multi-faceted. A strong and experienced team will deliver a de-risked implementation, framed by effective governance and strong communication. The approach is underpinned by our overarching determination to make the customer journey as smooth as possible. We work with our clients from the outset to ensure that the operation is set up for success by making sure that client expectations are clearly understood. We meet with all key stakeholder(s), collaborating to build a delivery plan that works for both parties. Org will be responsible for developing and proactively driving this plan through to completion.

Synergy: Clients unlock more value, faster, through integrated business technology delivery.

Business-led: We don't chase tech trends, we chase results. Everything we do is framed around outcomes clients care about: scalability, resilience, experience and cost control.

Value-focused: We front-load the business case. If it doesn't pay off fast, it doesn't fly.



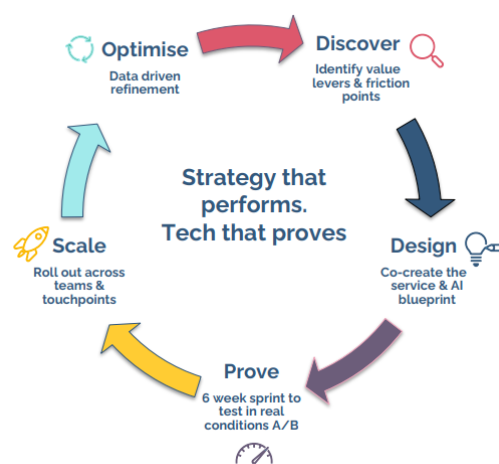
Technology-enabled: We operationalise AI, platforms, and automation to deliver speed, scale, and self-improving systems.

Outcome-owned: We don't hand over playbooks, we stay on the pitch to share success and shoulder risk.

Delivery Execution

Our solution for the implementation of our managed services is based on a Lean Agile project management methodology. Our methodology focuses on the practicalities of operational implementation within a structured framework. All plans will be clear, transparent and proactive.

This approach has been chosen to ensure that we can flex and scale for the service, whilst ensuring that the required quality standards are achieved from day one. Our methodology has been refined and shown to be successful through many notable and complex implementation projects within the Government public sector.



One team, no seams: Cross-functional pods blending strategy, design, development and delivery from day one.

Rapid rhythm: Agile governance, fortnightly reviews, no dead zones, no drift.

Two-to-six-week sprints: Prove value fast - then scale hard.

Co-created blueprints: Clients aren't handed plans, they build them with us.

Outcome-anchored KPIs: No proxy metrics - only business results count.

Org have extensive experience applying best practices to accelerate the design, delivery and integration of digital eco-systems to transform customer experiences.

What the Service Provides

Org offers RPA, AI, and Automation services for the public sector, helping organisations cut manual tasks, improve accuracy, and enhance experiences while deploying AI safely and responsibly.

Robotic Process Automation (RPA): The Cornerstone of Public Sector Automation

RPA forms the foundation of our service offering. By automating rule-based, repetitive activities—such as updating records, validating and reconciling data, and transferring information between systems—RPA delivers rapid, reliable improvements and enables personnel to dedicate time to more valuable tasks. Org has been instrumental in supporting significant RPA initiatives within central government, including collaborations with the Cabinet Office. For example, through the Government Recruitment Service's transformation program, RPA streamlined background checks and markedly reduced manual processing requirements.

Government Chief People Officer commented: "Our recruitment transformation programme started using robotic automation in our background checks process in order to speed up and streamline our recruitment

process. We now have three fully automated processes enabling us to complete these checks 70% faster and at a much higher accuracy than before. Innovations like this, which make a tangible, positive difference, are what I'd like to see continue into the next year."

These achievements inform our delivery methodology and illustrate how public entities can realise up to 70% efficiency gains in targeted operational areas.

Intelligent Document Processing (IDP)

While RPA excels with structured data, public sector bodies often manage substantial volumes of emails, correspondence, evidence packs, forms, and scanned documents. Our Intelligent Document Processing solution enables organisations to:

- Read PDFs, scanned documents, and forms
- Automatically extract key fields
- Validate and classify information
- Direct documents to appropriate workflows
- Minimise manual review and enhance data accuracy

IDP frequently serves as a bridge between traditional automation and advanced AI capabilities.

AI Agents and Agentic AI: Advancing Beyond Task Automation

Org supports the evolution from RPA to AI Agents and Agentic AI, empowering organisations to automate not only routine tasks but also work requiring informed judgment. Our AI Agents are capable of:

- Analysing information and recommending actions
- Managing multi-step processes with minimal oversight
- Responding to citizen inquiries with contextual understanding
- Handling exceptions and escalating cases when necessary
- Coordinating updates across diverse systems

Agentic AI distinguishes itself from RPA by its capacity for interpretation, reasoning, and decision-making within clearly defined parameters, making it particularly well-suited for case management, triage, workload distribution, and customer support functions.

Idea2Innovate: Opportunity Identification and Prioritisation

The Idea2Innovate framework assists public sector organisations in identifying where RPA, IDP, and AI Agents can deliver maximum benefit. This structured approach allows organisations to:

- Collect ideas from personnel throughout the organisation
- Assess feasibility, impact, and readiness
- Develop business cases aligned with operational and citizen-focused objectives
- Create realistic, ethical, and safe adoption roadmaps

The framework ensures that transformation initiatives are guided by strategic value rather than technology alone.

AI Literacy and Change Management Support

Recognising concerns about AI's impact on employment, our AI Literacy training equips teams to:

- Grasp fundamental AI concepts in straightforward, practical terms
- Focus on emerging opportunities and new roles enabled by AI
- Build confidence in collaborating with automated systems
- Uphold safe, ethical, and compliant AI practices

Additionally, we provide guidance for implementing robust guardrails, governance structures, and risk management frameworks to promote responsible AI adoption.

Best-in-Class Delivery

As a Platinum Partner of UiPath, Druid AI, and Otera, Org delivers automation solutions leveraging proven, off-the-shelf technologies widely adopted across the public sector. Our delivery model is structured, repeatable, and conforms to public sector standards of security, compliance, and transparency.

Expected Outcomes

Public sector clients engaging with Org can expect:

- Accelerated and more accurate processing
- Reduced workloads and decreased backlogs
- Enhanced experiences for citizens and service users
- Strong audit trails and regulatory compliance
- A resilient operating model scalable to meet demand
- Transparent progression from RPA to IDP to AI Agents, executed safely and systematically

Overview of the G-Cloud Service

Org offers a cloud-based service that incorporates Robotic Process Automation (RPA), AI, and automation tools to help public sector organisations achieve greater efficiency, accuracy, and quality in their operations. The service is built on established off-the-shelf technologies like UiPath, Druid AI, and Otera, all delivered within secure cloud platforms. This approach allows organisations to deploy, manage, and update automations and AI agents centrally, removing the need for bespoke software development.

From identifying early opportunities through to implementation, governance, and ongoing enhancement, the service supports organisations at every stage. It also prioritises staff development and the responsible introduction of AI, focusing on people-centered adoption.

Key Service Capabilities

Robotic Process Automation (RPA): Automates repetitive, rules-driven tasks such as data input, validation, reconciliation, and record updates—forming a central pillar for operational improvement.

Intelligent Document Processing (IDP): Employs cloud solutions to read, extract, and organise data from forms, correspondence, emails, PDFs, and scans, supporting high-volume administrative and case processing.

AI Agents and Agentic AI: Enables AI agents to handle multi-step processes, interpret data, and perform initial decision-making tasks within defined parameters. Typical uses include case triage, query management, drafting responses, summarising information, and coordinating system updates.

Conversational AI: Provides cloud-hosted natural language interfaces to assist both citizens and staff, responding to common questions, offering guidance, and collecting information interactively.

Ongoing Cloud Management and Support: Includes monitoring, optimisation, lifecycle management, regular updates, performance evaluation, and incident response for automations and AI agents operating in the cloud.

Idea2Innovate – Identifying and Prioritising Opportunities

Many public sector bodies face challenges in determining where automation and AI will have the greatest impact. The Idea2Innovate framework offers an organised process to:

- Gather ideas across the organisation,
- Evaluate feasibility, value, and readiness,
- Rank priorities,
- Develop a roadmap for adopting automation and AI.

This approach helps ensure cloud services are implemented where they bring the most benefit and align with operational priorities.

Training and AI Literacy

Adoption success depends heavily on staff understanding and confidence. The service provides accessible cloud-based training covering:

- Introductory concepts of AI,
- How automation and AI can support, not replace, staff,
- Safe and ethical use of AI within public sector environments,
- New skills and roles enabled by AI,
- Hands-on activities using RPA, IDP, and conversational AI tools.

These programs are designed to build team capability, foster positive engagement with change, and develop comfort with new technologies.

Supporting the Public Sector to Embrace Change

Org recognises that the public sector values continuity, which can make adopting innovative technologies challenging. The service includes targeted support to help teams:

- Understand the reasons for change,
- Recognise practical benefits of automation and AI,
- Focus on improved outcomes for citizens and reduced admin workloads,
- Acquire digital skills and boost confidence,
- Adopt AI safely with clear oversight and governance.

This ensures that transformation is guided by people and organisational needs, not just technology, with comprehensive support throughout the transition.

Cloud Characteristics

- **Scalability:** Solutions scale effortlessly according to demand.

- **Centralised Management:** All automations and AI tools are managed within secure cloud infrastructures.
- **Continuous Improvement:** Platforms receive regular enhancements and updates.
- **Security:** Compliance with recognised public sector security standards, including auditing, access control, and encryption.
- **Remote Delivery:** Configuration, oversight, and training are all accessible remotely.

Typical Activities Included in the Service

- Assessing and prioritising opportunities
- Analysing processes and checking readiness
- Setting up RPA, IDP, and AI agents
- Deploying and testing in the cloud
- Integrating with other systems via standard connectors
- Establishing governance frameworks
- Delivering AI literacy training and change management
- Providing ongoing management and optimisation

Service Benefits

The service typically enables public sector clients to:

- Reduce manual efforts and speed up processing,
- Improve accuracy, consistency, and compliance,
- Enhance experiences for citizens and staff,
- Progress systematically from basic RPA towards advanced AI,
- Ensure transparent governance and reliable audit trails,
- Boost organisational resilience and adaptability.

Associated Services

This section outlines the scope of Org's RPA, AI and Automation service under G-Cloud, including activities, support, training, and cloud-based capabilities, along with items that fall outside the service boundary.

What's Included

1. Automation and AI Delivery. Activities delivered using off-the-shelf technologies (UiPath, Druid AI, Otera) include:

- Configuration and deployment of RPA workflows
- Intelligent Document Processing (IDP) setup (classification, extraction, validation)
- AI Agent and Agentic AI configuration for multi-step workflows and decision support
- Conversational AI deployment using pre-built cloud components
- Integration using standard APIs and vendors' out-of-the-box connectors
- Cloud-based orchestration, governance setup and secure access configuration

2. Idea2Innovate. (Opportunity Identification and Roadmapping). A structured, repeatable approach to help organisations:

- Capture automation and AI opportunities across teams
- Prioritise ideas based on value, readiness and feasibility
- Build a clear roadmap for phased automation and AI adoption
- Align opportunities to business outcomes, citizen value and staff capacity

3. Training and AI Literacy. Cloud-delivered training covering:

- Introduction to AI, RPA and Intelligent Document Processing
- Safe and responsible use of AI within public sector guardrails
- “AI Literacy” sessions to help staff understand new roles and opportunities
- Hands-on support for working with RPA, AI Agents and conversational interfaces
- Adoption guidance to help teams transition to new ways of working

(Please refer to our rate card for detailed pricing.)

4. Customer Support and Managed Service. Based on Org’s Managed Service model the service includes:

- Proactive monitoring of automations and AI workflows
- Incident response to restore operation and minimise downtime
- Continuous optimisation to improve reliability and performance
- Change management for controlled updates and system changes
- Insight and improvement reporting based on operational data
- Access to the Customer Portal for raising and tracking support requests

Support can be provided in various tiers, with reference to response and resolution SLAs.

(Please refer to our rate card for detailed pricing.)

5. Cloud Characteristics included

- Cloud hosting and centralised orchestration
- Secure access management and auditing
- Automated updates from platform vendors
- Scalability of robots, agents and conversation capacity
- Remote delivery of training, support and optimisation

What’s Not Included

To maintain clarity under G-Cloud, the following items fall outside the core service:

1. Custom/Bespoke Software Development

- We do not develop bespoke applications or custom-built software solutions.
- All delivery uses off-the-shelf, cloud-based components.

2. New System Development Outside Automation Scope

- Creation of new enterprise systems or major application redesigns
- Non-standard integrations requiring custom code beyond vendor-supported APIs

Data Protection

Information Assurance

Org delivers services in accordance with UK public sector data protection and information assurance requirements. We maintain strong governance frameworks, comprehensive security controls, and partner assurance measures to safeguard information throughout the service lifecycle.

Security Standards and Certifications

Org operates an Information Security Management System aligned with the principles of ISO/IEC 27001. Our cloud technology partners—including UiPath and Druid AI—are hosted on Microsoft Azure, which holds the following certifications:

- ISO/IEC 27001
- ISO/IEC 27017 (cloud security)
- ISO/IEC 27018 (personal data protection in the cloud)
- SOC 1 / SOC 2 Type II
- UK GDPR and EU GDPR compliance

Org also holds Cyber Essentials and Cyber Essentials+ accreditations.

Data Protection and GDPR Compliance

Org complies with the UK GDPR, Data Protection Act 2018, and applicable public sector guidelines. We adhere to data minimisation principles, ensuring that personal and sensitive data is only processed when necessary for service delivery. Data Processing Agreements (DPAs) are established as required, clearly defining the roles and responsibilities of controllers and processors.

Cloud Hosting and Data Residency

Services are provided via commercial cloud platforms hosted within Microsoft Azure's EU/UK regions. This guarantees data residency within the UK or EEA unless otherwise contractually agreed. No public sector customer data is transferred outside of approved jurisdictions without explicit authorisation.

Access Control and Security

Role-based access control (RBAC) is enforced across all environments. Multi-factor authentication (MFA) is mandatory for administrative access. Access privileges are restricted to authorised personnel based on the principle of least privilege. Comprehensive logging and audit trails are maintained for all access and activities.

Operational Security and Processes

We implement secure onboarding and offboarding protocols for employees and contractors, conduct regular security reviews and partner assurance verifications, and operate incident management and escalation procedures aligned with public sector standards. Our change management controls ensure system stability and maintain traceability.

Policies and Governance

Org maintains and enforces the following policies and standards:

- Information Security Policy
- Data Protection and Privacy Policy
- Access Control Policy

Data Back-Up and Restoration

The service's data backup and restoration capabilities are provided via Org's technology partners (UiPath, Druid AI, and Otera), utilising reliable cloud platform foundations. All platforms deploy mature, enterprise-grade backup and disaster recovery protocols within their standard Software-as-a-Service suite.

Platform-Level Backups

Hosting is performed on Microsoft Azure, making full use of Azure's resilience, redundancy, and integrated backup facilities. Data Protection Measures Include:

- Automated, scheduled backups
- Geo-redundant storage housed in UK/EU approved regions
- High availability architecture with failover support

Backup Frequency

Backups are executed automatically according to the platform providers' standard operating procedures, including:

- Daily incremental backups
- Regular full backups

Retention periods and recovery objectives are set by each provider and are available to customers upon request.

Restoration and Recovery

In cases of system failure, data corruption, or service interruption, platform providers facilitate data restoration. Vendors routinely test and maintain recovery protocols as part of their business continuity and operational resilience programmes. Org oversees customer liaison, ensuring clear escalation and communication with vendors if recovery is required.

Customer Control and Configuration

As an off-the-shelf cloud solution, direct management of raw backups by customers is not supported. However, customers may configure, where enabled by the platform:

- Data retention parameters
- Environment segregation (e.g., production vs non-production)
- Export of logs or reports for local archiving

Any specific requirements can be arranged before order placement and formally recorded in the Order Form.

Testing and Review

Backup and restoration activities are continually reviewed and tested by platform providers under ISO-compliant security and resilience standards. Org regularly examines vendor assurance documentation to uphold compliance with public sector criteria.

Client-Specific Requirements

Should public sector clients require additional backup, retention, or recovery measures, these needs can be discussed during preliminary contract negotiations and confirmed prior to service initiation. All custom arrangements are transparently outlined in the Order Form.

This framework consistently ensures data protection, operational resilience, and recoverability, in alignment with G-Cloud and public sector cloud regulations.

Business Continuity

Org's approach to business continuity ensures ongoing service for public sector clients by combining strong internal controls with the reliable infrastructure of our key technology partners: UiPath, Druid AI, and Otera. The resilience of these platforms is a primary factor in our decision to partner with them.

Plan Scope

The business continuity plan addresses:

- Delivery and operation of AI, automation, and conversational AI services.
- Customer support and service management.
- Access to cloud-hosted platforms and environments.
- Incident management and escalation procedures

The plan applies to all Org staff and third-party platform providers involved in delivering our services.

Key Business Areas and Critical Functions

Critical functions maintained under this plan include:

- Ensuring platform uptime and operational integrity for automation, AI agents, and conversational services.
- Facilitating data access and processing within designated environments.
- Continuous monitoring, support, and incident resolution.
- Managing changes, releases, and system configurations

These areas are vital for uninterrupted customer service.

Dependencies

Org relies on:

- Microsoft Azure cloud infrastructure, as used by UiPath, Druid AI, and Otera.
- Vendor-managed SaaS platforms featuring high availability and disaster recovery.

- Secure connectivity and identity management solutions.
- Org's support and delivery teams operating within the agreed timeframes

All dependencies are established, enterprise-grade technologies widely adopted across the public sector.

Acceptable Downtime

Platform-level reliability, recovery objectives, and permissible downtime are governed by each platform provider's standard commitments. These systems are architected to minimise interruptions with redundancy, automated failover, and robust design. Org synchronises its processes with these standards and manages communication with customers during any service incidents.

Maintaining Operations

To ensure continuity during disruptions:

- Platform partners employ resilient, multi-region cloud infrastructures with automated recovery mechanisms.
- Org has established clear escalation paths to vendor and incident response teams.
- Service delivery and support can continue remotely as needed.
- Priority is given to restoring essential services and maintaining communication with clients.
- Regular reviews of vendor assurance documents confirm adherence to security, resilience, and continuity requirements

Partner Selection Justification

Org collaborates with UiPath, Druid AI, and Otera because:

- They provide advanced, cloud-native SaaS platforms hosted on Microsoft Azure.
- Continuity, disaster recovery, and resilience are integral to their services.
- They have a proven track record with public sector and regulated entities worldwide.
- Their models reduce single points of failure and mitigate dependency risks

This partnership enables Org to concentrate on service delivery, governance, and client satisfaction, supported by dependable platform reliability.

Privacy by Design

Org incorporates Privacy by Design and Privacy by Default principles into every AI and automation service, fully aligning with Article 25 of the EU GDPR. Safeguarding personal and sensitive data is prioritised from the earliest stages of service planning and continued throughout delivery, operation, and support.

Our approach includes several core practices:

Default data minimisation. We ensure solutions only process the data strictly required for their purpose. Whenever possible, personal data is omitted, masked, or pseudonymised.

Separation of data from automation logic. Automation workflows, AI agents, and conversational services are structured so business logic remains independent from personal information, helping to reduce exposure and limit risk.

Adoption of compliant cloud platforms. Partnering with UiPath, Druid AI, and Otera, we use Microsoft Azure for GDPR-compliant data processing, EU data residency options, encryption in transit and at rest, and comprehensive audit logging.

Role-based access and strict privilege controls. System and data access is limited to authorised users through role-based controls and least-privilege principles.

Built-in human oversight. AI decisions and recommendations always include human review to maintain transparency, accountability, and necessary intervention.

Data Protection Impact Assessments (DPIAs). Org conducts DPIAs when handling personal or sensitive data, meeting public sector standards and documenting all processing activities.

Defined data processing roles. Org serves as a data processor or sub-processor based on the buyer's designation, with duties clearly detailed in Data Processing Agreements (DPAs).

Continuous compliance and improvement. We regularly assess privacy controls and data management routines to ensure ongoing GDPR compliance and adapt to regulatory changes.

With this proactive and methodical strategy, privacy is embedded as a fundamental part of Org's AI and automation service design, implementation, and support, rather than treated as an afterthought.

Using the service

Ordering and Invoicing

To discuss your needs or place an order, email bids@thisisorg.com with a brief description of your organisation, desired services (e.g. RPA, AI Agents, IDP, Conversational AI, Training, Support), and any timelines or constraints.

We assist buyers in completing the Order Form and provide all necessary details—scope, deliverables, roles, responsibilities, and pricing—per G-Cloud terms.

Fees are invoiced monthly in arrears; payment terms are net 30 days from invoice receipt.

For questions before ordering, contact our team anytime by email.

Availability of Trial Service

Trials, Introductory Services, and Proof of Concepts

Org offers a range of introductory options designed to help public sector organisations safely explore automation and AI before making a full commitment.

Idea2Innovate Workshops (No Cost Provided)

Our Idea2Innovate workshops are complimentary. These sessions guide organisations in identifying where automation and AI can provide maximum value, and typically involve:

- An introduction to RPA, IDP, AI Agents, and Agentic AI
- Facilitated discussions with operational and front-line teams
- Spotting pain points, as well as immediate and medium-term opportunities
- A brief prioritisation session
- Recommendations for next steps and an initial roadmap

The goal of these workshops is to help customers gain clarity, reduce uncertainty, and pinpoint areas that promise the greatest impact prior to any formal engagement.

Agentic AI Proof of Concepts (PoCs)

Org can assist clients with Proof of Concepts to demonstrate how Agentic AI, Intelligent Document Processing, or Conversational AI might function in their specific context. A typical PoC may include:

- Setting up a limited, secure use case with off-the-shelf technologies
- Showcasing how an AI Agent processes information, takes action, and escalates issues when required
- Testing IDP solutions for document-reading accuracy
- Demonstrating how a conversational assistant responds to staff or citizen inquiries
- Evaluating benefits, risks, and outlining next steps with the client

PoCs are scoped collaboratively with the buyer and delivered under mutually agreed conditions to ensure compliance with governance and security standards. (For detailed pricing, please refer to our rate card where relevant.)

Conditions for Introductory Use

- Trials, PoCs, and workshops are provided at the discretion of Org.

- Activities are restricted to clearly defined use cases aimed at supporting evaluation and decision-making.
- Customer internal governance teams must approve access to systems or sample datasets if needed.
- Any continued use beyond the PoC or workshop would fall under a standard Call-Off Contract.

On-boarding and Off-boarding Procedures

Demonstrating Comprehensive Support Throughout Service Delivery

On-boarding Process

Org delivers a well-defined on-boarding protocol to facilitate seamless service adoption and ensure users receive appropriate support. The process encompasses the following steps:

1. Kick-off Meeting. The engagement commences with a kick-off meeting involving principal stakeholders, including delivery leads, technical specialists, and customer representatives. This session clarifies objectives, sets timelines, delineates responsibilities, and establishes communication channels.

2. Designated Points of Contact. Each customer is assigned:

- A Delivery Lead or Project Manager
- A Technical Lead (specialised in RPA, AI, or IDP as required)
- A Customer Success contact to provide ongoing guidance for the contract duration

These contacts remain consistent throughout the engagement, ensuring continuous support beyond the initial 90 days.

3. Documentation and Access Provisioning. Org provides:

- User guides and documentation tailored for RPA, AI agents, IDP, or Conversational AI
- Detailed on-boarding instructions
- Secure access configuration to cloud environments
- Necessary templates (including process capture, test scripts, and change control documents)

4. Training and Knowledge Transfer. Depending on the selected service, on-boarding may include:

- AI literacy sessions
- Platform training (UiPath, Druid AI, Otera)
- Workshops facilitating understanding of automation and AI integration
- Guidance for operational and frontline teams

Training is available remotely or in-person, as per agreement.

5. Initial Activities: Configuration and Migration (if applicable). When needed, Org supports:

- Initial cloud environment configuration
- Migration of existing automations or documentation to supported platforms
- Process validation and readiness assessments
- Pilot or limited-scope deployment prior to full rollout

6. Ongoing Support. Customers can submit queries via email or the Customer Portal, as outlined in the support section. Users benefit from continuous assistance before, during, and after implementation, aligned with defined support tiers.

Off-boarding Process

Org implements a structured off-boarding process to guarantee an orderly transition when discontinuing services.

1. Termination Notice. Notice periods adhere to stipulations detailed in the Call-Off Contract.

2. Exit Planning. Org collaborates with the customer to formulate an exit plan detailing:

- Identification of automations, documents, or configurations for handover
- Timelines for data export
- Scheduling of user access removal
- Transfer of documentation and licences, where applicable

3. Data Export. Customers are enabled to export their data, logs, process documentation, and configuration details. Org assists by identifying relevant datasets and providing extraction guidance.

4. Access Deactivation. Upon completion of off-boarding:

- User accounts are deleted
- Administrative access is revoked
- Shared cloud-hosted environments with Org are disconnected
- Final confirmation is issued to the customer

5. Optional Additional Off-boarding Services. At the customer's request (subject to additional fees), Org offers:

- Customised exit planning
- Migration support to alternative suppliers or platforms
- Supplementary knowledge-transfer sessions
- Re-documentation of current automations

(Refer to our rate card for further pricing information.)

Support Across All Phases of Delivery

Org is committed to supporting customers throughout the entire engagement lifecycle:

- Pre-delivery: Idea2Innovate workshops, training, opportunity assessment, and technical readiness evaluation
- During delivery: Active implementation, governance oversight, testing, documentation, and change management
- Post-delivery: Ongoing assistance, monitoring, optimisation, and formal change control processes

This holistic approach ensures customers are comprehensively supported, regardless of whether they are adopting Org's services for the first time or transitioning away.

Training

Org delivers comprehensive training and onboarding services to empower users in effectively utilising RPA, AI Agents, Intelligent Document Processing, and Conversational AI. These offerings support personnel at all levels of the organisation, ensuring safe and proficient technology adoption across teams.

Online Training and Learning Resources

Users benefit from a wide range of online materials, including:

- Platform-specific user guides (UiPath, Druid AI, Otera).
- How-to videos and introductory modules.
- Knowledge articles on process execution, exception handling, and secure use of AI.
- Documentation outlining governance frameworks, change control processes, and best practices.

All resources remain accessible throughout the service engagement.

Instructor-led Training

Org offers both remote and onsite instructor-led training, covering:

- AI Literacy: Safe and responsible understanding of AI within public-sector environments.
- Platform Training: Practical instruction on RPA tools, AI Agents, IDP, and conversational interfaces.
- Operational Training: Guidance for frontline staff on day-to-day interactions with automation solutions.
- Administrator Training: Managing operational environments, monitoring system performance, and initiating change requests

Training curricula are tailored to specific roles and delivered according to client requirements.

Please refer to our rate card for detailed pricing.

Introductory / Onboarding Workshops

To facilitate effective orientation, Org provides:

- Kick-off workshops introducing the service offerings.
- Guided walkthroughs of essential features and workflows.
- Sessions focusing on responsible AI usage, governance, and compliance guardrails.
- Opportunity identification workshops utilising Idea2Innovate (offered complimentary).

These workshops enhance staff understanding of service capabilities, usage protocols, and available support resources.

Hands-on Support During Go-Live

During initial deployment, Org supports clients through:

- Assisted setup and configuration guidance.
- Support during preliminary testing phases.
- Collaborative sessions with technical specialists.
- Real-time assistance in monitoring initial automations or AI agents in operational environments

This approach ensures users receive comprehensive support throughout the transition period. (For applicable charges, please consult our rate card.)

Ongoing Support and Continuing Education

As part of continuous service delivery, users are provided with:

- Access to the Customer Portal for documentation, support requests, and service updates

- Refresher training sessions to reinforce key competencies
- Additional role-based learning modules as service scope broadens
- Optional advanced training programs for power users and administrators

These initiatives are designed to maintain and enhance user proficiency and confidence on an ongoing basis.

Implementation Plan

Org uses a structured, repeatable implementation methodology designed specifically for RPA, AI Agents, Intelligent Document Processing and Conversational AI projects within the public sector. Our approach ensures that delivery is predictable, transparent and aligned to organisational governance standards.

The implementation process typically includes the following phases.

1. Mobilisation and Kick-off

- Confirm scope, objectives and success measures.
- Establish roles, responsibilities and communication channels
- Set up project governance, cadence and reporting
- Complete access, security and environment checks

2. Discovery and Process Analysis

- Review existing processes, documents and workflows
- Capture requirements with operational staff and subject-matter experts
- Assess readiness and identify any gaps
- Create or refine process documentation and acceptance criteria

3. Configuration and Build

- Configure automations, AI agents or document-processing workflows using off-the-shelf cloud components
- Implement integrations using standard APIs and connectors
- Apply guardrails, governance controls and responsible AI guidelines
- Conduct internal development testing

4. Validation and User Testing

- Support buyers in preparing test scenarios and sample data
- Run user acceptance testing (UAT) with coders, frontline staff or operations teams
- Collect feedback and make adjustments
- Validate performance, accuracy, exception handling and auditability

5. Training and Adoption Support

- Provide user training, AI literacy sessions and role-based guidance
- Supply documentation and help resources
- Support staff during initial use to ensure confidence and safe adoption

6. Go-Live and Early-Life Support

- Agree deployment windows and contingency measures
- Monitor the live solution and resolve issues promptly

- Provide enhanced support during the initial period to ensure stability
- Confirm handover to the buyer or to Org's managed support service

7. Continuous Improvement (where purchased)

- Review performance data
- Identify optimisation opportunities
- Plan follow-up enhancements or new use cases

Service Management

Cloud Managed Services Overview

Org delivers 24/7 managed cloud services—including on-premises, hosted, and multi-cloud environments—covering applications and infrastructure. Cloud automation and AI services are governed by ITSM principles, ensuring reliable delivery and continuous improvement throughout the service lifecycle.

1. People: Roles and Responsibilities

- Delivery Lead manages daily progress and communication.
- Technical Lead oversees configuration, testing, and assurance.
- Business Analysts handle process analysis and operational readiness.
- Customer Success ensures service aligns with business goals.
- Support Team provides proactive monitoring, incident response, optimisation, change management, and SLA compliance, accessible via portal or support email.

2. Processes: ITSM Framework

- Incidents logged and resolved per SLA, with root cause analysis.
- All changes follow strict review, approval, and deployment workflows.
- Recurring problems analysed for long-term fixes and improvement recommendations.
- Governance includes regular reviews, reporting, and transparent dashboards.
- Continuous enhancement is guided by feedback and performance data.

3. Technology: Tools and Monitoring

- Utilises cloud tools like UiPath Orchestrator, Druid AI, and Otera for monitoring and control.
- Automated alerts, audit trails, secure access, and multi-cloud monitoring.
- Reporting on usage, performance, and SLAs; 24/7 monitoring based on support tier.

4. Service Desk and Portal

- Support available through customer portal and email.
- Portal enables ticket tracking, documentation access, SLA visibility, and audit logs for consistent support.

5. Onsite and Remote Management

- Delivery teams coordinated by the Delivery Lead, with updates through meetings and dashboards. Technical quality maintained by peer review and standards.

6. Off-boarding

- Structured off-boarding includes agreed notice periods, joint exit plans, data export, and access removal. Enhanced exit support is optional.

Service Constraints

The following limitations apply to Org's cloud-based RPA, AI, and Automation services.

1. Performance and Availability

- The service relies on the availability of cloud platforms like UiPath, Druid AI, and Otera.
- Availability is determined by those platforms' SLAs and their scheduled maintenance.
- Factors such as network connectivity, customer systems, and access rights can affect service performance.

2. Support Hours

- Support hours depend on the customer's chosen support tier:
 - Standard support matches normal business hours.
- Extended or round-the-clock support is available for higher-tier customers.
- Incidents submitted outside agreed hours are handled at the start of the next support period.
- Support requests can be made through the Customer Portal or via support@thisisorg.atlassian.net

3. Maintenance Windows

Regular maintenance, updates, and upgrades may happen during vendor-specified periods.

Major deployments or changes are coordinated with customers to reduce disruption.

Emergency changes for service stability may be implemented immediately, with approval sought afterwards.

4. Customisation Limits

- Services use standard, off-the-shelf cloud solutions; bespoke software development is excluded.
- Only default connectors, APIs, and configuration options from UiPath, Druid AI, and Otera are permitted.
- Unusual or unsupported customisations may not be possible and might not be covered by support.

5. Data and Integration Constraints

- Customer access to systems, files, or data sets is necessary for setup and testing.
- IT restrictions (such as firewalls, outdated systems, or missing APIs) can impact integration.
- Data must adhere to approved formats and governance standards.

6. Deprecation of Features

- Feature or functionality retirement follows the lifecycle policies set by platform providers (UiPath, Druid AI, Otera).
- Org will inform customers about any announced deprecations and assist with planning, but platform vendors determine schedules.

7. Service Dependencies

- Effective delivery requires active customer involvement, timely sharing of information and system access, and participation in testing and validation.

- Any updates triggered by changes in customer systems or processes need to go through official change control procedures.

Service Levels

Org establishes clear service levels covering performance, system uptime, support availability, and incident severity classifications. These standards help ensure reliable operation of automations, AI agents, and related cloud services. Tailored SLAs can be set with purchasers prior to any order and will be formally noted in the Order Form.

1. Performance and Availability

Service quality hinges on the specific cloud platforms deployed (such as UiPath, Druid AI, Otera), each with their own public SLA commitments. Org actively monitors all automations and AI solutions to maintain stability and proactively address issues, following the Managed Service approach. Should performance concerns arise, Org acts according to the buyer's chosen support level.

2. Support Hours

Customers can request assistance via the Customer Portal or by emailing support@thisisorg.atlassian.net

Support hour choices include:

- Standard: Core business hours, Monday through Friday
- Extended: Early mornings and evenings
- 24/7: Full-day monitoring and incident response for clients needing continuous coverage

The agreed support coverage and response times are custom-fit to each client and recorded in the Order Form.

3. Incident Severity Levels

Incidents are sorted by their impact on business operations:

- **Severity 1 – Critical:** Total loss of a key automation or AI workflow, significantly hindering main services with no workaround; addressed immediately within agreed support timelines.
- **Severity 2 – High:** Major disruption, partial degradation of outputs; possible workarounds exist but aren't sustainable.
- **Severity 3 – Medium:** Issues that don't threaten core operations but affect performance or behavior; temporary fixes exist, and permanent resolutions are scheduled for future maintenance.
- **Severity 4 – Low:** Minor cosmetic problems, documentation requests, or small process improvements handled through ongoing updates.

Definitions, response times, and resolution expectations are tailored for each organisation and specified in the Order Form.

4. Change Requests

All requested changes go through a documented process including review, approval, testing, and planned deployment. Larger updates may need extra planning and will be negotiated separately. Change management aligns with Org's established Support Offering protocol.

5. Service Reporting

Org routinely shares service reports containing:

- Incident history and SLA metrics
- Monitoring data and trend evaluations

- Records of changes made
- Suggestions for optimisation or risk reduction

Reporting intervals are arranged during customer onboarding.

6. Service Level Agreement Process

Before confirming any order, Org collaborates with buyers to:

- Assess operational needs
- Set mutually appropriate service standards
- Determine support hours, expected response times, and escalation routes
- Clearly detail these agreements in the Order Form

This practice guarantees both transparency and shared understanding before service delivery starts.

Outage and Maintenance Management

Org adheres to IT service management best practices to manage outages and maintenance activities, thereby minimising disruption and ensuring the stable operation of automations, AI agents, and cloud services.

Outage Avoidance

Org implements comprehensive preventive strategies to minimise the likelihood of technical issues or delays:

- Proactive monitoring of automations, queues, and AI workflows enables early detection of potential problems.
- Routine health checks on cloud platforms (UiPath, Druid AI, Otera) help identify performance risks preemptively.
- Rigorous change control processes ensure that all updates are thoroughly reviewed, approved, and tested prior to deployment.
- Environment segregation (development, test, production) safeguards live services from untested changes.
- Strategic capacity and performance planning ensures that system workloads remain within acceptable thresholds.

These initiatives collectively reduce the risk of outages and mitigate possible service degradation.

Service Performance Planning

To maintain optimal and consistent performance, Org:

- Regularly reviews automation run times and throughput metrics.
- Identifies process bottlenecks and recommends targeted improvements.
- Adjusts robot and agent capacity, leveraging scalable cloud solutions where available.
- Collaborates with buyers to plan for peak activity periods.

Performance insights are communicated through service reviews and real-time monitoring dashboards.

Maintenance Management

Maintenance activities are coordinated with platform vendors and buyers:

- Vendor-managed maintenance follows the scheduled windows provided by UiPath, Druid AI, and Otera.
- Org-managed maintenance, including configuration updates and optimisations, is scheduled in advance with buyer input.
- Emergency maintenance may be executed promptly to maintain service continuity or address security concerns, accompanied by retrospective notification and approval.

All maintenance procedures are governed by a structured change management process as detailed in support documentation.

Downtime Measurement and Reporting

Org monitors downtime using cloud platform logs, automation histories, and system alerts:

- Any service interruption is logged, classified by severity, and analysed.
- Key metrics such as uptime, incident duration, root cause analysis, and corrective actions are included in regular service reports.
- Significant outages are communicated to buyers in accordance with established protocols.

Ad-Hoc Service Needs

Org is proficient in responding to unforeseen or urgent requirements:

- Incident triage and rapid assessment are conducted by the support team.
- Technical specialists are allocated to restore services or implement interim solutions.
- Issues are prioritised based on the prescribed severity model.
- Temporary scaling of automations or AI agents is supported during periods of increased demand.
- Additional work requirements are scoped and approved through the established change control process.

Financial Recompense Model for not Meeting Service Levels

Org may offer service credits as part of a support contract, defined during service level negotiations and recorded in the Order Form.

Service credits are usually a percentage discount on monthly fees when agreed service targets are missed. Credit terms are set in advance with the buyer, based on support tier and service importance.

Credits apply only if a formal support contract with defined SLAs is in place.

Provision of the service

Customer Responsibilities

To enable successful delivery and ongoing management of Org's RPA, AI, and Automation services, the customer must provide the following support, access, and information. These duties reflect typical public-sector delivery expectations and will be specified in the Order Form.

1. Access and Technical Requirements

Provide timely access to all necessary IT systems, environments, applications, APIs, and datasets essential for system configuration, testing, and deployment.

Ensure that all required network permissions, firewall rules, and credentials are established to enable seamless integrations.

Deliver sample data (appropriately anonymised where required) to support testing, validation, and accuracy verification efforts.

2. Personnel and Engagement

Make available subject-matter experts, operational personnel, process owners, and technical contacts to support discovery, testing, and adoption processes.

Participate in workshops, reviews, and training sessions as needed to facilitate project alignment and deployment readiness.

Provide timely and constructive feedback throughout discovery, configuration, testing, and go-live phases.

3. Governance and Approvals

Review and approve key project documentation, including requirements, process definitions, test results, and change requests.

Advise Org of any anticipated changes to systems, processes, or data that may influence automations or AI workflow operations.

Maintain effective internal governance practices to ensure compliance with data protection, information security, and relevant corporate policies.

4. Infrastructure and Licensing

Confirm the availability of required infrastructure or cloud resources for platforms such as UiPath, Druid AI, Otera, or others, ensuring they meet vendor standards.

Retain responsibility for managing any licenses assigned to the customer under the Call-Off Contract.

5. Operational Responsibilities

Perform agreed user acceptance testing (UAT) activities and formally confirm readiness for production deployment.

Report incidents or service disruptions through designated channels (Customer Portal or support@thisisorg.atlassian.net).

Adhere to documented protocols when submitting change or enhancement requests.

6. Security and Data

Ensure all data shared with Org complies with organisational, legal, and regulatory requirements, such as GDPR.

Supply data in approved formats and maintain robust controls for the protection of sensitive information.

Promptly inform Org of any security incidents or changes that could affect the service.

7. End-of-Service Responsibilities

Complete data export and internal archiving procedures prior to off-boarding.

Formally notify Org when it is permissible to remove or deactivate user access following contract termination.

Technical Requirements and Client-Side Requirements

To deliver RPA, AI Agent, Intelligent Document Processing, and Conversational AI services, the following must be in place and will be agreed with the buyer before ordering:

1. System Access

- Customer provides system, application, and environment access.
- User accounts with necessary permissions.
- API/integration access if needed.
- VPN or secure network access as required.
- Test environments mirroring production.

2. Data

- Buyer supplies sample data (anonymised if necessary) in approved formats.
- Permission to use data on authorised cloud platforms.
- Relevant documents and process artefacts available.
- Compliance with data governance policies.

3. Technology Environment

- Supported versions of all relevant applications/systems.
- Stable connectivity to Org's cloud platforms.
- Required client-side components installed.
- Browser compatibility for web interfaces.

4. Resources and Time

- Subject matter experts and technical contacts available for workshops, validation, and testing.
- Users allocate time for discovery, UAT, and training.
- Prompt decision-making and governance for approvals.
- These requirements are mandatory.

5. Licensing and Infrastructure

- Buyer maintains required licences.
- Internal infrastructure meets vendor specs.
- Legacy/unsupported systems must be disclosed before delivery.

6. Agreement

- All requirements will be discussed, jointly agreed, and documented in the Order Form before delivery begins.

Outcomes/Deliverables

This service provides public sector organisations with specific outputs and results to support the safe and effective adoption of RPA, AI Agents, Intelligent Document Processing, and Conversational AI. Based on what is agreed in the Order Form, the service may involve:

Deliverables

- Discovery and assessment materials that include process reviews, identification of opportunities, and readiness evaluations.
- Outcomes from Idea2Innovate workshops, featuring prioritised opportunity lists and an initial roadmap.
- Configuration of RPA workflows, AI agents, or IDP models using readily available cloud platforms.
- Technical documentation such as process definitions, configuration guides, runbooks, and support manuals.
- Integration setup using standard APIs and platform connectors.
- Materials for user acceptance testing (UAT), like test scripts and documented results.
- Training resources and sessions, covering both AI literacy and platform-specific topics.
- Governance and operating guidelines, including change management advice, guardrail documentation, and support procedures.
- Deployment into specified environments, along with monitoring and early-stage support.

Outcomes

- Reducing manual tasks and speeding up processing times.
- Enhancing accuracy and consistency through automation and AI-driven decision support.
- Improving experiences for staff and citizens by ensuring quicker responses and reducing bottlenecks.
- Boosting preparedness for AI adoption with training and robust governance measures.
- Establishing a scalable foundation for automation and AI that can expand to cover more processes over time.
- Providing transparency and audit capabilities via platform dashboards and structured governance.

After-Sales Account Management

Org delivers structured account management designed to foster robust customer relationships, ensure sustained satisfaction, and support the development of long-term partnerships. Our methodology is anchored in transparent communication, ongoing improvement initiatives, and alignment with our customers' strategic objectives.

1. Dedicated Account Management. Each client is assigned an Account Manager or Customer Success Lead, serving as the principal point of contact following implementation. This role ensures consistent engagement, coordinates activities across delivery and support teams, and facilitates strategic alignment.

2. Regular Communication and Service Reviews. We conduct routine review meetings to evaluate service performance, address incidents, discuss improvements, and consider future requirements. Clients receive regular updates regarding automation outcomes, platform utilisation, and optimisation opportunities. Open channels of communication are maintained throughout the contract term to respond promptly to inquiries or evolving needs.

3. Continuous Improvement. Org collaborates closely with clients to identify enhancements, explore new use cases, and maximise delivered value. Insights from monitoring, lessons learned, and user feedback inform the ongoing refinement of services. Recommendations for optimisation or scalability of automation solutions are proactively provided.

4. Relationship Building and Long-term Support. We prioritise understanding each client's objectives to ensure services evolve in tandem with organisational requirements. The account manager is responsible for maintaining alignment with operational targets, regulatory obligations, and technological standards. Org positions itself as a strategic partner, supporting comprehensive long-term planning beyond immediate project delivery.

5. Escalation and Governance Support. Clear escalation procedures are established to address any operational or service-related concerns. The account team provides governance support, including assistance with security assessments, audits, and compliance reviews where necessary.

6. Strategic Partnership Development. Org's account management approach is collaborative, encouraging the exploration of new opportunities such as:

- Additional automation or AI applications
- Process optimisation
- AI literacy and staff enablement
- Enhancement of responsible AI governance frameworks

Our objective is to serve as a long-term transformation partner rather than a transactional vendor.

Termination Process

The termination of services is conducted according to the provisions outlined in the Call-Off Contract and any relevant Order Form. These documents specify notice requirements, responsibilities for each party, and applicable charges.

1. Notice of Termination. Either party may terminate the service by delivering written notice, adhering to the notice period stipulated in the Call-Off Contract. The customer acknowledges that the service is purchased for a Minimum Period (and any Renewal Terms) as defined in the Certificate or Order Summary.

2. Early Termination. Early termination may be granted; however, associated charges may apply if services have been contracted for a fixed Minimum Period or if non-cancellable costs have been incurred on behalf of the customer. All early termination fees will be explicitly identified in the Order Form prior to commencement of services.

3. Responsibilities During Termination.

Org Responsibilities

- Provide an exit plan detailing the necessary steps for orderly service wind-down.
- Facilitate data export, documentation transfer, and knowledge handover as required.
- Remove system access and revoke credentials following off-boarding completion.
- Issue final reports, when necessary, such as outstanding tickets, process logs, or performance metrics.

Client Responsibilities

- Submit the required notice in accordance with contractual terms.
- Complete internal processes related to data export, archiving, or transition.
- Confirm when Org may proceed with user access removal or deactivation.

- Settle any outstanding fees up to the termination date, including any agreed early termination charges.

4. Data and Access Removal. Customers are permitted to export their data within the timeframe specified in the exit plan. Upon completion of export, Org will remove user accounts, administrative access, and any associated hosted environments.

5. Optional Exit Support. Additional support during off-boarding, such as tailored migration assistance or extended transition services, is available upon request. These services will be scoped individually and billed in accordance with the Org rate card.

6. End of Contract Confirmation. When all obligations have been satisfied, Org will issue written confirmation of service termination and closure of all access.

Evidencing Our Experience

Org's Delivery Team Experience

Org and its members have extensive experience supporting automation, artificial intelligence, and process improvement initiatives across both public and private sectors. The following examples demonstrate the tangible outcomes delivered by our team and showcase how these approaches can be effectively translated into public sector environments.

Case Study 1: NHS Trust – Intelligent Document Processing in Clinical Workflows

Problem: A medium-sized NHS Trust was challenged by the need to manually verify and enter large volumes of clinical forms, resulting in administrative backlogs, inconsistent data quality, and delays in patient pathway updates.

Action: Org deployed an Intelligent Document Processing (IDP) solution utilising UiPath Document Understanding. The model was customised for Trust-specific documentation, with validation loops implemented to enhance accuracy. Staff engagement throughout the project ensured alignment with both clinical and administrative requirements.

Outcome:

- Achieved a 90% reduction in manual data entry
- Accelerated updates to clinical systems and improved overall data quality
- Lowered administrative burden, enabling staff to dedicate more time to direct patient care
- Established comprehensive audit trails for compliance and governance purposes

Relevance to Public Sector: This methodology is transferable to any high-volume document processing environment, including local authorities, healthcare, housing, education, or justice services.

Case Study 2: Central Government – Automation of Pre-Employment Background Checks

Problem: A central government department experienced delays and inconsistencies in pre-employment background checks due to manual data management across multiple systems, creating bottlenecks in recruitment processes.

Action: Members of Org's current automation team (in prior positions) designed and implemented UiPath-driven automations to collect, validate, and process applicant information. Automated exception handling and structured reporting mechanisms were established to ensure precision and reliability.

Outcome: Government Chief People Officer Fiona Ryland commented:

"We now have three fully automated processes enabling us to complete these checks 70% faster and at a much higher accuracy than before."

Relevance to Public Sector: This approach is applicable to licensing verifications, HR onboarding, compliance reviews, benefits assessments, and any repetitive validation workflow within the public sector.

Case Study 3: National Utility Provider – Process Improvement and Automation (Private Sector)

(Adapted for public sector applicability)

As a trusted partner to our client, Org Group has demonstrated expertise in Business Process Management (BPM), process improvement, and process reengineering. Serving 1.2 million customers

through our brand, Abtran, we have worked collaboratively to optimise, redesign, and reengineer critical business processes, ensuring efficiency, cost-effectiveness, and enhanced customer satisfaction.

Optimisation and Process Improvement:

The client faced challenges with its phone-based customer meter reading service, which was slow, repetitive, and prone to advisor fatigue and data entry errors. This process inefficiency impacted the overall customer experience, increased operational costs, and limited performance.

Using advanced analytics and customer insights, we collaborated to continuously refine and optimise their processes. Our approach was centred on using automation and innovative technology to drive improvement and operational efficiency.

Redesign and Reengineering:

To address the inefficiencies, we introduced a robotic process automation (RPA-UiPath) solution, delivering the following benefits:

- **Streamlined Operations:** The robotic solution simplified the customer meter reading process, making it faster, secure, and user-friendly.
- **Compliance and Security:** A comprehensive test plan ensured the solution met all necessary security and compliance requirements.
- **Continuous Optimisation:** By tracking meter reading capture, our team optimised the process further with real-time reporting of outputs and exceptions. Over time, machine learning capabilities reduced exceptions significantly, resulting in a more robust and error-free process.

Long-Term Impact:

Through this collaboration, Org group enabled our client to achieve its goals of continuous performance improvement, proactive service enhancement, and cost efficiency. This partnership highlights our ability to:

1. Optimise existing processes for better performance and efficiency.
2. Redesign workflows to align with strategic objectives.
3. Reengineer processes to deliver transformational results.

By integrating automation and focusing on continuous improvement, we have not only contributed to reshaping our client's customer service processes, but have also set the foundation for ongoing innovation and success.

This case study demonstrates our commitment to delivering measurable business outcomes and fostering long-term partnerships built on trust and performance excellence.

Outcome:

- Enhanced speed and security of data capture.
- Substantial reduction in manual intervention and human error.
- Improved customer service experience.
- Sustained performance improvements through ongoing optimisation.

Relevance to Public Sector: Similar strategies can benefit public sector organisations handling high-volume transactions, such as contact centres, housing repairs, permit applications, waste management services or financial processing.

this is Org

Advising, Resourcing and Delivering
Transformational Change for Organisations