Service Definition

DBAX LTD

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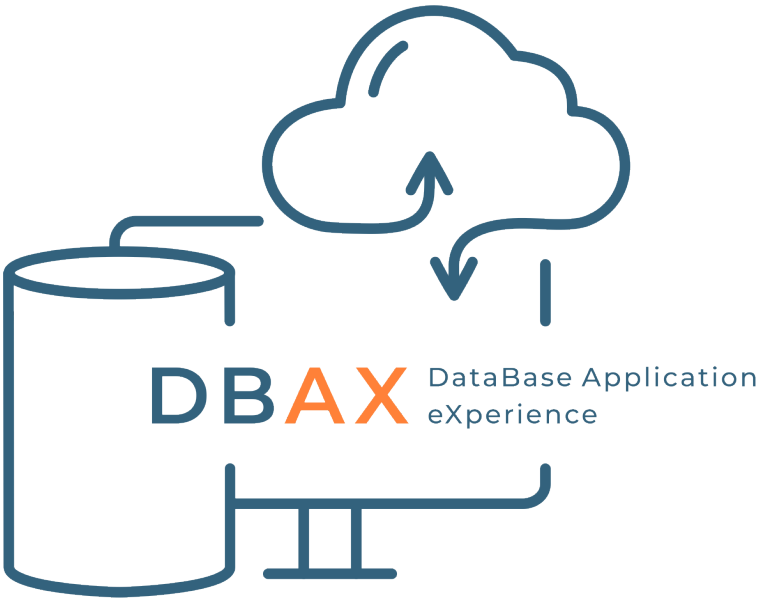

1. Summary

Our Digital Transformation and Cloud Services are tailored to utilise digital technology to enhance operational efficiency and promote strategic growth. Firmly rooted in our commitment to environmental sustainability and community support, our services encompass data platform development support, enterprise solutions development support, and innovative practices like Infrastructure as Code, DevOps, and DataOps. Designed for adaptability, our offerings integrate seamlessly with various systems, from legacy environments to major cloud platforms like Azure, AWS, and GCP. By promoting the use of open-source products, we aim to minimise vendor lock-in, enhancing flexibility and control for organisations. Our goal is to empower organisations to achieve their operational and strategic objectives while steadfastly upholding principles of sustainability.

2. Service Description

We provide a comprehensive suite of services aimed at supporting organisations in developing and optimising their data architectures to fully leverage the benefits of digital transformation. Our services include:

Data Architecture

Data Architecture involves a thorough analysis of business processes and existing source system data models to design and develop a comprehensive semantic data layer. This service aims to refine and structure the data architecture such that it perfectly aligns with business strategies, facilitating efficient data utilisation and decision-making.

Infrastructure Development

Infrastructure Development focuses on constructing and supporting all necessary infrastructure for a cloud platform. This includes setting up secure, scalable, and highly available cloud environments that support various workloads and integrate seamlessly with existing systems. Our support extends across major cloud platforms such as Azure, AWS, and GCP, ensuring optimal performance and compliance.

Data Platform Development

Data Platform Development involves creating robust data management solutions that cater to both traditional and modern data processing needs. This includes the deployment of SQL servers for structured data scenarios

and the construction of lakehouse architectures which combine the benefits of data lakes and warehouses. This service is designed to provide versatile, scalable, and efficient data platforms that support advanced analytics and data-driven decision-making.

Automation

Our Automation service utilises Infrastructure as Code (IaC) to build and maintain DataOps pipelines, significantly enhancing the speed and reliability of development cycles. By automating the deployment and management of data platforms, we ensure consistent development environments, reduce deployment errors, and enable faster response to business needs. This approach not only increases operational efficiency but also aligns development efforts with continuous integration and delivery practices.

3. Objectives and Goals

The overarching objective of our services is to empower organisations to transform their operational capabilities and strategic decision-making through advanced digital and data-driven solutions. Here are the specific goals we aim to achieve:

Enhanced Decision-Making: Equip organisations with the tools and data architecture necessary to analyse complex data sets, providing actionable insights that drive business strategy and operational improvements.

Collaborative Development Culture: Implement Infrastructure as Code (IaC) and version control systems to foster a collaborative environment where different departments can contribute to the development process in an open-source manner. This approach aims to enhance transparency, accelerate innovation, and ensure consistency across all stages of project development.

Operational Resilience: Build resilient infrastructure that supports dynamic business needs, ensuring operations can scale flexibly and respond rapidly to market changes.

Innovation Facilitation: Enable continuous innovation within client operations through the strategic use of automated DataOps and robust data platforms, reducing time-to-market for new features and products.

Cost Efficiency and Risk Reduction: Through the implementation of modern infrastructure and data management practices, reduce operational costs and mitigate risks associated with data security and compliance.

Sustainability and Community Impact: Align technological upgrades with sustainable practices that meet environmental and social governance standards, enhancing corporate responsibility initiatives.

Agile Management Practices: Adopt agile management practices to streamline project execution. We train teams to focus on specific tasks within defined sprints, enhancing concentration and efficiency. This method fosters a dynamic work environment where rapid adjustments and iterative development are prioritised, leading to quicker delivery and higher quality outputs.

4. Methodology

Our methodology is designed to ensure that each project is executed efficiently and aligns perfectly with client needs and strategic objectives. Here's how we approach our projects:

Discovery Phase:

Initial Assessment: We begin by assessing the current business processes and IT infrastructure to identify gaps and areas for improvement.

Stakeholder Interviews: Engaging with key stakeholders to understand their requirements, challenges, and expectations.

Requirement Gathering: Collecting detailed technical and business requirements that will guide the architecture and design of the solution.

Data Architecture Development:

Analysis of Business Processes: Examining existing business processes to ensure the data architecture will effectively support business operations.

Source System Analysis: Analysing existing data models and systems to ensure seamless integration and data coherence.

Semantic Layer Development: Designing a comprehensive semantic data layer that serves as the foundation for the physical data model.

Infrastructure Development:

Platform Selection: Based on the initial assessment and specific business needs, choosing the appropriate cloud platform (Azure, AWS, GCP) or an alternative solution.

Security and Compliance Setup: Ensuring all systems are set up with rigorous security measures and compliance standards in mind.

Scalability Planning: Designing infrastructure that not only meets current needs but is also scalable to accommodate future growth.

Implementation and Automation:

Infrastructure as Code (IaC): Automate the setup and deployment of infrastructure, ensuring consistency and speed.
DataOps Implementation: Establishing DataOps practices to streamline data management, integration, and deployment processes.
Continuous Integration/Continuous Deployment (CI/CD): Implementing CI/CD pipelines to facilitate ongoing development and deployment, reducing errors and downtime.

Testing and Deployment:

Quality Assurance: Conducting comprehensive testing across all systems to ensure functionality and performance standards are met.
Regression Testing: comparing a dataset from an old system with the same dataset on a new system.
User Acceptance Testing (UAT): Working with clients to ensure the solution meets their needs and obtaining approval before full deployment.
Deployment: Gradual rollout of the solution to the production environment, monitoring closely for any issues.

Training and Handover:

Client Training: Providing detailed training to client teams to ensure they can effectively manage and use the new systems.
Documentation: Delivering comprehensive documentation on processes, systems, and management practices.
Support Transition: Transitioning to the support team who will handle ongoing queries and maintenance.

5. Service Management Roles

Service roles outlines the key personnel involved in delivering our services, their responsibilities, and how they contribute to achieving our objectives.

Cloud Architects: Design and oversee the implementation of cloud solutions that are secure, scalable, and tailored to meet strategic business needs.
Data Architects: Responsible for developing and maintaining optimal data pipeline architecture, integrating new data management technologies and software engineering tools into existing structures.
Technical Account Managers: Oversee project lifecycles, ensuring timely delivery, budget adherence, and stakeholder communication. They apply agile management practices to maintain high productivity and adaptability.

6. Performance and Delivery

Performance and Delivery outlines our commitment to delivering services efficiently and effectively, with clear metrics for success and accountability.

Quality Assurance: All services undergo rigorous testing to ensure they meet high-quality standards. Performance metrics are established at the outset of each project, against which service delivery is regularly assessed.
Delivery Metrics: Key performance indicators include system uptime, response time to service issues, and client satisfaction rates. These metrics are reviewed regularly to ensure performance is in line with client expectations.
Agile Delivery: Projects are managed using agile methodologies, focusing on continuous improvement, flexibility, and rapid delivery of features. Regular sprint reviews and retrospectives help to keep projects on track and aligned with client needs.

7. Support Services

Support Services outlines the structured support options available to ensure clients receive timely and effective assistance for their inquiries and issues.

Immediate Support:

- Response Time: Guaranteed response within 1 business day for urgent needs.
- Personnel: Clients receive direct support from a Technical Account Manager, ensuring expert guidance and swift resolution of critical issues.

Standard Support:

- Response Time: Responses are provided within 10 business days for regular inquiries, suitable for non-critical support needs.
- Personnel: Support queries are handled by a Cloud Engineer, skilled in addressing a broad range of issues across our service portfolio.

Both support levels are designed to cater to different urgency levels and support needs, ensuring that all clients receive appropriate and efficient assistance. This system allows for flexibility and prioritisation of support based on the severity and impact of the issue reported.

8. Security and Compliance

Security and Compliance are paramount in our service delivery, ensuring that all data and systems are protected against unauthorized access and data breaches while complying with relevant legal and regulatory requirements.

Data Security Practices:

Encryption: All sensitive data is encrypted both at rest and in transit using industry-standard encryption protocols.
Access Control: Implementing strict access control measures to ensure that only authorised staff have access to sensitive systems and data.
Regular Audits: Conducting regular security audits to identify and rectify potential vulnerabilities within the infrastructure.

Compliance Adherence:

Regulatory Compliance: Ensuring that all solutions comply with specific industry regulations such as GDPR for data protection and others as applicable.
Standards Compliance: Adhering to international standards such as ISO 27001 for information security management and others relevant to service offerings and client requirements.

9. Customer Responsibilities

For the successful implementation of our services, it is vital that clients actively participate in the process and meet specific responsibilities:

Timely Information Provision:

Clients are expected to provide all necessary information, data, and access to systems promptly. Delays in providing these essentials can lead to project setbacks and extended timelines.

Stakeholder Engagement:

Clients should ensure that key stakeholders are engaged throughout the project. This includes facilitating meetings, securing availability for consultations, and providing timely feedback to help guide project direction and ensure alignment with business objectives.

Review and Feedback:

Active participation in review sessions and timely feedback on deliverables are crucial. Clients should review work products and deliver feedback within agreed timelines to keep the project on track.

Compliance and Legal Responsibilities:

Clients must adhere to all relevant legal and regulatory requirements related to their industry and the data they manage. This includes providing information on compliance needs and ensuring that the project adheres to these requirements.

Security Requirements:

Clients are responsible for maintaining their own security standards in conjunction with those provided by our services. This includes ensuring that any client-managed environments interfacing with services we provide comply with agreed-upon security measures.

Payment Obligations:

Clients are expected to fulfil financial obligations as agreed in the service contracts. Prompt payment is essential to maintain uninterrupted service delivery and project progression.

Training and Change Management:

Clients should commit to participating in training sessions and embrace change management practices necessary to implement new systems and processes effectively. Adoption of the new solutions by the client's team is crucial for achieving the intended benefits.