



Automation and Integration

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Automation and Integration

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for Automation and Integration

Morson Praxis's Automation and Integration service supports organisations to design and deliver automated and integrated digital services, and to transition those services into live operation across cloud environments. The service is typically used where organisations seek to improve efficiency, reliability, and scalability by automating processes and integrating systems, data, and platforms across the delivery lifecycle.

The service supports the design of integration approaches for federated and cross-organisation data exchange, enabling interoperability while respecting data ownership, access controls, and governance constraints. We focus on enabling intelligent, secure, and maintainable automation and integration that supports business outcomes across delivery, live service operation, and ongoing optimisation.

1. What the service includes

The service typically includes:

- Automation and integration strategy aligned to organisational objectives
- Identification and prioritisation of automation and integration opportunities
- Business process automation and workflow design
- Data pipeline and integration automation support
- API, service, and event-based integration design
- Intelligent automation using rules-based and AI-enabled design patterns
- Automation governance, standards, and control framework design
- Delivery and deployment of automation and integration solutions
- Operational readiness support, monitoring, and optimisation of live automations

2. What the service does not include

The service does not include:

- Long-term managed service ownership without agreement
- Custom software product development
- Enterprise platform replacement programmes
- AI model research or experimentation
- Business change or workforce restructuring activities

These activities are outside the scope of this service and, where required, may be delivered through separate services procured under the appropriate G-Cloud 15 Lots or through alternative procurement routes.

3. How the service is delivered

The service is delivered through a structured and collaborative approach, combining opportunity assessment, solution design, and controlled implementation. Activities are typically phased, allowing automation and integration solutions to be designed, delivered, and operationalised in line with organisational priorities and risk appetite.

Delivery is aligned with existing digital, data, security, and service management processes, ensuring automations and integrations are controlled, testable, and suitable for live environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Assessing automation and integration opportunities
- Designing automation and integration architectures and solutions
- Implementing and configuring automation and integration components
- Supporting operational readiness, monitoring, and optimisation
- Providing independent advice on automation and integration best practice

The Buyer is responsible for:

- Providing access to systems, data, and stakeholders
- Approving automation and integration priorities and designs
- Owning business processes and operational environments
- Managing organisational change and adoption

5. Service outputs and deliverables

Typical outputs may include:

- Automation and integration strategy and roadmap
- Process automation and integration designs
- Deployed automation workflows and integrations
- Automation governance and standards documentation
- Operational monitoring and support artefacts
- Transition and handover documentation

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Access to relevant systems, platforms, and data
- Availability of business, data, and technology stakeholders
- Alignment with security, data governance, and assurance policies
- Executive sponsorship for automation and integration initiatives

7. Alignment with G-Cloud 15 Lot 3

This service aligns with G-Cloud 15 Lot 3 by supporting:

- Cloud planning, setup, and migration through automation

- Integration of cloud and legacy systems and services
- Quality, performance, and reliability of digital services
- Ongoing support and optimisation of automated processes

It enables efficient, scalable, and resilient delivery and operation of cloud-based digital services.

8. Exit and transition

The service concludes with documented integration assessments, automation opportunities, design artefacts, and agreed transition outputs aligned to the Buyer's cloud platforms and service landscape. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed transition into integration or automation delivery while maintaining clear separation from integration build, orchestration, or platform implementation and avoiding supplier dependency. Outputs may be used to inform subsequent integration, automation, or delivery services procured under the appropriate G-Cloud 15 Lots or through other appropriate procurement routes.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with

the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



Contact

Linton Ward – G-Cloud Account Director

Linton.ward@morson-projects.co.uk

+44 (0) 7966 158 482

morson-praxis.com/services/technology-consulting/