BRITIXO

CORPORATE PROFILE / 2026

Engineering the operating backbone of modern business.

Corporate profile & enterprise capabilities

CONSULT / ENGINEER / OPERATE

UK-led technology delivery across enterprise software, infrastructure, cybersecurity, communications and managed services.

BRITIXO SOFTWARE SOLUTIONS UK LTD.

Company No. 17170769 · November 2026

A DIFFERENT WAY TO RUN TECHNOLOGY

Technology should make organisations easier to run.

One connected view of strategy, applications, infrastructure, security and service ownership.

01

The real problem

Most organisations do not lack technology. They struggle with fragmented ownership, duplicate data, unclear supplier boundaries and changes that are difficult to operate after launch.

02

The Britixo response

Bring the business objective, engineering programme and live operating model into one coherent plan. A decision is only useful when its responsibilities and consequences remain understandable.

03

Our measure of progress

Judge improvement through fewer avoidable hand-offs, clearer decision rights, demonstrable user outcomes, supportable architecture and evidence that survives beyond project sign-off.

One accountable relationship. Clear boundaries. Technology that can be operated with confidence.

EXECUTIVE OVERVIEW

One partner. A connected technology lifecycle.

Britixo connects consultancy, software engineering, enterprise applications, infrastructure, communications and managed support under a UK-led delivery model.

01 Understand the business

Begin with users, operating pressures, current systems, data and risk. The first deliverable is a shared definition of the problem and the decision to be made.

02 Design the full service

Consider security, identity, infrastructure, integrations, recovery and support at the same time as the software or customer-facing experience.

03 Deliver with control

Use visible milestones, acceptance criteria and practical testing. Record dependencies, exceptions and the responsibilities of every participant.

04 Operate and improve

Connect monitoring, support, change control and service reviews with the roadmap so that the organisation learns from what happens in production.

THE COMMERCIAL ADVANTAGE

Rather than treating consultancy, development and operations as isolated purchases, clients can scope a focused service or connect selected capabilities under a coherent delivery relationship.

SOURCE britixo.com

BRITIXO AT A GLANCE

Scale of the published portfolio.

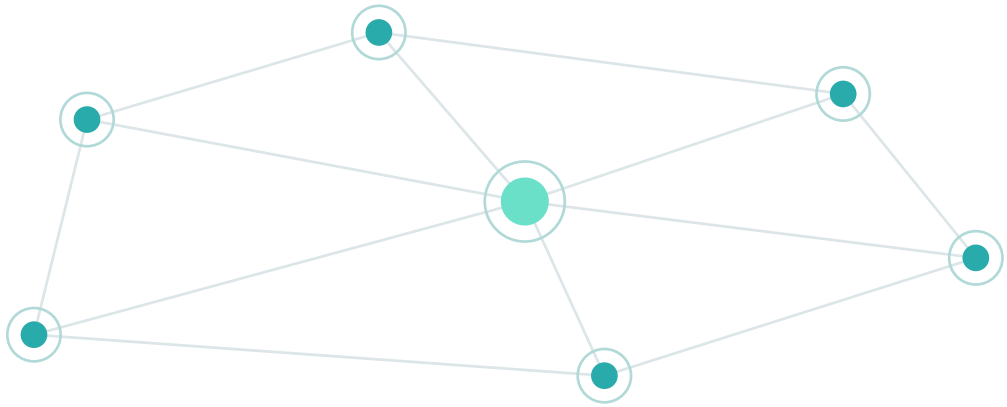
A snapshot of Britixo's published engineering capability, modular software portfolio and integration catalogue.

200+
Developers described on Britixo website

34
CRM modules in published catalogue

641
Enterprise module catalogue options

937
Integration catalogue options



CAPABILITY AND AVAILABILITY

These figures reflect Britixo's public catalogue at publication. Team allocation, module availability, integrations and service terms are confirmed for each engagement.

SOURCE britixo.com/enterprise-modules

DOCUMENT GUIDE

Inside the profile.

A decision-led tour of the organisation, its connected portfolio, its technical capabilities and the disciplines that make a live service dependable.

01 The organisation 06–10

02 Connected portfolio 11–18

03 Enterprise capabilities 19–31

04 Engineering & technology 32–38

05 Delivery excellence 39–45

06 Trust & assurance 46–50

07 Experience & next steps 51–54

BRITIXO

CHAPTER 01

THE ORGANISATION

Capability has value only when accountability is clear.

The identity, operating principles and engagement models behind Britixo's UK technology delivery.

IDENTITY

OWNERSHIP

PARTNERSHIP

CORPORATE IDENTITY

Britixo Software Solutions UK Ltd.

A registered UK company providing a coordinated point of engagement for consultancy, engineering, infrastructure and technology services.

PUBLIC REGISTER

LEGAL NAME	Britixo Software Solutions UK Ltd.
COMPANY NUMBER	17170769
JURISDICTION	England and Wales
INCORPORATED	20 April 2026
REGISTERED OFFICE	Unit 5–6 Titford Lane, Rowley Regis, B65 0PY, United Kingdom
WEBSITE	britixo.com

DEFINED LEGAL IDENTITY

Company registration and statutory information should accompany every formal procurement submission, with contracting entity, billing terms and service-specific providers confirmed for the engagement.

ACCOUNTABLE DELIVERY

Britixo's publicly described model joins consultancy, engineering, infrastructure and support. Specific resources, subcontractors and delivery obligations remain subject to the signed scope.

SOURCE find-and-update.company-information.service.gov.uk/company/17170769

THE INTEGRATED MODEL

Less fragmentation. More control.

Technology projects become harder when each supplier sees only its own component. Britixo's approach makes the seams between components visible.



A SHARED SERVICE VIEW

Architecture, applications, hosting, identity, data, monitoring and support are considered as one operating system, while ownership of individual layers remains explicit.

A PRACTICAL BENEFIT

Leaders can trace an issue or proposed change from business impact to technical dependency and service owner, instead of rebuilding context across unrelated projects.

GOOD GOVERNANCE IS NOT BUREAUCRACY

It is the ability to answer: what is changing, why, who approved it, how is it tested, and what happens if it fails?

SOURCE britixo.com/company

OUR OPERATING PRINCIPLES

The standards behind the service.

The strongest enterprise relationships are built on verifiable responsibilities, not slogans.

01 Outcome before product

Frame the business decision before selecting systems or licences.

02 Evidence before assurance

Use logs, tests, records and approvals rather than unsupported promises.

03 Ownership at every hand-off

Name the person or party accountable for the next action.

04 Security from inception

Consider identity, exposure, data and recovery in the design stage.

05 Operational continuity

Design the service for maintenance, exceptions and support, not only launch.

06 Transparent boundaries

Distinguish included service, additional cost and third-party dependency.

SOURCE britixo.com/our-company

HOW CLIENTS ENGAGE

The right amount of partnership.

A structured relationship can begin with one urgent issue or develop into a longer programme without losing clarity.

01

Focused assessment

A short diagnostic, architecture or security review produces a prioritised decision, risk register and practical options.

02

Defined delivery project

A contracted implementation with solution design, milestones, testing, acceptance and handover.

03

Co-managed technology

Specialist engineering and service capacity works alongside the client's internal team under agreed responsibilities.

04

Long-term operating partner

A connected roadmap, managed service, service reporting and controlled improvement cycle.

FIT MATTERS MORE THAN CONTRACT SIZE

Every model should state the intended outcomes, exclusions, third-party charges, client dependencies and review criteria.

SOURCE britixo.com/services

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CHAPTER 02

CONNECTED PORTFOLIO

Specialist platforms. A coherent ecosystem.

A connected portfolio spanning customer operations, property technology, infrastructure, communications and governance.

PLATFORMS

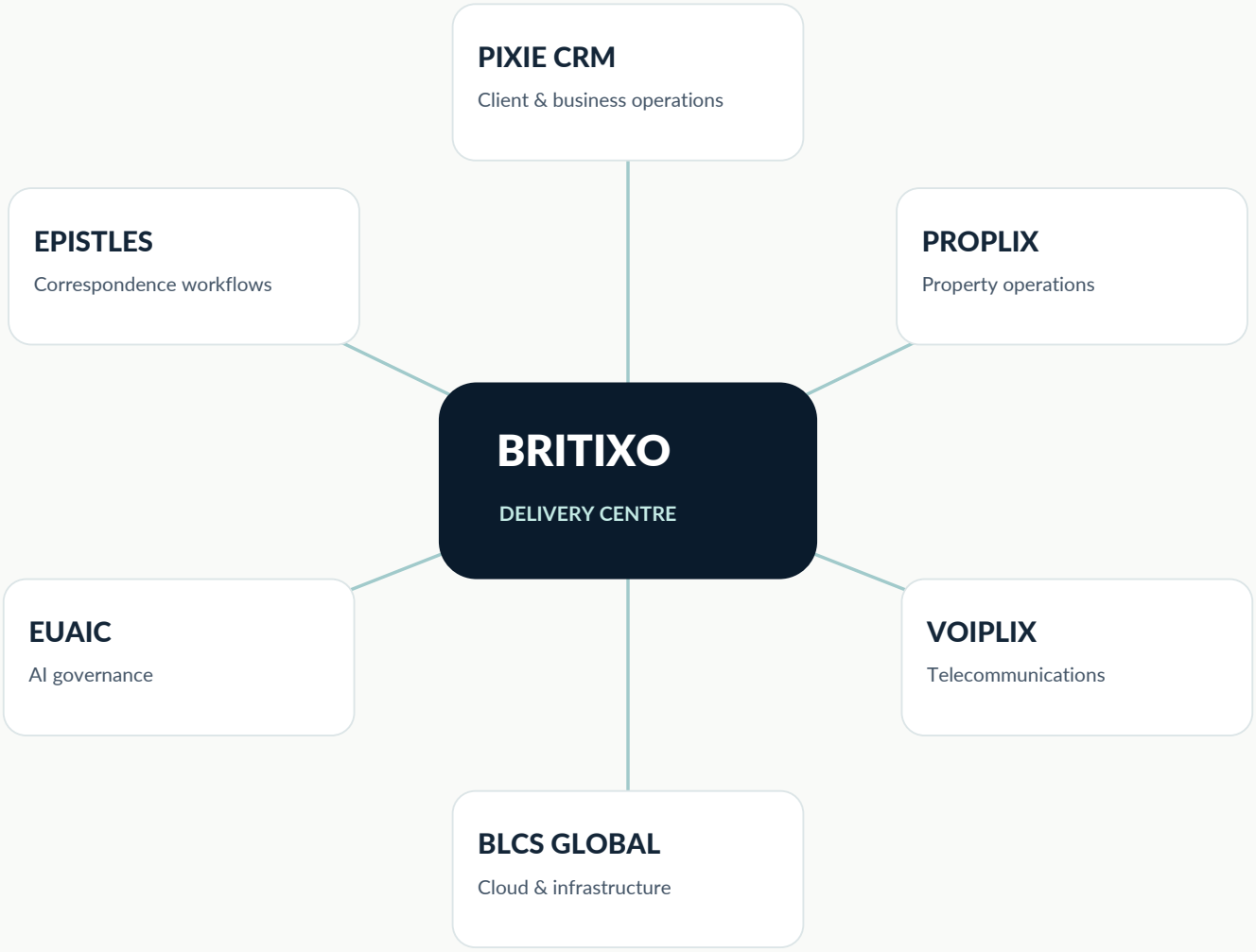
SPECIALISM

INTEGRATION

PORTFOLIO ARCHITECTURE

A network of complementary capabilities.

Britixo's network brings together specialist capabilities across customer operations, property, communications, cloud infrastructure and AI governance. Delivery terms are defined for each engagement.



ENTITY & BRAND DISTINCTION

Pixie CRM describes itself as a Pixie Technologies LLC product with Britixo responsible for UK operations. Brand association does not imply that all products share one legal owner.

SOURCE britixo.com/products

ENTERPRISE APPLICATIONS

CRM systems and Pixie CRM.

Connected customer records, commercial workflows and operational accountability.

PIXIE CRM

Pixie CRM positions itself as configurable customer and client operations software. Its public modules cover customer records, lead management, sales pipelines, proposals, projects, support, client portals and workflow automation. Britixo separately publishes its own CRM and enterprise module catalogues.

01

Relationship context

Bring customer history, responsibilities, documents and next actions into a usable record.

02

Commercial continuity

Connect prospects, proposals, contracts, invoicing and service delivery where scoped.

03

Governed configuration

Select roles, permissions, process states and automation appropriate to the organisation.

Pixie CRM describes its product owner as Pixie Technologies LLC and its UK operations as provided by Britixo. Product and entity terms are confirmed contractually.

EXPLORE PLATFORM pixiecrm.com

PROPERTY TECHNOLOGY

Proplix. Property operations, connected.

A property-centred operating environment for portfolios, tenancy, maintenance and compliance workflows.

PROPLIX

The Proplix public feature directory organises property work into 20 connected areas. It emphasises evidence-led tenancy onboarding, compliance monitoring, maintenance, role-aware portals, finance and operational reporting rather than isolated task lists.

01

One property context

Connect owner, tenant, agent, supplier and property information throughout the lifecycle.

02

Compliance workflow

Support evidence intake, due dates, review states, approvals and remediation; legal duties remain with the client.

03

Stakeholder journeys

Separate access for tenants, landlords, suppliers, clients and brokers according to approved role and relationship.

Public website lists 1,238 capabilities within 20 areas. The count is a catalogue indicator; feature availability is confirmed per package and implementation.

EXPLORE PLATFORM proplix.co.uk

BUSINESS COMMUNICATIONS

Voiplix. Calling built around the team.

A coordinated approach to business numbers, PBX, IVR, SIP endpoints and customer workflows.

VOIPLIX

Voiplix presents cloud calling for offices and contact centres, combining PBX and IVR configuration, SIP devices, routing, queues and tailored voice connectivity. CRM integration and API workflows are scoped around the actual calling operation.

01

Cloud calling

Extensions, routing rules, ring groups and voicemail depend on the confirmed configuration.

02

Contact-centre flow

Connect incoming numbers, IVR choices, queues, agents and follow-up records.

03

Clear economics

Published core PBX access and internal extension calls are free; numbers, public-network calls, devices and bespoke work are separate.

Telephony capacity, supported devices, country coverage and emergency-calling arrangements must be confirmed in each proposal.

EXPLORE PLATFORM voiplix.co.uk

INFRASTRUCTURE SPECIALISM

BLCS Global. Infrastructure with context.

Datacentres, VPS, dedicated compute and managed cloud planned around actual workloads.

BLCS GLOBAL

BLCS Global presents an infrastructure portfolio covering hosting, Linux and Windows virtual servers, dedicated systems, cloud, migration, backup, recovery and managed operations. Its approach begins with workload behaviour and operational responsibilities.

01

Workload-led sizing

Define CPU, memory, storage, network, growth and recovery requirements before deciding the form factor.

02

Defined management

Distinguish operating-system, application, database, network and supplier responsibilities.

03

Resilience by design

Consider backup placement, restoration, incident handling and changes before production launch.

Exact locations, certifications, suppliers, service levels and hardware availability are confirmed for the applicable order and contract.

EXPLORE PLATFORM blcsglobal.com

RESPONSIBLE AI

EUAIC. Governance that can be evidenced.

Inventory, risk classification, oversight and monitoring for organisational AI use.

EUAIC

EUAIC presents structured AI-governance workflows to document systems in use, purposes, risk categories, approvals, supporting evidence, human oversight and ongoing review. It targets an important problem: AI decisions without clear ownership or an auditable trail.

01

System inventory

Maintain a record of use cases, vendors, accountable owners and business purposes.

02

Review and oversight

Link classification and control choices to reviewers, decisions and evidence.

03

Continuous governance

Reassess changes, supplier evidence, monitoring and open actions as systems evolve.

Technology supports governance; it does not provide a legal determination or guarantee compliance with the EU AI Act.

EXPLORE PLATFORM euaic.com

DOCUMENT & CORRESPONDENCE

Epistles. Business correspondence workflows.

A connected direction for preparing, managing and dispatching business correspondence.

EPISTLES

Epistles focuses on professional correspondence workflows, connecting document preparation, approvals, recipient validation, dispatch options and traceable records in a coherent service journey.

01

Controlled preparation

Branded documents, appropriate templates and review before release.

02

Dispatch orchestration

Coordinate delivery options, approvals and dispatch status in a consistent workflow.

03

Record and follow-up

Useful event history, document references and support routes for exceptions.

Supported services, destinations, delivery methods and applicable prices are confirmed when the required service is selected.

EXPLORE PLATFORM epistles.uk

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CHAPTER 03

ENTERPRISE CAPABILITIES

One commercial relationship. Seven disciplines.

Start with a focused capability or connect multiple service areas into a managed, supportable solution.

CONSULT

BUILD

RUN

THE SERVICE LANDSCAPE

Choose a capability. Keep the whole service in view.

Britixo publicly groups its work around seven interconnected capabilities. Every statement of work identifies which are included.

01 Consulting

Technology strategy and independent assessment

02 Managed IT

End-user support, devices and identity

03 Infrastructure

Cloud, hosting, networks and resilience

04 Cyber security

Exposure, controls and incident readiness

05 Software

Web, applications, CRM and APIs

06 Datacentre

VPS, dedicated platforms and recovery

07 TRANSFORMATION

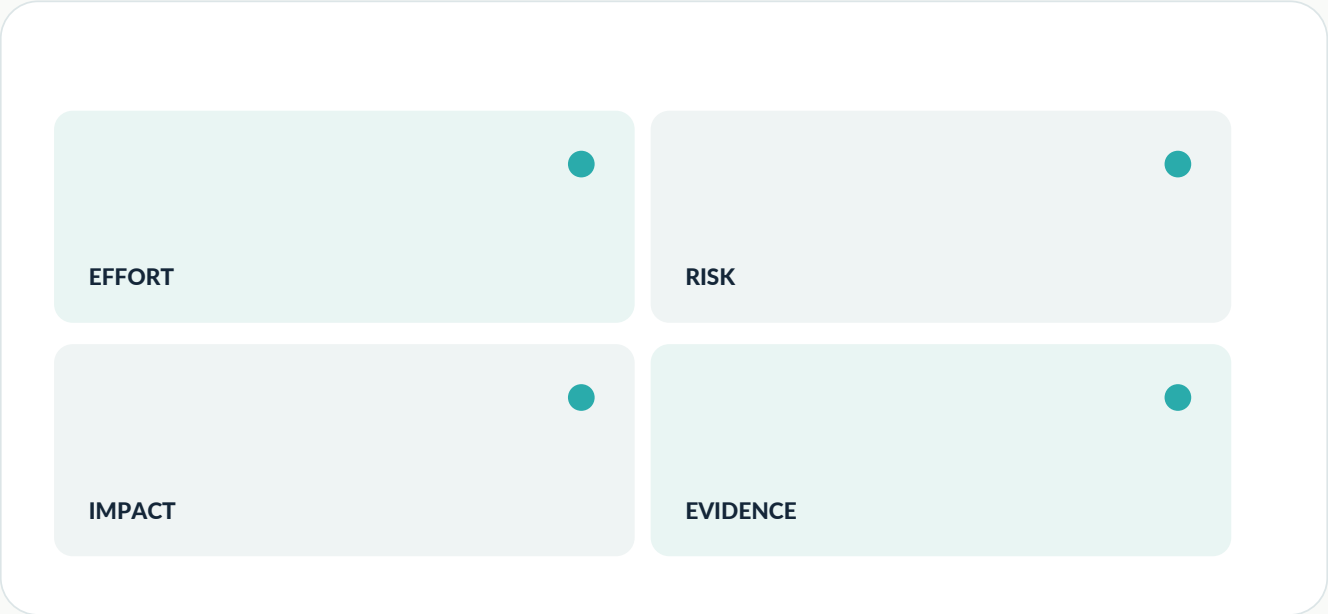
Process redesign and adoption

SOURCE britixo.com/services

01 / ENTERPRISE CAPABILITIES

IT consulting & technology strategy.

Make investment decisions from evidence, constraints and the outcome the business actually needs.



01

Current-state assessment

Review systems, contracts, usage, risks, process breakdowns and skills. Distinguish urgent operational issues from structural constraints.

02

Option architecture

Compare improvement, integration, replacement and managed-service choices against cost, delivery risk, security, supportability and organisational readiness.

03

Actionable roadmap

Prioritise a practical sequence with owners, dependencies, time horizons, milestones and the evidence that will show whether the change worked.

TYPICAL OUTPUTS

Technology assessment • Architecture options • Prioritised roadmap • Decision register

SOURCE britixo.com/services

02 / ENTERPRISE CAPABILITIES

Bespoke software engineering.

Build software around the user journey, data model and operational responsibilities - not a list of screens.



01

Product discovery

Translate business goals into representative journeys, acceptance conditions, roles and non-functional requirements.

02

Engineering discipline

Design maintainable components, integration contracts, permissions, data validation and controlled deployment routes.

03

Testing and handover

Use technical tests and user evidence to check normal paths, exceptions, security and the support model before acceptance.

TYPICAL OUTPUTS

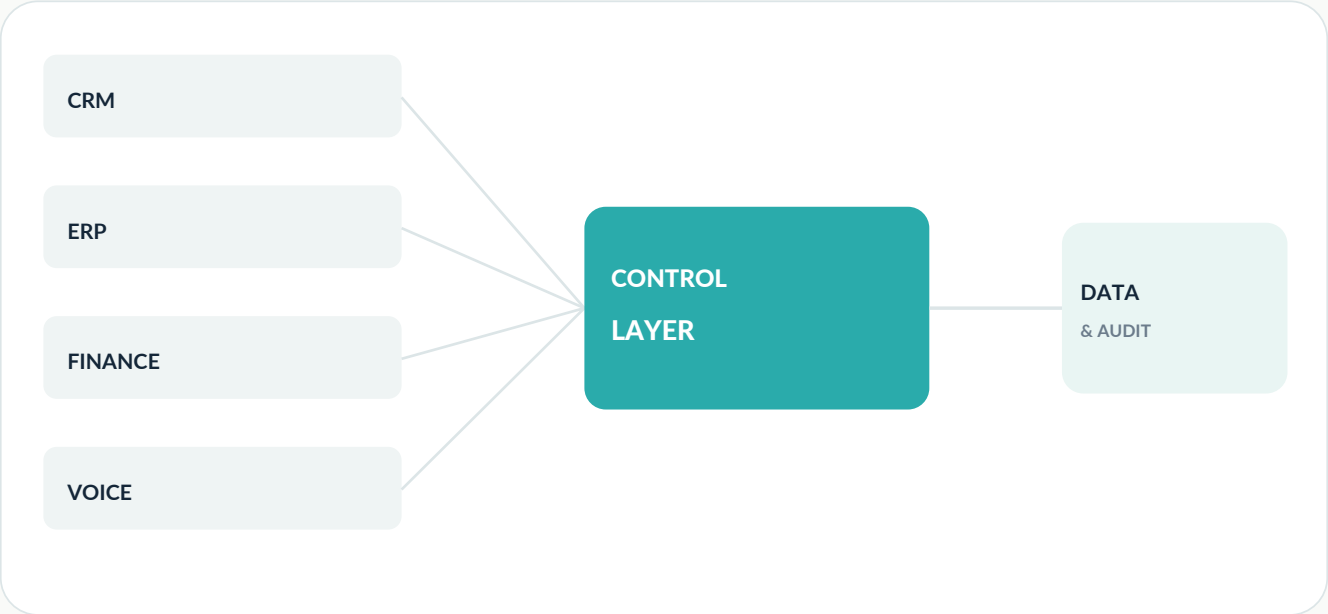
Product brief • UX architecture • Application/API code • Tests • Technical handover

SOURCE britixo.com/technology-journey/tailored-software

03 / ENTERPRISE CAPABILITIES

Enterprise CRM, ERP & operational systems.

Build a dependable record of the customer, the transaction, the work and the decision.



01

Configured modules

Choose customer management, pipeline, finance, projects, support, people, property and other domain capabilities for the required workflow.

02

Information continuity

Model identifiers, permissions, lifecycle states and source-of-truth rules before linking systems.

03

Operational adoption

Train roles on decisions and exceptions; avoid exposing unnecessary complexity to users whose job is narrow and time-sensitive.

TYPICAL OUTPUTS

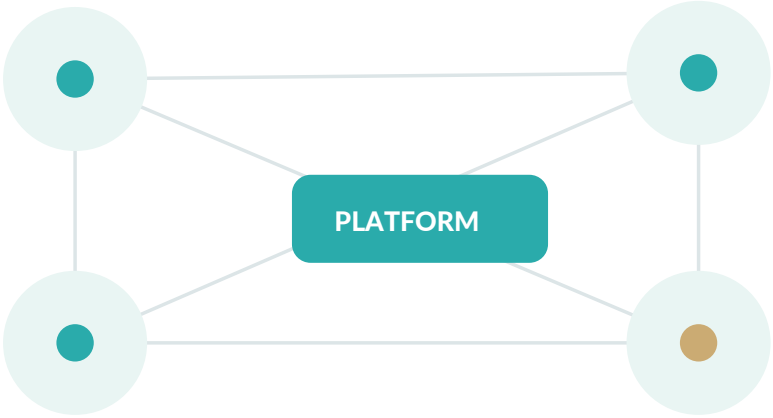
Process map • Permission model • Modules • Integrations • Reporting

SOURCE britixo.com/modules

04 / ENTERPRISE CAPABILITIES

SaaS platforms, portals & mobile experiences.

Product engineering should include access, monetisation, support and continuity from the outset.



01

Platform foundations

Tenant separation, account identity, roles, billing boundaries, data protection and versioning are architecture choices - not late-stage add-ons.

02

Channels and experience

Web portals and mobile applications share governed APIs while adapting to role, device, connection quality and accessibility needs.

03

Product lifecycle

Plan onboarding, release management, analytics, incident handling, renewal, support and decommissioning alongside core features.

TYPICAL OUTPUTS

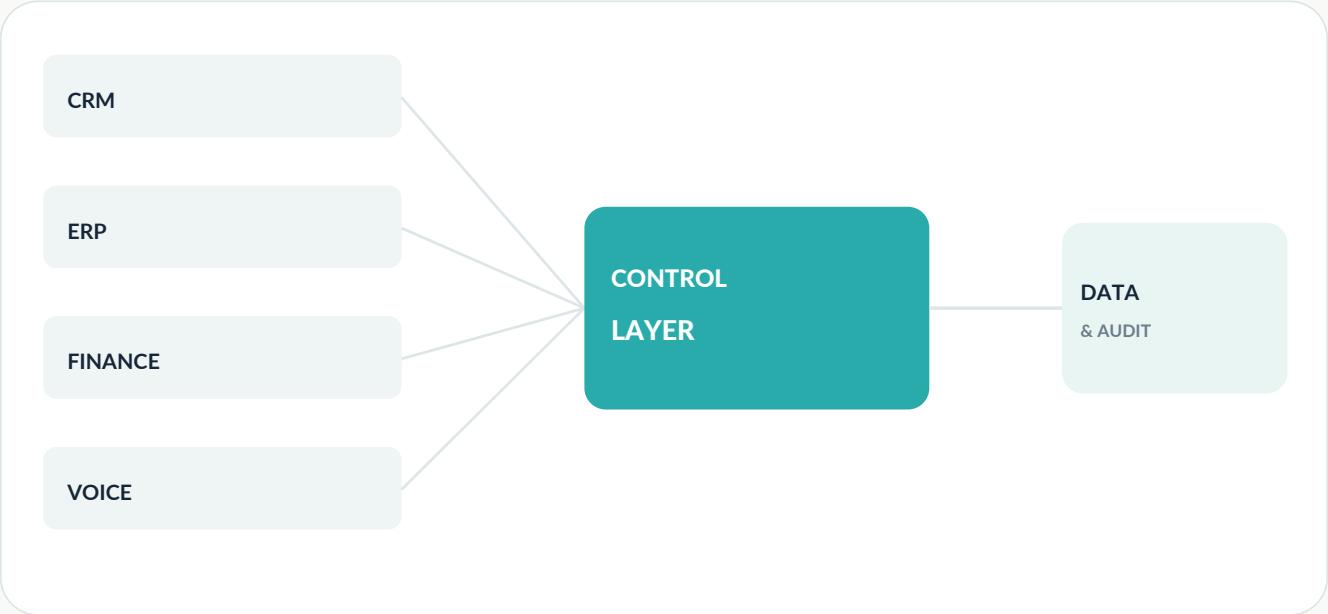
Multi-tenant design • Portals • Mobile pathways • API contracts • Operations

SOURCE britixo.com/products

05 / ENTERPRISE CAPABILITIES

APIs, system integration & automation.

Make systems exchange trusted information, preserve auditability and handle failure without losing work.



01

Connection discovery

Confirm provider rights, API limits, authentication, data ownership and the commercial basis of each integration.

02

Reliable transactions

Use correlation IDs, validation, idempotency, retries and monitoring appropriate to the transaction risk.

03

Lifecycle ownership

Assign responsibility for credentials, schema changes, error handling, customer notification and operational support.

TYPICAL OUTPUTS

Integration map • API contract • Security model • Error handling • Monitoring

SOURCE britixo.com/integrations

06 / ENTERPRISE CAPABILITIES

Managed IT, workplace & Microsoft 365.

One coordinated operating model for employee support, identity, devices, applications and suppliers.

BUSINESS OUTCOMES v

PRODUCTS & WORKFLOWS v

APIs / DATA / IDENTITY v

CLOUD & INFRASTRUCTURE v

SECURITY / SUPPORT

01

Service desk and endpoints

Provide clear intake, ticket ownership, device standards, patching and escalation within the contracted scope.

02

Cloud workplace

Coordinate Microsoft 365, mail, collaboration, identity and endpoint policies with documented administrator responsibilities.

03

Supplier coordination

Maintain a record of warranties, licences, vendor dependencies, renewals and the service boundaries around equipment procurement.

TYPICAL OUTPUTS

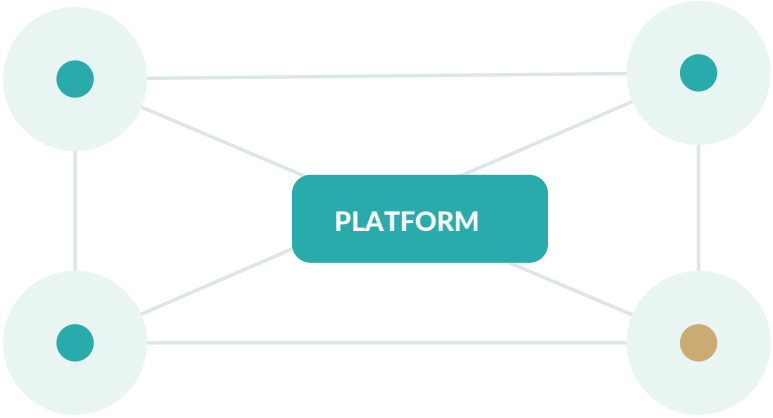
Service scope • Device register • Identity baseline • Support routes • Reporting

SOURCE britixo.com/managed-it/managed-it-services

07 / ENTERPRISE CAPABILITIES

Cloud, servers & datacentre services.

Infrastructure decisions start with application behaviour, data needs, recovery and who will operate the service.



01

Right-sized architecture

Compare shared, VPS, dedicated, private and hybrid resources using measured demand and required isolation.

02

Performance and continuity

Design compute, storage, network, backups, recovery, scaling and maintenance windows around service criticality.

03

Transparency of control

State datacentre location, provider responsibility, support hours, security obligations and exit/migration arrangements.

TYPICAL OUTPUTS

Capacity model • Hosting architecture • Backup plan • Management schedule

SOURCE blcsglobal.com

08 / ENTERPRISE CAPABILITIES

Cybersecurity, identity & protection.

Treat security as an operational system of people, permissions, devices, platforms and response.



01

Reduce exposure

Assess identity, endpoint condition, external attack surface, privileged access and patch hygiene.

02

Detect and respond

Set useful alert thresholds, incident routes, evidence retention and escalation responsibilities suited to the organisation.

03

Recover and learn

Connect containment and investigation to tested recovery, root-cause review and improvements in the baseline.

TYPICAL OUTPUTS

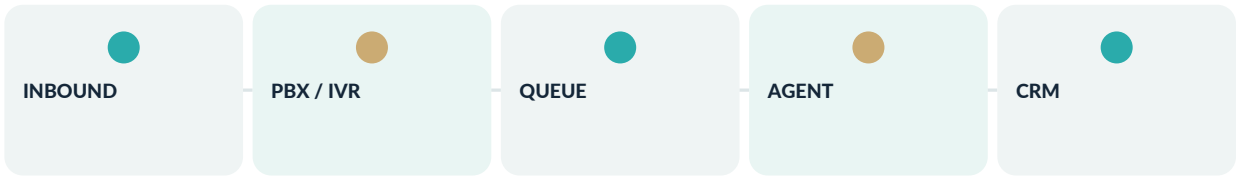
Control map • Risk register • Access review • Incident runbook • Security reporting

SOURCE britixo.com/services

09 / ENTERPRISE CAPABILITIES

Business telephony & customer communications.

Connect call handling to the workflow a customer needs, not only the telephone equipment.



01

Telephony design

Define numbers, call volume, concurrent capacity, IVR, queues, routing, recording requirements and failover rules.

02

Endpoint experience

Choose supported SIP phones, softphones or browser calling for reception, mobile teams and contact-centre agents.

03

CRM and support context

Where permitted, connect events and follow-up actions to the right customer and service record without oversharing personal data.

TYPICAL OUTPUTS

Call-flow specification • Device plan • Routing tests • User training

SOURCE voiplix.co.uk

10 / ENTERPRISE CAPABILITIES

Workplace equipment & technology procurement.

The physical estate should be specified, purchased, deployed and supported as part of an accountable technology plan.



01

Requirements and standards

Translate user roles and workloads into a device or network specification, security baseline, warranty and lifecycle expectation.

02

Transparent sourcing

Quote supply and installation separately where required. Obtain client approval for commercial terms, substitutions and delivery dependencies.

03

Controlled rollout

Record serial numbers, ownership, configuration, access, handover and disposal responsibilities before the asset enters service.

TYPICAL OUTPUTS

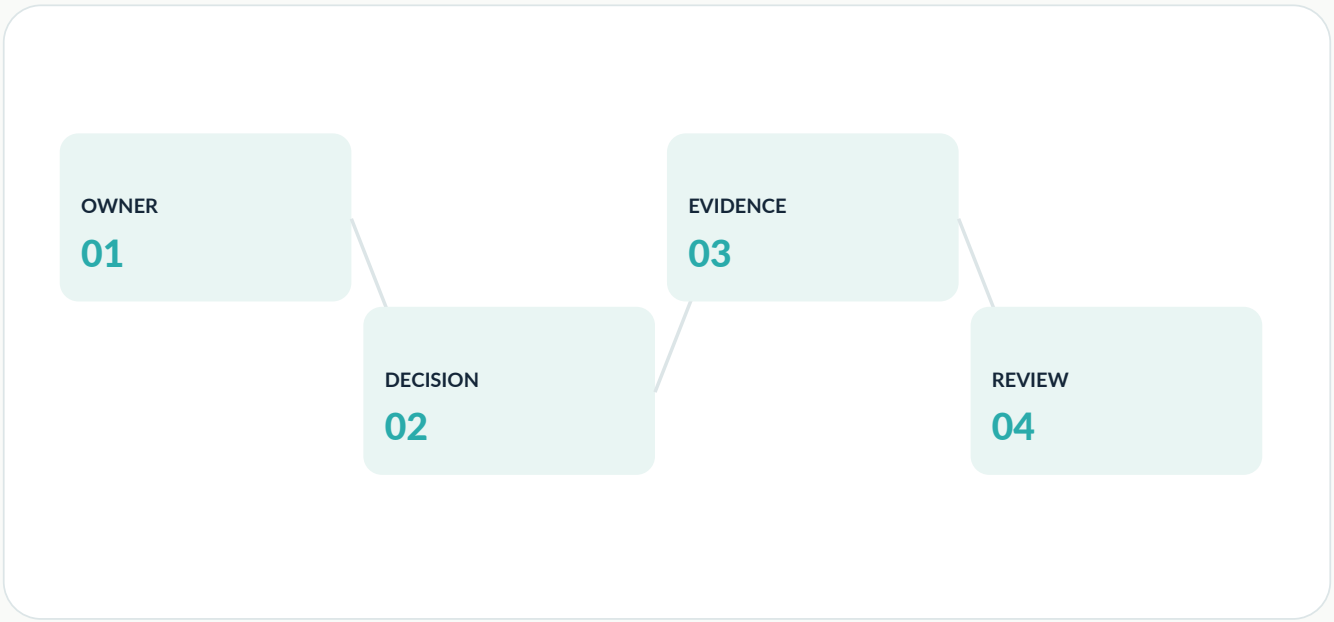
Equipment schedule • Approved quotation • Deployment plan • Asset records

SOURCE britixo.com/technology-journey

11 / ENTERPRISE CAPABILITIES

Automation & responsible AI.

Automate repetitive work while keeping sensitive decisions reviewable and accountable.



01

Select responsible use cases

Start with high-friction processes, reliable inputs, measurable benefits and a clear stop condition.

02

Govern data and action

Establish role permissions, approved information sources, audit logs, exception queues and human review where needed.

03

Measure the real result

Track failure rate, rework, time saved, decision quality and operational impact, not only the number of automated actions.

TYPICAL OUTPUTS

Use-case register • Risk classification • Workflow rules • Human oversight

SOURCE euaic.com

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CHAPTER 04

ENGINEERING & TECHNOLOGY

Strong systems begin with clear boundaries.

Architecture, integration, data handling, operability and user quality must support the same business outcome.

ARCHITECTURE

DATA

QUALITY

SOLUTION ARCHITECTURE

Design across the full technical stack.

A successful application is only one part of a dependable service.

BUSINESS	Outcomes, journeys, roles and policy
APPLICATION	Portals, workflows and enterprise modules
INTEGRATION	APIs, events, provider contracts and controls
DATA	Records, lineage, retention and reporting
FOUNDATION	Identity, networks, hosting, observability and recovery

ARCHITECTURE PRINCIPLE

Illustrative reference architecture. Actual services, cloud regions, isolation and data flows are defined for each engagement.

ENGINEERING LIFECYCLE

From discovery to maintainable delivery.

Quality comes from repeatable decisions and checks throughout the lifecycle.

01 Requirements

User journeys, boundaries, data and acceptance evidence.

02 Design

Interface architecture, security model, integrations and failure behaviour.

03 Build

Version control, peer review, automation and traceable changes.

04 Test

Functional, integration, security, performance and accessibility checks.

05 Release

Controlled deployment, monitoring, rollback and handover.

06 Improve

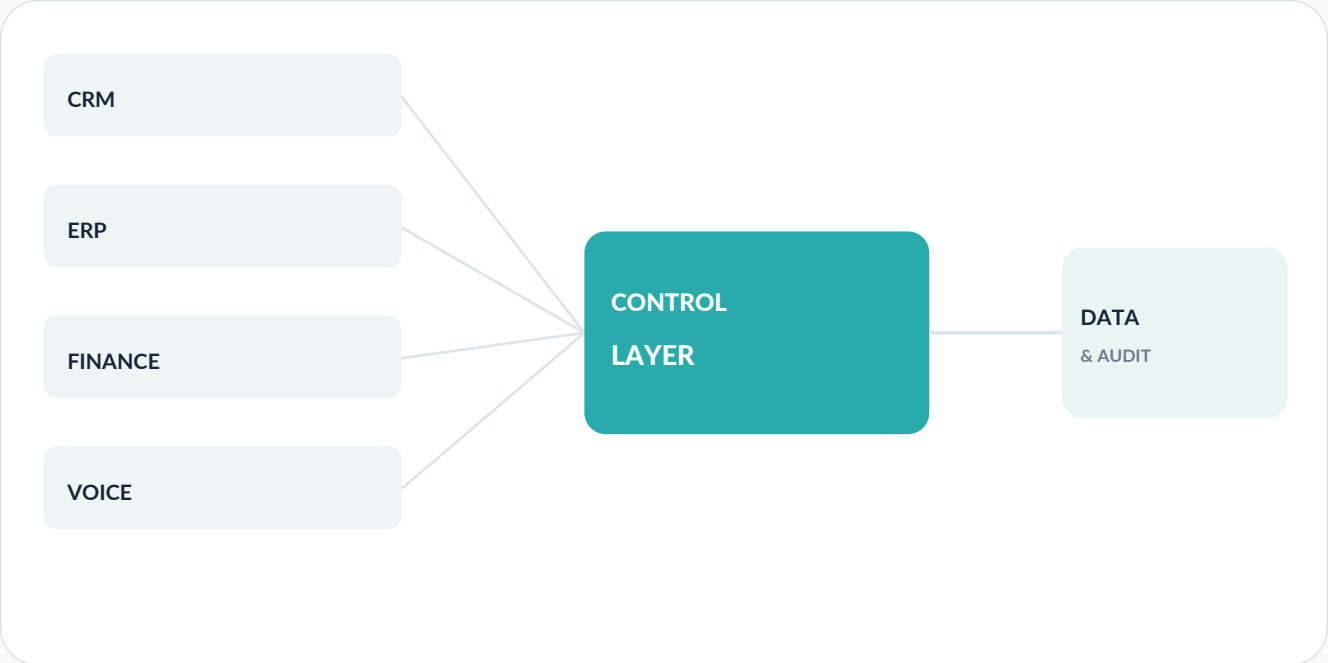
Defect learning, support insights and prioritised evolution.

SOURCE britixo.com/company

INTEGRATION ENGINEERING

Connected applications require controlled contracts.

Every integration has a business owner, a technical interface and a failure path.



CONTRACT DISCIPLINE

Define data schemas, validation rules, authentication, quotas, duplicate handling and compatibility before making a connection production-critical.

OPERATIONS DISCIPLINE

Maintain error visibility, retry policy, reconciliation, provider ownership and a test route for upstream changes.

AN INTEGRATION IS NOT FINISHED WHEN IT WORKS ONCE

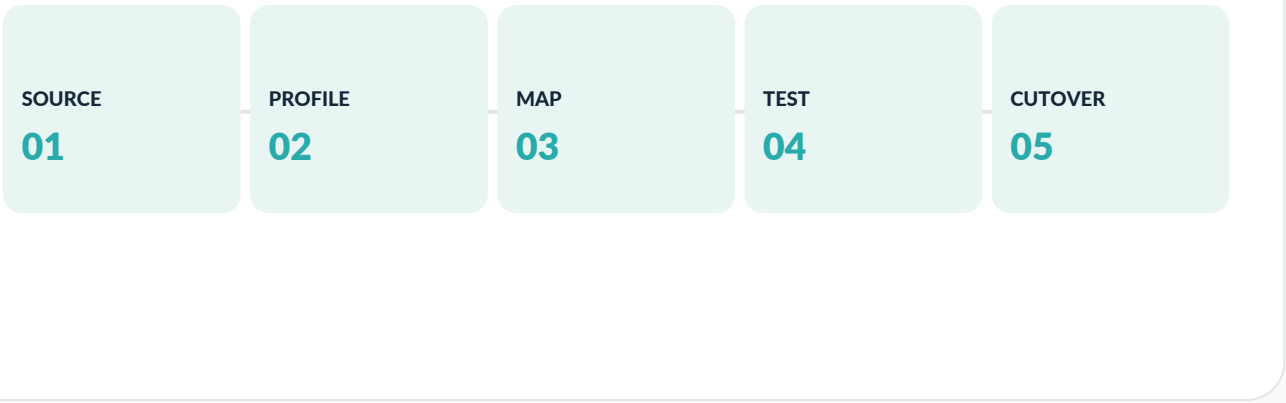
It is ready when normal operation, expired credentials, duplicate events, unavailable suppliers and recovery are understood.

SOURCE britixo.com/integrations

DATA ARCHITECTURE

Migration requires more than a data copy.

Move information without losing meaning, ownership or an audit trail.



UNDERSTAND AND MAP

Inventory sources, identifiers, data quality, permissions, retention, related documents and records that must not be duplicated.

PROVE THE CHANGE

Rehearse migration with representative data, reconcile totals and relationships, and set a defined cutover and rollback decision.

GOOD MIGRATION PRESERVES TRUST

Business owners approve the meaning and completeness of transferred information, not just a technician's successful import log.

LIVE PLATFORM OPERATIONS

Observe. Respond. Improve.

Production is a continuous engineering responsibility.



OPERATIONAL VISIBILITY

Use application metrics, logs, uptime checks, capacity trends, service dependencies and user-reported failures to identify the condition of the service.

CONTROLLED INTERVENTION

Triage severity, preserve evidence, assign ownership, restore service and document the change or incident before closing the loop.

SERVICE MANAGEMENT IS A FEEDBACK SYSTEM

Recurring incidents should inform problem management, technical debt decisions, product priorities and the next service review.

DIGITAL PRODUCT QUALITY

A quality experience works for the user and the operator.

Professional delivery considers accessibility, device behaviour, discoverability, security and performance together.

Accessible by design

Semantic structure, keyboard paths, labels, readable contrast, error clarity and appropriate WCAG testing.

Device-resilient layouts

Responsive components, usable touch targets, content flow and test coverage across realistic screen sizes.

Technical SEO discipline

Searchable content, appropriate metadata, canonical rules, sitemaps, structured data and stable routes.

Performance & analytics

Core user journeys, page speed, media weight, observability, consent-respecting measurement and iterative improvement.

RESPONSIBLE QUALITY STATEMENT

Quality is supported through defined acceptance criteria, appropriate testing and continued improvement throughout the product lifecycle.

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CHAPTER 05

DELIVERY EXCELLENCE

Delivery should remain visible at every decision.

A practical route from discovery through testing, release, operational handover and continued improvement.

DEFINE

VALIDATE

OPERATE

DELIVERY OPERATING MODEL

Five stages. One accountable service.

Britixo publicly describes a five-stage route that joins the decision, design, implementation and support model.

01

Discover

Understand real users, constraints, supplier dependencies and the measurable problem.

02

Define

Agree scope, acceptance, decision owners and the smallest useful release.

03

Design

Connect workflow, data, identity, hosting, security and recovery.

04

Deliver

Build in inspectable increments with testing and stakeholder review.

05

Operate

Handover, monitor, support and continuously improve the live service.

SOURCE britixo.com/our-company

DISCOVERY & VALIDATION

Discover the operating reality before committing to a solution.

The first discipline is to make assumptions visible and test important unknowns while they are still inexpensive to change.

01 Stakeholder alignment

Identify executive sponsors, process owners, technical administrators, end users and third-party vendors. Record the decisions each party can make.

02 Baseline and evidence

Map current systems, process timings, recurrent failures, permissions, data quality, commercial constraints and user pain points.

03 Risk-first prototypes

Use a short workflow demo, integration spike, recovery rehearsal or accessibility prototype to test the highest-risk assumption.

04 Decision-ready scope

Produce outcomes, deliverables, exclusions, dependencies, quality gates and acceptance conditions that non-technical owners can understand.

WHAT GOOD DISCOVERY PRODUCES

A workable project charter, credible options, a prioritised sequence and a shared definition of a successful result.

PROGRAMME & PROJECT GOVERNANCE

Clear decisions prevent expensive surprises.

Governance should help teams act, escalate and recover - without overwhelming the programme.

DECISION RIGHTS

Executive sponsor, product owner, technical lead, change approver and supplier contacts.

DELIVERY CONTROL

Requirements baseline, scope change register, milestone evidence and dependency log.

RISK MANAGEMENT

Severity, likelihood, mitigation, owner, due date and escalation threshold.

COMMERCIAL CLARITY

Licences, usage fees, procurement items, renewals and exclusions documented in the contract.

GOVERNANCE QUESTION

What changed since the last checkpoint, what evidence supports the status, and what decision is needed next?

ENGINEERING ASSURANCE

Testing is evidence, not a ceremony.

Proportionate quality gates reduce the probability that a technically successful launch becomes an operational failure.

01

Static & code checks

Source review, dependencies, secrets, configurations and compilation.

02

Component and API tests

Business logic, permissions, validation, error handling and interface contracts.

03

Integrated journeys

Cross-system process, payments or communications, retries and duplicate prevention.

04

Non-functional checks

Load, recovery, accessibility, security and device coverage matched to risk.

05

Acceptance & release

Representative users, defect disposition, documentation and change authorisation.

ASSURANCE LIMITATION

Appropriate testing improves assurance but cannot establish absolute absence of defects, outages or vulnerabilities.

CONTROLLED RELEASE

Go live with a recovery route.

Release readiness should be decided from evidence and a clear operating plan - not a deadline alone.

- Approved change and implementation plan
- Access and secrets validated for the live environment
- Dependencies, licences and provider capacity confirmed
- Representative critical journeys passed
- Backup and restoration assumptions checked
- Monitoring and alert ownership configured
- Rollback / contingency decision documented
- Business sign-off and support handover completed

AFTER LAUNCH

Observe the first service cycle, verify records and outcomes, close critical transition issues and capture improvement actions.

MANAGED SERVICE & IMPROVEMENT

The relationship continues beyond launch.

A production system needs an owned routine for incidents, requests, change, availability, suppliers and renewal decisions.

01

Service desk

Identity-aware request intake, prioritisation, communications and escalation.

02

Monitoring

Relevant alerts, capacity signals, certificates, backups and availability trends.

03

Maintenance

Patch policy, dependency reviews, controlled releases and scheduled service tasks.

04

Performance review

Agreed measures, recurring issues, root causes, cost drivers and forward priorities.

CONTRACT-SPECIFIC COMMITMENTS

Support hours, response targets, remedies, exclusions and SLAs are contractual and must not be inferred from a marketing document.

SOURCE britixo.com/managed-it

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CHAPTER 06

TRUST & ASSURANCE

Trust is earned through traceable controls.

Security, privacy, resilience and supplier governance should be supported by evidence appropriate to the service.

PROTECT

RECOVER

PROVE

SECURE ENGINEERING

Security by design, responsibility by name.

An assurance model needs meaningful decisions across identity, software, infrastructure, users and third parties.

01 Identity

Least privilege, joiner/mover/leaver processes and privileged access review.

02 Applications

Secure coding, input validation, dependency management and release approval.

03 Data

Classification, encryption choices, retention and controlled export.

04 Infrastructure

Patch lifecycle, network segmentation, monitoring and recoverability.

05 Response

Incident ownership, escalation, records and tested response pathways.

06 Supply chain

Supplier access, contract controls and independent assurance where available.

SCOPE DISCIPLINE

This section describes service-design controls, not a claim that every listed control is certified or implemented for every client.

SOURCE britixo.com/company

DATA PROTECTION & GOVERNANCE

Data responsibility must be explicit.

Privacy depends on what information is processed, for what purpose, by whom and under which contract.

01 **Discover**

Map personal data categories, processing purposes and systems.

02 **Assign**

Determine controller / processor roles and permitted instructions.

03 **Protect**

Apply access, retention, minimisation and transfer controls.

04 **Evidence**

Maintain notices, logs, approvals and supplier agreements where applicable.

05 **Review**

Reassess new features, incidents, law and data-subject requests.

LEGAL BOUNDARY

UK GDPR, data protection, regulated-sector requirements and international transfers must be reviewed for the actual service. The profile is not legal advice.

SOURCE britixo.com/cookie-policy

OPERATIONAL RESILIENCE

Continuity is a tested operating capability.

Recovery targets and the architecture that supports them must reflect the business impact of downtime and data loss.

01 Business impact and objectives

Agree essential services, peak periods, recovery time objectives, recovery point objectives and the consequences of not meeting them.

02 Technical preparedness

Design redundancy, backups, safe configuration, isolated recovery, monitoring and supplier escalation to suit the required level of resilience.

03 Proof through exercises

Run representative restoration tests, document elapsed recovery, identify gaps and maintain an owner and review date for unresolved findings.

04 Human continuity

Ensure relevant people can locate credentials, runbooks, communication templates, support routes and decision authority during disruption.

RECOVERY IS DEMONSTRATED

Confidence comes from restored data, verified application behaviour and a documented decision process.

THIRD-PARTY & COMPLIANCE BOUNDARIES

One account does not erase supplier responsibilities.

Complex services may depend on cloud hosts, telecoms carriers, payment services, software vendors and regulated providers.

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Contracted engineering, coordination and managed tasks within the statement of work.

CLIENT

Business decisions, user access approvals, legal duties and timely acceptance.

SUPPLIER

Underlying provider platforms, service policies, quotas and contractual support obligations.

ASSURANCE

Required evidence, accreditations, incident reporting and testing agreed in advance.

CERTIFICATION DISCIPLINE

Where recognised certifications or independent assurance are required, the relevant entity, current evidence and applicable scope are reviewed before contractual commitment.

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CHAPTER 07

EXPERIENCE & NEXT STEPS

From capability to a specific business outcome.

Illustrative solution patterns, procurement readiness and a focused route to engagement.

USE CASES

EVIDENCE

ACTION

ILLUSTRATIVE SOLUTION PATTERNS

How the capabilities come together.

These are example engagement architectures, not testimonials, completed project claims or quantified customer results.

01 / PROFESSIONAL SERVICES

A client operations platform linking enquiry, engagement, documents, approvals, billing and service requests through permission-aware CRM and portals.

02 / PROPERTY OPERATIONS

A connected property record coordinating tenancy onboarding, compliance evidence, safety events, repairs, contractors and stakeholder communication.

03 / MULTI-SITE BUSINESS

An integrated workplace combining managed endpoints, Microsoft 365, network services, hosted applications, service desk and supplier coordination.

04 / CONTACT CENTRE

A scoped PBX / IVR and agent workflow with supported SIP devices, CRM context, call-routing tests, capacity modelling and controlled after-call actions.

REFERENCE POLICY

The examples above illustrate potential solutions. Named customer references and measured outcomes are provided only where verified and approved for disclosure.

PROCUREMENT & CORPORATE CREDENTIALS

Evidence-ready from first enquiry.

Provide buyers with the information needed to assess legal identity, service responsibility, commercial fit and operational assurance.

PUBLIC CORPORATE DETAILS

COMPANY	**Britixo Software Solutions UK Ltd.**
REGISTRATION	**17170769 · England and Wales**
REGISTERED OFFICE	**Unit 5–6 Titford Lane, Rowley Regis, B65 0PY, UK**
TELEPHONE	**0330 190 1979**
WEBSITE	**britixo.com**

FOR PROCUREMENT

- Contracting entity, company number and service description
- Named delivery and escalation contacts for the proposed scope
- Insurance and financial evidence as required and available
- Relevant team qualifications and verified certifications
- Data processing terms, subcontractor and location schedules
- Case studies, references and measurable outcomes with approval

SELECTED PUBLIC SOURCES

Companies House: find-and-update.company-information.service.gov.uk/company/17170769

Britixo: britixo.com/company/ and britixo.com/services/

Public catalogues: britixo.com/modules/, /enterprise-modules/, /integrations/

Specialist platforms: pixiecrm.com, proplix.co.uk, voiplix.co.uk, blcsglobal.com, euaic.com

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YOUR NEXT CONVERSATION

Let us make the next technology decision clearer.

From the first requirement to a service your organisation can operate, Britixo brings strategy, software, infrastructure and support into one accountable conversation.

britixo.com

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Published service descriptions reviewed 17 November 2026. Project terms and availability are confirmed by quotation.