



Unlocking Smarter, Trusted Digital Information Services

Service Definition Document

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Shaping the Future of Business Automation

Organisations are under increasing pressure to modernise how work is delivered while maintaining trust, control, and accountability. Business automation has moved beyond efficiency gains and cost reduction, it is now central to how organisations scale services, manage risk, and respond to change.

The future of business automation is not defined by individual technologies, but by how effectively organisations connect information, processes, and people. When automation is designed around real operational needs and governed information, it becomes a strategic capability rather than a tactical tool.

Key Shifts in the Automation Landscape

From task automation to outcome-driven automation:

Automation is evolving from isolated efficiency tools into platforms that support end-to-end business outcomes, spanning multiple teams, systems, and information sources.

From system-led to information-led:

Organisations are prioritising how information flows through processes, recognising that trusted, well-governed content is the foundation of effective automation.

From rigid workflows to adaptive operations:

Modern automation must evolve with organisational change, supporting flexibility while maintaining oversight, auditability, and control.

Implications for Organisations

These shifts require a different approach to automation. Organisations must balance innovation with governance, speed with assurance, and flexibility with consistency. Automation initiatives must be designed to integrate into existing operating models rather than disrupt them.

This means investing in solutions that support compliance by design, enable continuous improvement, and empower users. Organisations that take this approach are better positioned to scale automation sustainably and realise long-term value.

Looking Ahead

The next phase of business automation will be defined by agentic capabilities where intelligent, autonomous systems coordinate work, adapt to changing conditions, and support human decision-making while remaining governed, transparent, and aligned to organisational objectives.



Designing
automation
for a smarter,
adaptive
future

enChoice: Trusted Business Automation

Where experience, governance, and automation come together

enChoice UK is a long-established digital transformation partner specialising in content-centric business automation. For decades, we have helped organisations manage information more effectively, modernise complex processes, and deliver measurable business outcomes in environments where governance, security, and reliability are critical.

Our experience spans public sector, regulated industries, and large enterprises operating at scale. Across these environments, one constant remains: information is central to how organisations operate, make decisions, and demonstrate accountability. enChoice exists to help organisations regain control of that information, unlock its value, and use it confidently to drive better outcomes.

Our longevity in the market reflects more than technical capability. It reflects trust. Clients continue to choose enChoice because we consistently deliver, because we understand their challenges, and because we approach transformation as a partnership rather than a transaction.

This service definition sets out what we do, how we do it, and where we deliver the greatest value. It also explains how enChoice combines structured delivery, strong governance, modern cloud services, intelligent automation, and AI-enabled innovation to provide solutions that are predictable, adoptable, and sustainable.

Our Philosophy:

Digital transformation is rarely about technology alone. In our experience, it is fundamentally about people, processes, information, and trust. Organisations are under pressure to modernise while maintaining control, complying with regulation, and justifying investment decisions. Too often, transformation initiatives fail because these realities are underestimated.

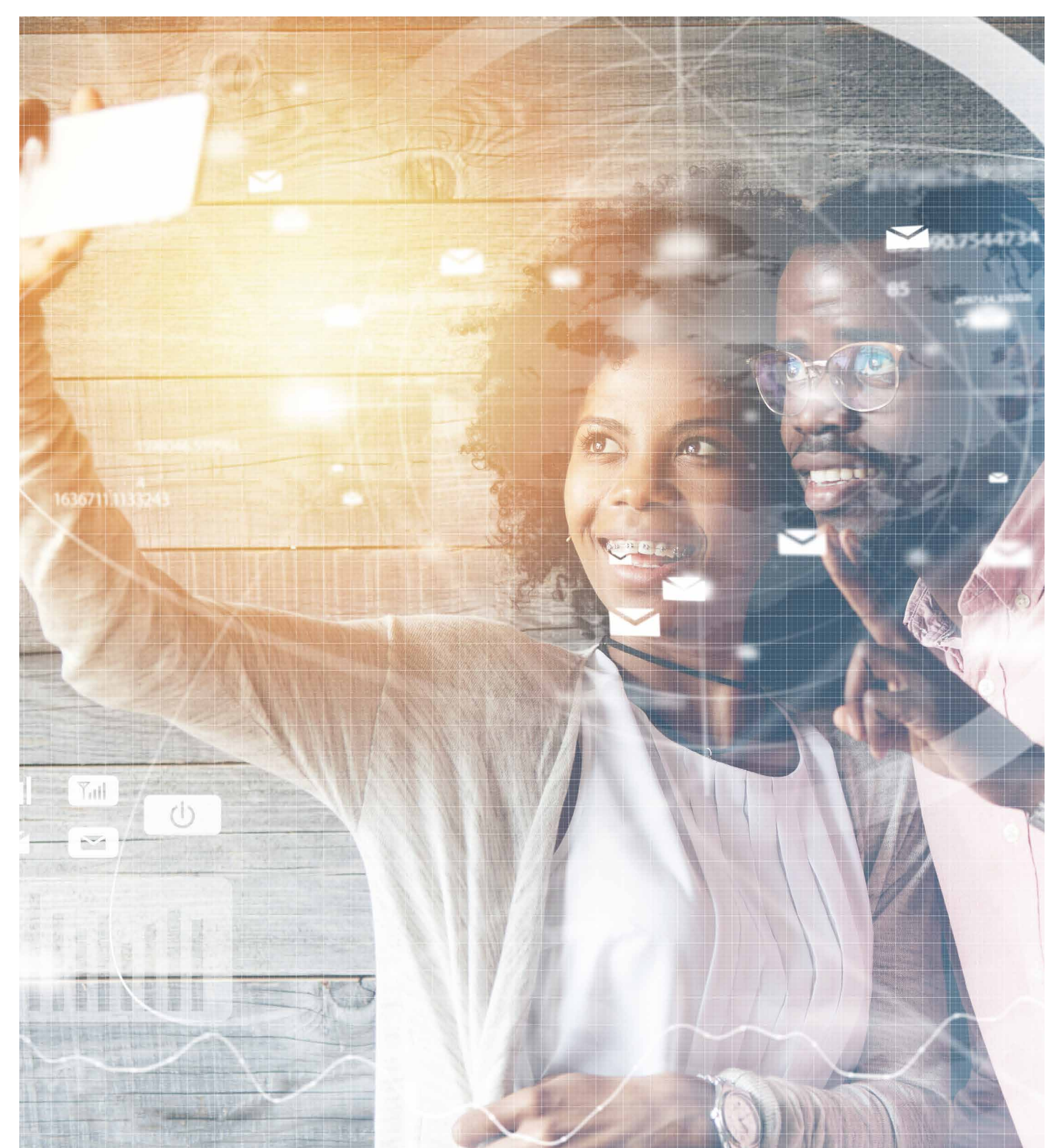
enChoice's philosophy is rooted in control through clarity. We believe that progress and control are not opposing forces. With the right structure, governance, and delivery discipline, organisations can modernise confidently without increasing risk.

This philosophy shapes every engagement. We do not rush to implementation. We take time to understand the organisation, its objectives, its constraints, and its people. We design solutions that fit the organisation, not the other way around. And we deliver in a way that maintains alignment, visibility, and accountability from start to finish.

enChoice Overview

Trusted digital transformation partner with deep experience delivering complex information solutions across regulated sectors.

- **Established Heritage:**
30 years' experience supporting information management and automation in complex environments.
- **Proven Longevity:**
Longstanding market presence built on trust, delivery quality, and client confidence.
- **End-to-End Capability:**
Comprehensive services spanning capture, automation, governance, and managed services.
- **Outcome-Led Delivery:**
Partnership-driven approach focused on measurable outcomes,



Service Description

enChoice provides secure, scalable, content-centric business automation services that enable organisations to modernise how information is captured, governed, and operationalised across the enterprise. Our services are designed for environments where information underpins service delivery, regulatory compliance, and decision-making, and where loss of control introduces material risk.

We support the full information lifecycle — from initial capture and classification, through secure management and governance, to automation, insight, and ongoing service operation. Our approach recognises that information is not static: it flows across systems, teams, and processes, and must be managed consistently as organisations evolve and operating models change.

As organisations look to adopt advanced automation, including AI-driven and agentic capabilities, enChoice helps ensure this evolution is delivered safely and pragmatically. We support the responsible introduction of intelligent automation that enhances decision-making, coordinates complex processes, and adapts to change, while remaining governed, transparent, and aligned to organisational objectives.

Service Portfolio Overview



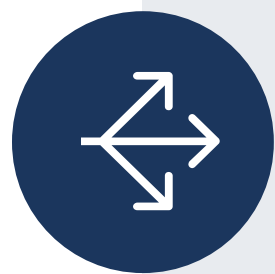
Intelligent Capture & Document Processing

Intelligent Capture services enable organisations to ingest, classify, and enrich electronic content and unstructured data securely and efficiently. These services reduce manual effort, improve data quality, and ensure information enters the organisation consistently.



Content Cloud Services

Content Cloud services provide secure, compliant platforms for managing content and information across the organisation. These services support collaboration while maintaining governance, auditability, and control.



Intelligent Process Automation

Process Automation services streamline and orchestrate information-driven processes across teams and systems. Automation is designed to reduce friction, improve consistency, and maintain oversight.



Digital Transformation Services

Digital Transformation Services provide advisory and implementation support to help organisations modernise their information environments and operating models.



Migration Services

Migration Services support the secure transition from legacy systems to modern platforms. These services minimise disruption while ensuring data integrity and continuity.



Cloud & Service Management

Cloud & Service Management services provide ongoing operational support to ensure continuity, resilience, and performance.

Intelligent Capture & Document Processing

Where documents become usable, actionable intelligence

Intelligent capture and document processing transform how organisations handle incoming information, turning paper, electronic files, and unstructured data into actionable, trusted business data. Rather than relying on slow, manual processes that are error-prone and costly, intelligent document capture automates the extraction, classification and routing of information so that it is available where and when it's needed, with greater accuracy and consistency.

These solutions address foundational challenges across enterprise operations. From customer onboarding and claims processing to compliance and regulatory reporting, by embedding automation at the front door of information flow and feeding structured data into downstream systems and workflows.

How It Improves Business

Intelligent document processing builds on classic capture techniques by combining automated extraction with automated process triggers and workflow integration. This means once data is captured and classified, it can automatically initiate business workflows — for example, starting a procure-to-pay process, triggering customer onboarding steps, or routing a claim to the appropriate handling queue, without requiring user action.

This integration with process automation accelerates throughput and reduces manual handoffs, improving both efficiency and operational consistency.

Benefits

Organisations adopting intelligent capture and document processing can realise significant operational and business benefits:

- **Increased Efficiency:** Reduces manual data entry and accelerates document processing, freeing teams to focus on higher-value activities.
- **Improved Accuracy and Quality:** Automated extraction and validation lowers error rates and enhances data reliability across downstream processes.
- **Scalability:** Supports high volumes of diverse content, enabling consistent performance as information workloads grow.
- **Stronger Compliance and Governance:** Automated classification and audit trails improve adherence to regulatory and information management policies.
- **Enhanced User Experience:** Faster processing leads to improved customer and staff interactions, with reduced delays and fewer manual steps.

What It Does

Advanced AI-driven document capture uses machine learning to understand, extract, and validate information from complex documents at scale, moving beyond rigid templates and manual rules to interpret content contextually across formats.

By learning from interaction and feedback, intelligent document processing improves accuracy over time while reducing manual effort, processing time, and operational risk, enabling consistent, reliable information flow into downstream systems and business processes.

Key capabilities include:

AI ingestion:

Ingests documents from digital sources, automatically normalising formats for consistent downstream processing.

Automated classification:

Uses AI models to identify document types and structures, automatically adapting to new formats.

Intelligent data extraction:

Applies models and confidence scoring to extract fields, validate data, and route exceptions for human review only when required.

Continuous learning & improvement:

Learns from user feedback and corrections, improving accuracy over time and reducing reliance on manual training.

Intelligent Content Cloud Services

Intelligent content services designed for better decisions

enChoice transforms how organisations store, govern, and apply information by turning content into a trusted, accessible, and actionable asset. Delivered as a secure cloud service, it enables organisations to manage documents, records, and unstructured content at scale while maintaining strong governance, compliance, and operational consistency.

Through the use of AI-powered search and intelligent summarisation, enChoice allows leaders and teams to instantly surface key insights, ask questions in natural language, and receive clear, contextual summaries across vast information estates, reducing time spent searching, improving confidence in decisions, and accelerating business outcomes.

How It Improves Business

enChoice improves business performance by ensuring the right information is available to the right people at the right time. Centralised, governed access to content reduces duplication, manual searching, and reliance on individual knowledge holders, enabling teams to work more efficiently and collaboratively.

By integrating content directly into operational workflows, enChoice supports faster decision-making, improved service delivery, and reduced operational risk. Information becomes easier to find, trust, and apply, allowing organisations to respond more quickly to change while maintaining accountability and control.

Benefits

Organisations adopting cloud-based content services realise a range of operational and strategic benefits:

- **Improved Access to Information:** Secure, centralised access ensures users can quickly find and reuse trusted content across the organisation.
- **Stronger Governance and Compliance:** Built-in records management, retention, and audit controls support regulatory and information governance requirements.
- **Increased Efficiency:** Reduced time spent searching for information and managing documents improves productivity and operational flow.
- **Enhanced Collaboration:** Shared, controlled access to knowledge supports cross-team collaboration without compromising security.
- **Scalable Cloud Delivery:** Cloud-native architecture enables organisations to scale knowledge services as information volumes and user demand grow.

What It Does

enChoice cloud content services provide a secure, unified platform for managing and governing content across its lifecycle, ensuring information remains accessible, trusted, and consistently controlled. By applying AI-driven services to classification, discovery, and insight, organisations can move beyond static repositories towards knowledge that actively supports decisions and operations.

Content is captured enriched with metadata and context, while intelligent services improve discoverability, relevance, and reuse. This enables knowledge to be surfaced to support decision-making.

Key capabilities include:

Centralised Content Management:

Captures and stores content from multiple sources in a secure repository, applying consistent metadata, classification, and access controls across the organisation.

Intelligent Discovery Services:

Enhances findability through advanced search, contextual insight, and relevance ranking, enabling users to locate trusted information quickly and confidently.

Workflow & Integration:

Embeds knowledge directly into business applications and workflows, ensuring information supports day-to-day operations rather than existing in isolated systems.

Governance & Compliance:

Automatically enforces retention, disposition, access control, and audit policies, providing continuous compliance and accountability

Intelligent Business Automation

Automation that turns information into intelligent action

Intelligent business automation enables organisations to move from task-based workflows to coordinated, outcome-driven operations. By allowing automation to assess context, manage dependencies, and take action within defined guardrails, work is executed more intelligently across systems, teams, and processes.

Rather than following static rules, agentic automation responds to changing conditions, determines next-best actions, and orchestrates activities end to end. This creates a more adaptive operating model that maintains transparency, accountability, and control while reducing reliance on manual intervention.

How It Improves Business

Intelligent business automation improves business performance by actively coordinating work rather than simply triggering tasks. Once information is captured and understood, automation can sequence actions, manage handoffs, and resolve routine decisions independently, escalating to human oversight only when required.

This approach reduces friction across departments and systems, ensuring processes continue to move forward even when conditions change. By embedding intelligence into execution, organisations gain greater resilience, faster response times, and more predictable outcomes across complex operational environments.

Benefits

Organisations adopting intelligent business automation realise a range of operational and strategic benefits:

- **Increased Efficiency:** Automated coordination of processes reduces manual intervention, shortens cycle times, and frees teams to focus on higher-value activities.
- **Improved Consistency and Control:** Structured automation ensures processes are executed reliably, with clear visibility, auditability, and governance throughout.
- **Greater Operational Agility:** Adaptive workflows respond to changing conditions and exceptions without disrupting service delivery.
- **Reduced Risk and Errors:** Automated validation, routing, and decision support lowers the risk of delays, rework, and compliance failures.
- **Better User and Customer Experience:** Faster, more consistent processes improve engagement, confidence, and satisfaction for both staff and customers.

What It Does

Applies advanced intelligence to coordinate processes, decisions, and work across systems, teams, and information sources. Orchestrates end-to-end processes, adapting dynamically to context, changing conditions, and real-world complexity.

By combining governed automation with contextual insight, reduces manual handoffs, accelerates outcomes, and improves consistency across operations. Enabling organisations to move to adaptive, outcome-driven execution while maintaining transparency, control, and accountability.

Key capabilities include:

Process orchestration:

Coordinates activities across systems and teams, managing dependencies and sequencing work to ensure processes run end-to-end with minimal manual intervention..

Context-aware automation:

Uses AI models to identify document types and structures, automatically adapting to new formats.

Intelligent data extraction:

Uses contextual information from content, data, and prior outcomes to adjust workflows dynamically, supporting more responsive and resilient operations.

Human-in-the-loop decisioning:

Routes decisions and exceptions to people only when required, combining automation efficiency with human judgment and oversight.

How AI Empowers Productivity

Redefining productivity through intelligent automation

Artificial intelligence is transforming productivity by changing how information is understood, applied, and acted upon across the organisation. Rather than focusing solely on task automation, modern AI capabilities enhance human work by reducing friction, accelerating insight, and enabling more adaptive, end-to-end processes.

At enChoice, AI is applied across information capture, knowledge access, and business automation to improve accuracy, speed, and decision-making. These capabilities are embedded within governed frameworks, ensuring productivity gains are delivered responsibly, transparently, and in alignment with operational and regulatory requirements.

The Four Dimensions of Intelligent Productivity

Productivity will be defined by how intelligence is embedded across work, decisions, and execution. True transformation comes from connected capabilities that elevate human effort, unlock insight, and orchestrate outcomes. Together, these four dimensions redefine how organisations turn information into understanding, insight into action, and action into sustained, measurable productivity.

Intelligent Document Processing – usable information

Transforms documents into usable, trusted information, automatically understanding, extracting, & validating data at scale, reducing manual effort, improving accuracy, speed, and consistency across document-heavy processes.

Content Assistants – understanding & insight

Enable users to ask questions, summarise content, and uncover insight from unstructured information, reducing search time and supporting faster, better-informed decisions directly within everyday workflows and applications.



Agentic Automation – coordinated action

Coordinates tasks, decisions, and workflows across systems and teams, enabling automation to adapt dynamically, reduce handoffs, and deliver outcomes end-to-end while maintaining governance, transparency, and human oversight.

Decision Intelligence - informed decisions

Supports people with timely insight at the point of decision, analysing patterns across information and processes to surface recommendations and risks, enabling faster, more consistent decisions while maintaining human oversight and accountability.



Productivity Outcomes

Together, intelligent document processing, content assistants, and agentic automation enable organisations to work faster, smarter, and with greater confidence. Manual effort is reduced, insight is delivered closer to the point of need, and automation becomes more responsive to real-world complexity.

This approach empowers people rather than replacing them augmenting expertise, improving decision quality, and enabling organisations to achieve sustained productivity gains in an increasingly information-driven operating environment.

Intelligent Automation Applications

Insight that informs action across everyday operations

enChoice's Capture, Content and Intelligent Automation services are applied across a wide range of operational and regulatory use cases where large volumes of unstructured information must be processed, understood, and acted upon.

By applying intelligence at key points in the information lifecycle, organisations can improve accuracy, speed, and decision-making while maintaining governance and control.

Applying Intelligent Automation Across the Organisation



Invoice Approval Processing

Intelligent document processing automates the capture, classification, & validation of invoices received across multiple channels. Information is auto extracted & routed into approval processes, improving accuracy, reducing manual review, accelerating approvals, & enabling scalable operations with lower cost & reduced risk.



Claims, & Transaction Processing

AI-driven document processing automates the capture, classification, and validation of invoices and claims. Information is routed into finance workflows, reducing manual effort, improving accuracy, accelerating cycle times, and ensuring exceptions are controlled, auditable, and reviewed appropriately.



Know Your Customer (KYC)

Intelligent document processing automates the capture, classification, & extraction of customer information during onboarding. Data is validated and routed directly into CRM workflows, reducing manual effort, improving data quality, accelerating onboarding, and ensuring regulatory checks are applied consistently and auditable.



Onboarding Entities

Intelligent capture streamlines onboarding by automatically classifying and extracting information from submitted documents. Data is routed into HR, procurement, and operational workflows, reducing manual effort, accelerating onboarding, improving data quality, and ensuring checks are applied consistently.



Complaints Management

Intelligent capture and processing automate the intake and classification of complaints from multiple channels. Information is extracted and routed into case workflows, reducing manual handling, improving response times, and ensuring complaints are managed consistently, transparently, and in line with regulatory requirements.



Content-Driven Workflows & Decisions

Embedding intelligence within content platforms, information supports decisions and workflows by highlighting risks, dependencies, and next-best actions. This is especially valuable in regulated environments where decisions must remain explainable, auditable, and based on trusted information.

Turning Intelligent Information into Operational Advantage

Across these applications, intelligent document processing and content services fundamentally improve how organisations manage, understand, and act on information. By applying intelligence at the point of capture and throughout the information lifecycle, manual effort is reduced, data quality is improved, and processes move faster with greater consistency.

These capabilities enable organisations to scale document-intensive operations without increasing risk or cost, while embedding governance, auditability, and control into everyday workflows. The result is sustained operational improvement—where information becomes a reliable, active asset that supports better decisions, stronger compliance, and measurable productivity gains across the enterprise.

Digital Transformation Services

From advisory insight to intelligent, automated operations

Digital transformation succeeds when strategy, information, technology, and delivery discipline are aligned. enChoice supports organisations across the full transformation lifecycle—helping them define the right outcomes, design solutions that fit their operating reality, and deliver automation that is secure, governed, and adopted in practice.

Our expertise spans advisory, architecture, implementation, and ongoing optimisation of information-centric and business automation solutions. We work in complex, regulated environments where transformation must balance innovation with control, and where AI and automation must be introduced responsibly, transparently, and with measurable value.

How This Supports Intelligent Automation

Our lifecycle approach enables organisations to move confidently from foundational information management toward more intelligent and adaptive automation. By embedding AI within governed processes and trusted information, organisations can introduce advanced capabilities such as intelligent decision support and agentic automation without compromising accountability or control.

Automation is introduced incrementally, aligned to maturity, and designed to enhance human decision-making rather than replace it.

Outcomes Delivered

Through this end-to-end approach, organisations achieve a set of tangible, sustainable outcomes that support both immediate operational needs and longer-term transformation goals:

- **Clear, outcome-led transformation roadmaps:** Prioritised roadmaps aligning strategic objectives with delivery plans, clearly defining scope, sequencing, dependencies, and measurable success criteria.
- **Secure, governed automation aligned to regulation:** Automation designed with governance and compliance, ensuring regulatory & information security requirements are consistently met.
- **Improved efficiency & reduced operational risk:** Streamlined processes & reduced manual effort lower costs & cycle times, while improved visibility reduces errors, delays, and compliance risk.
- **Higher adoption through user-centred design:** User-led design improves usability and engagement, ensuring solutions are adopted and embedded into everyday working practices.
- **A sustainable path toward intelligent, AI-enabled operations:** Controlled progression toward advanced automation and intelligence, enabling responsible AI adoption with transparency

The Delivery Lifecycle

Advisory & Discovery:

We help organisations establish clarity before change begins. Through structured discovery and advisory engagement, we assess current capabilities, information flows, governance maturity, and automation readiness. This ensures transformation priorities are grounded in operational reality and aligned to strategic objectives.

Typical focus areas include operating model assessment, information strategy, automation opportunity identification, and readiness for advanced AI-enabled automation.

Design & Architecture:

We translate business objectives into practical, scalable designs. Our architects define solution patterns that integrate information management, workflow automation, and AI capabilities while aligning with security, compliance, and enterprise architecture standards.

Designs prioritise flexibility, interoperability, and governance by design—ensuring solutions can evolve as organisational needs and automation maturity grow.

Implementation & Delivery:

enChoice delivers transformation through controlled, outcome-focused implementation. Using structured delivery frameworks and agile execution, we configure, integrate, and deploy solutions that embed information and automation directly into business processes.

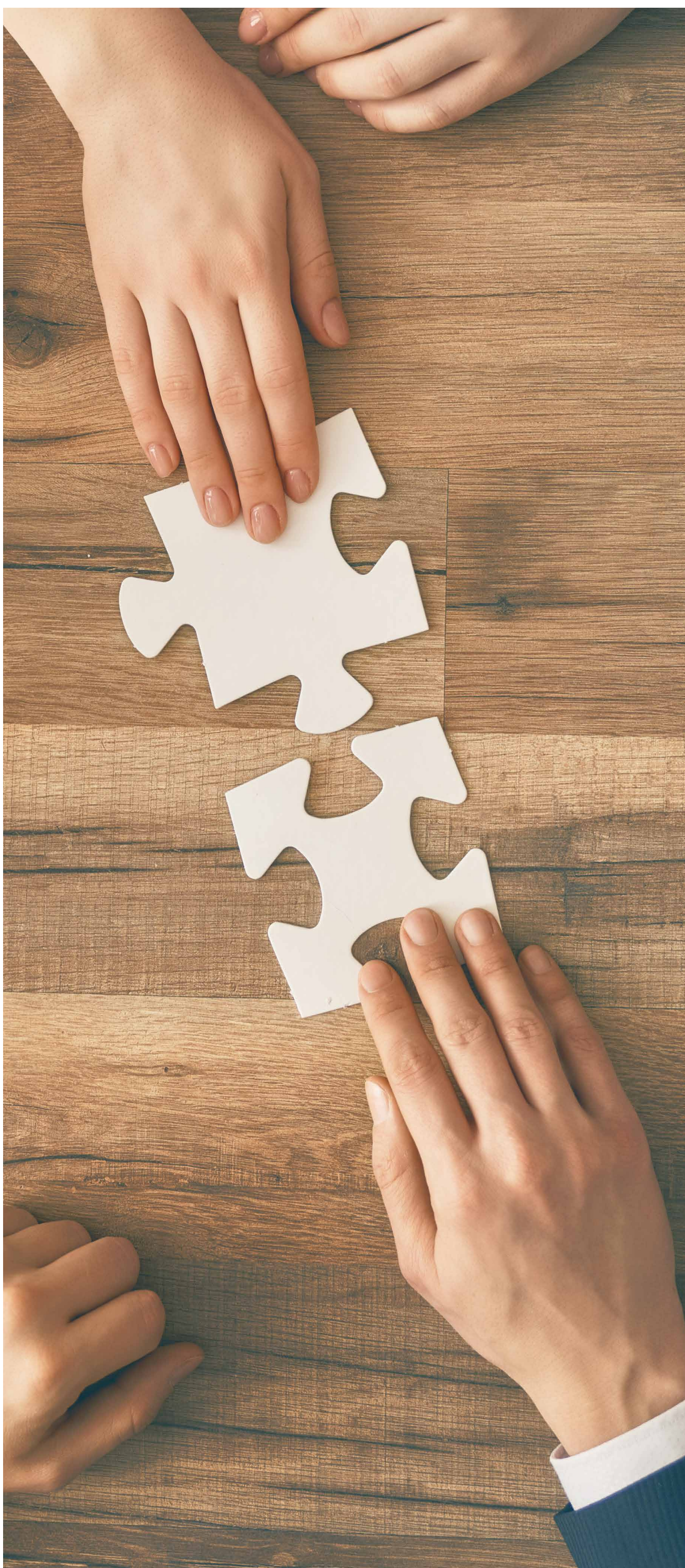
AI-enabled capabilities are implemented with appropriate controls, human oversight, and validation, ensuring accuracy, transparency, and trust throughout delivery.

Partnership as a Delivery Model

Working in partnership to deliver predictable outcomes

At the core of enChoice's approach is partnership. We do not view delivery as a linear handover from supplier to customer, but as a shared responsibility where success depends on alignment, trust, and collaboration. Our teams work closely with client stakeholders at all levels, from operational users through to senior leadership, ensuring that decisions are transparent and outcomes are jointly owned.

We adapt our delivery approach to fit existing governance structures, organisational culture, and established ways of working. This flexibility is particularly important in complex organisations, where rigid methodologies can create friction rather than progress. Open communication and constructive challenge are encouraged throughout delivery, allowing issues to be addressed early and alignment to be maintained as requirements evolve. Clients consistently tell us that this partnership-led approach provides confidence and clarity, giving them visibility of progress, understanding of next steps, and assurance that decisions are being made in a controlled and informed way.



Focus on Business Outcomes

One of the strongest messages we hear from clients is frustration with technology-led initiatives that fail to deliver real value. Systems are implemented, but processes remain inefficient. Platforms are deployed, but adoption is low. Compliance is addressed, but operational burden increases.

enChoice addresses this by maintaining a relentless focus on business outcomes. Every engagement begins with a clear understanding of what success looks like from a business perspective. This includes operational efficiency, compliance assurance, user adoption, service resilience, and long-term sustainability.

Technology decisions are then shaped around these outcomes. This ensures that delivery remains anchored to value throughout the lifecycle, and that success can be measured meaningfully.

Designing With Users, Not For Them

User experience is now recognised as a critical factor in the success of digital initiatives. Through experience, enChoice has learned that adoption is driven not by features, but by how solutions fit into real-world work.

Our human-centred design approach places users at the heart of delivery. We engage users early, listen to their challenges, and incorporate their feedback throughout design and implementation. This ensures solutions feel intuitive, relevant, and supportive rather than imposed.

Designing with users:

- Increases adoption
- Improves data quality
- Reduces resistance to change
- Enhances long-term value

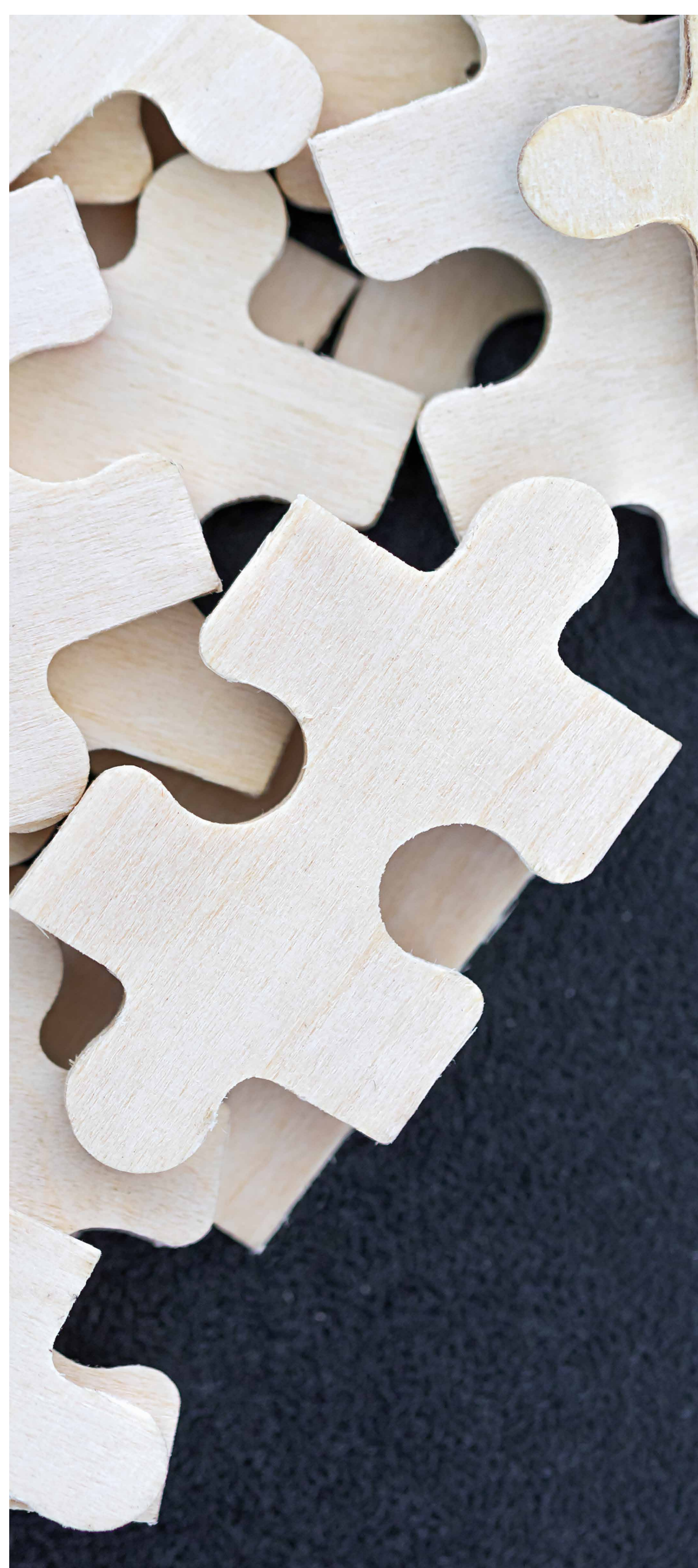
This approach is not cosmetic. It is fundamental to delivering outcomes that last.

How We Deliver Predictable Outcomes

Structured delivery focused on measurable, reliable outcomes

enChoice delivers predictable outcomes through a structured, proven delivery approach that provides clarity, control, and confidence from the outset. Our methodology is designed to manage complexity in environments where information, regulation, and operational dependencies intersect. By establishing clear objectives, governance, and decision ownership early, we reduce ambiguity and create a shared understanding of what success looks like before delivery begins.

Throughout the engagement, we maintain alignment between business objectives, technical design, and operational reality. Consistent governance, structured checkpoints, and staged validation ensure progress is visible and controlled, allowing risks and changes to be addressed proactively. This disciplined approach enables enChoice to deliver solutions that are on time, on scope, and aligned to agreed outcomes, while remaining adaptable to evolving organisational needs.



End-to-End Delivery Framework

Strategic Discovery Phase

The Strategic Discovery Phase translates business goals into a validated operational and architectural blueprint. enChoice works closely with stakeholders to align requirements, confirm operational objectives, and define measurable outcomes. This phase results in a clear operating model with agreed outcomes, success measures, and design principles. By addressing complexity early and securing alignment, discovery reduces uncertainty and provides confidence that outcomes are achievable and expectations aligned.

Delivery Blueprint

Every engagement begins with a Delivery Blueprint, which establishes a clear and controlled foundation for delivery. During this phase, enChoice undertakes upfront business and operational analysis to understand objectives, constraints, and success criteria. Risks, dependencies, and assumptions are identified early, and an appropriate governance structure is defined. This ensures all stakeholders share a common understanding before implementation begins, reducing ambiguity and setting clear expectations.

Deployment Framework

The Deployment Framework brings the agreed plan into execution through agile, time-boxed sprints. Delivery is supported by continuous stakeholder engagement, structured change control, and regular validation against agreed outcomes. Governance is maintained throughout, and transition to live service is carefully controlled. This approach ensures momentum is maintained while preserving alignment to scope, value, and operational expectations.

From Planning to Realised Value

This structured approach ensures delivery remains predictable, transparent, and aligned to agreed outcomes. By maintaining control across discovery, design, and deployment, enChoice reduces delivery risk while enabling organisations to achieve measurable results that meet time, scope, and operational expectations.

Service Management and Support

Cloud operations aligned to security, governance, and service assurance

enChoice provides comprehensive service management and support for cloud-based services, ensuring platforms remain secure, available, and aligned to operational needs throughout their lifecycle. Our cloud service management approach gives organisations confidence that critical information services are resilient, continuously supported, and governed in line with regulatory and organisational requirements.

enChoice services delivered via the cloud are often central to service delivery, compliance, and decision-making. enChoice recognises this criticality and applies structured service management practices that ensure cloud services operate reliably, scale effectively, and evolve safely as organisational needs change.

Cloud Service Management Approach

enChoice operates a structured cloud service management framework aligned to ITIL principles and industry best practice. This framework covers incident management, service requests, problem management, change control, and service reporting for cloud-hosted knowledge capture platforms.

Cloud environments are proactively monitored to ensure availability, performance, and capacity remain within agreed thresholds. Service ownership and escalation paths are clearly defined, ensuring issues are resolved efficiently.

All changes to cloud services are subject to controlled change management, ensuring updates and enhancements are introduced without disrupting service continuity or compliance.

Support and Operational Assurance

Support services are designed to maintain the availability, performance, and resilience of the cloud-based platform.

enChoice provides defined support hours, response targets, and prioritisation based on service impact and severity.

Proactive monitoring, automated alerts, and regular health checks are used to identify and address issues before they affect users. Where incidents occur, they are tracked through to resolution, with root cause analysis applied to improve service stability and prevent recurrence.

Continuous Improvement in the Cloud

enChoice supports continuous improvement through regular service reviews, performance reporting, and collaboration with customer stakeholders. Cloud service metrics, usage patterns, and user feedback are analysed to optimise performance, usability, and cost efficiency.

As information volumes grow, cloud scalability enables services to expand without disruption. enChoice works with customers to refine configurations, enhance discovery and insight capabilities, and introduce additional automation within the cloud environment in a controlled, well-governed manner.

Partnership and Ongoing Cloud Support

Cloud service management is delivered as a partnership. enChoice works closely with customer teams to align cloud service priorities with business objectives, ensuring knowledge capture services continue to deliver value, resilience, and assurance over time.

Cloud Security, Governance, and Compliance

Cloud service management is delivered within enChoice's ISO/IEC 27001-certified Information Security Management System. Security controls are applied consistently across the cloud environment, including identity and access management, encryption, audit logging, and secure configuration management.

Information governance policies for retention, access, and disposition are enforced in operation across the cloud service. This ensures knowledge capture services remain compliant with regulatory, contractual, and organisational requirements throughout their operational lifecycle.

Authentication & Access Security

Secure, seamless access through trusted identity management

enChoice applies robust authentication and access security controls to ensure that only authorised users can access knowledge capture and automation services. Access is designed to be secure by default, while remaining seamless for users and aligned to organisational identity and security policies.

Authentication mechanisms support modern, standards-based identity management approaches, enabling organisations to integrate the service with their existing security infrastructure and enforce consistent access controls across systems and users.

Single Sign-On (SSO) and Identity Integration

The service supports Single Sign-On (SSO) using industry-standard protocols, allowing users to authenticate using their existing organisational credentials. This reduces the need for multiple usernames and passwords, improves user experience, and lowers the risk associated with credential reuse or weak password practices.

Integration with enterprise identity providers enables centralised user management, ensuring access can be provisioned, modified, or revoked in line with organisational policies and joiner, mover, and leaver processes.

Multi-Factor Authentication and Security Controls

Where required, multi-factor authentication (MFA) can be enforced to provide an additional layer of security for user access, particularly for administrative or sensitive functions. Authentication controls are supported by session management, timeout policies, and monitoring to reduce exposure to unauthorised access.

All authentication activity is logged and auditable, supporting security monitoring, investigation, and compliance reporting. concerns remain challenges for investors.



Role-Based Access Control

Access to the service is governed through role-based access control (RBAC), ensuring users can only access information and functions appropriate to their role.

Permissions are applied consistently across content, workflows, and administrative functions, supporting segregation of duties and minimising the risk of unauthorised access.

Roles can be aligned to organisational structures and operational responsibilities, supporting both standard user access and privileged administrative access in a controlled manner.

Governance & Compliance

Authentication and access security controls are managed within enChoice's ISO/IEC 27001-certified Information Security Management System.

Identity and access management practices align with regulatory and organisational security requirements, ensuring access to information is controlled, auditable, and consistently enforced across the service lifecycle.

Governance & Control

Engagement-led governance with predictable outcomes

Effective project governance is central to delivering predictable outcomes, managing risk, and maintaining alignment between business objectives, delivery activity, and operational reality. enChoice applies structured, proportionate governance to ensure projects are controlled, transparent, and accountable throughout their lifecycle.

Our governance approach is designed to provide clarity without introducing unnecessary overhead. It supports informed decision-making, early risk identification, and controlled change, while enabling delivery teams to maintain momentum and focus on outcomes.

Governance Framework

enChoice establishes a clear governance framework at the outset of each engagement. This framework defines decision-making structures, roles and responsibilities, escalation paths, and reporting mechanisms. Governance is aligned to the scale, complexity, and risk profile, ensuring it is appropriate to the context.

Key governance elements include defined sponsorship, clear ownership of outcomes, and agreed forums for review and decision-making. This ensures accountability is clear and that decisions are made at the right level, at the right time.

Risk and Issue Management

Risk management is embedded into enChoice governance rather than treated as a standalone activity. Risks are identified early, assessed for impact and likelihood, and actively managed throughout delivery. Mitigation actions are owned and reviewed regularly to ensure they remain effective.

Issues are logged, prioritised, and resolved through agreed escalation paths, ensuring timely resolution and minimal impact on delivery outcomes.



Oversight and Control

Project progress is monitored through regular status reporting, milestone reviews, and delivery checkpoints. These provide visibility of progress against plan, emerging risks, dependencies, and issues requiring attention. Where variances occur, corrective actions are agreed and tracked through to resolution.

Change is managed through structured change control processes, ensuring impacts on scope, time, cost, and risk are understood and agreed before changes are implemented. This maintains control while allowing the project to adapt to evolving requirements.

Stakeholder Engagement, Assurance & Outcomes

enChoice's governance approach combines regular stakeholder engagement with structured assurance to ensure transparency, alignment, and shared understanding throughout delivery.

This supports informed decision-making, enables independent review where required, and provides confidence that objectives are being met, risks are managed, and outcomes are delivered predictably without compromising agility or pace.

Turning Strategy into Delivery

This service definition has outlined how enChoice supports organisations in managing information, automating processes, and delivering predictable outcomes. By combining structured delivery, strong governance, and intelligent automation, enChoice enables organisations to modernise confidently while maintaining control, compliance, and operational assurance.

Core Outcomes and Value Delivered

enChoice delivers content-centric business automation services that address the full information lifecycle, from capture and governance through to automation, insight, and service management. Our services are purpose-built for environments where information integrity, compliance, and operational assurance are critical.

Through a structured delivery framework and disciplined governance, we help organisations reduce delivery risk, improve process efficiency, and increase confidence in how information is managed and applied. Our focus on user-centred design and adoption ensures solutions are not only technically sound, but actively used and valued across the organisation.

The result is measurable, sustainable value with better control of information, faster and more reliable processes, improved decision-making, and a clear path toward more intelligent and adaptive automation as organisational capability matures.

What This Means for Your

Working with enChoice means partnering with an organisation that understands the operational realities of delivering change in complex, regulated environments. Our approach is designed to reduce uncertainty by establishing clarity early, maintaining strong governance throughout delivery, and ensuring solutions align with how your organisation actually operates.

By embedding information governance, automation, and intelligence into day-to-day processes, enChoice helps organisations improve efficiency without compromising control. Solutions are designed to integrate with existing systems, support user adoption, and scale over time as needs evolve. This enables organisations to modernise confidently, knowing that risks are actively managed and outcomes remain predictable.

Next Steps

Organisations can engage with enChoice at any stage of their automation journey, from early discovery and strategy, through implementation, to ongoing managed service support. Initial engagements typically focus on understanding current challenges, defining priorities, and identifying where the greatest value can be delivered quickly and sustainably.



Partnership Led Delivery

Our partnership-led delivery model ensures shared ownership and transparency. Stakeholders have clear visibility of progress, decisions, and next steps, enabling informed decision-making and sustained momentum from initial discovery through to live operation and ongoing optimisation.

Contact Information

For further information about this service or to discuss your requirements, please contact us using the details below.

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