

Connected Experience & Digital Enablement Implementation Services

This service delivers the design, build and deployment of modern digital experiences across Microsoft, AWS, Google, Salesforce, ServiceNow, Appian, OutSystems, Boomi, Riverbed, LogicMonitor, ScienceLogic, Halo and ManageEngine, implementing automation, AI assistants, integrations, cloud-native and low-code components, observability and release activities to transform legacy systems into unified, intelligent and scalable digital platforms.

The service aligns platforms, data and automation to deliver scalable, resilient and user-centred digital services across enterprise environments.

Service Benefits

- ▶ Modern, unified digital experiences across portals, applications and service channels
- ▶ Automated workflows and AI assistants improving service efficiency and responsiveness
- ▶ Modernised applications through refactoring, remediation and runtime upgrades
- ▶ Integrated platforms spanning ITSM, ERP, CRM and collaboration ecosystems
- ▶ Unified observability enabling proactive issue resolution and predictive operations

Implementation Approach

Modular service delivering modern applications, automated workflows and intelligent digital experiences.

▶ Design

Produce detailed solution designs for portals, applications and workflows

Define omnichannel interaction patterns, UX components and design systems

Specify integration models, APIs, events and orchestration logic

Shape automation, AI assistant and predictive operations configurations

Establish cloud-native, low-code and pro-code design patterns

▶ Build

Develop modern interfaces, workflows and digital experience components

Refactor, re-platform or redevelop legacy application modules

Build APIs, microservices, integrations and event-driven services as needed

Implement automation, AI assistants and predictive workflows

Conduct testing across UX, accessibility, performance and security

▶ Deploy

Execute release and deployment activities across environments and systems

Configure ITSM, ERP, CRM and collaboration platform integrations

Embed observability and experience monitoring instrumentation where appropriate

Validate readiness, performance and operational acceptance

Complete transition to support with documentation and handover for ongoing operations

Deliverables

Typically applicable to CRM, ITSM, ERP, low-code/no-code, automation, collaboration and web experience platforms, data and integration platforms, application modernisation technologies, API/microservice and event-driven architectures, AI technologies, observability tooling and wider digital experience ecosystems:

- Workflow automation and orchestration build
- AI assistant configuration and predictive capability setup
- Application, workflow and service configuration
- Modernisation and refactoring support
- Integration, API and event-driven development oversight
- Low-code, cloud-native and platform engineering support
- UX, accessibility and performance testing
- Platform deployment, migration and release execution
- Observability and experience monitoring setup
- Structured documentation, knowledge transfer and handover
- Hypercare and early-life support
- Project management, governance and reporting

Service Levels

- 9–5 UK time, Monday to Friday
- Workshops and reviews scheduled in advance
- Defined response and escalation routes
- Document delivery milestones defined in the engagement plan
- Escalation routes confirmed at engagement outset

Pricing Model

- SFIA-aligned day rates for uplift or project work
- Fixed-price assessment packages available
- Scope and pricing finalised after scoping activities

Engagement Options

Supporting flexible delivery across Design, Build and Deploy:

- **Project Delivery** - Structured execution of digital experience, automation and application modernisation.
- **Team Augmentation** – Specialists, including but not limited to digital engineers, data engineers, architects, developers, UX designers, automation and AI specialists.
- **Specialist Resourcing** - Short-term integration, testing, observability or cloud-native expertise

Security & Compliance

- Staff screened to BS7858:2019.
- NPPV or SC clearance available on request and scoped separately (not included in standard rate card)
- Processes aligned to ISO 27001, 9001, 20000-1 and 14001
- GDPR-compliant handling of customer data

Customer Responsibilities

- Provide access to environments, tooling, test data and stakeholders
- Ensure availability for workshops, reviews, testing and approvals
- Supply accurate architectural and operational information required for delivery
- Maintain governance, releases and change-control processes
- Approve deliverables, changes and planned activities in a timely manner

Offboarding

- Handover of all planning artefacts and documentation
- Knowledge-transfer session(s)
- Closure review with next-step recommendations



Contact us to discuss your requirements.

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