

Service Definition Document – Reporting & Data Visualisation

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Service attributes

Service type

Cloud support

Service name

Service name

Reporting & Data Visualisation

About your service

Service description

Our Reporting and Visualisation Team specialise in leveraging the capabilities of tools such as Power BI and Tableau integrated with cloud-based data to transform complex data into insights. With expertise in data analysis and visualisation, our team build visually compelling dashboards and reports that empower organisations to make informed decisions.

Service features and benefits

Service features and benefits

Service features

- Industry experts in reporting platforms including PowerBI and Tableau
- Solution architecture of end to end reporting solutions
- Delivery of reporting solutions at all scales
- Support and maintenance of solutions
- Data reporting best practice
- Advanced data visualisation graphical interfaces
- Deep domain experience in the engineering, environment and flooding sectors.

Service benefits

- Business intelligence for enhanced decision making
 - Robust data pipeline with data governance and security
 - Engaging reporting solutions for use across organisations
 - Customised dashboards in line with business requirements
-

- Data quality and governance managed across entire solution
 - Certified specialists across all platforms
-

Planning

Planning

Planning service

Yes

How the planning service works

At Jacobs, we assist buyers in planning their implementation of cloud hosting or software services. Our Digital Transformation approach begins with a discovery phase, understanding the user and business requirements. This is followed by a business analysis phase, where we identify the best strategies and technologies to meet these requirements. We then design a solution that aligns with these strategies and technologies. Our approach is iterative, moving from discovery to alpha, then beta, and finally to a live solution, ensuring that the solutions and services we enable meet the needs of our clients and their users. Teams comprise cross functional teams of product owners, business analysts, solution architects and data architects and we can reach back into Jacobs' pool of 60,000 engineering, scientific, technical and project management specialists.

Planning service works with specific services

No

Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

If required, our team could support in the mobilisation and migration of the cloud service.

Setup or migration service is for specific cloud services

No

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

Jacobs teams include dedicated testing services to help organisations ensure quality across all stages of the application lifecycle. Our testing services provide transformation, modernisation, and automation solutions by ensuring maximum reusability, ease of maintenance, better test execution, and enhanced reporting. Our testers integrate their testing methodologies throughout the development to identify and address issues quickly.

Security services

Security services

Security services

Yes

Security services type

- Security strategy
 - Security risk management
-

Training

Training

Training service provided

Yes

How the training service works

Jacobs believe that for sustainable outcomes to be achieved, training for delivered products and solutions must be comprehensive, involving all stakeholders from top to bottom. This inclusive approach ensures that everyone benefits from our expertise and time spent with you. Upon completion of our services, we will not only have delivered your project or programme on time and within budget but will have become an integrated part of your organisation, adding value beyond the specified outcomes. This provides you with a solid foundation for future successful delivery.

Training is tied to specific services

No

Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
- Hosting or software provided by your organisation

How the support service works

Our ongoing support ensures organisations have a support offering aligning to their needs for that reporting solution. This includes ongoing maintenance, troubleshooting and future enhancement identification.

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

01/01/2024

What the ISO/IEC 27001 doesn't cover

ISO certification is location, staff and corporate application specific, covering in-house developed applications, meaning depending upon client need (for example, developing on client hardware) we may require client certification, or additional discussions.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

No

Social Value

Social Value

Social Value

- Fighting climate change
- Equal opportunity
- Wellbeing

Fighting climate change

Jacobs achieved its previous climate commitments in 2020, becoming carbon neutral for its operations and business travel and adopting 100% low-carbon electricity. In 2022, we further committed to ensuring every project becomes a climate response opportunity, to achieving net-zero greenhouse gas emissions across the

value chain by 2040, and to maintaining carbon neutrality status and 100% low-carbon electricity for operations.

Equal opportunity

The ACE network is at the heart of Jacobs drive to reduce the disability employment gap by making Jacobs a fantastic place to work for all. They provide information, resources, and networking opportunities regarding physical, mobility and cognitive disabilities to disabled staff and to staff who provide caregiving services. Jacobs have also achieved a top score in the 2021 Disability Equality Index (DEI), a national benchmarking tool on corporate policies and practices related to disability inclusion and workplace equality. Our range of fantastic employee networks help represent those who may otherwise feel a lack of representation in the workplace and encourage discussion on relevant topics to tackle issues around workforce inequality. These include networks covering disability support, Latino talent, Black talent, LGBTQI+ talent, army veterans and a women network as well as the OneWorld network which aims to be an inclusive environment that actively nurtures and supports our diverse employees and clients across all ethnicities and cultures.

Wellbeing

Jacobs and mental health professionals have developed a free mental health Check-In tool called 'One Million Lives' to help users assess their current state of mind and provide suggestions for growth, as well as resources if someone needs more urgent help at the time of accessing the platform. It can be difficult to understand the many factors that contribute to overall mental health and this tool also allows a history of check-ins to self-assess mental health over time and identify declining mental health.

Pricing

Discount for educational organisations

No