

Workato Enterprise Orchestration Platform

Lot 2b Software as a Service (SaaS)

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1 Introduction

1.1 Company Overview

In an era where digital connectivity defines competitive advantage, organisations face mounting pressure to orchestrate complex systems, harness distributed data, and automate mission-critical processes. Workato is a leading enterprise automation platform that enables organisations to integrate applications, automate workflows, and build intelligent process orchestration across their entire technology landscape — without the complexity and cost of traditional integration approaches.

Workato combines a low-code interface with enterprise-grade power, enabling both business users and technical teams to rapidly connect cloud and on-premises systems, automate complex multi-step processes, and leverage AI capabilities to transform operational efficiency. The platform supports over 1,200 pre-built connectors spanning HR systems (Workday, SuccessFactors), finance platforms (SAP, Oracle, NetSuite), customer systems (Salesforce, ServiceNow), and countless departmental applications.

Clouddorizon is an authorised Workato reseller and long term Partner, recognised as EMEA Partner of the Year 2023. With 8+ years of Workato platform expertise and a team of 15 dedicated specialists, we provide public sector organisations with a trusted route to market for Workato licensing, backed by deep technical knowledge and proven implementation capability. Our UK-based team ensures responsive support and guidance throughout your Workato journey.

1.2 Value Proposition

Public sector organisations face a critical integration challenge that undermines digital transformation efforts and citizen service delivery. Traditional integration approaches create expensive vendor lock-in, require scarce technical skills, and prevent rapid adaptation to changing requirements. Many departments spend a disproportionate share of their IT budget maintaining fragile point-to-point integrations rather than improving services.

Workato addresses these challenges through a modern, low-code enterprise automation platform that enables organisations to connect systems quickly and cost-effectively. Unlike traditional integration tools requiring expensive specialists, Workato's intuitive interface empowers both technical and business users to create and manage integrations, reducing costs and skills dependency whilst maintaining enterprise-grade security and reliability.

Key platform benefits include rapid deployment through 1,200+ pre-built connectors, reduced total cost of ownership compared to legacy middleware, scalability from departmental automation to enterprise-wide orchestration, and comprehensive security certifications meeting public sector requirements. The platform's AI-powered capabilities further accelerate development and enable intelligent process automation.

Clouddorizon is an authorised Workato reseller, providing public sector organisations with a trusted UK-based route to market for Workato platform licensing.

1.3 What the Service Provides

Workato is a leading enterprise integration platform (iPaaS), integration software delivered as Software as a Service (SaaS), that enables organisations to connect applications, automate processes, and integrate data across their entire technology stack. The platform provides:

Core Platform Capabilities:

- Pre-built connectors for 1,000+ applications including all major public sector systems (Workday, SAP, Salesforce, ServiceNow, Oracle, Microsoft Suite)
- Visual, drag-and-drop integration designer requiring no coding skills
- Enterprise-grade security with SOC 2 Type II, ISO 27001, and government-grade encryption
- Built-in data transformation, workflow automation, and process orchestration
- Real-time and batch processing capabilities with guaranteed message delivery

Government-Specific Features:

- FedRAMP authorised in the US with equivalent UK security standards
- Data residency controls ensuring UK data stays within UK boundaries
- Advanced audit trails and compliance reporting for regulatory requirements
- Role-based access controls and multi-tenancy for departmental separation

Outcomes for Public Sector:

- 70-90% reduction in integration development time compared to traditional methods
- 80% reduction in ongoing maintenance costs through reusable integration patterns
- Enable business users to create integrations without technical specialists
- Faster digital transformation through rapid system connectivity
- Improved citizen services through automated cross-department workflows

2 Social Value

Clouddorizon is committed to delivering practical social value appropriate to our size as a specialist 15-person consultancy. Our commitments are realistic, measurable, and directly integrated into our core service delivery:

2.1 Kick-start economic growth

2.1.1 Create and Retain High Quality Jobs

Clouddorizon commits to maintaining and growing high-quality employment opportunities within our specialist integration practice. As a UK-based consultancy with 15 dedicated Workato specialists, we focus on creating meaningful, skilled roles rather than volume recruitment.

Our Commitments:

- All roles on this contract will be permanent, UK-based positions with full employment rights and benefits

- We commit to creating a minimum of 1 new apprenticeship or graduate position within our technical delivery team during the contract period, providing structured training in enterprise integration and the Workato platform
- All new hires will receive comprehensive onboarding including Workato platform training, our proprietary methodologies (CIDP Framework, three-pillar service model), and professional development planning
- We maintain a 12-month average staff retention rate exceeding 85%, demonstrating our commitment to quality employment and career development

2.1.2 Fair Working Conditions

Our team operates under working conditions that prioritise employee wellbeing, work-life balance, and engagement.

Our Commitments:

- Flexible and hybrid working arrangements as standard, with employees empowered to manage their schedules around client delivery commitments
- Maximum 40-hour working week with overtime requiring explicit approval and time-off-in-lieu arrangements
- Regular employee engagement through monthly team meetings, quarterly company updates, and annual satisfaction surveys
- Comprehensive wellbeing programme including private medical insurance, mental health support through our EAP scheme, and regular wellbeing check-ins
- Active promotion of diversity across our workforce, with particular focus on encouraging applications from underrepresented groups in technology roles
- All employees have access to union membership and clear grievance procedures

2.1.3 Fair Pay Practices

Cloudorizon is committed to fair remuneration that reflects the specialist nature of our work and the value our team members bring.

Our Commitments:

- All employees working on this contract earn above the Real Living Wage (currently £12.60/hour, £13.85/hour London), with our average salary significantly exceeding this threshold due to the specialist nature of our roles
- Annual salary reviews with transparent criteria based on skills development, delivery performance, and market benchmarking
- Enhanced sick pay from day one: 100% pay for first 10 days, then statutory from day 11, with discretionary extensions for serious illness
- Gender pay gap monitoring and reporting, with commitment to addressing any disparities identified
- Transparent pay scales shared with all employees during recruitment and review processes

2.1.4 In-Work Progression

We invest significantly in developing our team's capabilities, recognising that specialist integration expertise requires continuous learning.

Our Commitments:

- Minimum 40 hours per employee per year dedicated to professional development, including Workato platform certifications, technical skills training, and soft skills development
- Structured career progression framework with clear criteria for advancement from Associate Consultant through to Principal Consultant levels
- All employees have annual career development reviews separate from performance reviews, focusing on long-term progression and skill development goals
- Support for professional qualifications and certifications relevant to integration work, including BCS, project management, and platform-specific credentials
- Mentoring programme pairing junior consultants with senior team members
- Regular lunch-and-learn sessions where team members share knowledge on new technologies, methodologies, and client challenges
- Opportunities to work across different industry sectors and integration challenges, building breadth of experience

2.1.5 Identifying and Managing Modern Slavery Risks

As a UK-based professional services consultancy with no manufacturing or complex supply chains, our exposure to modern slavery risks is limited. However, we take our responsibilities seriously.

Our Commitments:

- All employees are directly employed by Cloudorizon with full UK employment contracts and rights
- We do not use agency workers, zero-hours contracts, or offshore resources for delivery
- Annual modern slavery awareness training for all staff involved in procurement and supplier management
- Due diligence checks on any subcontractors or suppliers, including verification of their modern slavery policies
- Clear whistleblowing procedures allowing employees or contractors to raise concerns confidentially
- Our supply chain primarily consists of software vendors (Workato) and professional services (accounting, legal), all UK or established US/European firms with published modern slavery statements.

2.1.6 Learning and Skills Development Opportunities

As a specialist integration consultancy, Cloudorizon recognises the critical skills gap in enterprise integration, automation, and iPaaS (Integration Platform as a Service) technologies across the UK. Our sector faces a significant shortage of professionals with modern integration expertise, particularly in platforms like Workato, whilst

simultaneously dealing with an ageing workforce skilled only in legacy integration approaches.

Understanding of Skills Challenges:

The integration and enterprise automation sector faces several interconnected challenges:

- **Digital Skills Gap:** Shortage of professionals with cloud-native integration skills, particularly in low-code/no-code iPaaS platforms that are replacing legacy middleware
- **Generational Transition:** Many integration specialists trained on legacy platforms (MuleSoft, Dell Boomi, older SAP PI/PO) lack exposure to modern AI-enhanced automation capabilities
- **Regional Disparity:** Integration expertise is concentrated in London and the Southeast, limiting access to these capabilities for organisations in other regions
- **Education-Industry Gap:** University computer science curricula rarely include practical enterprise integration or business process automation training, leaving graduates unprepared for real-world integration challenges
- **Barrier to Entry:** The cost of commercial integration platforms creates barriers for individuals and educational institutions seeking to develop relevant skills

Our Commitments:

Apprenticeships and Work Experience:

- Delivery of a minimum of 1 apprenticeship position per contract year focused on enterprise integration and automation skills (as detailed in Policy Outcome 1)
- Provision of 2 industry placement opportunities annually for university students studying computer science, software engineering, or related disciplines (minimum 3-month placements)
- Structured placement programmes including mentoring, real project exposure (appropriate to skill level), and Workato platform training
- Partnership with local universities to promote integration and automation as career pathways

2.2 Make Britain a clean energy superpower

2.2.1 Deliver Additional Environmental Benefits

As a professional services consultancy with no manufacturing, physical products, or complex supply chains, ClouDorizon's direct environmental footprint is modest compared to many sectors. However, we recognise our responsibilities and the cumulative impact of our operations.

Understanding Our Environmental Impact:

Our primary environmental impacts arise from:

- Employee commuting and travel to client sites
- Office energy consumption and IT equipment
- Cloud computing resources used for development and testing
- Waste from office operations and IT equipment lifecycle

Our Commitments:

Reducing Travel Emissions:

- Remote-first delivery model as standard, with client site visits only when genuinely necessary for delivery success
- When travel is required, prioritization of rail over air or car travel for UK journeys
- Video conferencing as default for client meetings, workshops, and project reviews
- Annual tracking and reporting of business travel emissions

Sustainable IT Practices:

- All development and testing environments hosted on cloud providers with published carbon reduction commitments (AWS, which has committed to 100% renewable energy by 2025)
- IT equipment lifecycle management: minimum 4-year replacement cycles for laptops and equipment
- Partnership with certified IT recycling providers for end-of-life equipment disposal
- Procurement of refurbished IT equipment where performance requirements permit

Office Operations:

- Hybrid and flexible working arrangements reducing daily commuting (estimated 60% reduction in commuting emissions versus traditional office-based model)
- Where office space is used, selection of buildings with good energy efficiency ratings and green energy supply where available
- Digital-first documentation and communication, minimizing printing requirements
- Recycling programmes for office waste where we maintain office space

Realistic Impact Assessment:

We estimate our remote-first delivery model reduces carbon emissions by approximately 60% compared to traditional consultancy delivery models requiring daily client site attendance. For a typical engagement, this represents approximately 3-4 tonnes CO₂e reduction per consultant per year from commuting alone.

2.2.2 Influence Staff, Suppliers, Customers, and Communities

Whilst our direct environmental impact is limited, we have opportunities to influence positive environmental outcomes through our work and relationships.

Our Commitments:

Staff Engagement and Education:

- Annual environmental awareness training for all staff covering climate change, sustainable practices, and our company commitments
- Sharing of best practices for sustainable remote working (energy-efficient home office setups, reducing unnecessary video bandwidth, etc.)
- Encouragement and support for sustainable commuting options for any office attendance (cycle-to-work scheme, public transport season ticket loans)
- Volunteer time allocation for environmental initiatives (included in the 2 days annual volunteering commitment detailed in Policy Outcome 1)

Client Influence Through Delivery:

- Integration and automation work that directly reduces client environmental impact, for example:
 - Automating approval workflows reducing printing and paper-based processes
 - Implementing digital document management reducing physical storage and courier requirements
 - Creating integrations that optimize logistics and reduce unnecessary travel/transportation
 - Enabling remote work capabilities through better system integration
- Case studies shared with clients demonstrating environmental benefits achieved through automation projects
- Proactive identification of automation opportunities that deliver both business and environmental value

Supplier Engagement:

- Preference for suppliers with published environmental policies and carbon reduction commitments
- Our primary technology supplier (Workato) has published sustainability commitments and carbon-neutral operations
- Engagement with our limited supply chain (primarily software vendors and professional services) to understand their environmental practices

Honest Limitations:

As a small consultancy, we acknowledge the following realistic constraints:

- We do not have the scale to operate meaningful carbon offset schemes
- Our supply chain is too limited to implement complex sustainable procurement frameworks
- We cannot materially influence the environmental practices of large technology vendors
- Our environmental measurement capabilities are limited compared to large enterprises

However, we commit to operating transparently within these constraints and focusing our efforts where we can make genuine differences: travel reduction, remote-first delivery, and helping clients achieve environmental benefits through automation.

Break down barriers to opportunity

2.2.3 Create Employment and Training Opportunities for Those Who Face Barriers

Understanding the Barriers:

The technology sector, and particularly specialized fields like enterprise integration, faces well-documented challenges in diversity and inclusion:

- **Educational Barriers:** Integration roles traditionally require computer science degrees, excluding talented individuals with non-traditional educational backgrounds or those who faced barriers to higher education
- **Geographic Barriers:** Technology roles concentrate in major cities, particularly London and the Southeast, limiting opportunities for those in other regions
- **Skills Perception Barriers:** Integration work is often perceived as requiring extensive coding expertise, discouraging applications from those with strong analytical and problem-solving skills but limited programming backgrounds
- **Experience Catch-22:** Entry-level positions often require prior experience, creating barriers for career changers, returners, and those from underrepresented backgrounds
- **Sector Diversity Challenges:** Technology remains significantly underrepresented in terms of gender, ethnicity, and socioeconomic background diversity

Our Commitments:

Inclusive Recruitment Practices:

- Skills-based recruitment approach that values problem-solving ability, analytical thinking, and client communication skills over traditional computer science credentials
- Removal of unnecessary degree requirements where demonstrable skills and aptitude can be evidenced through alternative means (portfolios, work samples, practical assessments)
- Apprenticeship and placement programmes (detailed in Policy Outcomes 1 and 2) specifically targeted at individuals from underrepresented backgrounds in technology
- Anonymous CV screening for initial application stages to reduce unconscious bias

Creating Access Routes:

- Returnship programme for professionals who have taken career breaks (parental leave, caring responsibilities, health reasons) providing supported re-entry into the technology sector

- Clear pathways from our apprenticeship programme into permanent roles, with structured assessment criteria independent of traditional educational background
- Mentoring for individuals from underrepresented backgrounds in technology, including those from our own recruitment programmes and external mentoring schemes

Geographic Inclusion:

- Remote-first working model enabling recruitment from across the UK, not limited to expensive urban centers
- No requirement for relocation to London or the Southeast for roles
- Equipment and home office setup support ensuring geographic location doesn't create technology access barriers

Supporting Career Development:

- Structured onboarding and training programmes designed for individuals without traditional integration backgrounds
- Mentoring and buddy systems pairing new starters with experienced team members
- Investment in training and certification regardless of educational background (minimum 40 hours annually per employee as detailed in Policy Outcome 1)

Realistic Scope:

As a 15-person consultancy, we cannot operate large-scale employment programmes for prison leavers or care leavers. However, we commit to inclusive recruitment practices that don't disadvantage individuals with these backgrounds, and we will work with specialist organizations if suitable candidates with these backgrounds apply for our roles.

2.2.4 Demonstrate Action to Increase Representation of Disabled People

Understanding the Challenge:

The technology sector has particularly poor representation of disabled people, with barriers including:

- Perception that technology roles require specific physical capabilities
- Lack of awareness about reasonable adjustments and assistive technologies
- Interview processes that don't accommodate different communication styles or needs
- Workplace cultures that don't effectively support disabled employees

Our Commitments:

Inclusive Recruitment:

- All job advertisements include positive statements about reasonable adjustments and flexible working

- Interview processes designed to accommodate different needs (additional time, alternative formats, different interview structures)
- Explicit encouragement for disabled candidates to discuss adjustment needs at application stage
- Guaranteed interview scheme for disabled candidates who meet essential role criteria

Workplace Accessibility:

- Remote-first working model naturally accommodates many accessibility requirements
- Comprehensive reasonable adjustments policy with no cap on reasonable adjustment costs
- Access to Work scheme actively promoted and supported
- Assistive technology and equipment provided as needed (screen readers, ergonomic equipment, specialized software)
- Flexible working arrangements including adjusted hours, flexible start/finish times, and break patterns to accommodate health conditions

Inclusive Culture:

- Disability awareness training for all staff, with particular focus for line managers
- Confidential disclosure process for disability-related needs
- Regular check-ins with disabled employees about adjustment effectiveness
- Employee assistance programme providing mental health and wellbeing support
- Clear absence management policies that accommodate disability-related absence without disadvantage

2.2.5 Demonstrate Action to Identify and Tackle Inequality

Understanding Our Position:

As a small consultancy, we face the technology sector's systemic diversity challenges but have the advantage of agility in addressing them. We recognize that equality isn't achieved through passive recruitment but requires active identification and elimination of barriers.

Our Commitments:

Pay and Progression Equality:

- Annual equal pay audits examining pay by gender, ethnicity, and other protected characteristics
- Transparent pay scales and progression criteria shared with all employees
- Regular monitoring of promotion rates across different groups
- Salary review process with explicit consideration of any identified pay gaps
- Starting salary decisions documented with clear rationale to prevent unconscious bias

Inclusive Recruitment:

- Diverse interview panels where possible given our size
- Structured interview questions and scoring to reduce bias
- Regular review of our job descriptions to remove unnecessarily gendered or exclusionary language
- Monitoring of application, interview, and offer rates by protected characteristics to identify pipeline issues
- Proactive outreach to underrepresented groups through partnerships with diversity-focused technology organizations

Inclusive Workplace Culture:

- Flexible working as standard, supporting employees with caring responsibilities and those who face barriers to traditional office-based work
- Zero tolerance for discrimination, harassment, or exclusionary behavior with clear reporting mechanisms
- Regular employee surveys including questions about inclusion and belonging
- Training on unconscious bias, inclusive leadership, and creating psychologically safe teams
- Celebration of diverse perspectives and backgrounds as strengths in our problem-solving approach

Career Development Equality:

- Monitoring of training and development investment across different groups
- Explicit consideration of diverse candidates for high-visibility projects and client relationships
- Mentoring relationships that support underrepresented employees' career progression
- Clear criteria for progression decisions, applied consistently

Measurement and Accountability:

We will provide annual reporting on:

- Workforce composition by protected characteristics (recognizing voluntary disclosure limitations at our size)
- Recruitment pipeline data showing representation at each stage
- Pay gap analysis and actions taken to address any identified gaps
- Training and development investment distribution
- Employee feedback on inclusion and belonging
- Specific actions taken to address identified inequalities

Honest Limitations:

At 15 people, our absolute numbers will be small, making statistical analysis limited. However, we commit to:

- Tracking trends over time rather than relying on single-year snapshots
- Being transparent about our current composition and progress
- Taking action even when numbers are too small for formal significance testing
- Benchmarking against sector norms where possible

Overall Approach:

Our commitments under Policy Outcome 6 reflect our belief that diverse teams produce better integration solutions. Breaking down barriers to opportunity isn't just socially responsible—it's essential to building the strongest possible team in a sector facing significant skills shortages. We commit to being proactive in identifying and addressing barriers, transparent about our progress, and honest about our limitations as a small consultancy.

2.3 Build an NHS fit for the future

2.3.1 Support Health and Wellbeing in the Workforce

Understanding Health and Wellbeing Challenges:

The technology consulting sector faces specific health and wellbeing challenges:

- **Mental Health Pressures:** Project-based work with tight deadlines and client expectations can create stress and anxiety
- **Sedentary Work Risks:** Integration work is predominantly desk-based, creating physical health risks from prolonged sitting and screen time
- **Remote Working Isolation:** Whilst remote work offers flexibility, it can lead to professional isolation and blurred work-life boundaries
- **Imposter Syndrome:** Technology's rapid evolution and complex problem domains can trigger feelings of inadequacy, particularly affecting underrepresented groups
- **Burnout Risk:** The consultancy model's billable hours pressure and client responsiveness expectations risk overwork and exhaustion
- **Work-Life Balance:** Client delivery pressures can encroach on personal time, affecting relationships and wellbeing

Our Commitments:

Mental Health Support:

- Mental health awareness training for all line managers, including recognizing signs of distress and having supportive conversations
- Explicit company culture normalizing mental health discussions and removing stigma around accessing support
- Regular wellbeing check-ins separate from performance reviews, focusing on workload, stress levels, and support needs
- Flexible working arrangements to accommodate mental health appointments and needs without requiring detailed disclosure
- Clear workload management processes preventing overallocation and burnout

Physical Health Support:

- Private medical insurance for all permanent employees, providing faster access to healthcare and reducing NHS burden
- Enhanced sick pay from day one (100% pay for first 10 days as detailed in Policy Outcome 1) removing financial stress from health absences

- Display screen equipment assessments for all employees, with ergonomic equipment provided (standing desks, ergonomic chairs, monitor arms, etc.)
- Active encouragement of regular breaks and movement during working day
- Resources and guidance on setting up healthy home working environments

Work-Life Balance and Wellbeing:

- Core working hours of 9am - 5pm with flexibility around these for personal appointments, caring responsibilities, and individual working preferences
- Explicit "right to disconnect" policy - no expectation of email/message responses outside agreed working hours
- 25 days annual leave plus bank holidays, with active encouragement to use full allocation
- Additional leave for life events (moving house, family emergencies, etc.)
- Realistic project scheduling that doesn't require sustained overtime
- Maximum 40-hour working week policy with time-off-in-lieu for any exceptional hours worked

Remote Working Wellbeing:

- Regular team social activities (virtual and in-person) to maintain connection and combat isolation
- Coworking space allowances for employees who prefer not to work from home full-time
- Monthly team meetings combining business updates with informal social time
- Peer support networks and buddy systems for new joiners
- Home office setup support including equipment, furniture, and connectivity allowances

Inclusive Health Support:

- Occupational health referrals available where needed
- Comprehensive reasonable adjustments for disabled employees or those with health conditions
- Menopause support including flexible working, workplace adjustments, and manager awareness training
- Support for employees experiencing fertility treatment, pregnancy, and parental responsibilities
- Compassionate leave for bereavement and family illness

Physical Activity and Healthy Lifestyle:

- Encouragement of walking meetings and breaks during working day
- Information and resources on healthy eating, exercise, sleep, and stress management

Honest Limitations:

As a 15-person consultancy, we acknowledge:

- We are not implementing formal Thriving at Work standards designed for 500+ employee organizations

- We cannot operate occupational health services in-house
- Our wellbeing programmes are appropriately scaled to our size
- Statistical analysis is limited by small numbers, but we track trends and individual feedback carefully

However, our size provides advantages:

- Direct visibility of every team member's wellbeing and workload
- Agility to respond quickly to individual needs
- Personal relationships enabling early identification of issues
- Flexibility to adapt policies to individual circumstances

Connection to Contract Delivery:

Supporting employee wellbeing directly enhances our ability to deliver high-quality integration services:

- Reduced absence and turnover maintaining project continuity
- Better mental health enabling clearer thinking and problem-solving
- Work-life balance preventing burnout and maintaining long-term productivity
- Physical health reducing pain and discomfort that impair concentration
- Supported employees providing better client service and innovation

Reducing NHS Burden:

Our wellbeing investments help reduce NHS demand by:

- Private medical insurance enabling faster treatment and reducing waiting list pressure
- Preventative mental health support reducing crisis presentations
- Ergonomic and physical health support preventing musculoskeletal conditions
- Early intervention through EAP reducing need for more intensive mental health services
- Healthy workplace culture preventing work-related ill health

Overall Philosophy:

We recognize that our people are our only asset in a professional services business. Supporting their health and wellbeing isn't just socially responsible or contractually required—it's fundamental to our business sustainability and ability to deliver excellent client outcomes. We commit to maintaining wellbeing as a core business priority, measured not by box-ticking but by genuine outcomes for our team members.

Implementation and Monitoring: As a small specialist consultancy, we focus on quality over quantity. We commit to:

- Annual reporting on our social value delivery with specific case studies and outcomes
- Regular client feedback on the social benefits achieved through our services

- Continuous improvement in our social value approach based on lessons learned

Our social value is primarily delivered through the transformative impact of our core services - building capabilities, reducing costs, and improving efficiency within public sector organisations, enabling them to redirect resources to front-line citizen services.

3 Overview of the G-Cloud Service

Workato provides a comprehensive cloud-based integration platform delivered with Clouddorizon's specialist expertise:

Platform Features:

- Visual integration designer with drag-and-drop functionality
- Enterprise application connectors (1,000+ pre-built)
- Workflow automation and business process management
- Real-time data synchronisation and batch processing
- API management and development capabilities
- Advanced monitoring, logging, and error handling

Clouddorizon Value-Add:

- UK-based implementation and support services
- Government sector expertise and security clearance
- Pre-built integration templates for common public sector use cases
- Training programmes to build internal capabilities
- 24/7 UK-based support with guaranteed response times

Cloud Characteristics:

- Multi-tenant SaaS platform with dedicated UK data centres
- Elastic scaling to handle varying workloads automatically
- 99.9% uptime SLA with enterprise-grade redundancy
- Pay-as-you-use pricing model with transparent, predictable costs

3.1 Associated Services

Core Platform Includes:

- Workato platform access with agreed user licences and transaction volumes
- Standard platform connectors and functionality
- Basic online documentation and self-service resources
- Standard platform support during UK business hours

Not Included:

- Custom application development outside the Workato platform
- Data migration services (which can be provided by a partner or internally)
- Third-party system licensing or support
- On-premise infrastructure or hardware
- Implementation and onboarding services
- Custom connector development
- Integration design and development
- Managed service options with ongoing optimisation

4 Data Protection

4.1 Information Assurance

Workato maintains comprehensive information security measures aligned with government requirements:

Platform Security:

- SOC 2 Type II certification with annual audits
- ISO 27001 information security management
- Penetration testing and vulnerability assessments quarterly
- 24/7 security operations centre monitoring
- Advanced threat detection and incident response

Data Protection Controls:

- End-to-end encryption of all data in transit and at rest using AES-256
- UK data residency with data centres located in London and Manchester
- Comprehensive access controls with multi-factor authentication mandatory
- Regular security training for all personnel with security clearance
- GDPR compliance with data protection impact assessments

Government-Grade Security:

- FedRAMP equivalent security controls and processes
- Regular government security assessments and accreditation
- Isolated tenancy options for sensitive government workloads
- Comprehensive audit logging with tamper-proof retention

4.2 Data Back-Up and Restoration

Workato provides enterprise-grade data protection:

Backup Processes:

- Automated daily backups with point-in-time recovery capabilities
- Cross-region backup replication within UK boundaries
- 30-day backup retention with extended retention available
- Automated backup testing and verification procedures
- Customer-controlled backup scheduling and restoration

Recovery Capabilities:

- Recovery Time Objective (RTO): 4 hours maximum
- Recovery Point Objective (RPO): 15 minutes maximum
- Comprehensive disaster recovery testing quarterly
- Business continuity procedures documented and tested

4.3 Business continuity statement/plan

Our business continuity plan encompasses:

- **Scope:** Workato platform availability and Clouddorizon support services

- **Critical Functions:** Platform operations, data processing, customer support, security monitoring
- **Dependencies:** UK data centres, network connectivity, third-party integrations, Clouddorizon support team
- **Acceptable Downtime:** Maximum 0.1% annual downtime (99.9% availability SLA)
- **Maintenance Operations:** Scheduled maintenance windows outside business hours with 48-hour advance notice

A more detailed plan can be provided to the buyer on request.

4.4 Privacy by Design

Workato incorporates privacy by design principles throughout the platform:

- Data minimisation controls ensuring only necessary data is processed
- Purpose limitation with clear data processing boundaries
- Consent management capabilities built into workflow design
- Privacy impact assessment tools for integration planning
- Automated data retention and deletion capabilities
- Comprehensive data lineage and audit trails for compliance

5 Using the service

5.1 Ordering and Invoicing

To discuss your requirements and place an order, please contact our G-Cloud team at gcloud@clouddorizon.com. We will arrange an initial consultation to understand your integration requirements, user count, and transaction volumes to recommend the appropriate Workato licensing tier.

Our team will assist in completing the Order Form (call-off contract) and configuring the platform to meet your specific needs, including security requirements and integration endpoints.

Workato platform fees are invoiced monthly in advance based on agreed user licences and transaction volumes. Professional services are invoiced monthly in arrears. Payment terms are 30 days net of receipt of invoice.

5.2 Availability of Trial Service

We offer flexible trial options to demonstrate platform capabilities:

30-Day Free Platform Trial:

- Full platform access
- Access to standard connectors and functionality
- Online documentation and basic support during business hours

Free Proof of Concept (POC)*:

- POC supported by Clouddorizon consultant
- Up to 2 specific integration use cases implemented
- Assessment report with recommendations and roadmap

*We offer complimentary Proof of Concept engagements for public sector organisations with a defined integration challenge and allocated budget for implementation. This ensures both parties can validate the solution approach before commitment, while focusing our expertise where it can deliver genuine value.

PoC engagements are scoped to a specific use case, typically completed within 2-4 weeks, and include defined success criteria agreed upfront.

5.3 On-Boarding, Off-Boarding, Service Migration, Scope etc.

On-boarding Process:

- Platform provisioning within 24 hours of order confirmation
- Welcome session with dedicated Customer Success Manager
- Platform orientation and initial user training*
- Security configuration and compliance setup*
- Integration planning workshop to identify priority use cases*
-

*Onboarding packages are available to purchase, and are included in the attached Pricing document

Implementation Support:

- Dedicated technical account manager throughout implementation
- Regular progress reviews and milestone checkpoints
- Integration best practice guidance and template library
- User training programmes with certification pathways
- Change management support and communication templates

Off-boarding Process:

- 90-day notice period for platform termination
- Data export assistance with comprehensive extraction tools
- Integration documentation handover
- Knowledge transfer sessions for critical workflows
- Transition planning support for alternative platforms if required

5.4 Training

Workato provides comprehensive learning and enablement resources to support platform adoption:

Self-Service Learning Resources (Included with Platform)

All Workato platform subscriptions include access to extensive learning and documentation resources at no additional cost:

- **Workato Academy:** Comprehensive online learning platform with structured courses covering platform fundamentals, recipe development, connector configuration, and advanced automation patterns
- **Certification Pathways:** Self-paced learning tracks leading to Workato certification for different user roles and skill levels
- **Product Documentation:** Detailed technical documentation, how-to guides, and reference materials covering all platform features and connectors
- **Community Resources:** Access to the Workato community forum for peer support, best practices, and use case examples
- **Video Tutorials:** On-demand video content demonstrating platform capabilities and common integration patterns

Onboarding Packages (Additional Cost)

For organisations requiring structured onboarding support, Workato offers three onboarding packages designed to accelerate time-to-value:

Basic Onboarding — 20 hours of support over 6 weeks, covering platform and environment setup, enablement assistance, implementation guidance and support, and production readiness assessment.

Quick Start Onboarding — 40 hours of support over 6 weeks, covering platform and environment setup, enablement assistance, implementation guidance and support, production readiness assessment, and core best practices guidance.

Jump Start Onboarding — 80 hours of support over 12 weeks, covering platform and environment setup, enablement assistance, extended implementation guidance and support, production readiness assessment, and extended best practices guidance.

All onboarding packages are priced separately from platform subscription costs and are detailed in the attached Pricing Document.

5.5 Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

5.6 Service Management

Workato platform management follows ITIL-aligned practices with comprehensive monitoring and support:

Platform Operations:

- 24/7 automated monitoring with proactive alerting
- Performance optimisation and capacity planning
- Regular platform updates and feature releases
- Comprehensive logging and audit trail maintenance

Support Structure:

- UK-based Level 1 support during business hours (9 AM - 6 PM GMT)
- Follow-the-sun Level 2 support for critical issues
- Dedicated Customer Success Manager for strategic guidance
- Online support portal with knowledge base and community forums

Service Governance:

- Monthly service reviews with performance metrics
- Quarterly business reviews for strategic alignment
- Regular platform roadmap updates and feature previews
- Customer advisory board participation opportunities

5.7 Service Constraints

Platform Constraints

- Usage-based pricing model with task consumption limits varying by subscription tier
- Data retention periods vary by subscription tier (30-90 days for job history and logs)
- Transaction rate limits based on licensing tier (configurable based on requirements)
- Some advanced features, including Agentic AI capabilities, require Workato One edition
- Integration complexity limitations may apply for very high-volume scenarios requiring additional architectural consideration

Technical Constraints

- On-premises system integration requires installation of the Workato On-Premises Agent (OPA) within the customer's network
- Custom connector development may require development skills or professional services engagement
- Legacy system connectivity may require additional components or bespoke connector development
- Platform is optimised for orchestration and automation use cases

Support Constraints

- Standard support provided during UK business hours; premium and enterprise support available at additional cost detailed in the attached Pricing Document.
- Response time SLAs based on issue severity classification
- Platform support provided by Workato; recipe and integration support available through Clouddorizon professional services

5.8 Service Levels

Comprehensive SLAs covering platform availability and support:

Platform Availability:

- 99.9% uptime guarantee during business hours
- 99.5% uptime guarantee outside business hours
- Planned maintenance windows: Maximum 4 hours monthly during weekends

Standard Support (Included in subscription)

- 8x5 Standard support and response times
- 24x7 access to Workato Success Portal
- Automation Institute
- Product Documentation
- Community Forums / Product Knowledge

Premier Support (15% of licence)

- 12x5 Premier support and response times
- Monthly Automation Guidance from a Workato Technical Consultant (up to 1 hour)
- Annual Business Review
- 24x7 access to Workato Success Portal
- Automation Institute
- Product Documentation
- Community Forums / Product Knowledge

Enterprise Support (25% of licence, £25K minimum)

- 24x7x365 Enterprise support and response times
- Expedited Case Management
- Designated Technical Consultant (up to 1 hour/week) for office hours
- Designated Success Representative
- Business Reviews
- Readiness Reviews
- Value Realisation Report
- 24x7 access to Workato Success Portal
- Automation Institute
- Product Documentation
- Community Forums / Product Knowledge

Designated Technical Consultant

- Office Hours supported by the designated Technical Consultant may include:
- Architecture & design guidance
- SDK connector guidance

- Recipe build guidance
- Workato best practices and feature enablement
- Recipe optimization guidance
- Automation troubleshooting

Unused hours do not roll over to subsequent weeks or months.

DOES NOT include:

- Hands-to-keyboard development
- Strategic advisory
- Management and escalation of product support tickets and enhancements

5.9 Service Level Agreements (SLA)

Support Plan & Hours		Response Time*			
Support Plan	Support Hours	Severity 1	Severity 2	Severity 3	Severity 4
Standard	Monday-Friday 8:00am-5:00pm	4 Business Hours	8 Business Hours	4 Business Days	7 Business Days
Premier	Monday-Friday 6:00am-6:00pm	2 Business Hours	4 Business Hours	3 Business Days	5 Business Days
Enterprise	24x7x365	1 Hour	4 Hours	2 Business Days	3 Business Days

*Business Hours will exclude local public holidays and are based on local times in accordance with the Customer's location

Performance Guarantees:

- Integration execution response time: <5 seconds for 95% of transactions
- API response time: <2 seconds for 95% of requests
- Data processing latency: <15 minutes for batch operations

5.9.1 Outage and Maintenance Management

Comprehensive approach to minimising service disruption:

Outage Prevention:

- Redundant infrastructure across multiple EU availability zones

- Automated failover and load balancing
- Proactive monitoring with predictive alerting
- Regular infrastructure health checks and capacity planning

Maintenance Management:

- Planned maintenance during agreed windows (typically Saturday 2 AM - 6 AM GMT)
- 48-hour advance notice for all planned maintenance
- Emergency maintenance procedures with immediate notification
- Post-maintenance validation and customer communication

6 Provision of the service

6.1 Customer Responsibilities

Customer obligations for successful platform utilisation:

Technical Responsibilities:

- Maintain reliable internet connectivity and appropriate bandwidth
- Provide system access and credentials for integration endpoints
- Ensure target systems are accessible and properly configured
- Maintain up-to-date system documentation and change notifications

Operational Responsibilities:

- Designate platform administrators with appropriate training
- Follow agreed change management processes for production integrations
- Monitor integration performance and alert for issues
- Participate in regular service reviews and planning sessions

Security Responsibilities:

- Manage user access and maintain principle of least privilege
- Report security incidents promptly following agreed procedures
- Comply with data governance and retention policies
- Ensure integration designs follow security best practices

6.2 Technical Requirements and Client-Side Requirements

Browser and Connectivity Requirements:

- Modern web browser with JavaScript enabled (Chrome, Firefox, Safari, Edge - current version minus 2)
- Reliable internet connectivity (minimum 10Mbps upload/download)
- Network access to Workato cloud platform (HTTPS outbound connectivity)
- Network access to target systems for integration

For Cloud-to-Cloud Integrations:

- API access to target applications for integration
- Administrative credentials for connector setup and authentication

- Appropriate API rate limits and quotas for integration volumes

For On-Premises Integration:

- On-premise agent installation on Windows or Linux systems
- Minimum 2GB RAM for agent deployment
- Administrative access for agent installation and configuration
- Administrative access for connector setup and authentication
- Network connectivity from agent to both Workato cloud platform and on-premise systems
- Firewall rules permitting outbound HTTPS connections from agent to Workato platform

Client-Side Resources:

- Dedicated project manager for the implementation phase
- Technical resources familiar with target systems
- Business stakeholders for requirements definition and testing
- Change management capability for user adoption

Optional Infrastructure:

- Single sign-on (SSO) integration for enhanced user management
- Virtual private cloud (VPC) connectivity for enhanced security in high-sensitivity environments

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6.3 Outcomes/Deliverables

Platform Access:

- Configured Workato workspace
- Pre-configured connections to specified systems
- Integration templates relevant to public sector use cases
- Comprehensive online documentation and training resources

Implementation Deliverables:

- Documented integration architecture and design patterns
- Tested and validated integration workflows
- User training materials and certification
- Handover documentation and knowledge transfer
- Go-live support and stabilisation

Ongoing Service:

- Platform availability and performance monitoring
- Regular platform updates and new feature access
- Ongoing technical support and guidance
- Performance optimisation and best practice recommendations

6.4 Development life cycle of the solution

The Customer is responsible for deciding the development lifecycle of the integrations in the platform. However, Workato recommends an agile, iterative approach to integration development:

1. Discovery & Planning:

- Requirements gathering and system analysis
- Integration architecture design and approval
- Technical specification and testing approach
- Resource allocation and timeline establishment

2. Design & Prototype:

- Visual workflow design using Workato's drag-and-drop interface
- Data mapping and transformation specification
- Error handling and monitoring design
- Prototype development and stakeholder review

3. Build & Test:

- Integration development following approved specifications
- Unit testing and data validation
- End-to-end integration testing with real systems
- Performance testing and optimisation

4. Deploy & Monitor:

- Production deployment with rollback procedures
- Go-live monitoring and issue resolution
- User training and knowledge transfer
- Performance monitoring and continuous optimisation

6.5 After-sales Account Management

Comprehensive account management approach:

Ongoing Relationship Management:

- Dedicated Customer Success Manager for strategic guidance
- Quarterly business reviews with senior stakeholders
- Regular platform utilisation analysis and optimisation recommendations
- Proactive communication of new features and best practices

Value Maximisation:

- Integration opportunity identification and prioritisation
- ROI measurement and reporting
- User adoption support and additional training
- Platform expansion planning and roadmap alignment

Community Engagement:

- Access to Workato user community and knowledge sharing
- Public sector user group participation
- Best practice case study development and sharing
- Speaking opportunities at relevant industry events

6.6 Termination Process

No termination fees apply. The customer is responsible for migrating their own data, but Workato provides the tools to export all recipes.

Structured approach to service termination:

Notice Requirements:

- 30 days' written notice for platform termination
- 30-day notice for licence reduction or service changes
- Immediate termination available for breach of terms

Data Transition:

- Complete data export in standard formats (JSON, CSV, XML)
- Integration documentation and configuration backup
- 30-day data retention period post-termination for recovery
- Secure data deletion certification provided upon request

Knowledge Transfer:

- Comprehensive handover documentation
- Technical briefing sessions for replacement platform or internal team
- Integration architecture documentation and lessons learned
- Contact list and vendor relationship transfer assistance

Financial Settlement:

- Pro-rated refund of unused pre-paid platform fees
- Final invoice for any outstanding professional services
- Service credit settlement and final account reconciliation

7 Our experience**7.1 Case Studies***7.1.1 Financial Services Digital Transformation - Novuna (£5bn assets)*

Implemented comprehensive Workato integration platform supporting complete digital transformation from siloed systems to cohesive automation strategy. The platform now manages critical business processes across multiple departments with enterprise-grade reliability.

Platform Results:

- Over £2,000,000 in measurable benefits realised through automation
- 80 live automations running on the Workato platform
- 5x faster delivery time for new integrations compared to previous solutions
- 10x cost reduction for automation development and maintenance

This demonstrates Workato's capability to handle enterprise-scale transformation programmes with quantifiable ROI, directly applicable to large government departments requiring reliable, scalable integration capabilities.

7.1.2 Asset Management Platform Modernisation

Deployed Workato as the central integration hub for a growing asset management company replacing multiple legacy systems with modern cloud solutions. The platform now processes high-volume financial data flows with complete auditability and regulatory compliance.

Platform Performance:

- 700,000+ daily integration transactions processed reliably
- 500GB+ data processed daily with full audit trails
- 130+ business-critical integrations supporting core operations
- Zero data loss during migration from legacy systems

This experience demonstrates Workato's proven capability for high-volume, mission-critical data processing with the reliability and auditability required for public sector regulatory environments.

7.1.3 Enterprise SaaS Integration Standardisation

Helped a leading SaaS provider migrate from custom-coded integrations to Workato's standardised platform, dramatically improving their ability to connect with customers' enterprise systems whilst reducing operational complexity.

Transformation Results:

- Integration delivery time reduced from weeks to 20 hours using Workato
- 54 customers successfully migrated to the new platform
- 90% reduction in integration maintenance overhead
- Significantly improved scalability and reliability across all customer integrations

This case study shows how Workato's platform approach standardises integration delivery across complex multi-tenant environments, relevant to public sector shared service initiatives and cross-department integration requirements.

7.1.4 Clients

Our client base includes major financial services institutions, healthcare organisations, and government-adjacent bodies across EMEA and the US. We maintain long-term Workato platform partnerships with organisations requiring enterprise-grade integration capabilities and have proven success supporting mission-critical systems in regulated environments.

Example Workato Platform Clients:

- Major UK investment management groups
- International healthcare providers
- Financial services institutions with complex regulatory requirements
- Manufacturing and distribution companies with high-volume data flows
- Growing technology companies require scalable integration platforms

8 Contact Details

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For detailed discussions about your specific integration requirements, platform sizing, or to arrange a technical demonstration, please contact our G-Cloud team who can provide tailored proposals and technical architecture guidance.