

opensky

YOUR VISION.REALISED.

Cloud Support

Service Definition Document

GCloud 15





About OpenSky

At OpenSky, we relentlessly seek better ways to deliver AI, automation and business service excellence to our clients. Since 2004, we have worked with organisations in the public sector, delivering digital services which change the way our clients work, both with their clients and their work force. Our expertise has enabled customers to increase organisational efficiency, productivity and return on investment and ultimately realise the vision of the organisation's leaders – as part of a wider public sector strategy.

We are particularly mindful of the budgetary constraints, as well as AI Governance, GDPR and compliance challenges that are so important in public sector organisations. We offer value through excellence in technical design, a flexible, reliable, client-centred approach and high-quality performance. We believe that a deep understanding of your organisation is what is needed to truly deliver the measurable success you need. This, matched with our technical excellence, makes us unique.

We provide digital service innovations across Public Sector and Health such as:

- Enable online digital engagement between Government departments and their customers, partners and/or citizens
- Drive organisational efficiencies through AI powered automation which integrates with (not replaces) your current technology investments
- Build unified data architectures on Microsoft Fabric which drive cross-organisational decision making and intelligence through AI powered analytics

We are an ISO9001, ISO42001, ISO27001 & ISO20000 accredited organisation. Through our ISO27001 certification we provide a comprehensive external audit of security and data protection processes implemented through our existing Information Security Management System (ISMS).

Our areas of expertise:

- Microsoft Power Platform, Microsoft Dynamics CE and .NET Application development
- Microsoft Fabric unified Data Intelligence
- Microsoft SharePoint support and development (on-premise and online)
- Data Migration, database maintenance and Systems Integration
- Agentic AI Development built on Microsoft Foundry
- AI Governance Service to ensure AI compliance across your organisation

OpenSky Services

Intelligent Process Automation

OpenSky Advisory Services

We help you envision, plan and execute business transformation strategies with a proven approach that embeds agility, fosters innovation and delivers business benefits faster.

Low Code

Utilising the low code Microsoft Power Platform, we integrate interconnected technologies to speed automation, optimise delivery and improve repeatability and scalability while ensuring resiliency.

Agentic AI

Build, optimise, and govern AI apps and agents that understand your business context and deliver business impact through Microsoft Foundry. OpenSky's framework for Agentic AI built on Microsoft Foundry and underpinned by our AI Governance and AI Value frameworks focus on delivering a return on investment for every AI deployment while ensuring compliance and human oversight at every step. We look to integrate with your existing systems where business value is best achieved through our unified, interoperable AI platform.

OpenSky Managed Services

Delivering world-class managed services that enhance and protect your applications and platforms. We can handle documentation, development, deployment and maintenance of intelligent process automation for you and our services are offered on an outcome-based model.

Systems Integration

OpenSky builds, implements and runs enterprise integration platforms that include built-in, reusable, standard APIs for most industry and enterprise applications. Providing best practice integrations and those built for your custom applications.

Enterprise Data & AI

Unified Data Intelligence

Our Unified Data Platform built on Microsoft Fabric provides a single source of truth for government agencies, centralising data across multiple departments for enhanced strategic planning and informed decision-making.

- Advanced Data Analytics & AI Insights: Extract meaningful intelligence from vast datasets.
- Cross-Department Data Integration: Break down silos for a unified data strategy.
- Automated Reporting & Compliance: Ensure adherence to regulatory requirements.
- Predictive & Prescriptive Analytics: Forecast trends and optimise policy decisions.

Data Management & Governance

In the government sector, agencies must rigorously adhere to data governance and compliance standards such as NIS2 to avoid legal and reputational risks. Microsoft Purview enhances these capabilities, streamlining processes to ensure robust compliance. Additionally, Microsoft Fabric addresses the challenge of data accessibility by dismantling silos, thus facilitating seamless data sharing and improved decision-making across departments.

Data Analytics

Advance your data capability with analytics platforms, data mining, data visualisation and predictive modelling techniques to discover hidden trends and patterns to make better decisions – providing the right people with the right information at the right time.

Artificial Intelligence

Harness the power of data and AI to drive faster, predictive and proactive decision making, all while educating the organisation on the path forward. Azure AI provides a suite of AI and machine learning tools that streamline operations, automate processes, and bolster decision-making.

Application Modernisation

Application Modernisation

Whether legacy .NET, Lotus Notes or Access/Excel databases, we offer modernisation options to secure and optimise these applications for your business. OpenSky can accelerate modernisation with software, AI and platform-driven solutions to help you achieve agility for an increasingly digital world.

Enterprise Cloud Application Development

Stay ahead of the curve by building business-centric, tailored application portfolios with Cloud ready technologies through OpenSky's .NET & Azure Centre of Excellence.

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Utilising the low code Microsoft Power Platform, we integrate interconnected technologies to speed automation, optimise delivery and improve repeatability and scalability while ensuring resiliency.

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OpenSky Services

Enterprise Application Services

.NET Bespoke Development

Build tailored application portfolios, which deliver exactly to your business needs, no waste or redundant features using the Cloud Native .NET Core platform. No matter how complex your process we can build applications that are resilient, secure and perform lightning fast every time.

Low Code Development

Utilising the low code Microsoft Power Platform, we integrate interconnected technologies to speed automation, optimise delivery and improve repeatability and scalability while ensuring resiliency.

CRM & Case Management

Achieve better business outcomes through Microsoft Dynamics 365 CRM capabilities for Case Management and customer engagement. Enhance the speed and efficiency of case management processes through automated rules to assign tasks and manage workflows.

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Advisory & Consulting

Enterprise Process & AI Use Case Analysis

OpenSky is dedicated to enhancing efficiency by pinpointing waste and redundancies within current processes. We identify areas for improvement and where AI driven automation can bring the most value to your organisation. Subsequently, we develop and implement a strategic plan to enhance these processes, identify ROI from AI augmentation and enhance governance across the organisation through standardisation.

Process Mining

Process Mining reveals how your processes actually run, not how you think they do. We delve deep into your existing systems, revealing hidden bottlenecks that impede your business processes. This unobstructed insight ensures that decisions are made based on accurate, up-to-date information, leading to more effective management and optimisation of enterprise systems.

Technology Modernisation

OpenSky's AI powered modernisation & migration methodologies can free your applications from legacy constraints and ensure they are more agile and secure, keeping pace with your business change.

Technology & Cloud Transformation Management

Our Architects are experts in merging business strategy with technology, crafting a clear and strategic vision for your technology initiatives. This focused approach ensures buy-in from key stakeholders and aligns your entire organisation towards common technological goals.

Azure Cloud Managed Support

Azure Cloud Hosting and Services

As a Microsoft Solutions partner and with extensive expertise in harnessing Azure's capabilities, we build, run, and manage applications across multiple clouds, on-premises, and at the edge, with the tools and frameworks of your choice. Our expertise includes Azure Synapse, Azure Databricks, Azure SQL, Azure AI & Machine Learning, Azure Cognitive Services and Azure Security.

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OpenSky Technologies

Dynamics 365 CE

The new standard in Customer Relations Management solutions. With Dynamics 365 CE's easy integration into hundreds of data connectors and standard digital tools, you can connect & automate multiple departments within your organisation.

Azure

With 24/7 support, multiple automated backups, and flexibility to meet any platform, OS, device, or language, Azure makes development, deployment, hosting, and management fast, simple, and accessible.

Microsoft Power Platform

This is a low-code platform (comprising Power BI, Power Apps, Power Automate and Power Virtual Agents) enables organisations to analyse data, act on it through applications, and automate business processes. It allows everyone in the organisation, from developers to your frontline worker, to participate in driving better business outcomes by building and using apps.

.NET

This powerful tool enables cross-platform, open-source developer platform for building any kind of application. With .NET, you can use multiple languages, editors, and libraries to build for web, mobile, desktop, games, and IoT – with better performance, faster processing times, and greater flexibility than before.

Microsoft Foundry

Microsoft Foundry is an interoperable AI platform that enables developers to build faster and smarter, while organizations gain fleetwide security and governance in a unified portal. MS Foundry coupled with OpenSky's Agentic AI Framework is used to build, deploy, and scale AI apps and agents that understand your business context and deliver business impact.

AI and Machine Learning

Bring smart and sophisticated automation into your organisational flows, data analysis, work, and products. AI & ML get the job done effortlessly, quickly, and automatically – and they also learn as they work, becoming more accurate at predicting outcomes and completing tasks over time.

Robotic Process Automation (RPA)

This non-intrusive collection of software and systems is integrated into your business and networks to eliminate or automate time-consuming, repetitive, or high-volume tasks. With a high degree of customisability and complexity, it can free up human staff from work they don't like, 24/7.

MS Purview & MS Fabric

Microsoft Purview is a unified data governance service that helps you manage and govern your on-premises, multi-cloud, and software as a service (SaaS) data. Microsoft Fabric is a new cloud-based data platform that enables you to create, share, and collaborate on data-driven insights with your team. Together, Microsoft Purview and Microsoft Fabric offer a seamless integration that allows you to browse and search Fabric items, access metadata from Fabric items, and apply data policies and classifications to Fabric items.

Microsoft Solutions Partner

OpenSky has been a Microsoft technology partner since 2004, delivering solutions to public & private sectors in Ireland, the UK & the US.

The Microsoft stack of enterprise solutions contains a broad range of innovative technologies which serve the needs of complex enterprises and is one of the most powerful ecosystems to accelerate change and transform business operations.

Microsoft Partner



Specialist
Migrate Enterprise Applications
to Microsoft Azure



Specialist
Analytics



OpenSky Expertise

Analysis

Working closely with a multi-disciplinary project team, we will undertake a full analysis of the organisation's situation – understanding the challenges and pain points and discussing the relative priority of each solution. Analysis can be undertaken as stand-alone project for organisations trying to understand their digital transformation options, or as part of a wider project for organisations with a solid understanding of the challenges to be met.

Design

Our design services provide the data/information strategy, implementation of that strategy, analysis (functional/non-functional), system design, and business intelligence tasks necessary to implement the envisioned solution. Our analysis activity will cross all business functions as we intend to deliver a robust solution that meets all stakeholder needs. The design phase is done in partnership to reinforce our understanding of your requirements and define the finer details of user roles and access rights. A Scope of Works Document will be the main output of this stage.

Development

Working closely with your project team, our developers will create the solution that meets your requirements. Client input will be needed for each release workshop, working to an Agile methodology, UAT preparation and sign off.

Implementation

The implementation/delivery stage of your project will be the largest piece of work for both of us. We may break the project into several sub-projects, that may be able to run concurrently. We will map milestones and reviews with the project and management team to ensure we are delivering exactly what is required. Regular reviews will be scheduled to ensure solutions are being implemented that meet expectations.

Training

Training and user-adoption begins from the start of our engagement. As well as workshops to gather requirements, we also facilitate education sessions to help with data management concepts and other fundamentals that would be agnostic to a chosen technology. Various system users are involved in training, at various levels and depths to ensure they are confident in using the system, through to training colleagues, where necessary. Resource requirements will be identified as part of the design of the training strategy – dependant on your priorities.

User Adoption

It is important to measure progress against your benchmark during the roll-out process, to keep improving solutions based on user feedback as well as capturing successes to share. Driving adoption is a continuous cycle and doesn't end after launch day or measuring your launch impact. A physical presence will be required with clients during the go-live period. We would also recommend then we continue to promote the service desk that is available and allow your users to access ongoing guidance and advice here.

Managed Support Services

OpenSky provide excellent, flexible customer and technical support services for Dynamics solutions, from standalone applications to complex systems. Our ITIL aligned Service Desk combines expert technical personnel with expert customer service to bring the highest standard support solutions. Our standard package provides:

- Level 2 and Level 3 Remote Support Services
- Dedicated support service desk and cloud support experts from 08:00 to 18:00 Monday to Friday
- 24/7 access to the service desk portal
- Self-service Knowledge Base and FAQs facility on web portal
- System Monitoring
- Suite of Daily System Checks performed by start of business each day
- Aggressive and guaranteed Response and Resolution times
- Support Lead dedicated to your account
- Face to face or video-conference meetings
- Monthly Service Reports including performance against SLAs and KPIs
- Facility for change requests, enhancements
- Onsite Quarterly Service Review meetings

Non-standard packages can be tailored to your needs

- Level 1 Remote Support Services
- Onsite Level 1, Level 2 and Level 3 personnel
- Out of hours or on-call support services

Consulting

OpenSky's experience across a range of customers consists of out-of-the-box solutions to reduce costs, with some configuration applied, to ensure the system is tailored to deliver maximum impact. Working as consultants in partnership with our clients, enables us to challenge the status quo and push our clients to achieve more, going further to future-proof their solution for maximum impact and value. IT Health checks are scheduled in all our project plans. These can be done annually, quarterly or monthly – as required by the project and the client.

OpenSky's Cloud Experience

OpenSky has worked with dozens of public sector bodies, impacting millions of users, through implementing our cloud solutions since 2004.

Azure Services

As more cloud apps are produced, people have discovered that this decomposition of the overall app into independent, scenario-focused services is a better long-term approach. Microservice applications are composed of small, independently versioned and scalable customer-focused services that communicate with each other over standard protocols with well-defined interfaces. OpenSky has extensive experience developing with Azure Functions. It forms the basis of our preferred approach for application integration. Azure Functions are a go-to method of providing integrations as it sits perfectly with OpenSky's "configure first" policy, designed to reduce the amount of custom code in any solution we deliver.

Microsoft Fabric

Microsoft Fabric enables organisations to bring together data from a wide range of sources into a single, unified analytics platform. These sources can include:

- SaaS applications
- On-premises systems
- Organisational data assets
- Azure services
- Excel files
- Existing Power BI and semantic models

OpenSky has delivered Microsoft Fabric solutions for a variety of clients, creating a consolidated view of enterprise data and customers. This approach enables richer, more granular insights, enhances reporting and analytics capabilities, and improves workflows and decision-making for users and stakeholders across the organisation.

Agentic AI (Microsoft Foundry)

We support government organisations in adopting agentic AI through Microsoft Foundry in a way that is practical, governed, and focused on measurable outcomes. Our approach applies structured business process analysis to identify where AI agents can augment decision-making, automate routine activities, and improve policy and operational effectiveness—without disrupting existing systems or data investments. By embedding strong AI governance, human oversight, and security controls from the outset, we enable public sector bodies to scale AI safely and responsibly, ensuring ongoing value realisation through a managed service model aligned with UK public sector AI principles.

CRM & Low Code Applications

We empower government agencies to streamline internal operations using Dynamics CRM, AI and low-code platforms. Our solutions eliminate manual tasks, revitalise legacy systems, and ensure seamless integration across departments—reducing costs while improving service delivery. Working with Local authorities such as Essex County Council, Lincolnshire County Council and agencies such as Livestock and Meat Commission, we help government agencies deliver accessible, responsive, and personalised digital experiences.



OpenSky Data Systems

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