

Business Process Automation

Service Definition Document

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Contents

1. Introduction.....	3
1.1 Overview	3
1.2 Purpose of the Document	3
2. Service Overview.....	4
2.1 Description of Business Process Automation Services	4
2.2 Objectives	4
3. Methodologies	5
3.1 Process	5
3.2 Why MASS?	5
4. Team	6
4.1 Business Process Automation Team Structure	6
4.2 Team Capabilities	6
5. Assuring Quality	7
5.1 Relevant Standards	7
5.2 Project Management.....	7
5.3 Information Sharing	7
6. Security.....	8
6.1 Security Management.....	8
6.1.1 Physical Security.....	8
6.1.2 Personnel Security.....	8
6.1.3 Information Security	8
7. Prior Experience	9
7.1 Provision of Data-led Infrastructure	9
7.2 Improving Data Architecture	9

1. Introduction

1.1 Overview

MASS is aware of the need, in today's business landscape, for organisations to seek innovative ways to optimise their operations, reduce costs and enhance productivity. Utilising our experience managing projects from inception through to completion, our Business Process Automation (BPA) services are designed to leverage cutting-edge technology to streamline and digitise repetitive, manual processes. By automating routine workflows, we enable teams to focus on strategic, value-driven activities, thereby driving efficiency and supporting sustainable growth.

Our BPA offering is not a one-size-fits-all solution. We work closely with each client to understand their unique challenges and operational requirements, tailoring our approach to deliver measurable improvements. Whether the goal is to eliminate inefficiencies, minimise errors, or empower your workforce, MASS provides the expertise and support necessary to realise tangible results from your automation journey.

1.2 Purpose of the Document

The purpose of this document is to detail the Business Process Automation (BPA) services and consultancy provided by MASS. It explains how we help organisations streamline and digitise their operations through automation, ensuring effective implementation of automated workflows and ongoing compliance with best practice standards. This document serves as a guide for clients seeking to enhance efficiency, reduce manual effort, and achieve sustained improvements in their business processes through tailored automation solutions.

2. Service Overview

2.1 Description of Business Process Automation Services

MASS has significant experience in PowerApps and Power Automate, which serve to empower a large volume of customers who are already equipped with a Microsoft E5 licence (the top-tier enterprise licensing suite, combining apps alongside advanced security, analytics and communications into one package for large organisations.) MASS is able to consult into these areas with expertise as part of our Business Process Automation services.

Other core services include such integrated offerings as: workflow automation using SharePoint; data automation using cloud enables services such as Microsoft Azure for reporting, analytics and integration into continuous pipelines; and secure cloud and infrastructure automation to ensure system health. These services are provided and managed by a team of highly experienced data scientists and data analysts who oversee projects to completion and are able to adopt a flexible approach, bespoke to customer needs, to ensure scalable solutions,

Outside of these services, our capabilities in working with data management position us well to work with other tools beyond those mentioned above; our existing experience provides a better starting point to embrace new tools, products, services and methodologies as these are required on a case-by-case, customer-by-customer basis.

2.2 Objectives

From a customer perspective, BPA aims to reduce costs, eliminate unnecessary manual effort, and improve accuracy and consistency. It delivers faster turnaround times, better visibility through real-time data and reporting, improved compliance, and scalable processes that adapt easily to changing business needs while enabling staff to focus on higher-value work.

An important measure of the success of this service is the reduction in labour-hours to produce a defined product or service. For many customers, report frequency is also important and near real-time reporting is the gold standard that eclipses manual processes which typically produce results on a monthly basis.

The primary benefit of using UML (Unified Modelling Language) in our process is that it delivers a clear and visual representation of each step within a workflow, explicitly defining both the outputs produced at each stage and the individuals or roles responsible for their completion. For example, UML Class Diagrams and State Transition Diagrams document how data and activities flow, ensuring there is no ambiguity regarding ownership or expected deliverables. This precision supports effective project delivery by making responsibilities transparent, fostering accountability among team members, and enabling stakeholders to track progress and outcomes with confidence. By articulating both the process outputs and assigned responsibilities, UML diagrams underpin a disciplined and auditable approach to business process automation, reducing the risk of misunderstandings and streamlining handovers between roles.

3. Methodologies

3.1 Process

We help organisations transform manual, labour-intensive operations into efficient, automated business processes. Our experienced business analysts work closely with stakeholders to analyse existing processes and design improved, streamlined workflows. These are clearly documented using UML (Universal Modelling Language) Class Diagrams and State Transition Diagrams, providing a precise blueprint for delivery. Our data scientists and analysts then design and build the required data structures across Azure, on-premise, and other database platforms. Finally, we implement robust automation using Power BI, Power Automate, and scheduling tools, delivering accurate insights, reduced operational effort, and scalable, future-ready solutions.

3.2 Why MASS?

MASS's reputation for excellence is reflected in our strong track record of contract renewals and the continued trust of our longstanding clients. Our high customer return rates demonstrate the reliability and quality consistently delivered by our team. We are highly regarded in the industry for not only meeting, but regularly exceeding, customer expectations on every engagement. While we value enduring partnerships, we are equally committed to welcoming and supporting new clients. Every relationship whether established or new is built on principles of transparency, security, and outstanding service, ensuring that every customer receives the highest standard of business process automation solutions.

4. Team

The MASS data team comprises talented professionals with strong academic credentials in data and computer science, including MSc and BSc degrees. Alongside their technical expertise, the team actively supports the development of future specialists, with two apprentices nearing completion of their BSc in Data Science.

With wide-ranging experience, the team has delivered solutions using technologies such as SSRS, SSMS, Azure, Power Automate, Power BI, Mood, and Enterprise Operational Intelligence. This varied skillset enables them to provide innovative and scalable solutions that meet the changing requirements of MASS's clients.

4.1 Business Process Automation Team Structure

MASS's data team comprises data scientists and data analysts. Between them, they have over 80 years of data experience, ranging from simple data quality rectification up to the deployment of ERP (Enterprise Resource Planning) systems. The business analysis portion of smaller tasks is undertaken by the data team, but for large-scale work, the team can reach back into the wider MASS company for business analysts, financial analysts and other specialist roles.

4.2 Team Capabilities

The data team consists of personnel who hold MScs and BScs in data and computer science subjects. The team also includes apprentices who are in their final years of a BSc in Data Science, supporting the development of the next generation of data specialists.

The team members have between them created and deployed solutions using SSRS, SSMS, Azure, Power Automate, PowerBI, Mood, Enterprise Operational Intelligence.

5. Assuring Quality

5.1 Relevant Standards

Robust industry standards and known best practices are the foundation of MASS's Business Process Automation services. We uphold these standards of excellence in ensuring reliability, security and performance throughout every engagement with clients. We specify and guarantee adherence to internationally recognised frameworks such as ISO 9001 for Quality Management, ISO/IEC 27001 for Information Security, and relevant data protection regulations (e.g., GDPR). These standards ensure that our solutions meet stringent criteria for process efficiency, risk management, and data integrity.

Measurement of compliance and service quality is conducted via a combination of key performance indicators (KPIs), regular audits, and client feedback mechanisms. KPIs may include process turnaround times, error rates, user satisfaction scores, and system uptime. Periodic internal and external audits validate our adherence to required standards, while comprehensive reporting keeps stakeholders informed on progress and outcomes.

To ensure consistency in the provision of these standards, MASS employs established project management methodologies such as PRINCE2 or Agile, supported by detailed documentation, standard operating procedures, and continuous training for our team. Quality assurance is managed through a collaborative approach: while a single nominated Project Manager (PM) is responsible for day-to-day oversight, the overarching responsibility for quality assurance (QA) is shared across the leadership team, including a dedicated QA lead. This structure promotes accountability, transparency, and a culture of continuous improvement, ensuring that every client receives a consistently excellent service.

5.2 Project Management

Throughout delivery, MASS ensures effective communication with our clients to allow for the smooth operation and implementation of our services.

We are comfortable with the utilisation of various different channels of communication, both logical and physical, and will use both formal and informal methods to ensure consistent and coherent delivery of our services. During a kick-off meeting or during regular monthly meetings, our Team Lead will generally meet our client's team lead. On a more routine basis, our data engineers will speak to somebody at the same level on the customer side. We ensure frequency of communication appropriate to whatever the situation demands, generally daily or at least weekly.

5.3 Information Sharing

Most of the team's work at MASS is concluded with all information and deliverables passed to the customer. As such, IPR concerns are not salient in Business Process Automation and for the data team more widely. At project conclusion and following contractual work, Intellectual Properties generally rest with the client, and this is overwhelmingly the preferred course of action for customers.

6. Security

6.1 Security Management

Organisation of Security at MASS is mandated by policy and legislation, and we are accredited to ISO27001. We focus on the MOD approach to Security role, structuring for Secure-By-Design, specifically JSP 440 Leaflet 5C and Industry Security Notice 2023-09. Several roles included, while not mandated in these policies, are a core requirement to assuring the Confidentiality, Integrity, and Availability of the system and its functions, specifically the UK Data Protection Act, JSP 490 and export legislation.

Security Management for the delivery of our services, including all aspects of physical, personnel, information, and technical security, is governed by MASS's Company Security Controller (CSC), who operates as Security Manager for individual contracts, in accordance with our defined MASS Security Instructions.

One of two paths is generally adopted with respect to security. On one hand, the data team has previously made use of its own lab environment to develop solutions which can subsequently be deployed on the customer system. On the other hand, some contracts have called for the data team to be given access to the customer's development environment. MASS is comfortable with either of these options, observing the highest standards of security at all times and abiding by all requisite accreditations.

6.1.1 Physical Security

All MASS employees and visitors to our premises adhere to security protocols in accordance with the MASS Security Instructions.

6.1.2 Personnel Security

All MASS staff are required to have the appropriate security clearance as required.

6.1.3 Information Security

MASS staff work in accordance with the Government Security Classification Policy, JSP440, the Security Aspects Letter and the MASS Security Instructions when dealing with any protective marker information.

7. Prior Experience

MASS has extensive experience delivering our data services to a range of customers in both the private and public sectors. The following are two case studies which evidence MASS's capabilities in delivering these services.

7.1 Provision of Data-led Infrastructure

MASS provided data-led infrastructure support services to a rapidly growing smart meter division for one of our clients. The business was originally using traditional on-premises infrastructure and Enterprise Resource Planning (ERP) and needed to more rapidly adapt to changing market data exchange and regulation needs, customer service expectations and integration with new partner systems.

This included support to reduce costs and speed up deployment time by using Microsoft Azure hybrid cloud technologies to enable integration ERP, Customer Relationship Management (CRM), Business Process Management (BPM) and Management Information (MI) systems and data. We took a balanced approach to managing our customers innovation portfolio, covering all types of open innovation, as well as business and technology led innovation. An example of such business-driven innovation is when we discovered that the client could more efficiently allocate smart meter engineering time. We held workshops with users, collaborated with internal and external communities of practice, our R&I team researched and experimented with new technologies and methods for forecasting and assignment.

The selected solution resulted in a significant reduction in unallocated engineering time and (as more appointments were completed) improvement in customer satisfaction. We also use our internal 'tech watches', forums and 'lunch and learn' sessions to bring new technology-led innovation (models, methods and tools) to customers. For example, our in-house R&I team discovered recent improvements to Azure cloud database storage could significantly reduce consumption costs for some use cases. We brought these new ideas to the client, improving speed and the cost of moving data across development, test and production environments.

7.2 Improving Data Architecture

Since May 2022, a MASS Data Architect has worked with a central government department to improve their data architecture, with a long-term strategy orientated around using Machine Learning and AI. To identify and assess business drivers, MASS conducted a comprehensive problem identification exercise with the client's staff including, officers, operations, HR, finance, and the data team. The exercise identified their main business drivers: recruitment, CapEx, OpEx, security, and risk. To maximise value for money, MASS's recommendations considered the business context to produce an optimal strategy that focused on leveraging existing skills and infrastructure, rather than suggesting potentially expensive bespoke solutions.

We also worked with the client to understand current data processes and improvement priorities to document a comprehensive understanding of the current 'as-is' data situation. The MASS Data Architect worked flexibly with the client's staff, performing interviews at their convenience that fit in with their wider project activities. A comprehensive list of recommendations was made including a Target Data Architecture (TDA) with a suggested 'to-be' deployment process.

We were able to reach back to colleagues working in a laboratory environment to prototype solutions, ensuring that the recommendations were valid and made extensive use of the client's existing software licenses to reduce costs.

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