



kainos<sup>®</sup>

# Serverless Application Development

Service Definition Document

G-Cloud 15

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Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING  
BEYOND  
LIMITATIONS

# We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing  
people



13 consecutive  
years of growth



40 years  
of innovation



£382m revenue  
(FY2024)



13 locations  
globally



FTSE 250 listed  
tech company



# Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and  
experience design



Workday services  
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

# Serverless Application Development

Kainos partners with customers to design and build modern web or event-based applications using function-as-a-service (also called serverless).

Our proven public-sector experience helps organisations reduce cost, accelerate delivery and scale securely. Serverless enables teams to focus on business value while the cloud platform manages infrastructure, resilience and performance automatically.

## Features

1. Focus on business value, not infrastructure management
2. User experience prioritised over infrastructure complexity
3. Minimal infrastructure configuration and operational overhead
4. Automatically scalable service responding intelligently to demand
5. Functionally decomposed components for simpler development and maintenance
6. Compatible with websites, APIs, batch-processing and event-driven workloads
7. Reduced operational effort for patching, upgrades and maintenance
8. Cloud agnostic delivery across AWS, Azure, Google Cloud Platform
9. Improved service resilience through automatic fault isolation and stateless execution
10. Reduced operational risk by removing server patching and infrastructure management.

## Benefits

1. Specialist serverless expertise minimises delivery risks and complexity
2. Pay only for execution, eliminating idle infrastructure costs
3. Elastic scaling handles unpredictable demand spikes automatically
4. Support for modern programming languages: Java, NodeJS, C# and Python
5. Improved observability through integrated platform logging and monitoring tools
6. Seamless integration with APIs, messaging and cloud services
7. Faster time-to-market through increasing development velocity
8. Teams enabled through hands-on serverless knowledge-transfer
9. Reduced operational costs by eliminating unused system capacity
10. Faster deployments through automated build and release processes.

# Serverless

## Application Development

Serverless is a modern approach to delivering web-based and event-driven applications using cloud platforms and managed application services. It removes the need to provision or manage fixed infrastructure, allowing teams to focus on delivering business value rather than configuring servers or runtime environments.

Cloud providers manage the underlying infrastructure required to execute functions securely and reliably. This enables customers to concentrate on solving business problems and delivering outcomes, while benefiting from built-in resilience, scalability and performance.

Application development teams can spend more time writing code that addresses specific business needs, and less time managing virtual machines, containers or infrastructure configuration.

Operational telemetry and monitoring are built into both the application and function execution. While teams do not manage infrastructure, logging, monitoring and metrics remain fully available and are integrated into the platform's operational services.

Serverless applications have a reduced attack surface and are inherently more secure. With no infrastructure-level access and no permanent server instances, security focuses on strong isolation between components, identity-based access controls and

role-based authorisation, alongside encryption in transit and at rest.

Public cloud platforms supporting serverless application development include Amazon Web Services, Microsoft Azure and Google Cloud Platform.

Supported programming languages vary by provider but typically include Java, C#, .NET, Node.js and Python, enabling teams to reuse existing skills and development experience.

Serverless applications are composed of smaller, independently scalable components that respond elastically to demand. Costs are incurred based on usage rather than peak capacity, allowing only the necessary components to scale during periods of increased load. This significantly reduces operational costs for services with variable or seasonal demand patterns.



# Where we are

## The Americas

Buenos Aires  
Indianapolis  
Nova Scotia  
Toronto

## UK and Ireland

London  
Birmingham  
Belfast  
Derry  
Dublin

## Central Europe

Gdansk  
Helsinki  
Paris  
Wommelgem



# What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



# Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



**55 million UK citizens**

positively impacted by  
services we've delivered



**892  
customers**



**13 locations**

And growing



**99% of customers**

rate our service as good,  
great or excellent



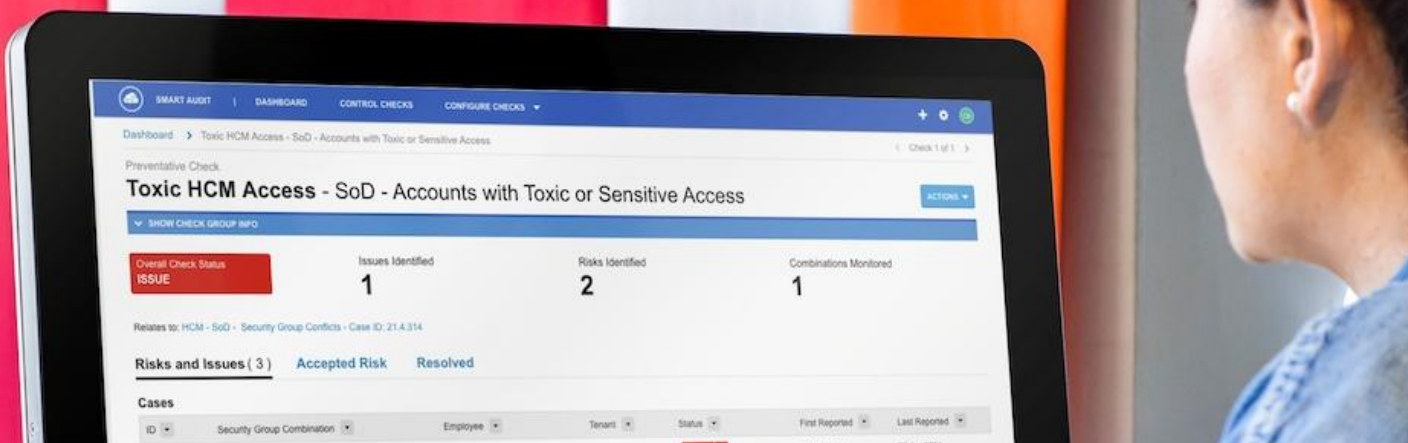
**Key partners**

Working closely with  
Microsoft and AWS to  
deliver results



**Award-winning**

90+ industry awards



# Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



## Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



## Workday Services

Full range provider from pre-deployment consulting, implementation and support.



## 650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



## Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



## Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.

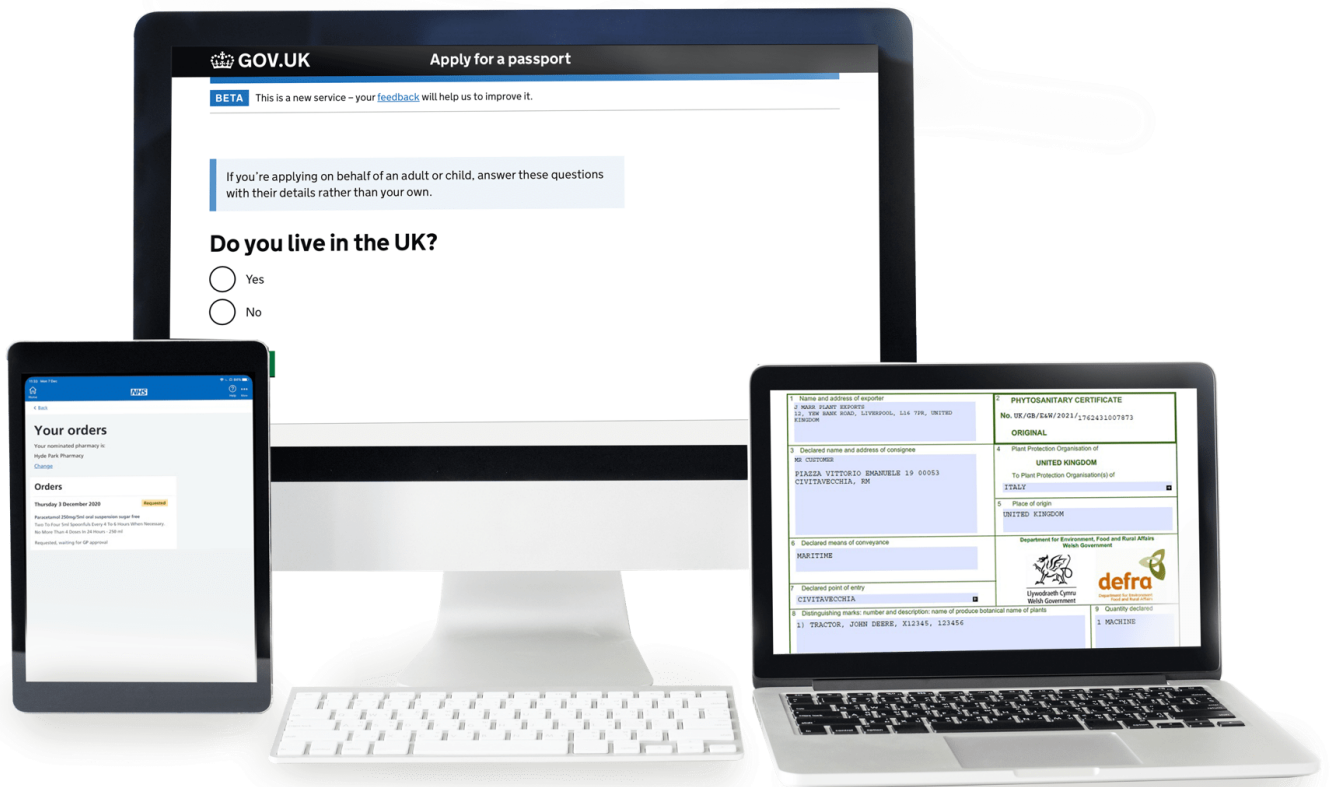


## 900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

# 65 million

citizens positively impacted  
by services **built by Kainos**  
for the UK Government



Every driver & every car on the road  
Every piece of work to fix roads  
Every court case & every prisoner  
Every home helped with help-to-buy  
Every passport & renewal application  
Every COVID test sent out  
Every COVID test result  
Every user of the NHS App

Every voter registered  
Every company opened & closed  
Every UK civil servant trained  
Every piece of produce grown in the UK  
Every thing imported & exported to the EU  
Every benefit fraud prevented  
Every body's pension details

# Our Social Values and commitment to HM Government strategy



## Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

## Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

## Innovation & Future Readiness

Driving continuous improvement through technology

## Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

## Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

## Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



# The Code of Ethics

We are guided by our 6 ethical principles.



## Wellbeing

We protect the wellbeing of our staff, customers and communities.



## Equality

We improve access and inclusion and minimise bias.



## Transparency

Our decisions are traceable and accountable.



## Integrity

We hold ourselves and others to ethical standards.



## Environment

We act responsibly towards the Earth and its resources.



## Initiative

We take initiative to deliver social value and positive impacts.

# BCDR and Exit Plan

## **Business Continuity and Disaster Recovery (BCDR)**

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

## **Exit Plan**

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

# Commercial Statement

## Confidentiality and copyright

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The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

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## Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

## Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

## Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.