



kainos®

# AI Application Factory for Power Platform

**Rapid App Dev, Intelligent Automation, Process Mining**  
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

# AI Application Factory for Power Platform

## (Rapid App Delivery, Intelligent Automation & Process Mining)

Microsoft Power Platform enables organisations to rapidly deliver applications, automate processes and apply AI-driven insights at scale.

Our AI Application Factory for Power Platform provides a scalable, outcome-focused approach to delivering applications, automation and insights using low-code and AI-enabled capabilities.

### Features

1. Integrated application, automation and insight delivery model
2. Rapid delivery of Power Platform solutions
3. Dedicated and scalable delivery teams
4. Discovery-led prioritisation using process mining insights
5. Agile delivery aligned to GDS and Microsoft best practices
6. Integration of AI and Copilot capabilities
7. Secure, governed solution delivery
8. Ability to deliver multiple solutions simultaneously
9. Knowledge transfer and team enablement
10. Continuous improvement and optimisation focus

### Benefits

1. Faster delivery of business-critical digital solutions
2. Reduced risk through rapid validation and proof of value
3. Improved operational efficiency through automation
4. Data-driven identification of improvement opportunities
5. Scalable delivery model aligned to organisational demand
6. Controlled adoption of AI-enabled capabilities
7. Improved visibility of process performance
8. Accelerated time to value
9. Reduced cost and effort through automation
10. Access to experienced Power Platform and AI specialists

# AI Application Factory for Power Platform

## (Rapid App Delivery, Intelligent Automation & Process Mining)

The AI Application Factory combines rapid application delivery, intelligent and hyper automation, and process mining into a single, integrated service. This enables organisations to identify opportunities, validate value quickly and deliver production-ready solutions that drive measurable business outcomes.

The service supports Power Apps, Power Automate, Power BI, Dataverse, Power Pages, AI Builder, Copilot Studio and Power Automate Process Mining.

### Service Components

#### 1. Opportunity Discovery & Prioritisation

- Identify and qualify application and automation opportunities
- Use process mining and stakeholder workshops to highlight inefficiencies
- Prioritise initiatives based on value, feasibility and impact
- Define success measures and delivery roadmap

#### 2. Rapid Application Delivery

- Agile, low-code delivery of Power Platform applications
- Dedicated, scalable delivery teams
- Parallel delivery of multiple solutions where required
- Integration with existing systems and data sources
- Knowledge transfer and enablement

#### 3. Intelligent & Hyper Automation

- Design and delivery of automation using Power Automate and AI Builder
- Integration of AI for document processing, classification and extraction

- Automation of repetitive and manual processes
- Support for RPA, intelligent automation and hyper automation patterns
- Secure, governed deployment aligned to organisational standards

#### 4. Process Mining & Insight-Led Improvement

- Set-up and configuration of Power Automate Process Mining
- Data collection, preparation and process discovery
- Visualisation of real process flows and bottlenecks
- Identification of automation and optimisation opportunities
- Continuous monitoring and performance measurement

### What This Service Enables

A repeatable, scalable digital delivery capability

Rapid response to changing business priorities

Safe and governed use of low-code and AI

Evidence-based decision-making through process insights

Continuous optimisation and innovation



# 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



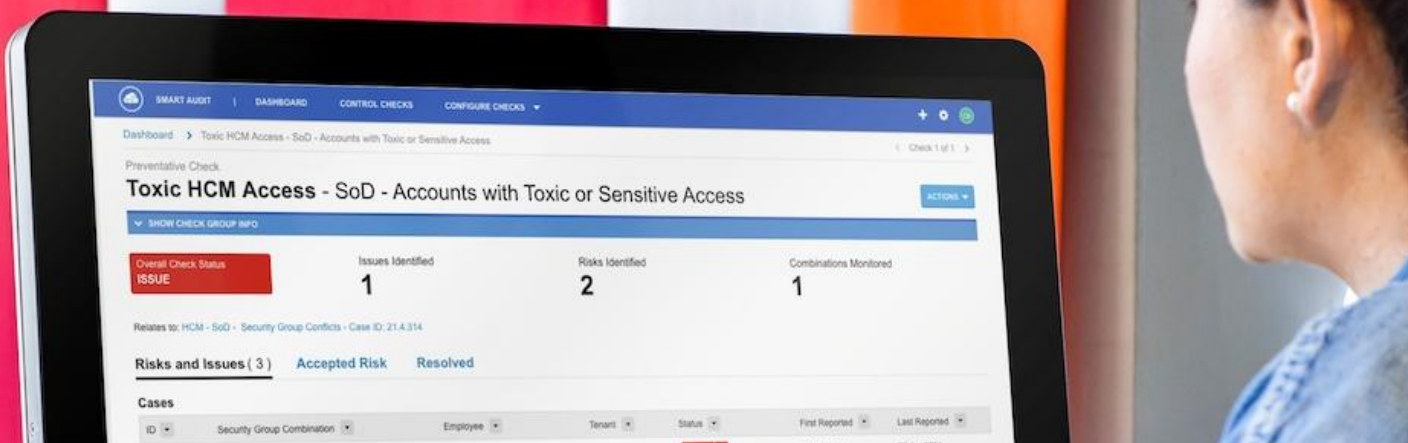
**Key partners**

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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## 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.