

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Intelligent Document Processing Platform Services

Provider:	Zartis
Framework:	G-Cloud 15 – Lot 3: Cloud Support
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1. Executive Summary

Zartis provides Intelligent Document Processing Platform Services to public sector organisations through the G-Cloud 15 framework. Our intelligent document processing expertise enables organisations to automate document-heavy processes, reducing manual effort and improving accuracy. We implement cloud-based solutions that combine OCR, natural language processing, and machine learning to extract value from unstructured data.

Our service is delivered by experienced consultants who combine deep technical expertise with proven delivery experience across regulated industries. We hold ISO 27001 and Cyber Essentials certifications, and our methodologies align with NCSC Cloud Security Principles.

Key service highlights:

- Proven delivery methodology with defined phases and deliverables
- Experienced team with regulated industry track record
- Flexible engagement models including Time & Materials and fixed-price options
- Comprehensive knowledge transfer ensuring client self-sufficiency
- ISO 27001 and Cyber Essentials certified delivery

This document provides a complete description of the service, including our delivery methodology, team structure, case studies demonstrating relevant experience, support arrangements, and governance framework.

2. Service Overview

2.1 Service Description

Zartis provides Intelligent Document Processing Platform Services to public sector organisations seeking to automate document-intensive processes. Our service covers the implementation of intelligent document processing solutions that combine OCR, natural language processing, and machine learning to extract value from unstructured data.

We help organisations identify automation opportunities, implement cloud-based IDP platforms, and integrate document processing into business workflows. Our consultants bring experience with document classification, data extraction, and the validation workflows needed for reliable automation.

The service is designed for organisations with significant document processing requirements seeking to reduce manual effort and improve accuracy. We help teams implement solutions that deliver measurable efficiency gains.

Our consultants bring experience across multiple sectors including healthcare, financial services, education, utilities, and logistics. This cross-sector experience enables us to apply proven patterns and avoid common pitfalls, while respecting the specific regulatory and operational requirements of each industry.

2.2 Target Audience

This service is designed for:

- Central government departments
- Local authorities and councils
- NHS trusts and healthcare organisations
- Educational institutions
- Arm's length bodies and agencies
- Any public sector organisation seeking cloud capabilities

2.3 Key Features

The service encompasses the following capabilities:

AWS Textract and Azure Document Intelligence setup

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Claude-powered document understanding

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Automated extraction pipeline development

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Document classification and routing

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Validation and exception handling workflows

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Integration with existing document management systems

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Quality monitoring and continuous improvement

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Team training on platform operation

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

2.4 Benefits

Organisations engaging this service can expect:

Reduced manual document processing effort

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Faster processing times and throughput

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Improved accuracy over manual extraction

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Scalable platform for high-volume processing

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Audit trail and compliance support

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Integration with existing business processes

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

3. Delivery Methodology

3.1 Overview

Our delivery follows a structured document processing methodology designed for intelligent extraction and automation. This approach ensures accuracy, exception handling, and operational efficiency.

3.2 Phase 1: Document Analysis

The discovery phase analyses document types and defines extraction requirements.

Activities

- Document type inventory and volume analysis
- Sample document collection and analysis
- Field extraction requirements definition
- Accuracy and exception handling requirements
- Integration requirements with downstream systems

Gate Criteria

Phase 1 concludes with the Document Analysis Report presented for approval.

3.3 Phase 2: Solution Design

The design phase creates the extraction pipeline and validation workflow architecture.

Activities

- Document classification model design
- Field extraction approach selection (ML, rules, hybrid)
- Validation and exception workflow design
- Human-in-the-loop review process design
- Integration architecture design

Gate Criteria

Phase 2 concludes with solution design approval and accuracy targets agreement.

3.4 Phase 3: Implementation

The implementation phase builds the document processing platform and trains extraction models.

Activities

- Document processing infrastructure provisioning
- Classification and extraction model development
- Validation workflow implementation
- Exception handling and review interface development
- Integration development and testing

Gate Criteria

Implementation includes iterative accuracy testing against targets. Phase completion requires accuracy acceptance.

3.5 Phase 4: Validation and Handover

The validation phase ensures extraction accuracy and operational readiness.

Activities

- End-to-end accuracy validation against targets
- Exception handling workflow validation

- Performance and throughput testing
- Knowledge transfer on model retraining and operations
- Documentation and operational handover

Gate Criteria

Phase 4 concludes with accuracy sign-off and operational handover acceptance.

3.6 Deliverables

The engagement produces the following tangible deliverables:

Documentation and Operations

- **Document Analysis Report:** Formal sign-off document from Phase 1 detailing the inventory of document types, defined extraction field requirements, and agreed accuracy targets.
- **Solution Design Document:** Detailed architecture of the IDP pipeline, classification strategy, field extraction approach (ML/rules/hybrid), and validation workflow design from Phase 2.
- **Operational Runbooks:** Comprehensive guides for daily system management, including monitoring, model retraining, troubleshooting, and exception queue management.
- **Handover Package:** Formal transition kit, including all necessary access details, contacts, and documentation for the client's internal support and operations teams.

Technical and DevOps Assets

- **Codified Infrastructure (IaC):** Production-ready Infrastructure as Code templates (Terraform, CloudFormation, or Bicep) for repeatable deployment of the IDP platform.
- **Automation:** Fully functional Continuous Integration/Continuous Deployment (CI/CD) pipelines for streamlined, auditable deployment of code and model updates.
- **Observability:** Custom-built monitoring dashboards and logging configurations to track system health, performance, document throughput, and model accuracy/confidence scores.

4. Team Structure and Roles

4.1 Engagement Team

Engagements are staffed with experienced consultants in defined roles. Team composition scales based on engagement size and complexity.

AI Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Data Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Solution Architect

Leads technical design and ensures architectural decisions align with business requirements and best practices. Responsible for technical quality assurance.

Integration Specialist

Provides expertise and delivery capability for the engagement.

Project Manager

Manages engagement delivery including planning, risk management, stakeholder communication, and governance. Ensures delivery against agreed scope, timeline, and budget.

4.2 Client Team Requirements

Successful delivery requires client participation. We typically request:

- Executive Sponsor with authority to make decisions and remove blockers
- Technical Lead with knowledge of current systems
- Subject Matter Experts for relevant business areas
- Operations representatives who will support systems post-implementation
- Security and compliance representatives for reviews and approvals

5. Case Studies

5.1 Data Security: Document Classification Platform

Client Context

An Irish data security company required development of their intelligent document processing platform for discovering, categorising, and classifying unstructured data across organisations.

Challenge

The client needed to develop AI-powered document classification capabilities that could scan and classify documents and emails across enterprise environments, identify sensitive data, and enforce protection policies.

Our Approach

Zartis engineers worked across the full product development lifecycle including CI/CD, backend microservice infrastructure with Kafka messaging, frontend dashboard, and desktop solutions with plugins. We implemented machine learning-powered classification that automatically checks and amends user classifications.

Outcomes

- Document classification platform deployed across enterprise clients
- ML-powered automatic classification improving accuracy
- Microservice backend processing documents at scale
- Desktop agents enabling real-time document protection

5.2 Energy Technology: AWS Infrastructure Modernisation

Client Context

A US-based energy technology company managing distributed energy resources required modernisation of their AWS infrastructure to support platform growth and improve operational practices.

Challenge

The client needed to migrate from a single AWS account architecture to a multi-account structure for better security isolation, transition IAM resources from CloudFormation to Terraform for improved maintainability, and plan migration of applications from ECS to EKS for enhanced container orchestration.

Our Approach

Zartis engineers designed and implemented a multi-account AWS architecture using AWS Organizations. We migrated infrastructure code from CloudFormation to Terraform, establishing consistent IaC practices across the platform. The team developed a migration plan for containerised workloads from ECS to EKS, and implemented APIs enabling third-party integrations with the energy management platform.

Outcomes

- Multi-account AWS architecture implemented with improved security isolation
- Infrastructure as Code migrated to Terraform with standardised modules
- EKS migration roadmap developed and execution commenced
- Third-party integration APIs deployed supporting ecosystem growth

6. Tools and Technologies

We utilise industry-standard tools and services appropriate to intelligent document processing solutions. Specific tooling is determined during the discovery phase based on client requirements and existing technology landscape.

7. Service Capabilities

This section provides detailed answers to common questions about our service capabilities, technical approach, and delivery practices.

How do you use Claude/LLMs for document understanding?

We leverage Claude and other advanced LLMs to provide deep semantic understanding of unstructured text, enabling the extraction of complex clauses, sentiment, and summary data from documents where traditional OCR fails. This allows for the intelligent classification of records and the ability to answer specific queries against document contents, moving beyond simple field extraction to true document comprehension.

What document types have you processed? (invoices, forms, contracts, clinical)

Our solutions have successfully processed a wide variety of documents, including financial invoices, government application forms, multi-page legal contracts, and clinical health records. We design specific models and workflows to handle both standard structured layouts and highly variable unstructured text in regulated sectors like healthcare and finance.

How do you handle validation and exception workflows?

We implement automated validation pipelines that check extracted data against pre-defined business rules, checksums, or external database records. Any documents that fall below a confidence threshold or fail validation checks are automatically routed to a "human-in-the-loop" exception workflow for manual review and correction, ensuring 100% data integrity.

What accuracy rates do you typically achieve?

We typically achieve accuracy rates between 90% and 99% for structured documents such as invoices and forms. For unstructured text or complex legal documents using Claude-powered semantic understanding, we consistently achieve industry-leading performance of 85–95%, significantly reducing manual review effort and human error.

How do you integrate with existing DMS/ECM systems?

We integrate with existing Document Management Systems (DMS) and Enterprise Content Management (ECM) platforms—such as SharePoint, Alfresco, or custom repositories—via secure APIs and webhooks. Extracted metadata and data fields are automatically mapped to the target system's schema, ensuring a seamless flow of information into downstream business processes.

What volume of documents can your solutions handle?

Our cloud-native architectures are designed for high scalability and can process from a few hundred documents per day to millions of pages per month. We utilize asynchronous, parallel processing pipelines to handle massive backlogs or peak ingestion periods without degradation in performance or accuracy.

8. Pricing

Services are priced on a Time and Materials basis using SFIA-aligned day rates.

Fixed-price engagements are available for well-defined projects with clear scope and acceptance criteria. All rates are quoted in GBP excluding VAT.

Please refer to the separate Pricing Document for the full rate card and engagement pricing details.

9. Support Arrangements

9.1 Delivery Model

Services are delivered remotely by UK and EU based teams. Our consultants follow ISO 27001 standards and connect to client environments via secure VPN with multi-factor authentication.

9.2 Working Hours

Standard delivery is conducted during UK business hours: 09:00 to 17:30 GMT/BST, Monday to Friday, excluding UK public holidays. Extended support including 24/7 coverage is available by prior agreement subject to commercial terms.

9.3 Support Channels

Channel	Availability	Use Case
Email	Yes – included	General queries, non-urgent issues, documentation requests
Ticketing System	Yes – included	Issue tracking, change requests, formal support requests
Phone	No	–
Web Chat	No	–

9.4 Support Levels

Standard support includes Priority 1–5 incident management with response times from 1 business hour (P1 Critical) to 5 business days (P5 Service Requests). Enhanced support with accelerated response times and dedicated resources available at additional cost. Support operates via monthly retainer; unused hours roll over monthly but forfeit at engagement end.

9.5 Hypercare

Following go-live, we provide a standard hypercare period. During hypercare, the delivery team remains engaged to monitor systems, resolve issues, optimise performance, complete knowledge transfer, and support transition to client operations.

10. Security and Compliance

10.1 Our Certifications

Zartis maintains the following certifications relevant to secure service delivery:

Certification	Status	Reference
ISO 27001:2013	Certified	34/5700/19/10070
Cyber Essentials	Certified	7f243da7-4b18-402f-973d-90fe65086dc2
Microsoft Solutions Partner	Active	Data & AI, Infrastructure, Digital & App Innovation

10.2 Compliance Frameworks

Our delivery approach aligns with:

- NCSC Cloud Security Principles
- ISO 27001 Information Security Management
- Cyber Essentials
- UK GDPR and Data Protection Act 2018

10.3 Data Handling

During delivery:

- All client data remains within client-controlled environments
- We do not extract or retain client data beyond engagement requirements
- Any data used for testing is anonymised or synthetic
- Data handling procedures are documented and agreed at engagement start
- Data is encrypted in transit and at rest

10.4 Insurance

Zartis maintains appropriate insurance coverage:

Insurance Type	Cover Level	Provider
Professional Indemnity	£10,000,000	Hiscox SA
Public Liability	£10,000,000	Hiscox SA

Employer's Liability	£13,000,000	Hiscox SA
Cyber Insurance	£5,000,000	Hiscox SA

11. Engagement Governance

11.1 Onboarding

New engagements begin with a structured onboarding process:

- Kick-off meeting to confirm scope, objectives, and ways of working
- Access provisioning for required systems and environments
- Introduction to key stakeholders on both sides
- Communication channels and meeting cadence established
- Project governance framework agreed

11.2 Governance and Reporting

Throughout delivery, we maintain governance through:

Weekly Status Reporting

Written status reports covering progress against plan, risks and issues, upcoming activities, and decisions required.

Steering Committee

Regular steering meetings with senior stakeholders to review progress, address escalated issues, and make strategic decisions.

Risk Management

RAID (Risks, Assumptions, Issues, Dependencies) log maintained throughout delivery. Risks are assessed for probability and impact, with mitigation actions tracked.

11.3 Change Control

Changes to agreed scope are managed through a formal Change Request process:

- Change Requests documented with description, rationale, and impact
- Impact assessment covering timeline, cost, risk, and dependencies
- Client approval required before change implementation
- Changes tracked and reflected in project documentation

11.4 Acceptance and Sign-Off

Deliverables are accepted through formal sign-off at defined milestones:

- Phase gate reviews with documented acceptance criteria
- Technical deliverables validated against requirements
- Sign-off required before proceeding to next phase
- Final acceptance upon successful hypercare completion

11.5 Exit and Termination

Engagement conclusion includes:

- Knowledge transfer to client teams or successor provider
- Documentation handover
- Access revocation and security credential rotation
- Project closure meeting and lessons learned

12. Social Value

Zartis is committed to delivering social value through our G-Cloud engagements. Our approach addresses the five social value themes defined in the Social Value Model.

12.1 Tackling Climate Change and Reducing Waste

Cloud adoption inherently supports environmental sustainability by enabling organisations to leverage hyperscale providers with strong renewable energy commitments.

Our delivery model further reduces environmental impact through:

- Remote-first delivery reducing travel-related emissions
- Digital-first documentation and collaboration eliminating paper waste
- Optimisation services reducing compute resource consumption
- Guidance on sustainable architecture patterns that minimise energy usage

12.2 Creating Jobs, Skills and Growth

We contribute to skills development and employment through:

- Knowledge transfer programmes that build client team capabilities

- Training and coaching as part of engagement delivery

12.3 Tackling Economic Inequality

As an SME ourselves, we understand the importance of supporting smaller businesses:

- We actively engage SME and VCSE subcontractors where appropriate
- We support local economies through distributed team employment across UK and Europe
- Our services help public sector organisations deliver more efficient services to citizens

12.4 Equal Opportunity

Zartis is committed to diversity and inclusion:

- We maintain inclusive hiring practices and actively work to increase diversity in technology roles
- Our remote-first model enables participation from individuals who may face barriers to traditional office-based work
- We provide equal opportunities regardless of background, disability, or personal circumstances

12.5 Wellbeing

We prioritise wellbeing:

- Flexible working arrangements supporting work-life balance
- Mental health support and employee assistance programmes
- Public sector digital transformation enables better citizen access to essential services

13. About Zartis

13.1 Company Overview

Zartis is a technology consultancy established in 2009, with over 280 professionals delivering cloud transformation, software development, and digital services to organisations across Europe and North America. We combine deep technical expertise with practical delivery experience to help organisations achieve their technology objectives.

Zartis UK Limited is our UK-registered entity (Company Number: 11207666), through which we deliver services to UK clients.

13.2 Our Expertise

We have particular depth in:

- Cloud platforms: AWS, Microsoft Azure
- Cloud-native development: Kubernetes, containers, microservices
- Data platforms: Data engineering, analytics, machine learning
- DevOps and platform engineering: CI/CD, Infrastructure as Code, SRE
- Application development: Full-stack, mobile, API development

13.3 UK Client Experience

We serve a range of UK-based clients including:

- Kaluza (OVO Group) – Energy technology platform development
- Kooth – NHS-partnered digital mental health services
- SMS Group – Smart metering and energy services
- EcoOnline – Environmental health and safety software
- Nourish Care – Digital care planning software
- EML Payments – Payments technology platform

13.4 Contact Information

Legal Entity	Zartis UK Limited
Company Number	11207666
Registered Address	128 City Road, London, EC1V 2NX
Website	www.zartis.com
G-Cloud Enquiries	ricky.hill@zartis.com

We welcome the opportunity to discuss how Zartis can support your requirements. Please contact us to arrange an initial consultation.