



CATALYST BI Ltd

SERVICE DEFINITION DOCUMENT

Prepared for G-Cloud 14 Framework

TABLE OF CONTENTS

Introduction 3

Catalyst Value Proposition..... 4

Qlik 5

Athena NHS Command Centre 7

DataRobot..... 9

 Catalyst AI Cloud 9

 Use Case Workshop..... 9

 ML Readiness Assessment..... 9

Talend..... 10

Snowflake – Data Cloud..... 11

VizLib 11

Consultancy and Education Services 12

Assessment & Strategy 12

 BI Modernisation - Data and Analytics Strategy 12

 Qlik Health Check 12

 Data Literacy Adoption Framework 14

Education 17

 Data Literacy..... 17

 Qlik Sense 17

 Qlik NPrinting 19

 Qlik GeoAnalytics 19

 Qlik APIs and Mashups 19

Adaptive Consultancy Services 21

 Consultancy and Development 21

 Paired Development..... 21

 Managed Application Support 22

 Catalyst BI Cloud Hosting 23

 Qlik Sense Deployment & Configuration - Customer Owned 24

 Qlik Governance & Security Definition..... 26

Project Management..... 28

Support..... 29

Why Choose Our Services 29

How to Buy Our Services 30

Introduction

Catalyst BI is a UK market leading solution provider of data transformation services based on best of breed technology software partners, enabling us to support our customers on Data Management, Data Analytics and Data Science projects, at any and every stage of an organisations digital transformation.

We are passionate about successful project deployments, and we aim to ensure you maximise your return on investment with impactful business value.

We believe whole heartedly in our ability to ensure our customers are getting world-class results from the technology and our added value consulting and services expertise.

This service definition document covers Catalyst BI Limited's services as listed on the G-Cloud 13 Framework. It covers our:

- **Qlik** business intelligence, AutoML, data analytics and data integration offerings
- **DataRobot** Automated Machine Learning, Predictive AI and Generative AI
- **Snowflake** data cloud and storage offerings
- **Talend** data integration, master data management and data quality offerings
- **Vizlib** finance, collaboration, library, self-service and Gantt offerings
- Associated services, which include **consultancy, implementation, design, development, managed application support, hosted and SaaS deployment, and product support and training.**

The focus is on agile delivery that provides modern, flexible and cost-effective solutions that are aligned to the needs of each client. We recognise that the best solution is not just about software choice or deployment but working with our clients to define and deliver solutions that provide cost improvement, better outcomes and measurable business and performance benefits, whilst supporting behavioural change and adult education, data literacy and enablement that drives uptake and empowers people.

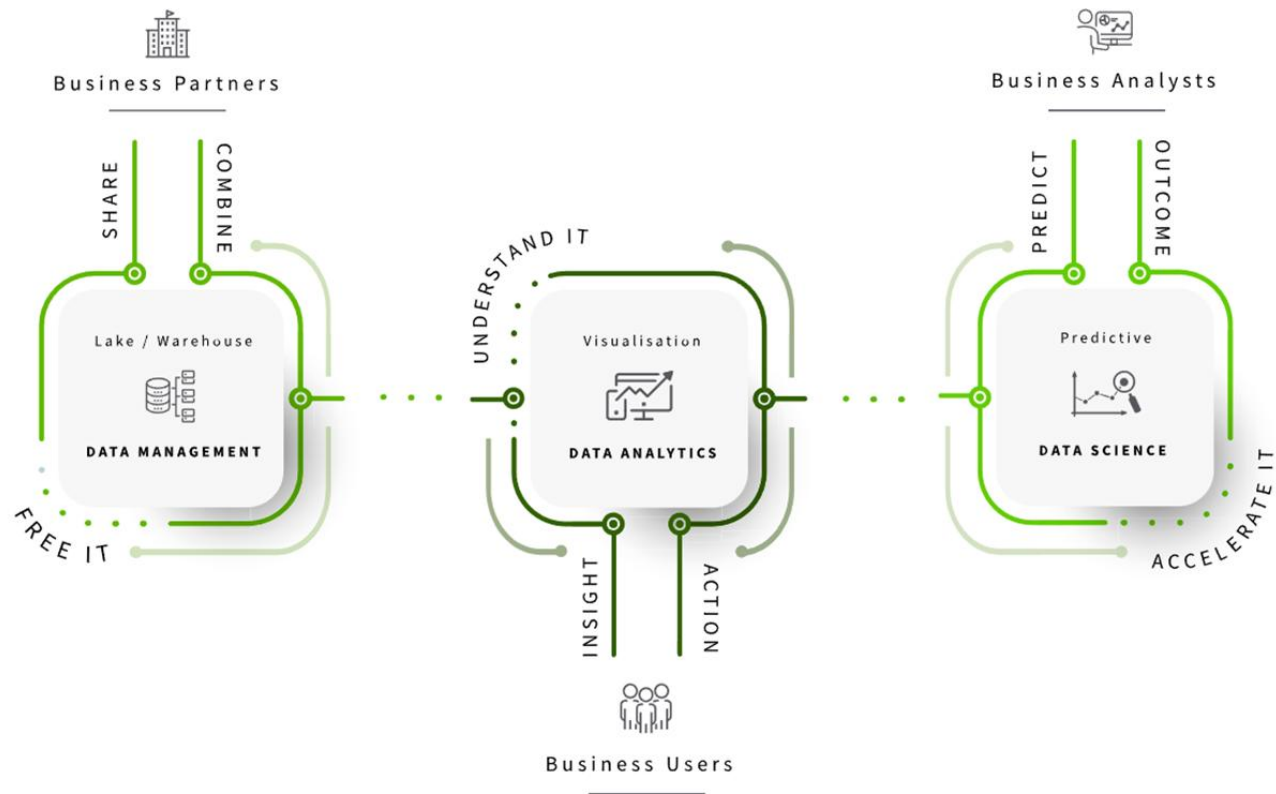
This document contains essential information about our services, their functionality, security and brief aspects of pricing.

Additionally, this document details how our services and company align with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Catalyst Value Proposition

Catalyst BI delivers end-to-end data-driven solutions, and partners with best-of-breed software and technology to help our customers achieve their data transformation ambitions, across data management, data analytics and data science perspectives.

At a high level, we help organisations to free their data, wherever it resides, improve the decision-making process in your organisation by helping you to make more effective data-driven decisions, and experience the full potential of human and machine intelligence, by seamlessly deploying production-ready, business trusted AI applications.





Qlik Sense sets the benchmark for a new generation of analytics. Empower users at any skill level to freely explore data with powerful AI combined with the industry's most powerful analytics engine. Bring actionable insights into every decision with the industry's most complete platform for modern BI – on our cloud or anywhere you choose. Organizations collect huge amounts of data. But most of the data that can guide decisions and actions isn't analytics-ready or accessible. Qlik operationalizes DataOps for analytics, turning raw data into trusted, actionable data that's easy to find, current, and immediately available to Qlik Sense — on any cloud you choose.

Qlik allows organisations to efficiently move, structure and catalogue data in real time to your cloud of choice with broad support for cloud object stores, data warehouse & lakes, streaming services, relational and non-relational repositories and more.

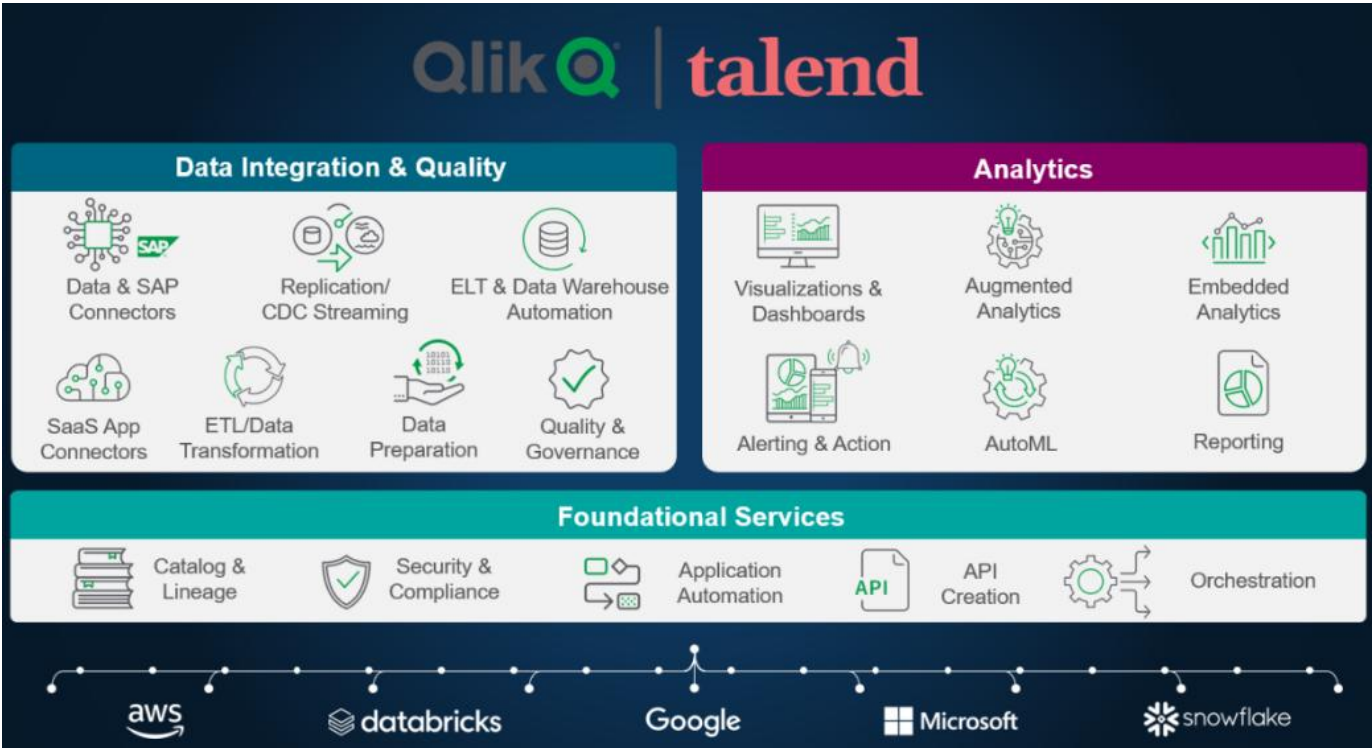
Hybrid Cloud Analytics means that compute operations can take place entirely in Qlik's cloud or via a hybrid deployment with your cloud of choice. Flexible analytics deployment options protect data location and local governance needs while providing unmatched performance and scale.

Qlik helps to create an end-to-end analytics data pipeline: continuously moving data, creating analytics-ready structures like cloud warehouses and lakes, augmented analytics to generate new insights, API & application integration to immediately act. Automation drives proactive insights to compel action in the moment by directly triggering other processes and downstream activities in relevant systems.

Data is one of your business's most critical assets, which is why Qlik treats it with the utmost care. Through security- and privacy-by-design development and SaaS operational processes, Qlik ensures their solutions align with the latest data protection and privacy laws around the world, such as GDPR and certification with SOC 2, SOC 3 and ISO 27001.

The Qlik platform, which now incorporates Talend easily adapts to your requirements with elastic scalability to meet the peak demands of ever-increasing data, users, and complexity of use cases. Centralized governance and management and data lineage helps to ensure data security, user adoption, accuracy, and overall system reliability.

Qlik's extended ecosystem includes a global user community of over 100,000 participants and a marketplace for sharing applications, data, and knowledge.



Catalyst BI is an Elite Qlik partner, Qlik’s Innovation partner for 3 years running (2019-2021), is the largest Qlik consulting practice in the UK and is Qlik UKs NHS, Blue Light and Local Govt Strategic partner of choice. We are highly experienced in providing business value through the Qlik platform.

Athena NHS Command Centre

Command Centre is an NHS and Catalyst BI joint collaboration that has successfully reduced triage and discharge times.

It consists of 5 live-view wall-mounted touchscreens being fed with Ambulance, Emergency Department in/out, Live Bed State and Inpatient out live data streams, all interactive with drill down to patient level.

Command Centre enables rapid analysis for flow coordinators supporting and enhancing on-the-ground decision-making throughout the day.

How does the Command Centre Help?

The ability to see everything in one place; from ambulances en-route to the hospital to individual patients being discharged, enabling clinicians to identify problems before they have occurred.

In addition, the predictive technology helps plan for future capacity issues before they even occur.

Command Centre Consultancy Outcomes

- The percentage of patients being cared for on non-medical wards, due to capacity pressures, has been reduced from 8% to 2%
- 95% of patients now triaged within 15 minutes of arrival at the Emergency Department (up from 67%)
- The proportion of patients discharged by midday has grown from 16% to 19%

DataRobot

Catalyst BI has extensive experience of delivering successful data-driven projects in the public sector, and with specific focus on the National Health Service. Catalyst BI is the only UK based Managed Services (MSP) of DataRobot, the industry-leading automated machine learning platform, and Catalyst is proud to hold the highest Platinum level partner status.

Catalyst BI can deliver DataRobot Enterprise solutions (both Predictive and Generative AI) in conjunction with DataRobot to organisations that already exhibit data science expertise and may even employ data scientists or data analysts. The DataRobot platform allows you to scale your data science capabilities, build and deploy machine learning models, and automate the delivery of models, ensuring the best models are deployed for any data science problem.

Once you've built your model, it's ready for production and can be deployed with a single click or line of code to the environment of your choice. With Machine Learning Operations (MLOps), you can have a single place to manage and monitor any model, regardless of where it was deployed. With Continuous AI, you can create multiple MLOps retraining strategies to refresh your production models based on the schedule of your choosing—like when accuracy drops below a predetermined threshold or data drift occurs. After you deploy your model, you can interpret the results in an AI-powered app, such as Qlik. This helps to simplify AI consumption and empower frontline decision-makers, resulting in trusted, fully operationalised data science solutions. "Explainability" is critical in healthcare, and DataRobot's platform makes it easy for clinicians to understand DataRobot's predictions and act on those insights.

Catalyst AI Cloud

Additionally, Catalyst offers our Managed Service to support and drive early-stage adoption of data science outcomes within your organisation. This is called Catalyst AI Cloud, where Catalyst manages the development, deployment, and maintenance of the DataRobot data science service. We partner with our customers to help you gain traction with AI projects, with a plan to help you develop your in-house AI maturity. Catalyst BI works with you to develop, identify and rank use cases for data science, then ensures your models are deployed and value is achieved, beginning with pilots, but then supporting you to scale across your organisation as value, trust and expertise is gained.

Use Case Workshop

Catalyst offers a ½ day on-site workshop with various stakeholders (this can be hosted virtually if this is a preferred option for your organisation). The workshop will cover AI and ML and how to identify potential use cases within your organisation, to help stakeholders understand machine learning, and how to use it strategically. Typically, 8-12 use cases are identified, and these are ranked by Value, feasibility, and status.

These values will be rough estimates, that need an AI Maturity check and Use Case POV to confirm values

Typically after the workshop, Catalyst recommends an AI Maturity Assessment to help identify the most effective route forward for the organisation.

AI Readiness Assessment

To achieve value through data science projects, organisations must achieve a state of readiness from both an organisational and technical perspective. It is considered best practice to lay strong foundations, ensure that your data is in a healthy state, address organisational and behavioural change, and adopt a culture that embraces the value of data.

The Catalyst AI Readiness Assessment provides an expansive and thorough assessment of the current use of predictive analytics. Our experienced consultants will review and document your current adoption and models, identify any issues/areas to address and provide clear prioritised recommendations on how these can be improved.

Our assessment can be broken down into 4 key areas:

1. Technology and Data
2. Strategy and People
3. Organisation and Products
4. Ethics and Governance

Each area is scored and scores are rolled up per area:

- None
- Exploring
- Experimenting
- Formalising
- Integrating

The outcome of the assessment is a comprehensive report which documents your current environment, our findings in each of the 4 reviewed areas and our prioritised recommendations.

Within each section of the report, we provide clear instructions on developing your readiness, extracting more value from your deployment, and ensuring the best user experience. Catalyst BI then help you to assemble a custom Go-Live Plan to enable you to meet your goals, and progress into our first projects, either with Catalyst AI Cloud (DataRobot Catalyst Managed Service), or the enterprise DataRobot Platform.

Talend

Catalyst is a Gold Partner for Talend with capabilities to support organisations to bring data integration, integrity, and governance together in a single modular platform to allow organisation of any scale to trust the accuracy and completeness of their data.

The powerful Talend platform deliver the following benefits:

- **Data Integration:** From the rapid ingestion of data to a data warehouse to the most complex multi-cloud projects, cloud native Talend Data Fabric can meet your needs. Convenient tools for ELT/ETL and change data capture (CDC) make it easy to integrate batch or streaming data from almost any source, while integrated preparation functionality ensures that your data is usable from day one.
- **Data Quality:** As an integral part of Talend Data Fabric, Data Quality profiles, cleans, and masks data in real time. Machine learning powers recommendations for addressing data quality issues as data flows through your systems. The convenient self-service interface is as intuitive for business users as technical users, fostering company-wide collaboration.
- **Data Integrity and Data Governance:** Because data is useless until it's clean, compliant, and accessible, data integrity and governance are essential capabilities of the Talend Data Fabric platform. Improve data trustworthiness with automated quality checks and browser-based, point-and-click tools for sharing and capturing legacy knowledge from business users.
- **Application and API Integration:** With Talend, you can share services and trusted data across internal departments and external groups with user-friendly APIs. Streamline DevOps and lower operational costs by implementing APIs and microservices, which teams can reuse to build new projects instead of reinventing the wheel each time. Talend Data Fabric gives you everything you need to meet the real-time demands of the business with APIs and event-driven architectures. Use a single, unified platform for API development,

application and data integration, and data quality to increase team productivity and deliver solutions to market faster.

- **Powered by Trust Score:** Talend is the first and only company to combine data integration and data quality in a single platform. Bring together people, data, and machine-learning technology to easily access, monitor, and fix your data. The Talend Trust Score gives you at-a-glance visibility into the reliability of any dataset, so you can put healthy data at the centre of your business, move faster, and make better decisions.

Snowflake – Data Cloud

Snowflake is a data platform built for the cloud. Snowflake delivers the performance, concurrency and simplicity needed to store and analyze an organization's data in one location. Snowflake is your solution for data warehousing, data lakes, data engineering, data science, data application development, and securely sharing and consuming shared data.

The Snowflake Service is described in more detail in the Snowflake [Documentation](#). The Snowflake Documentation includes the information you need to access your Snowflake account and perform the administrative and user tasks associated with using Snowflake. The documentation also provides conceptual overviews, tutorials, and a detailed reference for all supported SQL commands, functions, and operators. To protect the Snowflake Service and the customers using our multi-tenant public cloud platform, Snowflake maintains a common [security policy](#) and UK GDPR based [DPA](#) which customers will be asked to review when entering into an Order Form. We also anticipate asking customers to review: (i) rights of Service suspension required for Service protection (e.g. a security issue), (ii) a SLA regime covering service failure and loss of use, (iii) aspects concerning deliverable, e.g. that no "Project Specific IPR" will be delivered, (iv) limiting Service usage to "Official" information only (i.e. not Secret/Top Secret), and (v) other relevant clarifications.

Catalyst is a certified Snowflake partner delivering Snowflake across both public and private sector organisations to scale out the use of data across single and multiple organisations. Catalyst BI's cloud data services provide organizations with the tools they need to unite fragmented data, seamlessly discover and securely share governed data, and execute complex analytic workloads with ease. No matter where your data or users are located, Snowflake's Cloud Data Platform delivers a unified experience that spans multiple public clouds including in the UK. The benefits of Snowflake are:

- Single, unified platform that delivers ease of use and powerful automations
- Scale up and down elastically, and scale out to support massive concurrent users, data volumes, and different workloads
- Access data and apps across clouds and regions securely with one consistent experience

VizLib

Catalyst is a certified VizLib partner and delivers the full library of VizLib extensions/Add-ins to the Qlik portfolio as follows:

- [VizLib Library](#)
- VizLib Self Services
- VizLib Finance
- VizLib Gantt
- VizLib Collaboration

Consultancy and Education Services

Having a Catalyst BI consultant involved early in your planning can ensure that you avoid costly re-work as your project progresses, ensuring you get the foundations right from day one.

Assessment & Strategy

BI Modernisation - Data and Analytics Strategy

Our BI Modernisation Consultancy services will help you to build a roadmap and strategy to fully leverage the capabilities of your data.

Empowering fluency in data: our education program is designed to fill a critical business skills gap by extending data literacy capabilities to a broad audience, resulting in a data literate workforce that is empowered and more effective.

Driving success in digital transformation: we support your digital transformation journey by providing deep expertise and best practices around data and analytics. We offer consulting solutions to ensure adoption of data literacy across the enterprise, supported by the right culture.

Enabling better data-informed decisions: through the power of Qlik Sense, you can easily visualize, explore, and collaborate around your data, in a smart intuitive fashion. With our associative engine and new augmented analytics capabilities, users of all skill levels are guided to ask the right questions and spot hidden insights.

The Modernisation Review provides an assessment of your existing Qlik applications including key functions, data sources, data modelling practices and usage. The review will look to identify any issues to ensure these are not carried forwards.

As part of the engagement Catalyst BI will advise on the best approach to migration, including strategies for efficient re-use of applications, data sources and QVDs across the Qlik platforms

The outcome of the review is a tailored set of recommendations to ensure an efficient and robust migration of QlikView applications and a roadmap for the rollout of self-service analytics in Qlik Sense.

Our Application Review is recommended for those who plan to migrate existing applications to Qlik Sense.

Qlik Health Check

Our Qlik Health Check provides an expansive and thorough assessment of your Qlik deployment. Our experienced consultants will review and document your current environment and processes, identify any issues or areas to address and provide clear prioritised recommendations on how to improve.

The Health Check covers twenty key areas which span five core themes, including everything from hardware and security to how successful your implementation has been at informing and engaging users. A simple 5-point scale is applied to each of the 25 points we assess.

- **Vision, Roadmap and Integration**

We review how well the Qlik deployment aligns to the organisation's overarching data and analytics strategy, as well as the level of innovation. We also look at how well the analytics platform is embedded into the wider business from both a technical and operational perspective, and how successful the internal communication is (branding and messaging) at engaging users.

- **Systems & Performance**

We review system performance including CPU, RAM, and disk and check for optimal configuration of the Qlik environment. We also look at your testing environment and approach, disaster recovery, and upgrade management.

- **Application Deployment**

We examine your deployment structure, how applications are organised and presented, scheduling and performance of data reloads, security and governance, testing and release. We also review licence allocation to ensure efficient usage and identify any shortcomings.

- **Application Development**

We review your development processes and assess applications against best practice development. We consider the data structure, application design, performance optimisation and documentation of deployed applications.

- **Adoption & Integration**

We evaluate additional factors which influence the overall performance of your Qlik deployment and user experience. These include data and analytics maturity, capability and skills, data literacy, and user engagement.

As part of the engagement Catalyst BI will also advise on the best use of QlikView and/or Qlik Sense, including strategies for efficient re-use of data sources and QVDs across the Qlik platforms, recommendations for an efficient and robust migration of any QlikView applications and a roadmap for the rollout of self-service analytics in Qlik Sense.

The outcome of the Qlik Health Check is a comprehensive report which documents your current environment, our findings in each of the 25 areas reviewed and recommendations. With each point we leave clear instructions on how to improve performance, extract more value from your deployment and ensure a good user experience.

Data Literacy Adoption Framework

Data literacy is the ability to read, work with, analyse and communicate with data.

In our information-driven world, data literacy is just as important as reading or writing. Every individual needs to know how to confidently work with data and analytics to generate actionable insights fast, regardless of your role, skill level, or the BI tools you use. Not everyone needs to be a data scientist... but everyone needs to be data literate. Improving data literacy hones your decision-making skills. You learn to ask the right questions of your data, interpret your findings, and take informed action.

Unfortunately, most of the world today is not data literate. According to recent global surveys commissioned by Qlik¹:

- Just 24% of business decision makers are confident in their ability to use data effectively
- Only 32% of C-level executives are classified as data literate
- Young people are especially in need—a mere 21% of 16–24-year-olds are data literate

What does a data literate workforce mean for organisations?

- **Get quicker insights** because you don't have to rely on just a few data scientists who can only fulfill so many requests and may not have a good understanding of the business questions you need them to answer. Everyone is empowered to get insights on their own.
- **Make better decisions** because your workforce has been trained to ask the right questions of their data, feels comfortable using data to support important decisions, and has the ability to question data with an intelligent level of data skepticism.
- **Stay competitive** because you can quickly make sense of your data in order to adapt to what's coming and stay ahead of your competitors.
- **Foster employee engagement** where your staff feels empowered in the decision-making process and benefits from a work environment that encourages collaboration.

Our consultants will work with you to develop and implement a six-step **Data Literacy Adoption Framework** adapted specifically to suit the needs of your organisation.

- **Driving success in digital transformation:** we will support your digital transformation journey by providing deep expertise and best practices around data and analytics. Our consulting services and adoption framework will help to ensure adoption of data literacy across the enterprise, supported by the right culture.
- **Empowering fluency in data:** our Data Literacy education program is designed to fill a critical business skills gap by extending data literacy capabilities to a broad audience, resulting in a data literate workforce that is empowered and more effective.

¹ * The research was conducted by Censuswide on behalf of Qlik. The research surveyed 7,377 business decision makers (junior managers and above). Respondents across Europe, Asia and the US. Research was carried out between August 2017 – February 2018. Censuswide abides by and employs members of the Market Research Society which is based on the ESOMAR principles.

- **Enabling better data-informed decisions:** through the power of Qlik Sense, you can easily visualize, explore, and collaborate around your data, in a smart intuitive fashion. With the associative engine and new augmented analytics capabilities, users of all skill levels are guided to ask the right questions and spot hidden insights.

Data Literacy Adoption Framework

1. Planning & Vision

Participants, funding, timeframe
Adjusted work, not new work

2. Communication

What, why, how?
Continuous, organisation wide, transparent

3. Assessment

Benchmark participants – generic or role based
Determine appropriate learning pathways

4. Cultural Adjustment

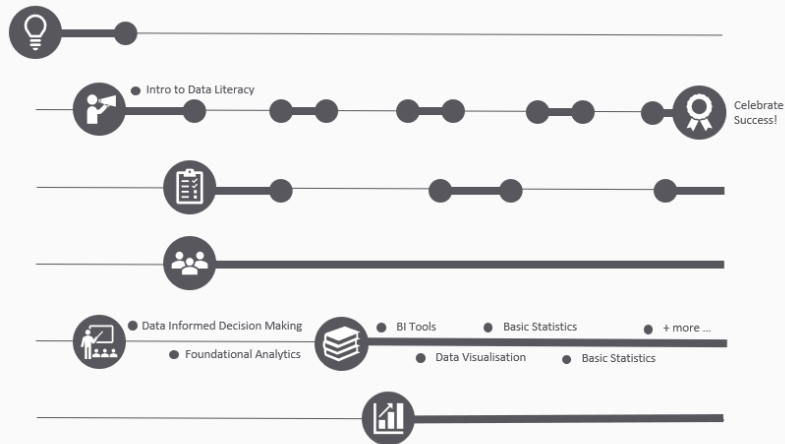
Lead by example
Share best practice

5. Learning

Continuous learning, not training
Role/persona based, prescriptive but not rigid

6. Measurement

Progress, participation, engagement, feedback
Qualitative and quantitative benefits



Education

Our Education Services provide learning opportunities and resources to maximise the success of your Qlik deployment. Whether it's improving your Data Literacy skills, learning how to get started with Qlik Sense, using R and predictive technologies or producing content rich reports with Qlik Nprinting we have a course for everyone.

All of our courses can be delivered in person or remotely with supporting course material classroom style or workshops based on your own data.

Data Literacy

Data literacy is the ability to read, work with, analyse and communicate with data.

In our information-driven world, data literacy is just as important as reading or writing. Every individual needs to know how to confidently work with data and analytics to generate actionable insights fast, regardless of your role, skill level, or the BI tools you use. Not everyone needs to be a data scientist... but everyone needs to be data literate. Improving data literacy hones your decision-making skills. You learn to ask the right questions of your data, interpret your findings, and take informed action.

Data Informed Decision Making

Learn about the importance of Data Literacy in the digital age. What it means to be Data Literate, why analytics are important and techniques to help you make data informed decisions.

Foundational Data and Analytics

Understand core principles of data, including data types, structures, dimensions and measures. Explore some key analytical concepts including distributions, correlation and causation, simple linear regression and more.

Qlik Sense

Our Qlik Sense courses are designed to enable your teams to unlock the power of Qlik. Throughout these courses we introduce best practice techniques and time saving methodologies developed over many years with the experience and lessons taken from hundreds of Qlik deployments.

Qlik Sense for Professional Users

Qlik Sense for Professional Users is a short Training Workshop designed to give end users the skills and knowledge needed to confidently work with Qlik Sense applications and take full advantage of the self-service analytics capabilities.

The workshop will provide an introduction to Qlik Sense, including how to navigate the platform and applications, finding and generating insights, and building Story Boards. In addition, users will learn how to develop a simple application from scratch using the Data Manager and Cognitive engine.

Qlik Sense Foundation

Qlik Sense Foundation is an introductory workshop designed to impart the skills and knowledge needed to quickly get up and running with Qlik Sense.

In this workshop developers will learn how to navigate in Qlik Sense, connecting to data sources using both the Data Manager and Script Editor, creating visualisations, master dimensions and measures and using the Insights Advisor.

Qlik Sense Advanced Application Development

Qlik Sense Advanced Application Development is a deep dive session which looks at data modelling concepts, important scripting techniques, application design principles and analytical approaches. The course introduces the Catalyst BI Methodology, a best practice approach to development with a defined set of standards and processes which when followed ensure high quality, sustainable and extensible applications. You will learn key principles that communicate information to your users in the most effective way and find out how to perform comparative analysis e.g. This Year versus Last Year or Department A versus Department B, without having to redesign your data structure.

Areas covered include

- Data modelling and scripting techniques
- Creating data connections
- Simplifying development through structured scripting
- Effective use of variables
- Working with QVD files
- Transforming and joining data
- Managing dates
- Script debugging
- Design best practice
- Advanced expressions including Set Analysis and advanced aggregation

Qlik Sense for QlikView Developers

Qlik Sense for QlikView Developers is an Introductory Training and Best Practice Workshop designed to give experienced QlikView developers the skills and knowledge needed to quickly adapt and get up and running with Qlik Sense.

In this workshop developers will learn how to navigate in Qlik Sense, connecting to data sources using both the Data Manager and Script Editor, creating visualisations, master dimensions and measures and using the Insights Advisor.

The workshop will provide an overview of the key differences between QlikView and Qlik Sense and focus on best practice for developing Qlik Sense applications that are designed to facilitate self-service analytics.

Administer and Maintain Qlik Sense

Administer and Maintain Qlik Sense is a technical course that gives you the information, tools, techniques, and skills needed to set up, configure and maintain the Qlik Sense Enterprise platform.

Learn how to manage users and licences, publish applications, create custom security rules using Attribute Based Access Control, manage Data Connections and monitor usage and performance.

Integrating R into Qlik Sense

Integrating R into Qlik Sense introduces principle R concepts covering both R and R Studio installation, package installation, basic scripting and data manipulation using the tidyverse packages. Learn how to install and set up the R server-side extension enabling R to be directly integrated into Qlik Apps.

Qlik NPrinting

Learn how to create Qlik NPrinting scheduled reports with rich content including Excel, Word, PowerPoint and HTML. This interactive workshop provides an overview of NPrinting and covers topics including how to connect to Qlik applications, designing reports, creating and applying filters, creating and applying conditions, managing users, distributing reports to the newsstand and distributing reports via email.

Qlik GeoAnalytics

Qlik GeoAnalytics is an advanced suite of location intelligence tools. In this course you will learn about how Qlik GeoAnalytics differs from the basic Qlik Sense mapping objects. You will learn how to use map layers and drill down capabilities as well as exploring several GeoAnalytics operations, including drive times and routes.

Qlik APIs and Mashups

In the context of web development, a mashup is a web page or web application that uses content from more than one source to create a single new service displayed in a single graphical interface.

Qlik's Capability APIs enable you to easily and quickly integrate with your Qlik Sense objects to produce enriched results that were not necessarily the original reason for producing the source application in Qlik Sense. You can reuse Qlik Sense visualisations, including your custom extensions, and you can also make use of Qlik Sense data and calculations.

Our Qlik APIs and Mashups course will kick start your developers on their journey with Qlik Sense mashups. The course will introduce the Qlik Sense Dev Hub, work through how to create a simple mashup and hypercube as well as chart JavaScript libraries, object interaction and the Selections API, Mashup deployment and authentication. Whilst the Qlik Sense Dev Hub simplifies development delegates on this course will need to understand the rudimentary concepts of JavaScript, HTML (Hyper Text Mark-up Language), and CSS (Cascading Style Sheets).

Adaptive Consultancy Services

Our Adaptive Consultancy Services offer a flexible approach to consultancy and development which enables us to support your Qlik projects in a way which is tailored to your organisation or specific project challenges.

We use our extensive experience to ask the right questions, in order to understand your organisation, your challenges and your requirements. We then work in partnership with you to design and develop robust and scalable solutions.

Whether it is in the design and implementation of a new Qlik deployment, development of new applications, or re-design and conversion of QlikView apps to Qlik Sense or our Adaptive Consultancy Services will accelerate your data and analytics strategy.

Our Consultancy Services

- Business Analysis
- Solution Architecture
- Data Modelling and Scripting
- Application Design and Development

When you work with Catalyst BI's expert team of Qlik consultants you can choose the delivery mode (Outsourced, Paired, Independent or any combination) that best suits your specific needs.



Consultancy and Development

Catalyst BI's expert team provide Consultancy and Development services to accelerate your Qlik projects. When you need to develop or migrate applications quickly or have limited capacity within your team our expert consultants are on hand to take the lead and deliver.

Paired Development

A truly collaborative approach, our Paired Development workshops allow your developers to work alongside expert Catalyst BI consultants to enable rapid knowledge transfer and adherence to Qlik Sense development best practices.

Paired Development workshops allow you to develop or migrate applications quickly whilst developing skills and capability.

Managed Application Support

With our Managed Application Support your team can be confident developing applications, safe in the knowledge that Catalyst BI's expert team are on hand to provide help and support when needed.

Access experienced Qlik consultants via the Catalyst BI support desk for quick and efficient resolution to challenging problem areas. Hours are consumed in increments of 15 mins and can be used anytime within 12 months.

Infrastructure & Architecture

Catalyst BI Cloud Hosting

The Catalyst BI Qlik Cloud hosting provides a fully hosted, secured, and fully serviced Qlik Sense or QlikView Business Intelligence environment hosted within the Microsoft Azure Cloud. This can be a simple hosted environment, clustered or multi-product encompassing the entire Qlik product set including NPrinting, Alerting, Mobile, GeoAnalytics and Insight Bot.

Hosted within a Microsoft Azure environment, the service is a fully serviced, patch and upgraded environment for Qlik deployments. Due to this being a flexible platform the offerings that this fully managed service can bring are to prove a custom solution with the likes of VPN tunnels, port securing, jump boxes, network load balances and high availability provided over multiple datacentres.

- Compute and application hosting
- Container service
- Data warehousing
- Relational database
- Other database services
- Infrastructure and platform security
- Platform as a service (PaaS)
- Other storage services

Service features

- Data visualisation, analytics and data insights
- Collect data over multiple sources and locations
- Custom and feature-rich dashboards
- Mobile-enabled
- Analyse hundreds to billions of rows (Big data)
- Data Searching over tens of millions of data points
- Standard and customised training
- Build analytical applications
- Drag and Drop visualisation creation
- Automated data loading

Service benefits

- Rapid deployment of advanced analytics, deployed in days not weeks
- Fully hosted with no infrastructure or technical overhead
- Access anywhere data insights, available on any device
- Secure environment to safeguarded data with a proven track record
- High availability with 99.6% up-time guarantee
- Easy to use with little or no end user training
- Powerful administration and auditing built in

Architecture Design and Deployment

Catalyst BI will provide full design, deployment and if needed migration to Qlik Sense, we can provide to fully resilient high availability Qlik clusters to single node installations and as you expected all the relevant configuration and testing.

We approach this in the following manner:

- Design of the Qlik Sense architecture considering
 - Sizing
 - Architecture
 - Future Proofing
- Integration with authentication needed including SSO e.g. Azure AD, Google, local AD with ADFS
- Testing including post-performance and future scalability testing

Sizing Design

Every deployment of Qlik Sense is different, and the following is an example for the expected deployment you're your use and environment. This requires detailed and careful discussions with our skilled architects skilled in infatuate and Qlik technologies

Qlik Sense Deployment & Configuration - Customer Owned

Where you would prefer to host your own Qlik environment, Catalyst BI will work directly with your own internal or external IT provider providing full design, deployment with full architecture design and sizing.

This can be either a Single or Multi node environments providing high reliance, testing and development deployments. Like the hosted approach we approach this in the following manner:

- Design of the Qlik Sense architecture considering
 - Sizing
 - Architecture
 - Future Proofing
- Integration with authentication
- Testing including post-performance and future scalability testing

Qlik Sense Multi-Cloud Setup and Configuration

Where multiple sites internal, cloud or externally hosted, we can also deploy and support clustered Qlik Sense deployments with a mix of cloud and internal deployments.

This service will take elements of the cloud and customer owned environments to provide a hybrid deployment providing the efficiency of an on-premises solution to access localised data and the flexibility and resilience of the cloud.

Qlik Governance & Security Definition

The Qlik Sense platform allows organisations to flexibly define access rights and permissions to control not just to what users see but what they can do. On the journey to enabling self-service analytics across an organisation, processes, governance structures and responsibilities need to be clearly defined.

We will work with you to collaboratively develop and document a governance framework for your Qlik self-service reporting and analytics solution. The Governance & 'Ways of Working Framework' will define the governance structure and the accompanying processes required to mitigate risks and ensure a well-controlled, robust platform for devolved development and administration.

The Framework will cover:

- Administration of licences, users, and access permissions
- Access to and administration of data connections
- Access to levels of development capabilities and functionality
- Devolved administration rights for application development and deployment
- Enhanced role-based data access and security (Section Access)

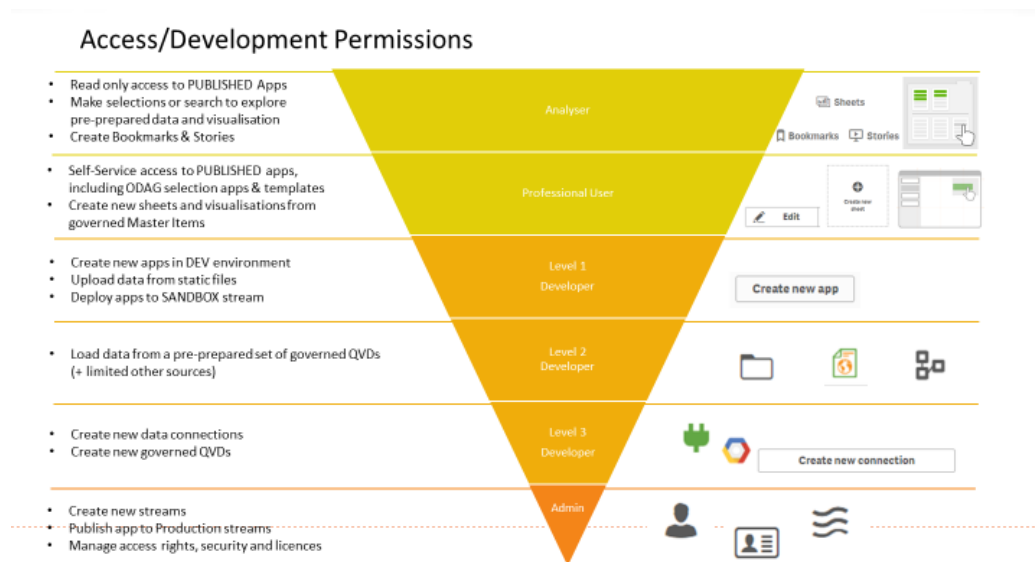


Figure 1: Example of Custom Access Roles & Permissions

Project Management

Our process-light Project Management services are designed to ensure your Qlik project is delivered smoothly on time and to budget.

You will be assigned a dedicated Project Manager who is experienced at not only managing project deliveries but will also have at least ten years of practical project delivery experience.

To be successful, Business Intelligence projects often require a blended project approach, incorporating resource from both business and technical functions. Bringing these sometimes disparate functions together to work in a cohesive manner and deliver challenging and time critical projects can be difficult. Our technical Project Managers have the experience and knowledge to successfully bring together different stakeholders, avoid common pitfalls and keep the project on track, applying lessons learnt from hundreds of previous projects.

We will work closely with you to set clearly defined objectives for each project and ensure consistent progress with regular communication throughout to keep the project on track. We will make sure roles and responsibilities are clearly defined and any risks and issues are closely monitored and proactively managed.

Our Project Management service provides:

- Dedicated, experienced Project Manager with a minimum of 10 years practical project delivery experience who can act as a conduit between the different business functions
- Clearly defined Project Initiation Document (PID) detailing the background, objectives and expected outcomes of the project, roles and responsibilities, and risks
- Project plan and resourcing schedule
- Regular project update meetings
- Regular project highlight report to monitor progress, risks and issues

Support

The Catalyst BI team is on hand to support you at every stage. Our accredited expert team of Qlik/Snowflake/DataRobot/Talend consultants will help get up and running quickly, and with our **Education** and **Adaptive Consultancy** services will ensure you maximise performance and realise value.

Our approach at Catalyst BI is one of collaboration and partnership. From the very first engagement we will work closely with you to understand your goals, challenges, organisation and teams. We work hard to develop long term relationships and aim to be a strategic part of your business so we can help you get to the next level of your data and analytics strategy.

We provide continued support and maintain open lines of communication at all times should you need it. You can contact the Catalyst BI Support Centre by emailing support@catalyst-it.co.uk.

1st line Product Support

As a Catalyst BI Qlik customer you will automatically receive 1st line support for your products. We will work with you to identify issues and escalate where needed to support.

Adaptive Consultancy - Managed Application Support

With our Managed Application Support service your team can be confident managing the Qlik platform and developing applications, safe in the knowledge that Catalyst BI's expert team are on hand to provide help and support when needed.

Whether you have a question on how to load data, want to configure new access rules on the server, upgrade your software, need a helping hand with some complex analysis or just want us to take on some developments, our Managed Support service has you covered.

You can access our experienced Qlik consultants via the Catalyst BI Support Centre for a quick and efficient resolution to challenging problem areas when needed. Hours are consumed in increments of 15 mins, deducted from your 'bank' of hours, and can be used anytime within 12 months. The minimum contract period is 40 hours.

As a Managed Application Support customer, you will also get regular update calls with your Project Manager so that you understand the status of your implementation and projects, and we can help organise your requests. Your Project Manager will help drive and deliver business change, ensure that you are always addressing your business issues on a priority basis and keep you abreast of important product updates.

Why Choose Our Services

Catalyst BI is Qlik's largest Elite partner working in the public sector and we work closely with their technical, sales and account management teams.

We provide organisations with the opportunity to access an extremely powerful and flexible solution that is easy to customise and will help drive your business operations.

Our culture is all about helping our clients to be more successful and to partner with our clients over the long term. We also have a long and proven track record in delivering public sector projects on time and within budget.

How to Buy Our Services

If you are interested in buying our services, please contact Catalyst BI Limited to discuss your requirements in detail.

Contact Details

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