Business Intelligence (BI), Information Management (IM) & Performance Improvement (PI) Services

Service Definition Document

G-Cloud 14

morson EDGE

Business Intelligence (BI), Information Management (IM) & Performance Improvement (PI) Services

Service Definition Document

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 Business Intelligence (BI), Information Management (IM) and Performance Improvement (PI) Services

In a Cloud support capacity, Business Intelligence (BI), Information Management (IM), and Performance Improvement (PI) services can empower Framework Buyers to transform the efficiency of their operations.

- **Business Intelligence (BI):** Morson Edge's BI, IM and PI Service gives Framework Buyers the ability to seamlessly integrate diverse data sources from across departments across the organisation. By creating a centralised data repository, we enable comprehensive analysis and reporting, that provides multiple views of performance across the organisation. This enables identification of excellence and inefficiencies at team, departmental and business unit level and provides the actionable information to implement and monitor changes to improve performance.

- **Information Management (IM):** Cloud-based IM solutions offer secure and scalable platforms for managing the entire data lifecycle, from ingestion and storage to processing and dissemination. With built-in data governance and compliance features, Cloud IM solutions ensure the integrity, confidentiality, and availability of sensitive government data, thereby facilitating compliance with regulatory requirements and data protection standards, both from a monitoring viewpoint and in provision of the information for audit

- **Performance Improvement (PI):** PI initiatives enable Framework Buyers to monitor and evaluate performance metrics in real-time, providing insights into areas of strength alongside opportunities for improvement. By leveraging analytics, Framework Buyers can identify trends, patterns, and anomalies within datasets, enabling increasingly informed, proactive decision-making and adaptive governance.

With our support, Morson Edge can provide Framework Buyers with the agility and flexibility to scale their BI, IM, and PI capabilities in response to evolving needs, challenges, and priorities. With Cloud-based infrastructure and services, Framework Buyers can rapidly deploy new analytical capabilities, experiment with innovative approaches, and adapt to changing requirements. Analytical information can be extracted whilst protecting the underlying information at the appropriate level of security.

Additionally, Cloud-based BI, IM, and PI solutions facilitate collaboration and knowledge sharing amongst stakeholders, enabling increasingly informed, data-driven decision-making and cross-departmental collaboration. Our services enable Framework Buyers to break down silos, foster transparency, and promote a culture of evidence-based decision-making and transformed service delivery, delivering better outcomes for citizens and communities.

Morson Edge's Business Intelligence (BI), Information Management (IM), and Performance Improvement (PI) Service is provided at the day rates cited within our Pricing and SFIA documents.

Service Features

- Integration of disparate data sources to create unified, accurate datasets.
- Advanced analytical techniques to enable the delivery of actionable insights.
- Powerful, intuitive, customisable visual dashboards to communicate performance.
- Clear metrics to drive performance accountability and maximise efficiency.
- Continuous monitoring of agreed performance measures through real-time reporting.
- Predictive analytics to predict future outcomes based on historical data.
- Identification of improvement Initiatives to enhance operational efficiency.
- Data-driven risk analysis, management, and mitigation strategies.
- Integration of user feedback to continuously improve service delivery.

Service Benefits

- Increasingly informed decision-making through timely, accurate data insights.
- Enhanced efficiency through streamlined processes and optimal resource allocation.
- Transformed service delivery leading to better outcomes.
- Transparency and accountability though open data initiatives.
- Improved risk management through advanced data analytics.
- Continuous improvement through performance initiatives driven by data analysis.
- Better response times through ongoing monitoring of real-time data.
- Cost savings through the ongoing identification of inefficiencies.
- Faster innovation through business intelligence and information management initiatives.
- Transformed strategic planning to address complex organisational challenges.

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.

Pricing overview

Please refer to Morson Edge's Pricing and SFIA documents.

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 assignment. This individual is responsible for overseeing the services in scope of the assignment. This individual closely monitors the assignment'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 satisfaction with Morson Edge's services.

Service constraints

Bespoke services, such as those in scope of G-Cloud 14, 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 14, Cloud Support Services, service levels must be closely tailored to each assignment. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Recompense model

Financial recompense for the services in scope of G-Cloud 14, Cloud Support Services, are related to the actual losses incurred as a result of specific engagement issues. Financial penalties must be aligned to the assignment in question, with the agreed financial recompense model included within the Call-Off Agreement.

Training

Wherever possible, Morson Edge ensures an effective knowledge and skills transfer from the consultant(s) to the customer. This empowers the customer and ensures 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 government frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the customer's confirmation of the purchase of a service and the signing of the Call-Off contract. Accompanying single or consolidated electronic invoices are issued with an authorised statement from the customer which confirms the number of units worked/charged for and the customer's satisfaction with the work undertaken and delivered. 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 14, 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.

Technical requirements / service dependencies

The technical requirements / service dependencies for the services offered under G-Cloud 14, Cloud Support Services, are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the assignment.

Trial services

In the event that a customer wishes to engage Morson Edge's services on a trial basis, we will work with the Customer to agree an appropriate trial period.

Social Value Commitment: Supporting the government's 25-Year Environmental Plan (25YEP)

Morson Edge is an ISO 14001 accredited business which has the correct processes, procedures, and systems in place to manage environmental issues – enabling us to effectively support the Government's 25-Year Environment Plan (YEP) and Environmental Improvement Plan (EIP) by matching improvement initiatives with targets to measure progress. Over the years, we have continued to challenge our ability to reduce the impact that our business operations have upon the environment as we work towards our target of Net Zero by 2030.

Adapting to climate change	Minimising waste
Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Morson Edge is committed to reaching this target by reducing energy consumption, investing in renewable energy sources, deploying hybrid/ electric vehicle fleets, promoting hybrid working, sustainable procurement, and carbon off-setting.	Environmentally sound waste management and recycling facilities are available at all Morson Edge offices, and we divert all non-recyclable waste for energy processing. This helps reduce reliance on fossil fuels, generates renewable energy, and minimises the environmental impacts associated with waste disposal, in accordance with the priorities of the 25YEP.
Enhancing biodiversity	**STEM focus**
As part of the Morson Group, Morson Edge partners with Treeapp to support its reforestation efforts. We always identify suitable planting sites based on ecological considerations and select tree species that are well-adapted to the local environment, to maximise their ability to support biodiversity protection in the community.	The Morson STEM Foundation continues to change lives by creating new pathways into education and training. With participants developing a deeper understanding of environmental issues and the scientific principles underlying them, through STEM education, communities can build a more environmentally conscious and resilient future.
Sustainable procurement	**TOMs Framework**
Morson Edge always endeavours to work with local suppliers, and we proactively target SMEs and minority owned suppliers to promote diversity and sustainability in the supply chain within local communities.	We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.

Contact

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