



Intelligent Automation & RPA Cloud Enablement

Service Definition Document

G-Cloud 15

morson **EDGE**

Intelligent Automation & RPA Cloud Enablement

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Intelligent Automation & RPA Cloud Enablement

Our Intelligent Automation (IA) and Robotic Process Automation (RPA) services improve operational efficiency by automating high-volume, rules-based processes, while ensuring customers retain full ownership of decisions, controls, data, and outcomes. We design and implement secure, compliant automations that integrate with existing systems, reduce manual effort, and support consistent, auditable service delivery.

- **Process discovery:** Discovery and preparation activities assess the current automation landscape, system integrations, data sensitivity, and suitability of processes for automation. Activities focus on identifying rule-based, repeatable processes appropriate for IA and RPA enablement across Police, Ambulance, Health, and Social Care organisations.
- **Configuration:** We support the configuration of buyer-selected IA and RPA platforms to include UiPath, Blue Prism, Automation Anywhere, Microsoft Power Automate, NICE and comparable platforms. Our configuration approach covers bot configuration, orchestration setup, credential management, exception handling, and monitoring configuration.
- **Automation enablement:** We support operational use cases such as finance processing, HR administration, case management updates, scheduling, reporting, and data synchronisation across systems. Automation enablement includes identifying and prioritising suitable processes, defining governance and control frameworks, configuring environments, and enabling teams to adopt automation in a controlled, scalable manner, with customers retaining full ownership of decisions, controls, and outcomes.
- **Integration enablement:** We ensure that automated processes connect seamlessly with existing systems. We define integration requirements, configure secure data flows, and establish monitoring and control mechanisms to maintain accuracy and compliance and focus on secure connectivity between automation platforms and existing enterprise and operational systems, including ERP platforms, case management systems, clinical systems, and data repositories.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, role-based access configuration, audit logging, and secure handling of sensitive data. All activities align with UK GDPR, policing information assurance requirements, and health and social care data protection standards.
- **Automation governance and assurance:** Automation governance ensures IA and RPA deployments operate within defined permissions, ethical boundaries, and assurance controls. We support configuration of approval workflows, audit trails,

exception thresholds, and human-in-the-loop escalation to ensure automation remains assistive, transparent, and accountable.

- **Adoption:** Adoption support focuses on enabling effective and responsible use of the configured automation platform. It includes platform-specific training, operational guidance, and support materials focused on safe automation operation.
- **Optimisation:** Delivery is structured around clearly defined service units aligned to automation platforms, processes, or service areas. Optimisation and reporting outputs support ongoing improvement in automation reliability, coverage, and value.

Our project management and delivery approach for Intelligent Automation & RPA Cloud Enablement provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide general process re-engineering consultancy, organisational change programmes, staff augmentation, or outsourced service delivery. Ownership of operational decisions, automation rules, and outcomes always remains with the customer.

Service Features

- Configuration and optimisation of buyer-selected IA and RPA cloud platforms.
- Process discovery and configuration focused on rule-based, repeatable activities.
- Secure integration with ERP, case management, finance, HR, and operational systems.
- Role-based access controls, audit logging, and automation governance configuration.
- Deployment of attended and unattended automations.
- Scalable automation models supporting enterprise and shared service environments.
- Automation boundaries to prevent unauthorised AI or decision-making behaviour.
- Human-in-the-loop controls for exception handling and escalation.
- Performance monitoring, alerting, and optimisation of live automations.
- Automation resilience design including failover and exception recovery.

Service Benefits

- Reduced administrative burden, transformed processing efficiency.
- Improved compliance through auditable, rules-based automation.
- Increased workforce capacity for higher-value operational activity.
- Scalable automation that supports demand surges in critical services.
- Improved service resilience through 24/7 automation capability.
- Better integration across operational and enterprise systems.
- Foundation for advanced automation and AI augmentation.
- Clear separation between automation execution/human decision-making.
- Stronger assurance for regulators and internal governance teams.
- Foundation for future automation and AI augmentation within controlled.

Exit, Transfer, and Portability

- All data remains the property of the customer.
- Data and configuration documentation can be exported in standard formats.
- The service does not restrict supplier change or internal enablement.
- Exit does not require ongoing paid support or proprietary tooling.
- No lock-in to supplier-specific orchestration, licensing, or proprietary automation logic.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.



Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



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