

Workato and SAP Automation & Integration Services

Lot 3 Cloud Support (Additional Services)

Contents	Page
1 Introduction	4
1.1 Company Overview	4
1.2 Value Proposition	4
1.3 What the Service Provides	5
2 Social Value	6
2.1 Kick-start economic growth	6
2.1.1 Create and Retain High Quality Jobs	6
2.1.2 Fair Working Conditions	7
2.1.3 Fair Pay Practices	7
2.1.4 In-Work Progression	8
2.1.5 Identifying and Managing Modern Slavery Risks	8
2.1.6 Learning and Skills Development Opportunities	8
2.2 Make Britain a clean energy superpower	9
2.2.1 Deliver Additional Environmental Benefits	9
2.2.2 Influence Staff, Suppliers, Customers, and Communities	10
2.2.3 Create Employment and Training Opportunities for Those Who Face Barriers	12
2.2.4 Demonstrate Action to Increase Representation of Disabled People	13
2.2.5 Demonstrate Action to Identify and Tackle Inequality	14
2.3 Build an NHS fit for the future	16
2.3.1 Support Health and Wellbeing in the Workforce	16
2.4 Kick-start economic growth	19
2.4.1 Create and Retain High Quality Jobs	19
2.4.2 Fair Working Conditions	19
2.4.3 Fair Pay Practices	20
2.4.4 In-Work Progression	20
2.4.5 Identifying and Managing Modern Slavery Risks	20
2.4.6 Learning and Skills Development Opportunities	21
2.5 Make Britain a clean energy superpower	22
2.5.1 Deliver Additional Environmental Benefits	22
2.5.2 Break down barriers to opportunity	24
2.5.3 Build an NHS fit for the future	28
3 Overview of the G-Cloud Service	31
3.1 Associated Services	33
4 Data Protection	34
4.1 Information Assurance	34
4.2 Data Back-Up and Restoration	34
4.3 Business continuity statement/plan	34
4.4 Privacy by Design	34

5	Using the service	34
5.1	Ordering and Invoicing	34
5.2	Availability of Trial Service	35
5.3	On-Boarding, Off-Boarding, Service Migration, Scope etc.	35
5.4	Training	36
5.5	Implementation Plan	37
5.5.1	Managed Services	37
5.6	Delivery Project	39
5.6.1	Characteristics of our methodology	39
5.6.2	The Kick Off and Design Process	40
5.6.3	The Build Process	42
5.6.4	Test Phase	42
5.6.5	Deployment Process	43
5.7	Service Management	43
5.7.1	Incident Management Process	43
5.8	Service Level Agreements (SLA)	43
5.8.1	Response Times	43
5.8.2	Solution Times	44
5.8.3	SLA Prerequisites	45
5.9	Change Management Process	45
5.10	Cloudorizon Support Model	45
5.10.1	Getting Started	45
5.10.2	Raising Incidents	46
5.11	Service Constraints	47
5.12	Service Levels	48
5.13	Outage and Maintenance Management	49
5.14	Financial Recompense Model for not Meeting Service Levels	49
6	Provision of the service	49
6.1	Customer Responsibilities	49
6.2	Technical Requirements and Client-Side Requirements	50
6.3	Outcomes/Deliverables	50
6.4	After-sales Account Management	51
6.5	Termination Process	51
7	Our experience	51
7.1	Case Studies	51
7.2	Clients	52
8	Contact Details	52

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. As dedicated enterprise integration specialists with heritage spanning from the earliest ERP implementations to today's AI-powered automation platforms, ClouDorizon recognises that system connectivity challenges can fundamentally constrain business agility, operational effectiveness, and market responsiveness.

Drawing upon decades of SAP integration experience since the late 1990s—including SAP ECC, S/4HANA, and SuccessFactors—combined with 8+ years of deep Workato platform mastery, our team of 15 dedicated specialists has developed a distinctive service approach that combines award-winning technical capability with business-centric methodology. As Workato's EMEA Partner of the Year 2023 and a long-standing Partner, we bring proven expertise in transforming fragmented technology landscapes into cohesive, intelligent automation ecosystems, with particular strength in SAP integration scenarios.

Our defining characteristics lie in our unwavering focus on delivering tangible business outcomes, our profound grasp of enterprise architecture complexities including SAP landscapes, and our proven ability to design solutions that drive measurable efficiency gains, eliminate process bottlenecks, and accelerate strategic initiatives. Equally important is our track record of rescuing underperforming integration programmes and converting them into showcase implementations.

1.2 Value Proposition

The UK public sector faces a critical integration crisis that undermines digital transformation efforts and citizen service delivery. Government Digital Service reports that 75% of government IT spending still goes on maintaining legacy systems, whilst the National Audit Office (NAO) identifies poor integration as a key factor in failed digital programmes costing taxpayers billions annually. Departments struggle with data trapped in silos, manual document processing consuming valuable resources, and IT teams overwhelmed by integration complexity—particularly when dealing with complex SAP landscapes.

Our research reveals three core problems plaguing public sector automation:

The Skills Gap Crisis: Most departments lack in-house integration and process automation expertise, creating dangerous dependencies on expensive contractors and limiting their ability to respond quickly to changing citizen needs.

The Legacy Process Trap: Existing manual and paper-based processes are inefficient, error-prone, and prevent departments from adopting modern digital services. Many organisations spend 60-80% of their time on manual document processing and system coordination rather than improving citizen services.

The Fragmented Technology Problem: Traditional approaches create expensive dependencies on multiple suppliers, reducing agility and preventing end-to-end process automation.

Cloudorizon's Enterprise Automation and Integration approach directly solves these problems through our comprehensive methodology:

Process Modelling and Analysis identifies where automation delivers maximum value through AI-driven process discovery, value stream mapping, and process mining to extract performance insights from existing systems.

Enterprise Automation Technology replaces fragmented approaches with integrated solutions including low-code/no-code integration and automation platforms, event management, and AI-powered process automation—with deep SAP integration capabilities.

Process Monitoring and Optimisation ensures continuous improvement through business operations monitoring, performance dashboards, and KPI tracking.

Our proven track record shows £2M+ benefits realisation, 5x faster integration delivery, and 10x cost reductions—enabling public sector organisations to redirect resources from system maintenance to citizen-facing innovation and service improvement.

1.3 What the Service Provides

SAP and Workato Integration Delivery Services

Project-based delivery of integration solutions including SAP BTP integration services and the Workato Integration and Automation Platform. We deliver:

- Strategic consulting and integration architecture design
- SAP integration development (RFC, IDoc, BAPI, OData, REST)
- API-led integration and workflow automation
- Build Your Own Capability programmes to establish internal expertise
- Fixed price and agile project delivery options

SAP and Workato Integration Support Services

On-demand expert assistance and guidance for organisations managing their own integration platforms:

- Technical troubleshooting and problem resolution
- Integration health checks and performance optimisation
- Architecture reviews and recommendations
- Ad-hoc consulting accessed by the hour
- Platform-specific expertise when your teams need additional capability

SAP and Workato Integration Managed Services

Full end-to-end management of your integration landscape with guaranteed service levels:

- 24/7 monitoring and incident management
- Proactive platform maintenance and optimisation
- Change management and deployment services
- Monthly reporting and continuous improvement
- Three-tier support model with guaranteed response times
- Complete platform ownership, freeing your teams to focus on strategic initiatives

What buyers can expect across all service pillars:

- Expert integration consulting from strategy through implementation
- Professional training to build your team's internal capabilities
- Project delivery for specific integration requirements (APIs, data flows, automated workflows)
- SAP-specific integration expertise including RFC, IDoc, BAPI, OData, and REST APIs
- Ongoing managed services with guaranteed response times
- Support for cloud migration and legacy system modernisation
- Knowledge transfer ensuring your organisation retains expertise

Types of projects we deliver:

- SAP integration and data migration programmes
- Employee onboarding automation across HR and IT systems
- Financial data integration between ERP and reporting systems
- Citizen service automation connecting CRM, case management, and communications
- Data warehouse and analytics platform integration
- Cloud migration integration programmes
- Cross-department workflow automation
- SAP S/4HANA migration integration support

2 Social Value

ClouDorizon 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

ClouDorizon 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.

2.4 Kick-start economic growth

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2.4.4 In-Work Progression

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

Our Commitments:

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- 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

2.4.5 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.

2.4.6 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.

- Provision of 1 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 and SAP BTP platform training
- Partnership with local universities to promote integration and automation as career pathways

2.5 Make Britain a clean energy superpower

2.5.1 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.

2.5.1.1 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.

2.5.2 Break down barriers to opportunity

2.5.2.1 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.

2.5.2.2 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

2.5.2.3 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.

2.5.3 Build an NHS fit for the future

2.5.3.1 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 recognise 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

Our Automation and Integration Services provide end-to-end planning, delivery and support for enterprise integration requirements, with flexible delivery options to meet diverse public sector requirements.

Delivery Options:

- **Consulting:** On-demand expert advice and consultancy services
- **Build Your Own Capability:** Comprehensive training and knowledge transfer to establish in-house integration and automation expertise
- **Fixed Price Projects:** Well-scoped projects with predictable costs for defined requirements
- **Agile Projects:** Fixed-duration projects ideal for unclear or evolving requirements
- **Team Augmentation:** ClouDorizon specialists integrated into customer teams for extended periods
- **Managed Service:** Full service delivery with guaranteed Service Level Agreements

Core Capabilities: The service leverages our deep expertise in SAP integration (ECC, S/4HANA, SuccessFactors) and modern integration platforms (including Workato) to deliver:

- Strategic integration planning and architecture design
- SAP integration patterns and connectivity (RFC, IDoc, BAPI, OData, REST APIs)

- Implementation of integration patterns and best practices
- Ongoing operational support with tiered service model
- Continuous improvement and optimisation recommendations
- Knowledge transfer and capability building

Core Service Solutions:

Advisory Services:

- Enterprise automation strategy development and value discovery
- Integration architecture design and platform team establishment
- SAP landscape integration planning and modernisation roadmaps
- Process analysis using AI-driven process discovery and process mining
- Value stream mapping and innovative process re-design
- Maturity assessments and automation roadmap development

Delivery Services:

- Integration and automation build using proven methodologies
- SAP integration development (RFC, IDoc, BAPI, OData, REST)
- API-led integration and digital integration hub architecture
- Low-code/no-code platform implementation and workflow development
- Conversational AI and intelligent automation solutions

Support and Managed Services:

- Tier 1: Monitoring services and operational oversight
- Tier 2: Incident management with guaranteed response times
- Tier 3: Changes, enhancements, and new service implementations
- Fully Managed Service: Complete platform management and optimisation
- Process monitoring with business performance dashboards and KPIs

Service Capability Areas:

- **Strategic Services:** Enterprise automation strategy, SAP integration architecture, process analysis, value discovery, architecture planning, maturity assessments
- **Enabling Services:** Team augmentation, Digital Integration Hub implementation, process optimisation, intelligent document processing, SAP middleware replacement
- **Product Owner Services:** Automation backlog management, workflow coordination, capability development, business case creation
- **Platform Services:** Technical standards, API management, SAP integration patterns, event streaming, release processes, training delivery
- **Design and Build Services:** Process automation, integration development, SAP connectivity, Intelligent Documentation implementation, conversational AI, workflow applications
- **Support Services:** Three-tier managed services, process monitoring, business performance optimisation, continuous improvement

Our approach follows ITIL best practices and includes established escalation procedures.

What's Included in the Core Service:

- Initial consultation and requirements assessment
- Service desk access via multiple channels (email, portal, phone)
- Standard documentation and knowledge transfer
- Basic reporting and performance metrics
- Integration development and deployment
- API design and implementation support

What's Included in Managed Service Tier:

- Monthly reporting and analytics
- Incident management with guaranteed response times
- Change management and deployment services
- Integration monitoring and health checks
- Continuous improvement recommendations (subject to unused hours allocation)
- Regular service reviews and roadmap planning

3.1 Associated Services

Managed Service Tier Additions:

- Monthly reporting and analytics
- Incident management with guaranteed response times
- Change management and deployment services
- Continuous improvement recommendations (subject to unused hours allocation)

Available as Bolt-ons/Extensions:

- Strategic consulting and architecture workshops
- SAP integration assessment and modernisation planning
- New integration development projects
- Advanced training and certification programmes
- Process discovery and re-engineering services
- Custom integration pattern development
- Extended support hours and premium SLA tiers
- Specialist SAP middleware replacement programmes

Not Included (Customer Responsibility or Available Separately):

- Software licensing for integration platforms (e.g., Workato, SAP BTP)
- Third-party software licenses
- Infrastructure hosting and cloud services
- SAP Basis services and system administration
- Direct database administration
- Hardware procurement

4 Data Protection

4.1 Information Assurance

ClouDorizon implements comprehensive security measures aligned with ISO 27001 best practices:

- **Access Control:** MFA enforcement, strict logical access controls, and immediate credential termination policies.
- **Encryption:** End-to-end encryption for data in transit (TLS) and at rest.
- **Monitoring:** Continuous security logging and documented incident response procedures.

4.2 Data Back-Up and Restoration

- **Platform Services:** Automated daily backups with point-in-time recovery and 99.9% uptime SLA.
- **SAP Services:** Integration code backed up via standard SAP transport management; we respect customer SAP Basis backup procedures.
- **Testing:** Regular recovery testing is conducted as part of project delivery.

4.3 Business continuity statement/plan

Our BCP covers all automation services, ensuring critical function availability with a maximum acceptable downtime of 4 hours for critical incidents. We utilise a distributed, remote-first team to mitigate physical site risks.

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

4.4 Privacy by Design

We adhere to GDPR principles throughout the service lifecycle, including Data Minimisation (accessing only necessary data) and Purpose Limitation. Privacy Impact Assessments are conducted for all major integration workflows.

5 Using the service

5.1 Ordering and Invoicing

To discuss your requirements in more detail and place an order, please contact our G-Cloud team at gcloud@clouDorizon.com. We will arrange an initial consultation to understand your specific needs and provide a tailored service proposal. Our team will assist in completing the Order Form (call-off contract) and establishing service levels appropriate to your requirements.

Our fees are invoiced monthly in arrears. Payment terms are 30 days net of receipt of invoice.

5.2 Availability of Trial Service

We offer flexible, no-charge trials for **qualified** public sector organisations to demonstrate the value and technical feasibility of our services before commitment.

Free Trial Options (No Charge for Qualified Buyers)

- Capability Assessment: 1-day workshop to identify skills gaps and roadmap internal capability building.
- POC Project: Fixed-scope proof of concept to demonstrate technical feasibility (e.g., a specific SAP connector test).
- Consulting Trial: 4-hour strategic consultation session.

Qualification Criteria for Free Trials To qualify for a no-charge trial or Proof of Concept (POC), the buyer must demonstrate the following:

- Defined Project Scope: A clear business need or use case has been identified.
- Stakeholder Commitment: A designated project sponsor is available to review the trial outcomes within an agreed timeframe.
- Budget Alignment: Confirmation that budget has been allocated for the full service, subject to a successful trial.
- Technical Readiness: Access to necessary non-production environments (e.g., SAP Sandbox, API keys) can be provided prior to the trial start date.

Paid Trials (Non-Qualified) For organisations that do not yet meet the qualification criteria (e.g., early-stage exploration without allocated budget or defined scope), trials and Proof of Concepts are available as paid engagements.

- Pricing: Paid trials are charged based on our standard SFIA Rate Card (typically involving [Level 4](#) or [Level 5](#) resources) or as a fixed-price package.
- Note: Please refer to the Pricing Document for full details on POC packages and day rates.

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

On-boarding Process: The on-boarding approach varies by delivery option:

All Services:

- Initial consultation to determine optimal delivery approach
- Assignment of Project Manager
- Service agreement and scope definition

Managed Service Specific:

- Three-phase implementation: Transition (2 weeks), Stabilisation (4 weeks), Operations
- Knowledge transfer sessions with existing technical teams
- Set up of service desk integration with the customer's ITSM system
- Documentation review and gap analysis

- Service validation and sign-off

Project Delivery Specific:

- Project kick-off and stakeholder alignment
- Requirements gathering and scope confirmation
- Resource allocation and timeline establishment
- Regular milestone reviews and progress reporting

Off-boarding Process:

- 30-day notice period for service termination
- Structured handover plan developed collaboratively
- Knowledge transfer to the customer or the replacement supplier
- Data export and documentation provision
- Orderly transition of ongoing incidents and changes

5.4 Training

Comprehensive training programme varies by service approach:

Advanced Enterprise Automation and Integration Training:

- Intelligent Document Process (IDP) implementation and management
- AI-driven process discovery and process mining methodologies
- Digital Integration Hub architecture and event streaming
- Advanced workflow automation and conversational AI development
- Enterprise automation strategy and value stream mapping

Build Your Own Capability:

- Training programmes tailored to organisational needs
- Workato and SAP platform training from fundamentals through advanced topics
- Integration best practices and architecture patterns
- Hands-on workshops and practical exercises
- Mentoring and coaching for internal teams
- AI-assisted API design and monitoring tool training
- Competency assessment and certification pathways

Standard Training Options:

- Service desk portal training for designated users
- Integration best practices workshops
- Platform-specific training (Workato fundamentals through advanced)
- Customised training modules based on customer requirements

- Online learning resources and documentation portal

All training is provided at the pricing in the Pricing Document.

5.5 Implementation Plan

A detailed implementation plan can be provided to the buyer on request. Below is a description of our standard implementation methodology for a Managed services Engagement and a Delivery Project.

5.5.1 Managed Services

Managed Services engagement consists of three phases with varying duration: Transition, Stabilisation and Operations.

5.5.1.1 Transition

The Transition phase precedes the Stabilisation and Operations phases and has the objective to establish cooperatively all roles, processes and tools required for a successful delivery of the Automation and Integration Management Services in the next phases. No Tickets are processed during this phase.

Cloudorizon will provide a support structure so that the resources required to deliver the Managed Services are available and that they have the necessary Customer-specific knowledge of the supported integrations that will be used. This includes:

- Appointing Cloudorizon's Project Manager
- Integration into the processes of Cloudorizon's Service Desk
- Knowledge transfer to the Cloudorizon team concerning the Customer-specific solution.

A mutually agreed transition plan will be drafted in detailed discussions with the Customer during the initial stages of the transition and will be used to track all services throughout this phase. One key activity of Transition phase is the knowledge transfer to make the Cloudorizon Managed Services team are familiar with the specifics of the Customer's solution. The intensity and manner of the knowledge transfer depends on the Customer's IT organisation or implementation partner of the Customer, if applicable, and the complexity of the Customer's integration solution (number of integrations, complexity of integrations and business processes etc).

The knowledge transfer phase will be coordinated by the Cloudorizon Project Manager with strong cooperation of the Customer or the responsible contact partner of the Customer if applicable, and also with the Customer's project manager responsible for the integration implementation, if applicable.

The knowledge transfer will provide the Cloudorizon Managed Services team with the necessary knowledge required for the provisioning of the Managed Services.

The Transition phase consists of 3 primary steps:

- Transition Planning
- Transition Execution (including final service validation and test)
- Integration Platform Assessment

The duration of this phase varies depending on the complexity of the Managed Services engagement.

The main steps in the Transition phase are:

Transition Planning	Planning and Preparation	Kick off meeting between Customer and ClouDorizon, team on boarding.
	Setup	Request and provisioning of infrastructure and application accesses and other resources necessary to support the Customer. Setup and testing of the ticketing tool.
Transition Execution	Knowledge Acquisition	ClouDorizon to attend knowledge transfer sessions led by the Customer or responsible contact partner of Customer, if applicable and gather, documentation. Review of documentation provided by Customer. Identify and Standard changes or Continuous operations that the Customer would like to include in the Service.
	Finalise Transition Phase	Service Test on SLA Management, Reporting and Monitoring.

5.5.1.2 Stabilisation

The Stabilisation phase precedes the Operations phase and has the objective to mature all aspects of the service operations to a steady state when productive SLA measurement starts in the Operations phase.

During the Stabilisation phase, the services will be provided remotely in accordance with the agreed scope, but without SLA's. Tickets are processed in compliance with the Incident, Change Management or Service Request Process. During this phase, integrations shall be stabilised and the consultants' understanding with the integration solution increased.

The main steps in the Stabilisation phase are:

Stabilisation	Kick Off Operations	Conduct a kick-off meeting with the Customer Platform Owner.
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	Finalise documentation and Manages Service	Integrations documented (the Integrations can be self-documented and commented) by Customer and Managed Service updated following the experiences in the Stabilisation phase. This would include the creation of any identified Standard Changes or Continuous Operations.
	Sign Off	Perform exit criteria of Stabilisation and obtain Customer sign off to commence Operations

5.5.1.3 Operations

The Operations Phase is the main phase of the Managed Service engagement.

The services are provided remotely by ClouDorizon and will be documented in a Ticket, which has to be processed in compliance with the Incident, Change Management or Service Request Process. All Tickets are processed in accordance with the agreed SLA's.

The main steps in the Operations phase are:

Operations	Service delivery	Perform day-to-day monitoring and support
	SLA monitoring	Perform SLA monitoring to prevent SLA violations
	Governance meetings	Perform regular internal meetings and meetings with the Customer to ensure quality of service delivery and to discuss and agree on proactive tasks as well as continuous improvements
	Reporting	Provide regular reporting

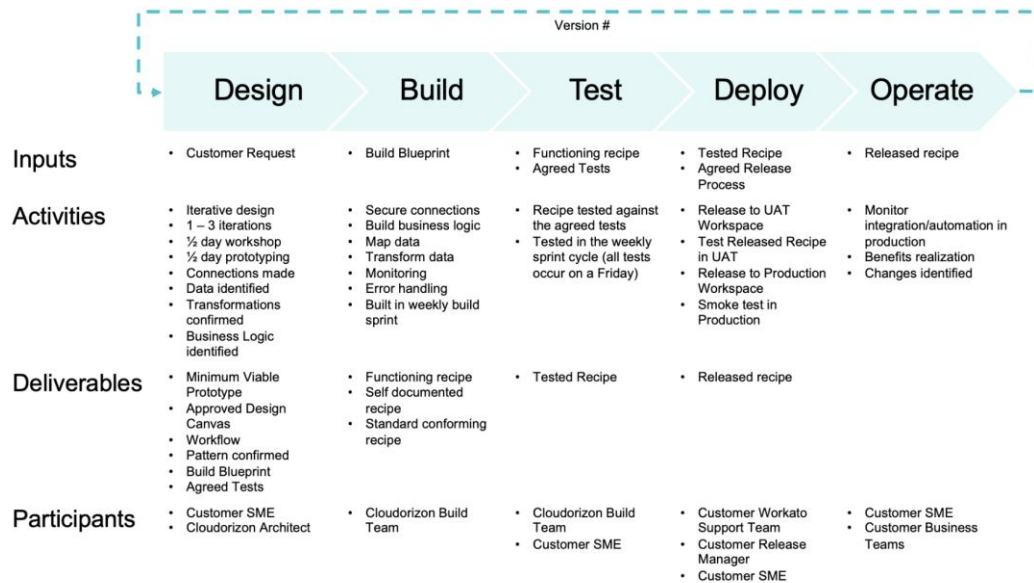
5.6 Delivery Project

Our methodology has been developed to get the maximum value from the low code tools that we deploy (use). The ability to make changes quickly to integrations allows us to recommend a highly iterative methodology that delivers your integrations requirements on time to a high quality.

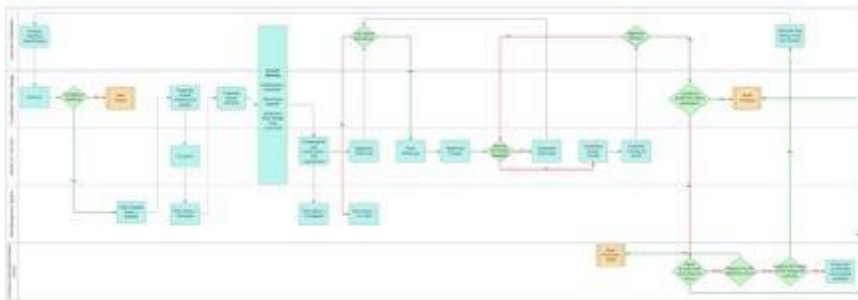
5.6.1 Characteristics of our methodology

- Pushes a high degree of collaborative behaviour – a focus on **engagement**.
- Allows all parties to regularly review progress and issues – a focus on **transparency**.
- Use of time-boxed fixed scheduling gives. A good predictability on costs and schedules – a focus on **predictability**.

- Continuously involve the customer to ensure the value they expect is delivered – a focus on **business value**.
- Delivers in small increments ensuring only what is needed is built – a focus on improving **quality**.
- Reduce risk by releasing small increments. A focus on **limiting risk**.
- Accepting that change is not only likely but expected. A focus on **flexibility**.



5.6.2 The Kick Off and Design Process



The deliverables from the Kick-off meeting are:

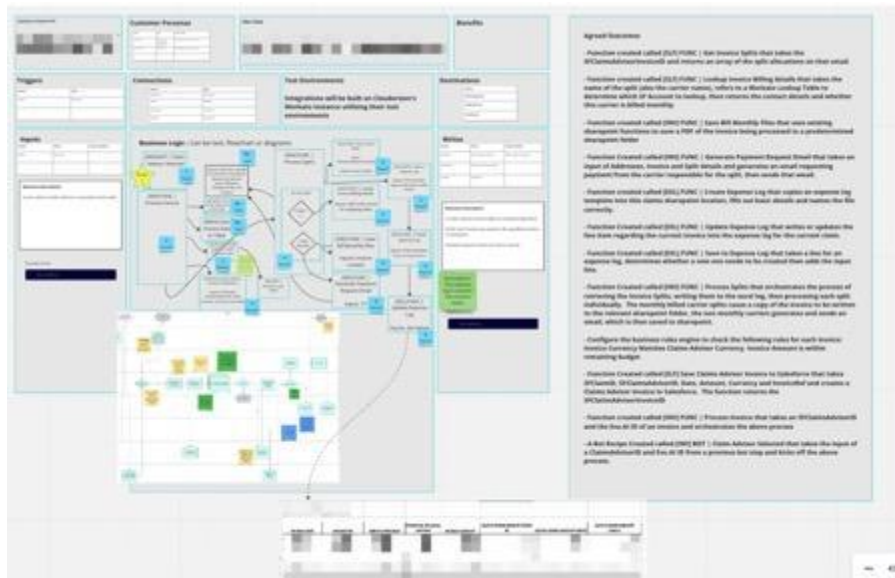
- Specification
- Scope Confirmed
- Design Agreed
- Stakeholders confirmed

The deliverables from the Design phase are:

- Workflow Confirmed
- Approved Design Canvas

- MVP – this is a prototype of the design, ensuring that all connections to the different systems are in place.
- Integration Pattern Confirmed
- Tests confirmed

The key deliverable is the Design Canvas, see below:



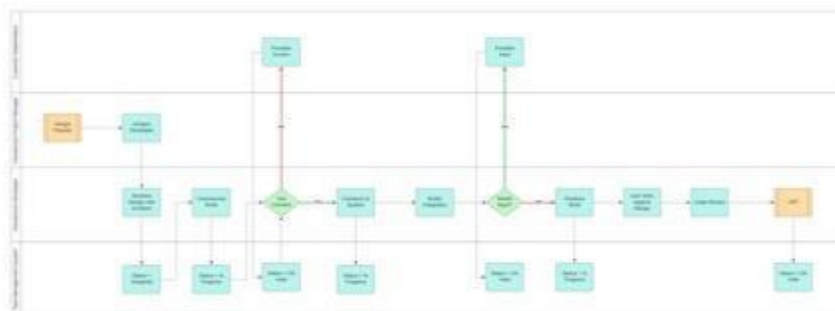
The creation of the Design Canvas allows Cloudorizon to:

- Predict with a high degree of accuracy the Effort required to build the integrations.
- Split the build activities into small services.
- The identification of build items results in:
 - o Identification of any reusable functions.
 - o The ability to 'Increase Flow' – the smaller the unit being built the faster it can be built.
 - o Use a 'Swarm' methodology to clear backlogs should it be necessary.

The image below is an example of the services that are created to deliver the integration requirements. This is part of a weekly summary report that Cloudorizon provides to all of their customers for the projects we are working on. It shows the build items and the use cases they are relevant to (where you can see the re-use of functions across recipes) and where they are in the build cycle.

Build Item ID	Build Item	Referenced To	Design Complete	Design Signed-off	Build Started	Code Review	Build Complete	Deployment to	Ready for Testing	Test Signed-off by
1	SOFT1 FUNC1 Add user to O365 Group	WUJ001 ✓	CA	CA	CA	CA	CA	CA	CA	CA
2	SWSC1 FUNC1 Lookup Workspace One User	WUJ002 ✓	CA	CA	CA	CA	CA	CA	CA	CA
3	SWSC1 FUNC1 Add user to Workspace One Group	WUJ003 ✓	CA	CA	CA	CA	CA	CA	CA	CA
4	SOLO1 FUNC1 Provision App	WUJ004 ✓	CA	CA	CA	CA	CA	CA	CA	CA
5	JAND1 FUNC1 Add user to Azure Active Directory Group	WUJ005 ✓	CA	CA	CA	CA	CA	CA	CA	CA
6	SOLO1 FUNC1 Provision App	WUJ006 ✓	CA	CA	CA	CA	CA	CA	CA	CA
7	SOFT1 FUNC1 Lookup O365 User	WUJ007 ✓	CA	CA	CA	CA	CA	CA	CA	CA
8	SOFT1 FUNC1 Change O365 User Contact End Date	WUJ008 ✓	CA	CA	CA	CA	CA	CA	CA	CA
9	SWSC1 FUNC1 Add Workmode to ServiceNow Record	WUJ009 ✓	CA	CA	CA	CA	CA	CA	CA	CA
10	SOLO1 FUNC1 Change Data Contract End Date	WUJ010 ✓	CA	CA	CA	CA	CA	CA	CA	CA
11	SWSC1 FUNC1 Lookup ServiceNow User	WUJ011 ✓	CA	CA	CA	CA	CA	CA	CA	CA
12	SWSC1 FUNC1 Lookup ServiceNow User amount	WUJ012 ✓	CA	CA	CA	CA	CA	CA	CA	CA
13	SOLO1 REC1 Pull O365 Logs and Trigger ServiceNow Account Unlock	WUJ013 ✓	CA	CA	CA	CA	CA	CA	CA	CA
14	SWSC1 FUNC1 Lookup Workspace One User Name	WUJ014 ✓	CA	CA	CA	CA	CA	CA	CA	CA
15	SOLO1 FUNC1 Lookup Device by Name in Carbon Black	WUJ015 ✓	CA	CA	CA	CA	CA	CA	CA	CA
16	SOLO1 FUNC1 Lookup Device in Carbon Black	WUJ016 ✓	CA	CA	CA	CA	CA	CA	CA	CA
17	SOLO1 REC1 Remove Carbon Black upon WS1 trigger	WUJ017 ✓	CA	CA	CA	CA	CA	CA	CA	CA
18	SWSC1 FUNC1 Lookup Device by Name in Google Workspace	WUJ018 ✓	Blocked. It appears managed chrome profile management through an API is currently in Beta and we cannot get it to work. As the connection we are using is also required for other use cases we've decided to put this on hold while we complete the other work.							
19	SWSC1 FUNC1 Remove Managed Chrome Profile in Google Workspace	WUJ019	Dependent on build items 18 and 19							
20	SOLO1 REC1 Remove Managed Workspaces in Google Workspace upon WS1 trigger	WUJ020	Dependent on build items 18 and 19							
21	SOFT1 FUNC1 Query Users in O365	WUJ021-a ✓ WUJ021-b ✓	CA	CA	CA	CA	CA	CA	CA	CA
22	SOFT1 FUNC1 Suspend O365 User	WUJ022-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
23	SOFT1 REC1 Suspend Users with End Date on or before Today	WUJ023-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
24	SOFT1 FUNC1 Deactivate O365 User	WUJ024-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
25	SOFT1 REC1 Deactivate Users Suspended more than 5 Days Ago	WUJ025-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
26	JAND1 FUNC1 Remove Active Directory Licenses	WUJ026-a ✓ WUJ026-b ✓	CA	CA	CA	CA	CA	CA	CA	CA
27	JAND1 FUNC1 Delete Active Directory User	WUJ027-a ✓ WUJ027-b ✓	CA	CA	CA	CA	CA	CA	CA	CA
28	JAND1 FUNC1 Archive Google Workspace User	WUJ028-a ✓	CA	CA	CA	CA	CA	CA	CA	Dev complete, pending final SDC test and sign-off dependent on O365 Archive license increase in test
29	SOLO1 FUNC1 License Removal of Account	WUJ029-a ✓	CA	CA	CA	CA	CA	CA	CA	
30	SOFT1 REC1 Remove User Accounts on Deactivations	WUJ030-a ✓	CA	CA	CA	CA	CA	CA	CA	
31	JAND1 FUNC1 Get Licensed Active Directory Users	WUJ031-a ✓	CA	CA	CA	CA	CA	CA	CA	
32	SWSC1 FUNC1 Get Licensed Google Workspace Users	WUJ032-a ✓	CA	CA	CA	CA	CA	CA	CA	Dev complete, pending final SDC test and sign-off dependent on O365 Archive license increase in test
33	SOLO1 SCHED1 Remove Licenses for Decommission Users	WUJ033-a ✓	CA	CA	CA	CA	CA	CA	CA	
34	SWSC1 FUNC1 Add Lookup Workspace One User	WUJ034-a ✓	CA	CA	CA	CA	CA	CA	CA	
35	SWSC1 FUNC1 Create WorkspaceMail User	WUJ035-a ✓	CA	CA	CA	CA	CA	CA	CA	
36	SOFT1 REC1 User Added to O365 Group	WUJ036-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
37	JAND1 FUNC1 Remove User from Organization	WUJ037-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
38	JAND1 FUNC1 Get Basic Token	WUJ038-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
39	JAND1 FUNC1 Lookup Active User	WUJ039-a ✓	CA	CA	CA	CA	CA	CA	CA	CA
40	JAND1 FUNC1 Remove Active User	WUJ040-a ✓	CA	CA	CA	CA	CA	CA	CA	CA

5.6.3 The Build Process



The key deliverables in the build phase are:

- Functioning, unit-tested recipe
- Code Reviewed Recipes
- Documented Recipes
- Standards conforming recipes
- Test Data
- Test Scripts

5.6.4 Test Phase

The key deliverables from the test phase are:

- Integrations deployed to UAT
- Tested Recipes

5.6.5 Deployment Process

There are a 2 deployment process:

1. Between the Development and UAT/Quality systems
2. From the UAT/Quality Systems to the Production Sytem

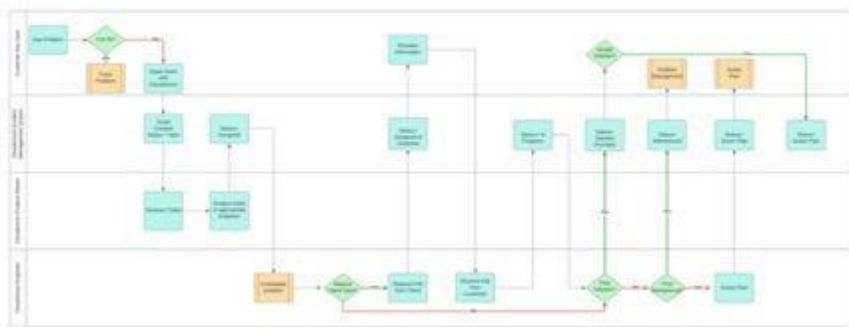
The key deliverables from the deployment phase are:

- Integrations deployed to Production
- User Guides

5.7 Service Management

5.7.1 Incident Management Process

When the Customer reports malfunctions, Cloudorizon supports them by providing information on how to remedy, avoid or bypass errors. The main channel for such support will be the support infrastructure provided by Cloudorizon, email or the Service Desk. All persons involved in the incident resolution process can access the status of the incident at any time.



5.8 Service Level Agreements (SLA)

5.8.1 Response Times

The following Response Times shall apply to all Customer incidents that Cloudorizon accepts as being Priority 1, 2, 3 or 4 and which fulfil the prerequisites specified herein.

Priority	Response Time (RT)	Description
Severity 1	1 Hour	Business critical integration not usable for any purpose. A business workaround is not available. Unable to proceed and creating major business impact, the incident requires immediate processing because the malfunction may cause serious losses.

Priority	Response Time (RT)	Description
Severity 2	4 hours	Malfunction impacting important integration.
Severity 3	1 Business Day	Malfunction impacting standard integration.
Severity 4	2 Business Day	Malfunction impacting non-critical integration or software functionality

5.8.2 Solution Times

ClouDorizon will provide a solution, work around or action plan for resolution within the following Solution Times to all Customer incidents that ClouDorizon accepts as being Priority 1, 2, 3 or 4 and which fulfil the prerequisites specified herein.

Priority	Response Time (RT)	Description
Severity 1	4 Hours	Business critical integration not usable for any purpose. A business workaround is not available. Unable to proceed and creating major business impact, the incident requires immediate processing because the malfunction may cause serious losses.
Severity 2	1 Business Days	Malfunction impacting important integration.
Severity 3	2 Business Days	Malfunction impacting standard integration.
Severity 4	4 Business Days	Malfunction impacting non-critical integration or software functionality

The SLA for Solution Time only refers to that part of the processing time when the incident is being processed at ClouDorizon (“Processing Time”). Processing Time does not include the time when the incident is on status “Assigned to Customer” or “Solution Provided”, “Workaround” or “Action Plan”. The SLA for Solution Time shall be deemed met if within the specified time by severity of processing time ClouDorizon proposes a solution, a workaround or an action plan.

In the event an action plan is submitted to the Customer, such action plan shall include:

1. status of the resolution process
2. planned next steps, including identifying responsible ClouDorizon resources
3. required Customer actions to support the resolution process
4. to the extent possible, the planned dates for ClouDorizon’s actions
5. date and time for next status update from ClouDorizon. Subsequent status updates shall include a summary of the actions undertaken so far; planned next steps; and date and time for next status update.

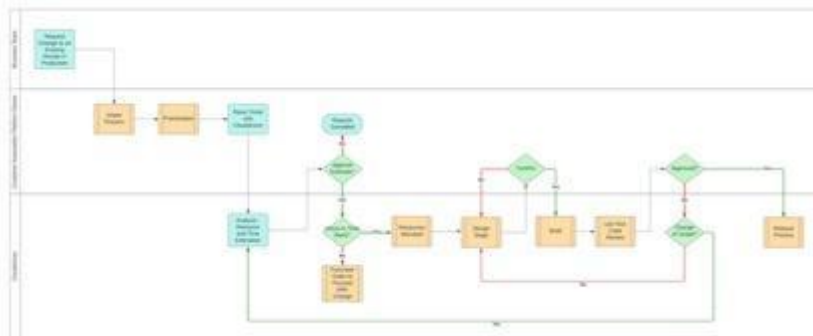
5.8.3 SLA Prerequisites

The SLAs shall only apply when the following prerequisites are met for incidents:

1. incidents are submitted by the Customer via the Cloudorizon Incident Management infrastructure
2. the issue and its business impact are described in detail sufficient to allow Cloudorizon to assess the issue;
3. The Customer makes available for communications with Cloudorizon, within business hours, a contact person with training and knowledge sufficient to aid in the resolution of the incident

5.9 Change Management Process

When the Customer requests a change to an existing integration in Production then the Change Management process will be used.



5.10 Cloudorizon Support Model

There are 3 channels into the Cloudorizon Support Model:

- Customer incidents captured within Customer's internal Service Management system and assigned to a "Cloudorizon Support" group.
- Sending an email directly to support@cloudorizon.com.
- Manually raised tickets via our dedicated customer portal (Freshdesk).

5.10.1 Getting Started

To facilitate each of the above methods of Incident origination, the following must be completed in the Transition phase of the Managed Services On-boarding:

- Configure internal Service Management system to deliver email alerts to support@cloudorizon.com each time an incident is assigned to the "Cloudorizon Support" group.
- Add Key Users to the Freshdesk portal to enable them to raise tickets manually.

5.10.2 Raising Incidents

5.10.2.1 Internal Service Management

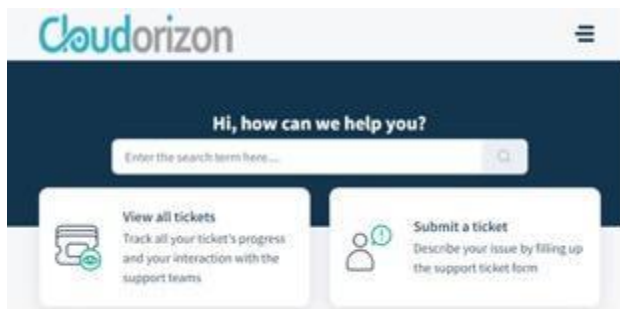
Typically Incidents are captured within the internal Service Management system and triaged internally.

If the issue relates to an integration, then this Incident ticket can be assigned to the newly created “Cloudorizon Support” assignment group within the internal Service Management system. This will automatically trigger an email notification to support@cloudorizon.com which is then assigned to a Cloudorizon support agent, and an Incident ticket is opened in Cloudorizon’s Freshdesk portal.

The standard investigation/resolution process is then followed through to completion with all statuses and communication back and forth between Cloudorizon support agent and Customer Key User reflected on the Freshdesk ticket.

5.10.2.2 Manually raised tickets via Freshdesk

It is also possible for Key Users to manually raise tickets in the Freshdesk portal. A URL will be provided to a dedicated customer portal:



If required, all users of the portal or Key Users will be enabled to view each other’s tickets.

When selecting “Submit a ticket” you will be presented with five possible options:

- New Integration Request
- Incident
- Change Request
- Advice
- Process Engineering

A priority can also be selected - Severity 1, 2, 3, or 4 - in accordance with the Support Agreement:

All tickets will reflect a status - Open >> Assigned >> In Progress >> Assigned to Customer >> Resolved >> Closed - however if a New Integration Request or a Change Request is raised manually within the Freshdesk portal, then additional “stages” will also be reflected on the ticket. These are to notify and update the Customer on the progress through the Cloudorizon methodology cycle as follows:

- Design
- Build
- Code Review
- Deployment

The definitions of these phases are more clearly defined in this document.

Once a ticket has been raised comments can be added quickly and dynamically under the comments section of the ticket. Cloudorizon support agents will be immediately notified as soon as any customer comments are added to the ticket:

5.10.2.3 Email

Finally, the Customer will also be provided with an email address to simply send an email to raise a Freshdesk ticket in the portal if preferred, rather than submitting a ticket via the portal URL itself. This will of course be less specific in terms of ticket type and priority (as these will default) however the option is available if needed. All Key Users accessing the customer portal need to be specifically enabled and approved by the Customer Automation Platform Manager.

5.11 Service Constraints

Service constraints vary by delivery option:

Consulting Services:

- On-demand availability subject to resource scheduling
- Minimum engagement periods may apply for complex assessments

Project Services:

- Resource allocation based on agreed project schedules
- Change control processes for scope modifications
- Delivery timescales subject to customer input and approval cycles

Managed Service:

- Service hours: 9 AM to 6 PM GMT on business days (UK public holidays excluded)
- Response times based on incident severity classification
- Change management requires advance approval from designated customer authority

5.12 Service Levels

Service levels are defined according to the chosen delivery option:

Managed Service Response Times:

- Severity 1 (Business Critical): 1 hour
- Severity 2 (Important Integration): 4 hours
- Severity 3 (Standard Integration): 1 business day
- Severity 4 (Non-Critical): 2 business days

Managed Service Solution Times:

- Severity 1: 4 hours
- Severity 2: 1 business day
- Severity 3: 2 business days
- Severity 4: 4 business days

Build Your Own Capability:

- Training programme completion rates and competency achievements
- Milestone delivery for capability development phases
- Knowledge transfer effectiveness measurements

Project Services:

- Milestone delivery within agreed timescales

- Weekly progress reporting and stakeholder updates
- Quality assurance through defined acceptance criteria

Consulting Services:

- Response to consultation requests within 2 business days
- Report delivery within agreed timeframes (typically 5-10 business days)

Availability Targets:

- Managed Service: 99.9% service desk availability during business hours
- Project Services: Dedicated resource availability as per project plan

5.13 Outage and Maintenance Management**Proactive Measures:**

- Continuous monitoring of integration health
- Automated alerting for performance degradation
- Preventive maintenance scheduling
- Capacity planning and performance optimisation

Incident Response:

- Immediate notification of service-affecting incidents
- Escalation procedures with clear ownership
- Regular status updates during incident resolution
- Post-incident review and improvement recommendations

5.14 Financial Recompense Model for not Meeting Service Levels

Service credits are available for failure to meet agreed service levels:

- 5% monthly service credit for each 1% below availability target
- 10% monthly service credit for each severity 1 incident exceeding solution time SLA
- Maximum monthly service credit: 25% of monthly charges

6 Provision of the service**6.1 Customer Responsibilities**

- Provide designated Automation Platform Owner with appropriate authority
- Ensure availability of key users during business hours for incident resolution
- Maintain current documentation of integration requirements
- Provide timely access to relevant systems and environments

- Respond to information requests within agreed timeframes
- Approve changes through designated change authority
- Maintain appropriate licensing for supported platforms

6.2 Technical Requirements and Client-Side Requirements

Minimum Requirements:

- Active Workato or SAP BTP platform subscription
- Development, test, and production environment access
- Network connectivity to supported systems
- Designated technical contacts with system knowledge
- ITSM system capable of email integration (preferred)
- Single Sign-On or Two Factor Authentication capability

Recommended Requirements:

- Dedicated service management system
- Monitoring and alerting infrastructure
- Backup and recovery procedures for integrated systems
- Change management process alignment

6.3 Outcomes/Deliverables

Deliverables vary by chosen service approach:

Build Your Own Capability will deliver:

- Established internal integration team with certified competencies
- Documented integration standards and best practices for your organisation
- Training materials and ongoing knowledge resources
- Internal capability maturity improvement (typically 2-3 maturity levels)
- Long-term cost reduction through in-house expertise development
- AI-assisted tools implementation and training

Managed Service will deliver:

- Reduced integration platform downtime and improved reliability
- Faster incident resolution with documented root cause analysis
- Monthly service reports with performance metrics and improvement recommendations
- Standardised change management with reduced deployment risk

Project Services will deliver:

- Specific integration solutions meeting defined requirements

- Technical documentation and deployment guides
- Knowledge transfer to internal teams
- Tested and production-ready integration solutions

All Services deliver:

- Enhanced integration capabilities aligned with business objectives
- Improved operational efficiency and reduced manual processes
- Strategic recommendations for continued digital transformation

6.4 After-sales Account Management

Our account management approach includes:

- Quarterly business reviews with senior stakeholders
- Regular service performance assessments
- Strategic planning sessions for integration roadmap alignment
- Customer feedback programmes and service improvement initiatives
- Proactive communication of platform updates and industry best practices
- Annual service maturity assessments and recommendations

6.5 Termination Process

Either party may terminate this service with 30 days written notice.

7 Our experience

7.1 Case Studies

Financial Services Digital Transformation – Novuna. We supported a comprehensive digital transformation initiative for a financial services organisation with £5bn in assets, moving from siloed digital initiatives to a cohesive automation strategy. Implemented comprehensive integration capabilities across multiple business units, delivering measurable business value through systematic automation deployment.

Key Results:

- Over £2,000,000 in benefits realised
- 5x faster delivery time for integrations
- 10x cost reduction for automations
- 80 live automations implemented across the organisation

This demonstrates our capability to deliver enterprise-scale transformation programmes with quantifiable ROI, directly applicable to large government departments seeking digital efficiency gains.

Asset Management Modernisation Programme. We partnered with a growing asset management company to replace legacy systems with modern cloud solutions, implementing a comprehensive integration platform that now manages complex financial data flows and regulatory reporting requirements.

Key Results:

- 700,000+ daily integration tasks processed reliably
- 500GB+ data processed daily with full auditability
- 130+ business integrations supporting core operations
- Seamless transition from legacy systems to cloud infrastructure

This experience directly translates to public sector requirements for high-volume data processing, regulatory compliance, and reliable system modernisation.

Enterprise SaaS Integration Standardisation. We helped a leading SaaS provider transition from custom-coded integrations to standardised, reusable solutions, dramatically improving their ability to connect with customers' enterprise systems whilst reducing operational overhead.

Key Results:

- Integration delivery time reduced from weeks to 20 hours
- 54 customers successfully migrated to new standardised platform
- Significant reduction in maintenance overhead and technical debt
- Improved scalability and reliability across customer integrations

This case study demonstrates our capability to standardise integration approaches across complex multi-tenant environments, relevant to public sector shared service initiatives.

7.2 Clients

Our client base includes major financial services institutions, healthcare organisations, and government bodies across EMEA and the US. We maintain long-term partnerships with organisations requiring enterprise-grade integration management and have a proven track record of supporting mission-critical systems in regulated environments.

Example Clients:

- Major UK investment management groups
- International healthcare providers
- Regional government departments
- Financial services institutions
- Manufacturing and distribution companies

8 Contact Details

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United Kingdom

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.