



Subscription Model for Enterprise Data Platform, Analytics & AI

Subscription model including Delivery, Support and Maintenance

Version 2

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Document Overview

Below is a document describing the components of itelligent-i's Subscription Model. The document covers elements such as platform implementation, ongoing improvements, and performance oversight, with the aim of supporting enterprise data, analytics, and AI integrations that function reliably, securely, and in a cost-effective manner.

itelligent-i has worked within the local government data and analytical sector for well over a decade. It's solutions are structured to align with established practices, performance considerations, and cost management.

Deploying Data Solutions, Analytics, and AI involves various complexities. If these are not addressed, projects may incur higher costs due to tools being used without proper optimisation or upfront assessment of cost relative to performance. itelligent-i's data and analytics solutions have been implemented for numerous organisations, incorporating optimisations and features that allow for key functionality to be adjusted based on specific solution requirements and management needs.

A combination of business knowledge, technical skills, and subject matter expertise is necessary for implementing and managing automated, complex data solutions. itelligent-i has the competencies and knowledge to support both deployments and ongoing maintenance, and to adapt to changes in business operations, technology and vendor upgrades.

The Subscription Model provides access to required roles and responsibilities, and skills to implement, and then maintain the solutions and support the ongoing education of business users, aiming to help organisations maximise their investment in data, analytics, and AI implementations.

Introduction

This document articulates the full range of solutions and services provided in itelligent-i's Subscription Model offering. Our goal is to deliver an enterprise-ready, secure, and agile solution that addresses your complete ecosystem—from data ingestion and transformation to advanced analytics and AI integration.

Our Subscription Model includes a managed service for the secure data platform based itelligent-i's proprietary code frameworks, and Power BI Analytics Accelerators, and AI engineering deployments.

Scope of the Subscription Model

Deployment

Having chosen the Analytics and or AI solutions, itelligent-i will consultant and support regarding the required datasets involved.

The chosen solutions will then require a period of deployment which varies based on the solutions chosen. The deployment timeline is solution dependant and may include:

- Data Archiving - the Data Platform (Microsoft Fabric deployment, Databricks, Azure, AWS), Data Pipeline Code, Data Notebooks
- For Analytics deployment - the Data Platform (Microsoft Fabric deployment, Databricks, Azure, AWS), Data Pipeline Code, Data Notebooks, Lakehouse, Semantic Models and the Report Pages
- For AI Solutions - Data Platform (Microsoft Fabric deployment, Databricks, Azure, AWS), Data Pipeline Code, Data Notebooks, Azure AI Projects, additional code which will be bespoke depending on the solutions being developed.

The deployment does take time. Customers subject Matter Expertise is required for specification and sign off, and user testing. It should be expected that upon contracting the service, the first 6-8 months of the contract (possibly more depending on requirements) will be taken implementing, configuring and testing the deployments, with new semantic Models and Reports being made available after the first 2 months, then typically every 4-6 weeks depending on complexity.

Many projects have bespoke elements, some more than others. These bespoke requirements will be estimated on a T&M basis for the delivery and require customer approval. Once delivered, they will become fully managed under the same terms and conditions (*may incur additional annual fee*).

Upon the completion of each deployment, be it Data Platform, Framework Code, or Analytics Accelerators, or AI solutions, the 'solution' immediately falls into the 'fully managed service' where our expert team manage and maintain every aspect to ensure the smooth running. This includes support for business user questions and, technical monitoring and support as required.

Bespoke requirements

Most organisations have specific processes unique to their environment, which are reflected in the data, and therefore may not be included itelligent-i's pre-designed data framework code, or semantic models and reports (*'the Accelerators'*). In most cases the makeup of an organisation's solutions will require some level of bespoke development.

In these cases, our analytics or AI team will provide an estimate for the 'time and materials' (T&M) required to develop the bespoke solution which will be an additional one-off cost. The bespoke solution then falls into the 'fully managed service' as with any other pre-designed Accelerator.

Typically, bespoke modifications are enhancements to itelligent-i Accelerators. However, if a fully customised solution is required, itelligent-i is also able to provide this service. You will be supported through this process by our knowledge Chief Technology Officer and Analytics Director.

Artificial Intelligence (AI) integration

If you are interested in integrating AI with your Data Platform, it is always helpful to understand this ahead of deployment, but not essential.

AI deployments typically require data transformations that are bespoke to the desired outcome. In AI solutions, these data transformations are required for generating the (data) index integral to AI solutions. AI solutions use this index when searching for answers to user inputs, and to train the Large Language Models (LLM) on your organisational data.

As with other bespoke requirements, any AI integrations, indexes and LLM training, or full end to end developments will be worked through with customers to understand the start to finish process, and any T&M costs involved prior to the solution falling into the fully managed support process.

What's included:

The following breaks down the basics of what's included in typical implementations when procuring through a Subscription Model option.

Data Platform & Microsoft Fabric

- Secure Enterprise Solution: We implement a robust data platform leveraging industry-best practices to ensure data security, governance, and scalability tailored for enterprise needs.
- Microsoft Fabric Deployment: allowing for seamless integration across data, analytics, and AI workloads.
- Full Databricks Deployment: as an alternative to Microsoft Fabric, clients have the option for a comprehensive end-to-end Databricks deployment. This provides an end-to-end environment for data processing, machine learning, and advanced analytics while aligning with your technology stack.
- Code Management – the implementation of secure code management for all aspects of the solution. This includes the code life cycle management for all code deployments to ensure our customers are working to a strict process, that follows industry standards and best practice.
- itelligent-i Data Architecture
- itelligent-i Data Framework Codebase Deployment: We deploy the itelligent-i Data Framework codebase, which extracts and transforms data from designated source systems and datasets.
- Data Pipelines & Notebooks: The codebase includes fully developed Data Pipelines and Data Notebooks to process, transform, delete and load data efficiently while supporting advanced analytics and AI requirements.
- Validation Notebooks: The codebase includes data validation code to ensure the data extracted and stored is exact at the point in time the data is extracted from the source system.
- Flexibility & Adaptability: Designed for use across multiple source systems seamlessly, the Data Framework ensures that analytics and AI objectives are met with precision and agility.
- itelligent-i Analytics Accelerators
- Power BI-Based Analytics Accelerators: Our service includes the implementation of itelligent-i's chosen Analytics Accelerators. These are built on Power BI and encompass:
 - Semantic Models: Robust semantic models that organise and contextualise your data effectively.
 - Interactive Reports: Custom-tailored Power BI reports that enable data-driven decisions through intuitive visualisations.
- Accelerated Insight Delivery: This aspect of the service is aimed at reducing time-to-insight while ensuring high levels of accuracy and usability.

AI solutions

AI solutions come in many different guises which cover many different use cases. The commonality of all AI solutions is the requirement for data, in a secure and considered format, that enables the AI solutions to be legal and productive. Large Language Models (LLMs) are trained on these data sets and need to be continually reviewed to retain and ensure performance and accuracy of the outputs.

itelligent-i is extremely well placed to develop and manage your AI solutions as the data platform offers all the functionality to provide the enterprise data preparation and transformation, and the security and auditing needed in complex environments.

In a Microsoft environment, AI solutions typically leverage integration with data stored in the Data Platform, utilise data preparation tools such as Data Notebooks, and employ Azure AI Foundry to facilitate the training of large language models (LLMs) on local datasets. Certain solutions may also incorporate bespoke components tailored to specific customer requirements.

Essentially, LLMs cannot be left without scrutiny because they may require retraining and updating for completeness, consistency, accuracy.

- Data Extraction and storage – if not already stored in the data platform, data required for the AI solutions and be extracted and stored using the itelligent-i data framework pipelines and codebase.
- Data Preparation – The preparation of data to provide automated, performant, compliant and high-quality data to be made available to LLMs
- Selection and Training LLMs – LLMs from different vendors have different benefits, capabilities and all at different cost points. LLMs need to be tested to identify those that have the best outcomes for a use case and need to be trained (fine-tuned) on local data to make sure the outputs from the model are relevant, correct, and can be trusted.
- Model Monitoring – Implement monitoring for data drift or performance declines
- User feedback – implement user feedback loops to the support team. End users are the best source of identifying drift or performance issues as they use the solution every day.

Ongoing support and data management

Ongoing Management and Support of Technical Solutions

- Active Monitoring & Issue Resolution: We provide continuous monitoring for all components, including the data platform, itelligent-i Data Framework code, and Power BI semantic models/reports.
- Incident Response: In the event of any failures, our team is responsible for promptly addressing and resolving issues within the itelligent-i implemented solutions. If an issue originates from a component outside our solutions, we coordinate with your development team to manage it.
- Configuration Management: Our service ensures that all components remain correctly configured through the duration of the contract, safeguarding the integrity and performance of the overall solution.

Implementation of Modifications & Change Requests

- Power BI Semantic Models & Reports Modifications: For any change requests submitted by a user representative via the itelligent-i managed service and support hub, we guarantee development, implementation, and testing of modifications within no longer than 2 days per request.
- Agile Response to Business Needs: This rapid-change approach is designed to ensure your reporting and analytics capabilities evolve in lockstep with your business requirements.
- Configuration Changes in Response to Source System Modifications
- Data Pipelines: We implement necessary configuration changes to align Data Pipeline configurations with any modifications in your source systems (vendor changes).
- Data Notebooks: Adjustments are made to Data Notebooks to accommodate changes in source systems, ensuring the continued integrity of data transformation and analytics.
- Data Warehouses & Master Data Management: Configuration changes extend to Data Warehouses and Master Data Management solutions, ensuring your enterprise data remains consistent and comprehensively managed even as underlying systems evolve.
- Oversight and Management of Codebase and objects linked to GitHub
- Complete Codebase Governance: Our service includes full oversight of the codebase as held in GitHub.
- Change Management Processes: We manage all GitHub requests related to code modifications, including new developments or changes to those implemented by itelligent-i. This ensures controlled and transparent code evolution.
- Upgrades Related to Software Vendor Changes
- Proactive Upgrades: When changes from software vendors (e.g., Microsoft, Databricks) impact the operation of the Data Pipelines, Data Notebooks, or Data Warehouses, we coordinate and implement the necessary upgrades.
- Seamless Adaptation: Our proactive approach minimises downtime and ensures your solutions continue to function optimally within the evolving software landscape.

Performance Oversight

- Semantic Model Refresh Monitoring: We actively oversee the performance of Power BI semantic model refreshes to ensure timely and consistent data availability.
- Data Components Refresh Monitoring: Continuous performance oversight extends to Data Pipelines, Data Notebooks, and Data Warehouse refreshes. This careful monitoring guarantees that data remains fresh, reliable, and accessible, supporting ongoing analytics and reporting tasks.

Commercial Considerations

Providing a Subscription Model enables organisations who

- A) may not have the internal skills and knowledge and recognise that they don't want to deploy a significant resourced headcount that includes management overheads and avoids possible retention issues.
- B) Wish to supplement existing internal capability with external expertise in Hybrid function, minimising headcount and ensuring capacity

The commercial options are very flexible and provide customers with everything they need at a known cost, for the term of the contract, which is typically 36 months with the option of a 12 month extension.

Of the first 36 months years are provided at a fixed cost to provide customers with certainty for setting budgets.

This is not just support, it's a full Managed Service that includes expertise in Data platforms, Data Engineering, Data Management, Analytics, AI, and critically understands the business processes of local government. It's a full Data, Analytics and AI function in one, with the cost for deployment and management split across a contracts term.

This allows itelligent-i customers to focus on the business users, and make sure the investment is being maximised, and the business benefits gained, rather than being concerned with technology, skills, business process knowledge, project management or people management.

Prerequisites

Please note the following prerequisites for consideration. itelligent-i can advise on further details or costs to support business case development. itelligent-i will deploy all services as required.

The service prerequisites are:

- A Microsoft Fabric instance of SKU no less than F64
- *(optional, but suggested)* a Microsoft DevOps Project with GitHub repository
- Microsoft Entra ID Guest Access for itelligent-i Data Engineers resources
- Microsoft Entra IDs for itelligent-i Analytics Engineers, with licences for Power Pro, and M365 Apps (*examples - E3, Office 365 Pro*)
 - Note this is due to a current restriction on Entra ID Guest access for specific *Power BI features*. At the time of writing. Microsoft may provide this feature in the future.
- Microsoft Entra ID for the customer domain to be used by itelligent-i for Fabric Administration
- 1 Server for Development activities - equivalent to Azure Virtual Machine specification E16ds v5 (no backup required).
 - Additional Secure VNet may be required or can be hosted on-premises.
- 1 server for Self-Hosted Integration Runtime - 4 CPUs, 16Gb RAM, 256 SSD Disk

Conclusion

Our Subscription Model is designed to provide an end-to-end, secure, and agile solution for your enterprise data, analytics, and AI capabilities. By combining a robust data platform, the itelligent-i Data Framework, advanced Power BI Analytics Accelerators, and AI solutions to be deployed safely and securely across and enterprise.

Users will gain access to the data (*securely*) and the Semantic Models and Reports provided by itelligent-i. Users will also be able to create their own solutions from the data and Semantic Models. This opens the door for customers to develop their own AI Agents, Data Models and data sharing capabilities.

itelligent-i's Subscription Model offers diligent and constant management. itelligent-i ensures your investment in all solutions we deploy with you, are optimally leveraged and continually aligned with your evolving business needs.

Our commitment to proactive issue resolution, modification, implementation of updates, and meticulous performance oversight ensures that you benefit from a solution that is both resilient and dynamic.

FAQs

Where is data stored?

Data is store in customer Cloud Tenant, in the location chosen by your ICT department when configuring your Cloud Platform. For UK based local authorities, this would typically be the UK.

Does the Subscription Model include software?

No. Software licences aren't included. You'll procure any required platform/software (e.g., Microsoft/Fabric/Power BI/Azure/Databricks/Master Data Management, etc.) through your Enterprise Agreement or directly from the vendor.

The Subscription Model covers our itelligent-i services only—namely the implementation, use, management, maintenance, support, and fixes for the itelligent-i codebase (pipelines, notebooks, AI code, semantic models, reports, and related assets).

How many accelerators do I need to buy?

There is no minimum limit. You can select a single accelerator now, and another in the future. Once the Data Platform and the access configured for itelligent-i's team is configured, you can add more at anytime by starting a subscription to that accelerator.

How is Data Accessed?

Data is accessed by connecting to the software database. The itelligent-i Data Framework ensures that data alignment (deletions, modifications, additions etc) are kept up to data with changes to the database.

Can the data and semantic models be accessed?

Yes. Customers have access to all Delta Tables and semantic Models so they can build their own Semantic Models and Reports. Customers cannot alter the itelligent-i deployed Delta tables, Semantic Models and Reports to ensure service availability.

How can customers provide access to the database?

A database username and password with read-only permissions is required for each database from which data will be extracted.

Is access to the reports immediate?

As [described in this document](#) when you subscribe to an accelerator, the deployment process starts. We do this to make sure customers have the opportunity to a) include/exclude/ask for modifications to the standard Accelerator before deployment b) the customer adequately tests the Accelerator reports before they go live. We deploy each semantic model and suite of reports as soon as they are ready, so you don't have to wait long.

What if our vender says we cannot access the database?

This is typically where hosted databases are shared by multiple customers. In these cases, customers may request, if they don't have one already, a replicated database. Either full replication or a restored database will be suitable. itelligent-i can support and advise.

What happens if a vender updates a database?

All changes are fully supported within the subscription model. The Model provide a fully managed service which includes support for database changes.

What if a report change is required?

All modifications to an existing semantic model, or report page are fully supported within the subscription model. The Model provide a fully managed service which includes Analytics and AI development changes. Only 'new' items are chargeable, which can then be brought into the managed service at the customer choice.

What procurement frameworks are available?

itelligent-i Services can be procured by Governments G-Cloud Framework, Matrix, Bloom. itelligent-i will explore other frameworks if preferred.

How many changes are covered?

The number of changes isn't limited. Any change required that requires more than 16 hours development (2 *working days*) will be identified and estimated as a Change Order which the customer can raise a purchase order for, charged at a preferential day rate.