adatis

G-Cloud 14 Service Definition

Version 1.0 30th April 2024

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1 Adatis Overview

Adatis began in 2006 and has accumulated 18 years' experience delivering Microsoft Data & AI solutions. We are a leading Microsoft Data Analytics Consultancy specialising in data platform & engineering, analytics, data science and machine learning/artificial intelligence and the provision of Managed Services, including DBA as a Service. We provide modern data architecture solutions to a broad range of sectors and verticals. We provide end to end business information management solutions and services that enable our clients to make effective use of information for improved decision making and collaboration.

Adatis solutions cover the spectrum of Information Management including Business Intelligence, Data Warehousing & Platforms, Master Data Management, Data Quality Services, Advanced and Predictive Analytics, Machine Learning & AI, Reporting, Data Visualisation, Data Governance and Cloud Infrastructure and Landing Zones.

We deliver our solutions either on premises, via the Cloud (based on Microsoft Azure or AWS) or adopting a hybrid approach. We ensure business intelligence is delivered to the right audience at the right time using the most appropriate device including desktop, tablet and mobile.

Our services include consulting and advisory engagements, end-to-end project life cycle services including project management, requirement and business analysis, design, architecture, development, integration, testing and a complete range of managed support services.

We are passionate about delivering successful data & AI solutions for our clients and exceeding their expectations. We believe in collaborative working, which closely aligns our success and objectives with those of our clients.

Adatis are one of the major providers of Microsoft based information management solutions in the UK and we have developed an enviable track record for delivering best of breed solutions in data analytics in the most challenging and demanding environments for major corporate clients across all sectors.

Adatis are a Microsoft Solutions Partner Data & AI and Azure and a Specialist in AI and Maching Learning and, Analytics. With in excess of 130 technical consultants, focussing on the Microsoft data & AI stack, we are a specialist organisation, rather than a generalist organisation, with an excellent relationship with Microsoft where we work extensively with the technical teams.

Our technical capability also includes Databricks Partner Champions, Snowflake and AWS certifications.

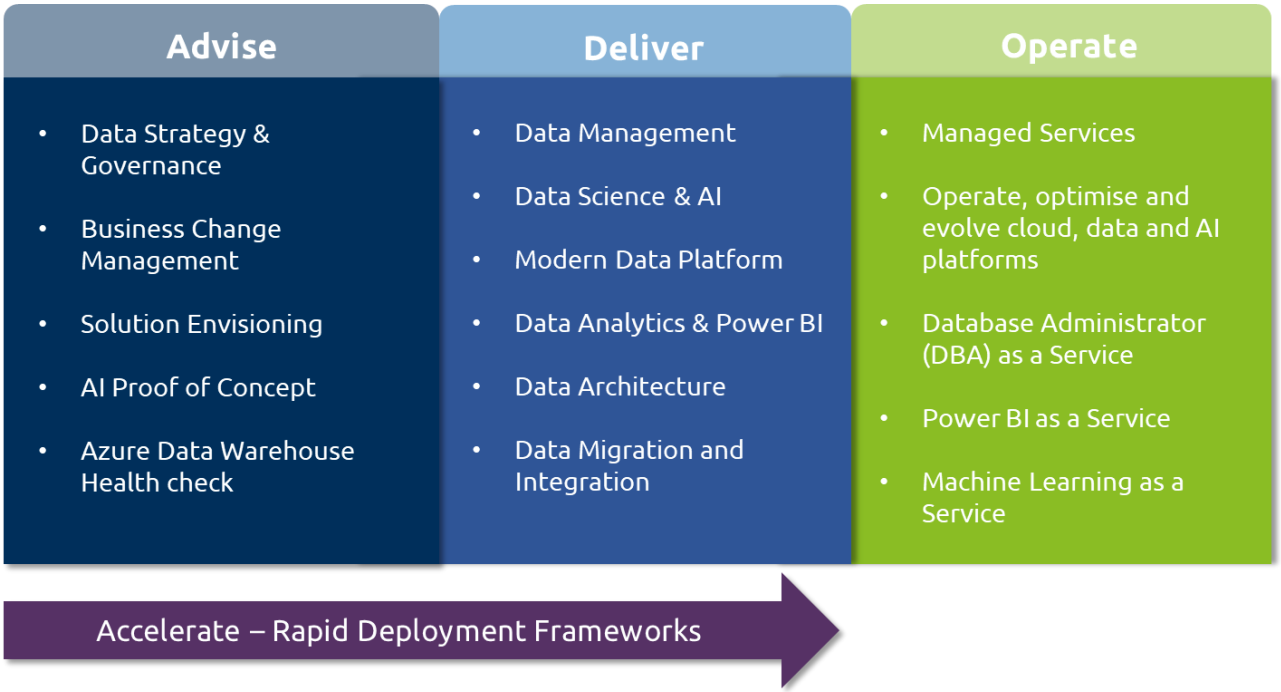
1.1 Qualifications and Expertise

Adatis entire business is built around delivering Microsoft data analytics solutions for customers. All our development and support staff receive regular and rigorous training and hold the highest possible Microsoft certifications. This is combined with Databricks Partner Champions, Snowflake and AWS certifications

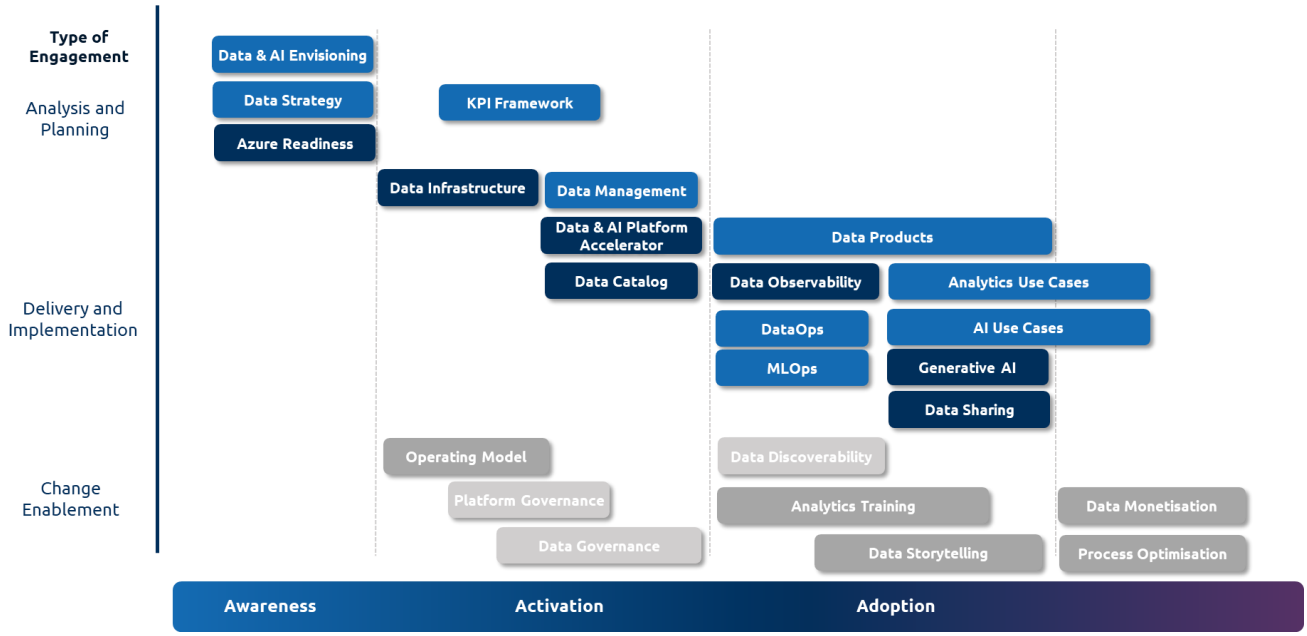
Several of our consultants are also published authors and we invest a significant portion of time into research and development within the latest Microsoft technologies. Proof of this can be seen on the regular blogs we publish at Adatis.co.uk and our active involvement in both local and international events where we are often requested to present alongside Microsoft.

2 Services Overview

Our solutions cover the spectrum of Information Management including Data Analytics, Data Science and AI, Master Data Management, Data Quality Services, Advanced and Predictive Analytics, Reporting, Data Visualisation and Big Data Solutions as summarised below:



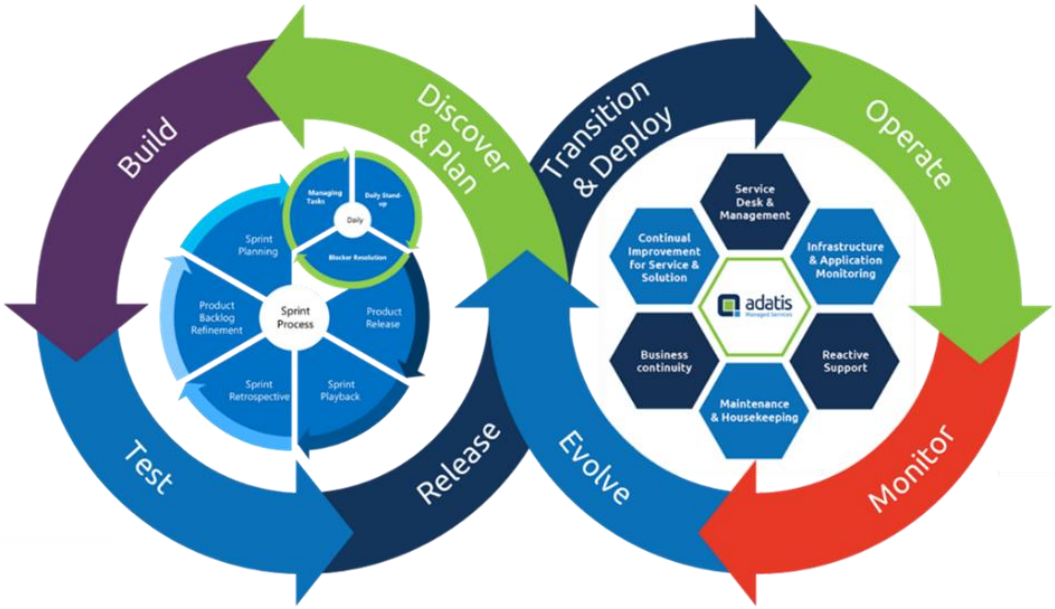
The enables us to assist clients on their journey to adopt a Data Driven Culture as below:



2.1 Process

Adatis approach is to work according to DevOps principles below. The objective of this approach is to deliver value as early as possible to the business and work in shorter phases rather than try to "boil the ocean". This ensures we can adapt to changing, and evolving business requirements and act upon feedback gained during development. Furthermore, this provides additional control to our clients and eliminates the need to commit to long term cumbersome contract conditions.

Within each development phase we work in an agile methodology and release to production as soon as possible. At this point we would look to hand over to either Adatis Managed Services' team or an internal support team, as most appropriate, providing continuity of service without distraction to the core build team.



Engagements typically commence with a Discovery phase that leads into an optional prototype phase that may, or may not move onto a full production build phase.

Each step in the process delivers value in its own right and is not dependent on continuation to realise any value or return.

2.2 Initial Prototype / PoC Option

This optional part of the service follows the initial discovery phase and is designed to assist in planning, prototyping and delivering data analytics and AI capabilities from Azure or AWS.

Planning, and building prototypes / POC's is often a requirement when:

- You are evaluating what a Cloud Data & AI platform can provide your business
- You are in the early stages of selecting a new Data & AI platform
- You are considering the benefits of upgrading an existing data analytics platform
- You have a set of business needs to test out against Cloud data & AI technology
- You wish to prototype advanced analytics, such as Machine Learning or Artificial Intelligence

This service can rapidly create a low-cost, cloud based Proof of Concept environment to allow a full assessment of data & AI technologies. You will set clear objectives for the PoC, which could include a combination of the following:

- Business Intelligence technology evaluation as part of a larger platform procurement
- The opportunity to see your data running with Cloud data & AI technologies with the data & AI platform PoC and also evaluate new platforms such as the Microsoft Fabric platform.
- A realistic understanding of how Cloud data & AI tools solve data insight and reporting
- Identifying the appropriate data & AI technologies for your needs
- Investigating the benefits of the latest Cloud data & AI platform enhancements

2.3 Scaling up to production

The production deployment service provides a scalable version of the above platform, designed to meet your individual business needs and typically will include high availability components in all tiers.

This typically follows the successful delivery and validation of the platform using the PoC and Prototyping service defined above.

During the Discovery phase we will work to determine validity and suitability of a solution designed both in line with best practice but also to meet our clients' needs.

Final scope and pricing for this service is subject to the initial discovery exercise.

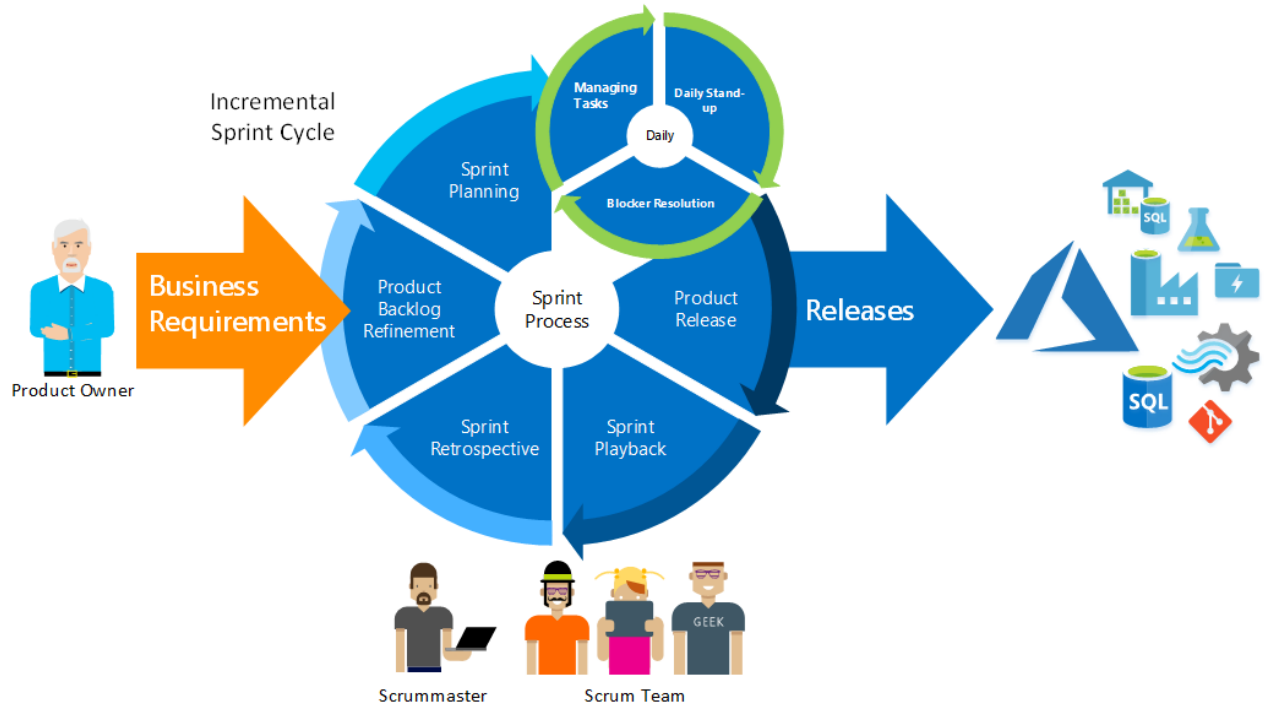
2.4 Pricing Note

This service has an element of agility and flexibility in terms of scope based on the environment, infrastructure, skills and desired outcomes. As such, an initial scoping and discovery activity will be undertaken to determine resource profiles required and pricing for any given requirement. Please refer to our G-Cloud SFIA rate card which will be used to determine a Time and Materials delivery price.

For more details on pricing, please consult the attached pricing document and SFIA rate card.

3 Agile Delivery Approach

Adatis expect to work in a collaborative manner alongside our clients including: Business experts, Source system experts, DBA's technical architects, technical developers. The precise plan is finalised during the Discovery Phase.



Adatis will apply an Agile implementation approach using the delivery methodology know as Scrum. This iterative approach will deliver the prioritised requirements in the form of specific elements of functionality in incremental build packages called sprints.

Adatis will work in 2 or 3 weekly sprints or iterations. We believe that this approach will allow us to engage the business in the most effective way throughout solution delivery and provide early visibility of user experience and functionality at each stage of development. This also allows our clients to begin making use of functional areas as they are developed, rather than waiting until the full solution is delivered.

We typically commence the first release cycle with a small, one-off, single week foundation phase to ensure project success and to generate momentum. Throughout this lightweight phase we focus on the following:

- Mitigation of project risks including addressing any perceived technical challenges
- Provision the remaining technical infrastructure and development environments including deployment of a Landing Zone
- Produce detailed build plans for early and high priority releases

With a solid project and development foundation in place the iterative build sprints can commence. The objective of each sprint is to provide a tested solution that can be incrementally delivered to the customer for early feedback. Each release is divided into a number of sprints achieving incremental delivery throughout each release cycle.

Iterating (sprinting) throughout the course of the build phase provides the following high-level benefits:

- Continuous improvement through regular feedback of the solution and project approach
- Control over scope, change in priorities and market trends
- Regular and deliberate ROI throughout the project to provide visibility and control of associated project costs

The specific deliverables of each Build Iteration are:

- Phased solution components i.e. code, files, packages, etc., tested, documented and released
- Revised, updated and re-prioritised project plans
- Regular weekly progress reports
- Updated Issues Lists
- Test and Training Plans
- Iteration feedback and review report
- Key stakeholder delivery update presentation

At the end of each sprint the team will playback what has been built to the solution users and stakeholders, and will deploy the solution to a testing environment for quality assurance and feedback. Adatis believe in delivering value as early as possible in the build cycle, enabling test and user involvement throughout the build process.

During the Discovery Phase, Adatis and the Product Owner will capture the requirements into a sized and prioritised list called a Product Backlog. The Product Backlog is an ever-evolving document that encapsulates the requirements of the solution, and the business benefits of each requirement. During each sprint cycle Adatis will implement the product backlog items in a prioritised manner, ensuring high priority and value items are delivered first.

Utilising the Adatis framework, we have many templates and patterns for most technical aspects of a data warehouse build. This brings the following implementation enablers:

Providing the foundation for data and AI engineering excellence and a solution for trusted, governed and secure data. The building blocks include:

- Aligns to Microsoft's Cloud Adoption and Cloud Scale Analytics frameworks and AWS Cloud Adoption framework.

- Built entirely on Platform as a Service (PaaS) technologies with no proprietary content subject to any license.
- Pipelines to deploy data infrastructure as code, applying CI/CD and using Terraform or BICEP templates.
- Structured metadata-driven ingestion and data processing.
- A suite of notebook and procedure templates for the common cleansing and transformation activities.
- Template platform and data security models.
- Preconfigured data lineage, auditing, monitoring and alerting.
- Support and refresh models available, delivered by Adatis Managed Services.

Using this proven approach, Adatis have delivered many successful data warehousing and business intelligence projects over many years.

3.1 Benefits

The iterative process described here allows the project to be steered, the plan to be refined and the costs controlled as the project progresses. Continuous feedback and improvement to the development team, the customer and the delivery approach build confidence in the progress and estimates on the project. By managing risks upfront and throughout and engaging the client regularly during the development, projects are completed within the budget and, crucially, fit the requirements of the business. Additionally our clients are able to utilise early functionality as it is developed, as opposed to waiting for full delivery as would be the case with a more traditional Waterfall methodology. Adatis believes that the benefits of the process can be summarised as:

- Optimising development team productivity
- Minimising risk
- Ensuring business and end-user satisfaction and support
- Rapidly and continuously delivering high-value solutions to the business and end-users
- Clients gain incremental functionality, which can be deployed, at the end of each sprint
- Delivering the ROI that organisation and technical leaders expect

3.2 Embracing Change

Change is guaranteed to occur on almost every project. The Adatis methodology recognises the importance of change and is underpinned by strict prioritisation, change control and planning processes. This ensures that whilst accommodating change, the scope of each iteration and the project as a whole is controlled, therefore managing customer expectations and ensuring successful project delivery.

3.3 Project Management

Adatis will manage the project based on the Scrum agile development methodology and the Adatis Project Manager will take the role of Scrum Master. The Adatis Project Manager will work closely with the Project/Programme Manager reporting to the Project Steering Committee which will govern the project.

All Adatis staff complete a timesheet on a weekly basis directly within the Adatis Time and Project system. This drives our downstream operations including client billing and project status reporting. This provides full traceability of time and project spend at a task level (by default Adatis record time as increments of a quarter of a day) and detailed information can be provided to our clients if appropriate.

The Adatis Project Manager will produce a weekly project status report which will include a summary of project burn and forecast. The Project Steering Committee will meet monthly to review progress against plan and ensure that the strategic vision of the project is being met.

4 Managed Service

The need to harness the potential of new data sets and the everchanging range of available technologies creates the double-edged challenge of operating an efficient data analytics platform and evolving to maintain competitive advantage.

Adatis provides a specialist and modern managed service built on DevOps practices and Microsoft Azure Data Platform, Fabric, Power BI and SQL Server BI capabilities or AWS Data & AI capabilities. That is tailored for the efficient operation and effective evolution of your data analytics platform.

The Service is not only applicable for platforms delivery by Adatis. The Adatis Managed Service can be tailored to take on established platforms and those delivered and operated by internal or 3rd party teams.

4.1 Approach

Our managed service is built around three pillars that enable the ITIL aligned service to be customised to the needs of your data analytics platform.

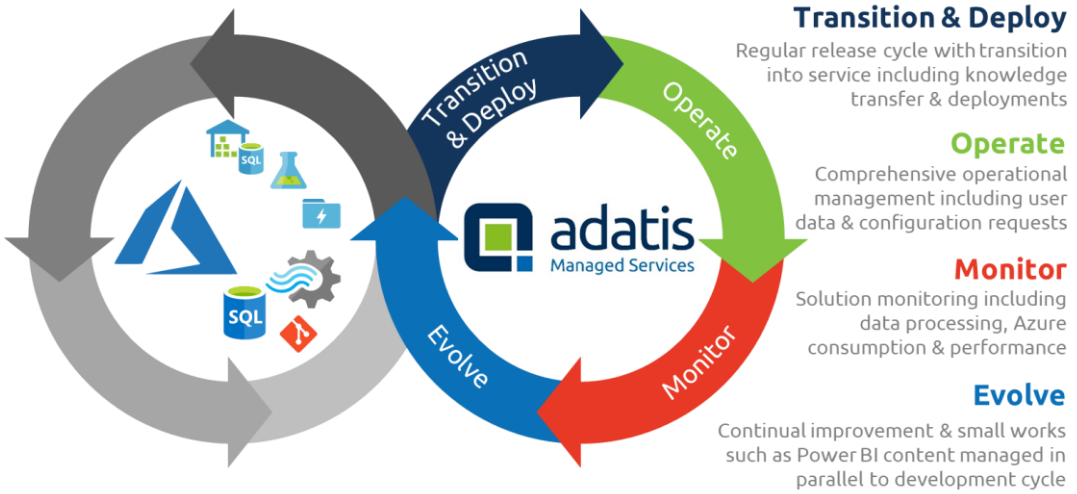
- Experts in Data, Analytics & AI
  - Certified Professionals
  - Dedicated engineers across UK, Bulgaria & India
  - Supportable by design
  - Seamless escalation to original Adatis delivery teams, when required
- Comprehensive Operational Management
  - Complete service catalogue including proactive data platform monitoring & analytics maintenance
  - Cloud Infrastructure provisioning, management & optimisation
  - Tailored services, designed & transitioned on need
  - ITIL aligned practices
- Evolves with You to Maximise Value
  - Focus on realising benefits including adoption
  - Commitment to Continual Improvement of service & solution
  - Early transition to service to increase efficiency
  - Regular technology roadmap reviews

Specialist services include regular assessment and maintenance of the efficiency of data processing flow, consumption control during delivery and operation, analytical database administration, analytics maintenance such as data science model re-training and visualisation updates, and advice and guidance on new features in Azure Data Platform, Fabric, Power BI and the SQL Server BI capabilities or AWS data & AI capabilities with a view of reducing operation costs.

4.2 Adatis Managed Service Engagement

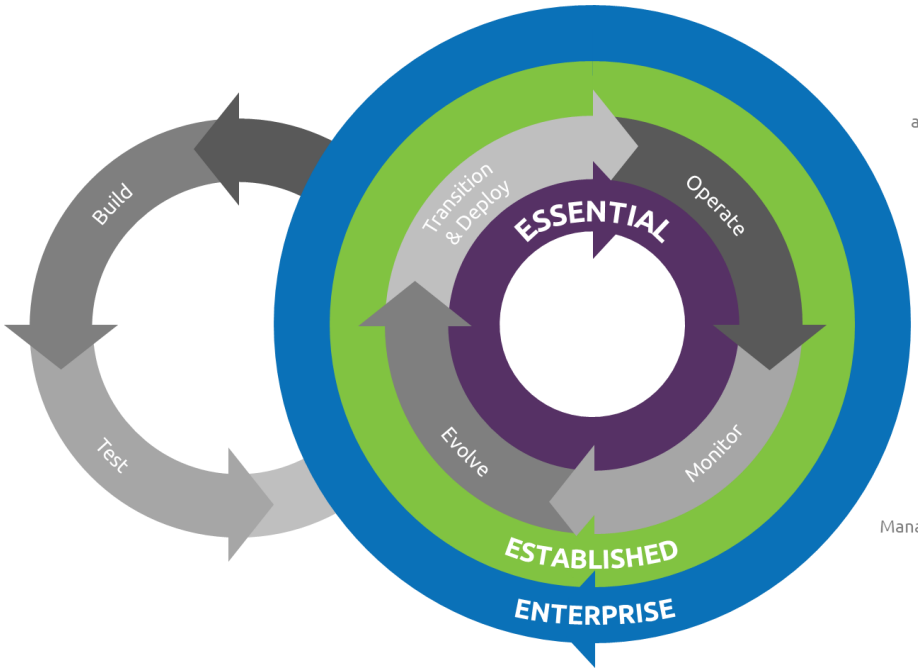
The Adatis Managed Service is provided to clients following our Service engagement model. This diagram demonstrates as a high level the tasks that are completed during the onboarding period.

The following diagram indicates how the service continues to operate, providing pro-active monitoring and evolving alongside our clients' needs.



4.3 Service Plans

Our Service Plans provide guidance on the complete catalogue of services we deliver. Based around an Essential, Established and Enterprise model these ensure the service we provide also evolves with your business and platform. Each plan can be customised with several add-on services based on a flexible Call-Off Unit approach.



ESSENTIAL

The Essential Service provides the assurance of a support service for your Data Analytics operations that will respond on demand.

ESTABLISHED

The Established Service delivers a comprehensive proactive operation to ensure we are the first to respond to your Data Analytics production and optional delivery demands.

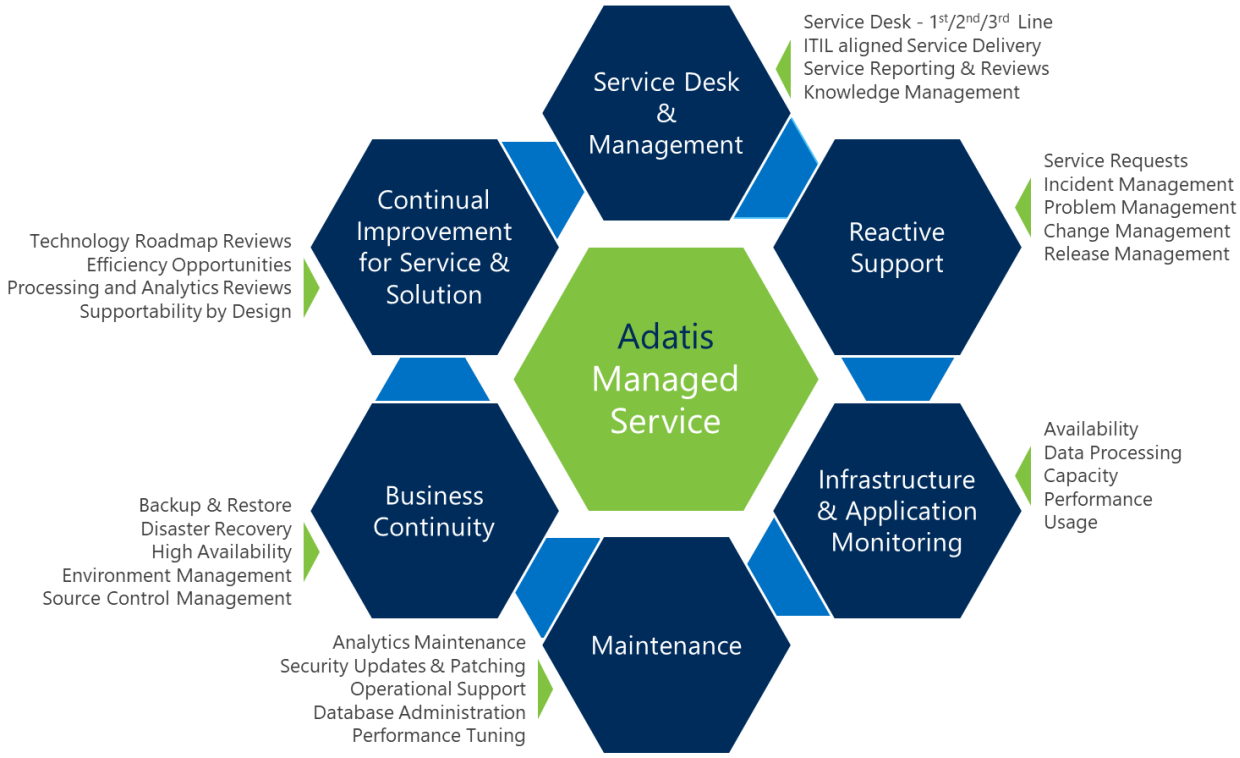
ENTERPRISE

Based on the Established Service, the Enterprise Service is a fully inclusive Managed Service with a single monthly fee and the option to scale to 24|7.

All Service Plans can also be packaged with Cloud hosting subscriptions.

4.4 Service Catalogue

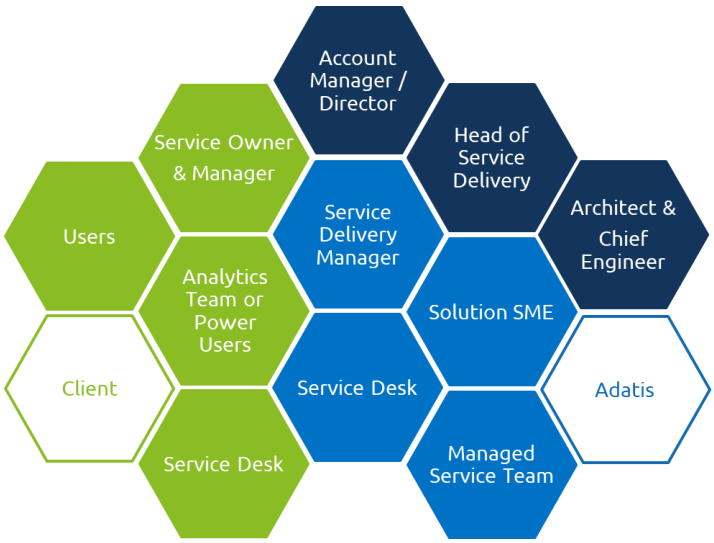
The following diagram summarises the Adatis Managed Service Catalogue on which a Managed Service can be tailored:



In addition core Adatis Consulting services can also be incorporated into Managed Service if required.

4.5 Service Operation & Management

On a day to day basis, all support requests are managed by our Service Desk team based in the UK and Bulgaria. The core Service Desk hours of operation are 05:00-19:00 UK Time. The Service Desk is supported by a named Service Delivery Manager (SDM) for each client. The SDM acts as the point of escalation / co-ordination for support requests which require heightened visibility within our managed service operations and will attend regular Service Review Meetings with the client. The SDM would also normally sit on the client's Change Advisory Board when matters relating to the delivered services are being discussed.



Adatis Managed Services Core Team:

- Named Service Delivery Manager
- UK & Bulgarian Adatis Managed Services Technicians

Primary Points of Escalation :

- Technical escalations to named Solution SME
- Further technical escalation to Managed Services Architect & Chief Engineer
- Service escalations to Managed Services Head of Service Delivery
- Ultimate accountability is either Account Manager or Managed Services Director

4.6 Service Level Agreements

Adatis Consulting provides a flexible framework of SLAs governing Service Availability (hosted and infrastructure-managed solutions) and Incident Response Times.

All SLAs can be adapted such that they underpin the business commitments which our clients are committing to in their own agreements with their end user population.

An example of a standard Incident Management SLA matrix is provided below:

Incident Severity	Response Times	Hours of Cover
Severity 1 – Urgent	1 Hour	Service Operation Hours
Severity 2 – High	2 Hours	Service Operation Hours
Severity 3 – Medium	4 Hours	Standard Working Day
Severity 4 – Low	8 Hours	Standard Working Day

All incidents raised will undergo an initial triage within the Severity Urgent Response Time, to ensure that all Urgent Severity Incidents (based on the Incident Severity Matrix) are identified and correctly responded to.

The Incident Severity is based upon two factors, the business impact of the incident and the urgency of a workaround or resolution.

Incident Severity Matrix		Urgency		
		High	Medium	Low
Impact	High	1 - Urgent	2- High	3 – Medium
	Medium	2- High	3 - Medium	4 – Low
	Low	3 – Medium	4 - Low	4 – Low

The Urgency of an Incident is one of the following:

Urgency Category	Description
1- High	• Service or major portion of a service is unavailable. ○ E.g. Data platform is unavailable, data platform has not refreshed
2- Medium	• Issue prevents the user from performing critical time sensitive functions. ○ E.g. Data processing has failed or a critical subject area has integrity issues
3- Low	• Issue prevents the user from performing a portion of their duties. ○ E.g. Users cannot directly query the data platform, a report is not refreshing

The Impact of an Incident is one of the following:

Impact Category	Description
1- High	• All users of a specific service impacted or a revenue opportunity is being lost ○ E.g. Critical business report has incorrect data, Data platform has not refreshed
2- Medium	• Multiple personnel/functional areas impacted or minimal level of service available only ○ E.g. A non-primary source has not provided data for 24 hours, the development environment is unavailable
3- Low	• Limited personnel impacted or degraded service but still operational ○ E.g. A user does not have access to data platform, the data platform has poor performance