

AI Powered Workflow Automation

Service Definition Document

January 2026

What the Service Is

TotalAgility Cloud is a secure, cloud-based service that helps organisations automate document-heavy and case-based business processes. It allows users to design, run, and monitor workflows that involve documents, data, and decisions, all from a single platform. The service is accessed through a web browser and APIs, with no software installation required for end users. Additional solution layers can be added for specific process use cases.

Data backup, restore, and disaster recovery

The service includes regular automated backups to protect customer data. Backup data is stored securely within the cloud hosting environment. Disaster recovery and business continuity arrangements are in place to reduce the risk of data loss and minimise service disruption. High-level recovery objectives are defined, with detailed plans available on request.

Onboarding and offboarding support

Support is provided to assist with onboarding and offboarding activities. This includes access management, configuration support, and guidance on service use.

Service constraints

The service is delivered as a standard cloud platform. Customisation is provided through configuration and low-code tools rather than changes to the underlying platform. Planned maintenance is carried out during defined maintenance windows and communicated in advance where possible. Service performance depends on supported browsers, internet connectivity, and customer system integrations.

Service levels

Service availability targets, support hours, and response times are defined in the service agreement. Service performance is monitored continuously. Where agreed service levels are not met, service credits may apply in line with contractual terms.

After-sales support

Ongoing support is provided through defined support channels. Support covers incident management, service requests, and technical assistance. Issues are logged, prioritised, and managed according to severity, with regular communication provided to users.

Technical requirements

Users need a supported modern web browser and reliable internet connectivity. Integration with existing systems requires accessible APIs or interfaces. Buyer-managed devices must meet standard security requirements, such as supported operating systems and endpoint protection.

Outage and maintenance management

Planned maintenance is scheduled to minimise disruption and is communicated to users in advance. Unplanned service issues are handled through incident management processes, with updates provided until the issue is resolved.

Hosting options and locations

The service is hosted on secure cloud infrastructure. It can be delivered using public or private cloud environments, depending on buyer requirements. Hosting locations and further datacentre details are available on request.

Access to data on exit

At the end of the contract, users can access and export their data in commonly used, machine-readable formats using standard export tools and APIs. Data remains available for an agreed exit period before being securely deleted.

Security

The service uses layered security controls to protect data and users. This includes strong access controls, encryption of data in transit and at rest, monitoring, vulnerability management, and incident response processes. Security controls are aligned with recognised industry best practices. Additional security information is available on request.