Custom Application, Low-Code & Workflow Development Services

Service Definition

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Why 5Y?

We take a different approach to data transformation

We believe transformation starts with insight, not systems. We're disrupting the traditional landscape with a suite of platforms, services and solutions that get you from raw data to insights faster and more cost-effectively than ever before.

Faster Insights. Lower Costs. Better Outcomes. Guaranteed.

We empower organisations to become data-centric by accelerating access to data from any system or application. We transform this data into actionable insights that guarantee to drive improved business outcomes and enable sustainable growth.

We're confident we can deliver these outcomes because we've done it for others—turning data chaos into clarity and inefficiencies into savings.

80% of your BI analytics ready out of the box from day one

50% faster implementation, freeing up your team's time and budget

50% reduction in data engineering costs

*The "80% analytics-ready" figure applies specifically to engineering tasks such as data ingestion, integration, and preparation. The 50% faster implementation and 50% reduction in engineering costs are based on our observed averages across typical client projects. Actual results may vary depending on project scope, data quality, and unique business requirements.

We believe in a data-centric future. Everything we do is driven by the following four principles...

Build systems, deliver outcomes.

Our aim is always to go beyond technology, helping organisations use data to drive meaningful, lasting change.

Insight should be embedded, not episodic.

We designed our platforms to not only unify data but also empower people to act on it every day.

Independence over dependency.

Our goal is to enable customers to self-serve, not to lock them into long-term service contracts.

Enablement, not ownership.

We built a modular platform so customers could scale at their own pace. Where customers need additional support, we offer a managed service model to help them succeed.

The 5Y way

We believe organisations shouldn't have to choose between speed, quality and cost when becoming data-driven. The world is constantly evolving and businesses that build systems from scratch or rely on slow, expensive consultancies will get left behind.

Service Description

Custom Application, Low-Code & Workflow Development Services provide consultancy-led design, build and delivery of cloud-ready applications, user portals, forms and workflow automation to digitise processes and improve operational efficiency.

We leverage low-code and rapid development frameworks to deliver secure, scalable and user-centric digital solutions that reduce manual effort and enable organisations to digitise services faster with lower technical overhead. Solutions integrate with existing systems, support modern authentication and access control patterns, and adhere to government digital and accessibility standards where applicable.

This service is ideal for public sector organisations seeking to transform paper-based or fragmented processes, accelerate digital service delivery, and empower both operational and citizen users with intuitive, cloud-based applications.

Our Approach to Low Code Delivery

Our approach is shaped specifically for public sector environments, where processes often involve multi stage approvals, auditability, regulated decision pathways and integration with legacy or constrained systems. We design and deliver low code solutions that reflect the operational realities, governance expectations and accountability structures of government services.

We specialise in developing applications and workflows for complex public sector operations.

Our solutions are built to align with public sector needs for transparency, accessibility, security and interoperability with existing systems. Unlike generic low code suppliers, we focus on delivering solutions that fit public sector delivery models, organisational controls and responsibilities for accountability, audit readiness and operational assurance.

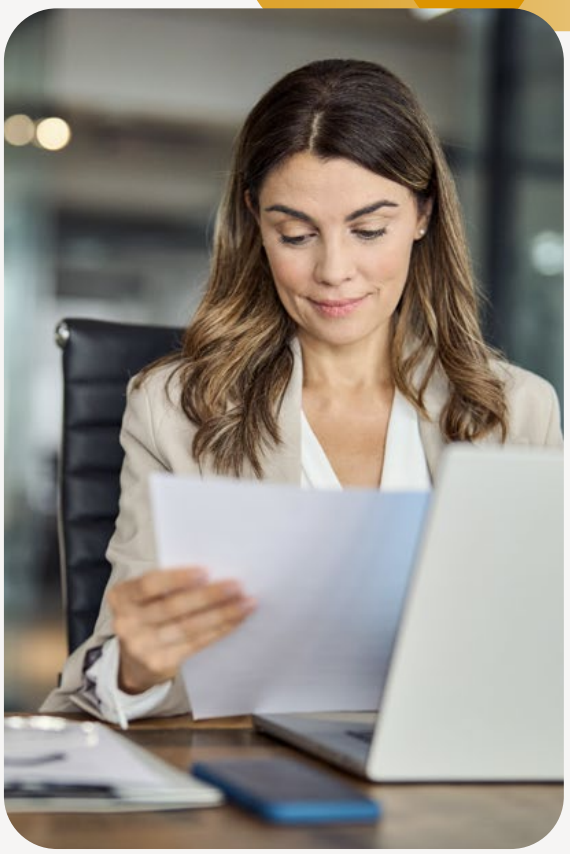
Common public sector workflow scenarios

- **Case management processes** such as safeguarding, social care, housing, grants and complaints handling
- **Eligibility and assessment workflows** that require rules based decisioning, evidence capture and audit trails
- **Multi step approvals** covering procurement, HR, finance and regulated approvals with transparency requirements
- **Citizen facing forms and service portals**, including structured data capture, validation and accessibility led design
- **Operational service processes** such as incident reporting, facilities management, staff requests or service delivery coordination
- **Regulated or policy bound processes,** where traceability, consistency and evidencing are essential
- **Cross team workflows** involving handoffs between departments, time bound tasks and governance checkpoints
- **High volume contact and service interactions,** where workflow standardisation reduces risk and increases efficiency

Application and Workflow outcomes

This service enables organisations to:

- Streamline operational service delivery using internal staff portals
- Improve citizen access to services through accessible self-service forms
- Manage cases more consistently through automated task routing and tracking
- Strengthen approvals using structured, rules-based workflows
- Reduce manual administrative effort by automating routine processes
- Increase operational visibility via dashboards and workflow monitoring tools



Solutions are tailored to organisational context and user needs, and designed to integrate with existing systems and data sources.

Service Features

The service may include:

- **Low-code application design and development,** tailored to business outcomes and user needs
- **Workflow automation and orchestration,** improving efficiency and reducing manual steps
- **User portals, forms, dashboards** and interfaces designed for accessibility and ease of use
- **Integration** with existing line-of-business systems and data sources
- **User story refinement,** backlog definition and iterative delivery planning
- **Prototyping,** interactive design sessions and early validation cycles
- **Technical and process documentation,** including structured handover materials

These features support both internal operational use cases and external citizen-facing digital services.

Service Benefits

This service helps organisations to:

- Digitise paper-based and manual processes to reduce effort and risk
- Accelerate delivery of digital services using low-code and rapid development practices
- Improve consistency and accessibility of user experiences, aligned to user needs
- Increase operational visibility through workflow status, dashboards and reporting
- Reduce dependency on traditional bespoke software development
- Improve agility and responsiveness to evolving requirements

Service Scope

The Custom Application, Low-Code & Workflow Development Services are delivered on a consultancy and delivery-focused basis, covering the design, build, configuration, testing and deployment of low-code applications, workflows and digital tools. The scope of this service includes:

- **Application design and development,** tailored to business outcomes and user needs
- **Integration activities,** connecting new applications and workflows with existing systems, APIs and cloud environments
- **Configuration of environments and deployment pipelines**, enabling the move from development to live use
- **User-centric design and testing,** including prototyping, validation cycles and support for user acceptance testing (UAT)
- **Workflow automation and orchestration,** improving efficiency and reducing manual work
- **Production of technical and process documentation,** including structured handover materials
- **Transition to live operations,** with support for final deployment and readiness checks

The service delivers fully configured, operational solutions, with delivery concluding at the point of handover to the customer's live environment.

Service Constraints

Delivery of this service is dependent on the following:

- **An agreed scope and statement of work,** outlining delivery activities, timelines and expected outputs
- **Access to required systems,** platforms and environments, including any third-party low-code platforms or APIs used during build
- **Availability of appropriate customer stakeholders,** including product owners, testers, subject-matter experts and approvers
- **Timely provision of information,** such as business processes, data models, integration requirements and access credentials

Delivery ends at the point of handover into the customer's live environment. Any post-go-live support, feature extensions or operational activities fall outside the scope of this service unless separately contracted.

What Is Not Supported

The service does not include the following unless explicitly agreed under a separate commercial arrangement:

- Ongoing platform hosting or environment management
- Operational support, BAU assistance or live incident management
- Managed services or continuous enhancements after go-live
- Licensing or provision of third-party platforms

Support Delivery Model

Support for the Custom Application, Low-Code & Workflow Development Services is designed to provide clear, proportionate assistance throughout the design, build, testing and deployment phases.

Support is focused on delivery-phase activities and does not extend into live operational support unless explicitly contracted.

Support Hours & Availability

Core Support Hours
Support is available during standard UK business hours:

- Monday–Friday, 09:00–17:30 (UK time)
- Excludes UK public holidays

During core hours, customers can access:

- Email and ticketing support
- Phone support
- Web chat support
- Scheduled remote calls and working sessions

Out of Hours Availability
Out of hours availability can be arranged where explicitly agreed in the Statement of Work. This is typically reserved for:

- High-priority deployment activities
- Critical blockers during UAT
- Urgent issues affecting handover or go-live timelines

Urgent Issue Handling
Urgent delivery-phase issues are prioritised with the following response model:

- P1 – Critical: Response within 4 hours; urgent escalation
- P2 – High: Response within 4 hours; resolution typically within 2 business days

This reflects the nature of a project-based delivery engagement (not an operational service).

How Support Requests Are Raised

Support can be accessed through simple, secure channels:

Email
Used for raising delivery questions, sharing artefacts, and requesting clarification on requirements, designs, or progress.

Online Ticketing System
The ticketing system enables:

- Logging and tracking delivery-phase issues
- Visibility of ticket status and priority
- Document sharing
- Collaboration between customer and delivery team
- The portal is WCAG 2.2 AA accessible.

Phone Support / Scheduled Calls
Used for:

- Daily stand-ups
- Sprint reviews
- Design sessions
- Deployment planning
- Urgent queries during testing or go-live

Named Contact or Service Desk
Depending on the engagement type:

- A Named Delivery Lead acts as the primary point of contact
- A pooled delivery team supports technical development, integration, QA, and deployment

This ensures continuity and access to the right expertise at each stage.

Issue & Escalation Management

Issue Identification & Logging
Issues may be identified by:

- Customer stakeholders during design, testing or UAT
- Consultants during build or deployment
- Automated deployment pipelines (e.g., environment or configuration errors)
- All issues are logged via the ticketing system or email.

Severity Assessment
Issues are categorised based on delivery impact:

- P1 – Critical
- P2 – High
- P3 – Medium
- P4 – Low

Severity determines response times and escalation pathways.

Escalation Routes
Escalation follows structured paths:

- Developer / Consultant → Senior Consultant
- Senior Consultant → Delivery Lead
- Delivery Lead → Practice Lead / Engagement Lead

Escalation may occur when:

- Issues delay delivery timelines
- Critical functionality is blocked
- Additional technical oversight is required

Communication During Incidents
Customers receive:

- Confirmation of issue logging
- Updates at agreed intervals
- Immediate notification if action is required
- Confirmation when the issue is resolved

Post Incident Reporting
For P1 or significant P2 issues:

- A short summary of the issue
- Root Cause Analysis (where appropriate)
- Recommended corrective actions
- Lessons learned to prevent reoccurrence

Remote and On Site Support

Remote Support (Default)
Most support is delivered remotely for:

- Workshops
- Refinement sessions
- UAT coordination
- Deployment planning
- Issue triage
- Stand-ups and sprint ceremonies

On Site Support (Where Agreed)
On-site support may be provided for:

- In-person workshops
- Co-design sessions
- Critical UAT periods
- High-priority go-live support

On-site support must be scheduled in advance and may incur additional cost.

Resourcing Model

Named Delivery Lead
Provides:

- A single point of contact
- Oversight across design, build, testing, and deployment
- Coordination of technical specialists

Pooled Delivery Team
Includes:

- Low-code developers
- Integration specialists
- UX designers
- Testers / QA analysts
- Workflow automation specialists
- Technical authors

The team changes as needed across the project lifecycle.

Engagement Types

Ad Hoc Support
For small enhancements, clarifications, or targeted design input during delivery.

Time Boxed Engagements
Used for:

- Rapid prototyping
- MVP development
- Discovery and design sprints

Project Based Support
The most common model — covering:

- Requirements and user story refinement
- Design and build
- Testing and UAT cycles
- Deployment and handover

Onboarding & Service Initiation

Onboarding is designed to ensure the engagement begins smoothly, with clear alignment on scope, design expectations, technical requirements and delivery timelines. Service initiation begins once the Statement of Work is agreed and required prerequisites have been provided.

1. Kick Off & Engagement Mobilisation

At the start of the engagement, we initiate a structured onboarding process that includes:

- **Kick-off meeting** to introduce the delivery team, confirm objectives, review the proposed solution approach, and agree communication channels.
- **Review of prerequisites,** including existing processes, user journeys, business rules, integration requirements, and access to development environments.
- **User and stakeholder profiling,** capturing the needs, roles and priorities of operational teams, business owners and technical stakeholders.
- **Access setup,** ensuring development teams have the required permissions for platforms, environments, source systems and APIs.
- **Validation of dependencies and assumptions,** such as governance requirements, internal approval paths, and integration feasibility.
- **Agreement of any additional onboarding needs,** such as accessibility considerations, data handling requirements, prototyping preferences, or workshop scheduling.

2. Information Required From the Customer

To begin design and build activities effectively, the customer will need to provide:

- **Process documentation,** existing workflows, business rules, or policy constraints relevant to the application or workflow.
- **Access to systems and environments,** such as low-code platforms, integration endpoints, identity services or cloud tenants.
- **Stakeholder availability,** including product owners, subject-matter experts, approvers and test users.
- **Technical context,** including architecture diagrams, API specifications, data models and integration standards.
- **Operational considerations,** such as audit requirements, governance expectations, or mandatory compliance controls.

3. Confirming Scope, Timelines & Responsibilities

Following the kick-off session, we confirm the structure of the engagement through:

- **Scope confirmation,** agreeing the features, user stories, integrations, and expected deliverables.
- **Delivery planning,** including sprint cycles, design milestones, UAT timelines, deployment dates and acceptance checkpoints.
- **Roles & responsibilities,** outlining responsibilities for discovery, design, development, testing, approvals and deployment activities.
- **Escalation paths,** identifying how blockers, environment issues or approval delays will be escalated and resolved.

This structured onboarding ensures both teams begin with a shared understanding of scope, expectations and delivery cadence.

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Offboarding & Exit Support

Offboarding ensures a smooth conclusion to the design and build engagement, with customers receiving all artefacts, documentation and knowledge required to operate, maintain and extend the solution beyond the project.

1. Offboarding Activities

At the end of the engagement, we complete a structured offboarding process that includes:

- **Formal handover of all solution artefacts,** including application components, workflow logic, configuration settings, integration mappings and deployment pipelines.
- **Knowledge transfer sessions,** providing walkthroughs of the application and workflows so customer teams understand how to operate, maintain and update the solution post-handover.
- **Review of all deliverables,** confirming completion of agreed features, integrations, documentation and acceptance criteria.
- **UAT and deployment summary,** outlining key decisions, feedback themes, refinements made, and any residual actions for the customer.
- **Documentation package,** including technical documentation, user guides, support procedures, architectural notes and operational guidance.
- **Confirmation of access removal,** ensuring development access, test accounts and temporary permissions are revoked appropriately.
- **Optional exit review meeting,** discussing lessons learned, recommended next steps, and any follow-on enhancement or support needs.

2. Information Required From the Customer

To complete offboarding, the customer may need to provide:

- **Final acceptance and sign-off** on the delivered solution, features and documentation.
- **Approval for access removal,** including validation that all supplier user accounts can be revoked.
- **Identification of BAU owners,** who will take responsibility for ongoing operation, change management and support.
- **Clarification of any remaining risks** or dependencies requiring attention post-handover.

3. Confirming Scope, Timelines & Responsibilities for Exit

Before final handover, we confirm:

- **Scope completion,** ensuring all contracted features and artefacts have been delivered.
- **Exit timeline,** including dates for final handover, decommissioning of access and release of documentation.
- **Roles & responsibilities,** specifying who will own operational administration, future enhancements and day-to-day governance.
- **Post-engagement options,** such as additional enhancements, optimisation sprints or support packages (where separately contracted).

This structured offboarding process ensures the customer leaves with full ownership of the solution, clear documentation, and the internal capability required to manage and evolve it.

Security & Data Protection

The Custom Application, Low-Code & Workflow Development Services are delivered in accordance with strong security and data protection practices to ensure the confidentiality, integrity, and appropriate handling of customer information throughout the engagement.

Role Based Permissions

- Access rights are assigned based on each consultant's role (e.g., developer, integration specialist, UX designer, QA tester).
- Elevated permissions (e.g., deployment or administration access) are granted only where explicitly required and approved by the customer.
- Role-based access ensures separation of duties across development, testing and deployment activities.

Access Controls

- Access to customer environments, systems, source data or documentation is restricted to authorised members of the delivery team.
- Permissions follow a least-privilege model, providing only the access required to perform design, build, integration and deployment activities.
- Access is monitored throughout delivery and is revoked during offboarding once the engagement concludes.

Secure Handling of Customer Data

- Customer materials (e.g., process documents, business rules, sample datasets, integration specifications) are handled within secure, controlled project environments.
- Customer production data is not required nor processed as part of the service unless specifically agreed for integration testing.
- Any temporary artefacts (e.g., development logs, configuration notes, sandbox data extracts) are retained only for the duration of the engagement and securely deleted at offboarding, once customer approval is obtained.
- No customer data is transferred outside authorised channels or stored in unapproved locations.

Alignment with UK GDPR

The service adheres to UK GDPR principles, ensuring:

- Lawful, fair and transparent processing of any customer-provided information.
- Purpose limitation, with data used strictly for delivering the agreed development activities.
- Data minimisation, requesting only information essential for design, build or integration.
- Integrity and confidentiality, supported by secure access and handling procedures.

For the duration of the engagement, 5Y acts as a data processor for any customer-provided materials.

Secure Communication Channels

All communication with the customer is conducted through secure channels, including:

- Encrypted email
- Secure ticketing systems
- Approved document-sharing platforms
- Managed video-conferencing tools

Design assets, application artefacts and technical documentation are exchanged only through authorised systems to maintain confidentiality and prevent unauthorised disclosure.

Hosting & Data Location

Support for the Custom Application, Low-Code & Workflow Development Services is delivered through secure, cloud-based systems designed to protect customer information and comply with public-sector data residency requirements.

As this is a consultancy-led design and build service, it does not involve hosting customer applications or production data. Hosting considerations apply only to the systems used for delivery-phase collaboration, documentation, testing, and support.

Customer Data Residency

- The service does not host or process customer production data.
- Any customer-provided materials (e.g., integration specifications, example data models, test datasets, business rules) are stored only within approved systems for the duration of delivery.
- No customer data is transferred outside these secure environments or stored in locations that fall outside agreed residency regions.

Support System Hosting

- Support channels (email, ticketing, document-sharing and collaboration tools) operate within secure, cloud-based environments managed by the supplier.
- These systems apply enterprise-grade security controls, including encrypted storage, secure access management, and region-appropriate hosting.
- Development and delivery artefacts (e.g., prototypes, design documents, configuration notes) are held only within authorised project workspaces.

No Persistent Hosting of Customer Data

- This service does not include platform hosting, application hosting, or cloud environment management.
- Applications and workflows developed during the engagement are deployed into the customer's environment, not the supplier's.
- Any temporary development artefacts or test data used during build or UAT are retained only as long as required and are securely deleted during offboarding once the customer confirms no further retention is required.

Data Residency for Support Logs & Artefacts

- Support logs (e.g., ticket data, issue history, communication records) are stored only within secure support systems.
- These logs may include minimal personal data (such as names or contact details for project stakeholders) but do not include customer datasets, workflow payloads or operational application data.
- All logging and delivery-related data is stored within UK or UK-aligned regions, supporting compliance with public-sector data residency expectations.
- Logs and artefacts are retained only for the period necessary to fulfil contractual and audit requirements, after which they are deleted in line with internal retention policies.

Pricing Information

Pricing for this service is provided in the G-Cloud pricing document.

Client Success Story

From Fragmentation To a Unified Patient Experience

The Challenge:

Our client, a leading global healthcare group in the hearing care sector faced significant challenges after a major acquisition program in North America, inheriting fragmented and unstable legacy systems. These included customer relationship management (CRM) tools, patient management platforms, and heavily customised ERP systems, all containing overlapping and inconsistent B2C data. The challenge was immediate and complex: How do you consolidate private patient data across fragmented, unstable legacy systems into a single, trusted view—without disrupting ongoing operations or breaching regulatory compliance frameworks such as GDPR?

The Solution:

Deployment of the 5Y Unified Data Platform addressed these challenges by unifying data across legacy systems through a modular, Azure-native framework. With pre-built logic for mastering, survivorship, and recovery, the platform enabled seamless integration between modern front-end applications (CMS, AC App) and backend systems like NAV 17 and Dynamics CE. This solution maintained patient data, enhanced patient engagement across their care journey through stable omnichannel experiences and provided a scalable foundation for future growth—all while maintaining full compliance and operational continuity.

Business Impact

- **Transformed disconnected patient records** into a single trusted view
- **Eliminated costly system outages**

-70% Duplicates	**+85%** Matching
2× Processing	**12+** Countries

Client Success Story

From complex reporting requirements to actionable insights

The Challenge:

How do you give every team timely access to operational insights when manual reports are slowing you down? That was the challenge facing one of the UK's largest providers of affordable and social rent housing. While they had implemented Microsoft Dynamics 365 across the organisation, reporting remained slow, fragmented and heavily reliant on manual processes. A traditional system upgrade hadn't resolved the problem. Without a consistent, centralised reporting environment, decision-making was delayed and operational oversight was limited.

The Solution:

We deployed the 5Y Business Transformation Platform to centralise reporting, improve operational oversight and simplify access to key metrics across the business. By integrating Dynamics 365 with internal systems and applying a pre-built data model, we created a templated, cloud-based reporting and analytics environment aligned with the organisation's strategic goals. The outcome enabled teams to achieve real-time access to critical data through a single source of truth, replacing slow, manual reporting with governed, consistent insights.

Business Impact

- **Seamless integration of Dynamics 365** and other core systems
- **A secure, scalable environment** designed for **long-term transformation**

80+
Self-Serve KPIs

Our Social Commitments

At 5Y, we believe business success goes hand in hand with responsibility. Our social commitments reflect our dedication to people, communities, and the planet.

Fair Work & Well-being

- Fair pay above the National Living Wage.
- Flexible working and open culture.
- Health and well-being initiatives, including mental health support and certified Mental Health First Aiders.

Equality & Inclusion

- Gender and ethnicity pay gap monitoring.
- Active Women in Tech group and DEI training.
- Recruitment practices promoting diversity and accessibility.

Skills & Growth

- Personal Development Plans for every employee.
- Annual training allowance and access to global certifications.
- Apprenticeships and graduate programmes to nurture talent.

Community & Charity

- Two paid volunteering days per year.
- Annual charitable giving: A percentage of profit before tax donated to employee-chosen charities.
- Partnerships with local charities and associations.

Ethics & Responsibility

- Mandatory modern slavery, sexual harassment and ethics training.
- Whistleblowing and grievance policies.
- Strong safeguarding and compliance processes.

Environmental Action

- Commitment to biodiversity initiatives such as tree planting
- Working towards Net Zero through carbon offsetting initiatives

Together, we create a positive impact – for our people, our communities, and our planet.

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