



CapVentis



G-Cloud 15 Capventis Service Definition Document

2026

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CapVentis



1.0 Service Overview

Service Definition

1.0 Service Overview

Capricorn Ventis Ltd trading as Capventis has been providing expert premise and cloud solution services to both the public and private sector since 1998. Capventis specialises in digital solutions, providing the full life cycle of advisory, design, configuration, integration, implementation and support services.

The focus is on agile delivery that provides modern, flexible and cost-effective solutions that are aligned to the needs of today's digital economy. We recognise that the best solution is not just about one technology over another, but about what fits, works and aligns to the real needs of the business.

This service definition describes in some more detail how Capventis deliver specialist cloud services and solutions of the types listed in our Cloud Online submissions;

1. IMPROVE – Value Engineering in the eXperience Economy
2. Customer & Employee Engagement (CE)
3. Customer & Employee eXperience (CX)
4. eXperience Management (XM)
5. Integration and Functional Enablement (Capventis Glu)
6. Data Analytics
7. Data Mobilisation

We partner with tier one vendors to deliver a mix of technologies that reside in both the cloud and on-Premise. There is always a level of integration required that ensures the various solutions work seamlessly through any channel of communications, regardless of where they physically sit. We work with leading technologies and vendors including Qlik, Zendesk, and Qualtrics.

Service Definition

1.0 Service Overview

Furthermore, we work at the forefront and boundary of new technology, especially prevalent in area such as mobile, internet and tablet mediums. The core of business requirement is not changing; organisations still need to address the same fundamental challenges of interaction, transaction and service delivery to a varied customer base. However, the channels of communication as well as the technology are changing rapidly, as are the scenarios where these can be deployed.

We recognise that the public-sector organisation of today and tomorrow needs to be able to reach and engage with its customers in any place at any time. The interaction and customer experience needs to be defined in terms such as simplicity, speed and flexibility. Content and information needs to be specific and fit for purpose. It needs to be easy to find, extract and consume. All of this needs to be put in place, operated and supported with the minimum of internal effort.

The Capventis service proposition takes these issues from vision through to implementation across the multiple scenarios described in our proposition; the Cloud Online submissions. We understand deeply the (vendor) technologies that we partner with. We also understand how to align these technologies to the services proposition (process and information) of your organisation (local authority, central government and associated private enterprise).

We prefer to work with / within your business and IT team to deliver these solutions jointly. This makes best and most cost-effective use of the respective time and skills available, as well as ensuring the best possible solutions.

Service Definition

1.0 Service Overview

We work with, and advocate vendor solutions that are already accredited (meeting UK government requirements) and proven for cloud computing from leading vendors. The cloud service provider provides the platform to enable the business processes and manage the associated information, according to the appropriate security and access requirements. For certain technologies (e.g. QlikView) that we work with, hosting is an option, which can be deployed using third party hosting providers. In these cases, we would work with our clients to identify the most appropriate hosting environment.

The Capventis approach is to ensure that the information needs of the organisation are properly structured according to the business need, the architecture and features of the cloud platform, and the need to integrate back into the internal on premise systems and the external customer systems/devices, as well those of any other stakeholders.

Security of information is a critical issue that needs to balance need-to-know, need-to-access versus data protection.

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2.0 Qlik Service Information

About Qlik



Qlik Overview



Best-in-class for over 30 Years

Recognized Leadership



- Gartner Magic Quadrant Leader
- Data Integration Tools
 - Analytics and BI Platforms



12 state-of-the-art
development centers across
North America, Europe, and Asia



>\$1B invested
in innovation



4.5/5
customer service satisfaction

40,000 customers count on Qlik



10 of the top 10
Pharmaceutical
Companies



6 of the top 10
Retail
Brands



7 of the top 10
Utility
Companies



10 of the top 10
Manufacturing
Companies



15 of the top 20
Financial Services
Companies



7 of the top 10
US Healthcare
Companies



Deloitte.

ABB



Domino's

Lenovo

MAYBORN
GROUP



Australian
National
University

ebay

ABInBev



URBAN SPORTS CLUB

HARMAN
SOUND

TRAVELERS

AIRBUS

NOVARTIS



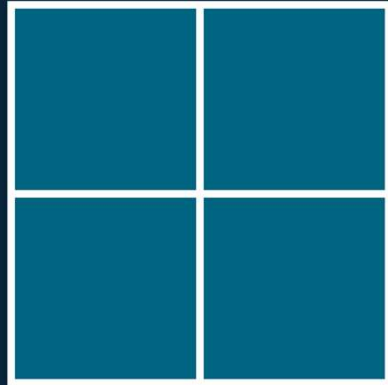
~3,100
employees



1,850
partners



200,000+
community
members



Recognised Leadership



Analytics and Business
Intelligence Platforms



Data Integration
Tools



Data Quality
Solutions

Recognized Leadership

In data integration, data quality, and analytics



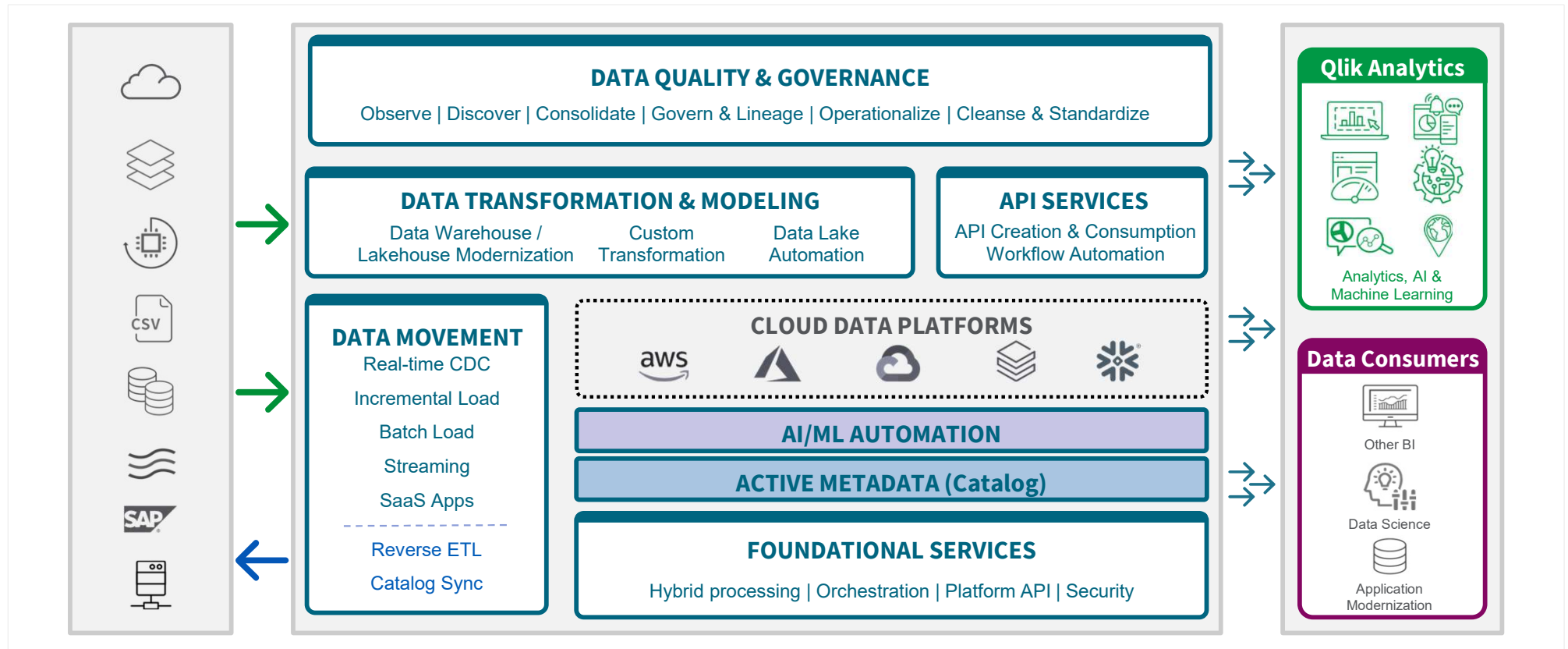
Gartner® Magic Quadrant™
for Data Integration Tools



Gartner® Magic Quadrant™
for Analytics and Business
Intelligence Platforms

Data Fabric for Modern Architectures

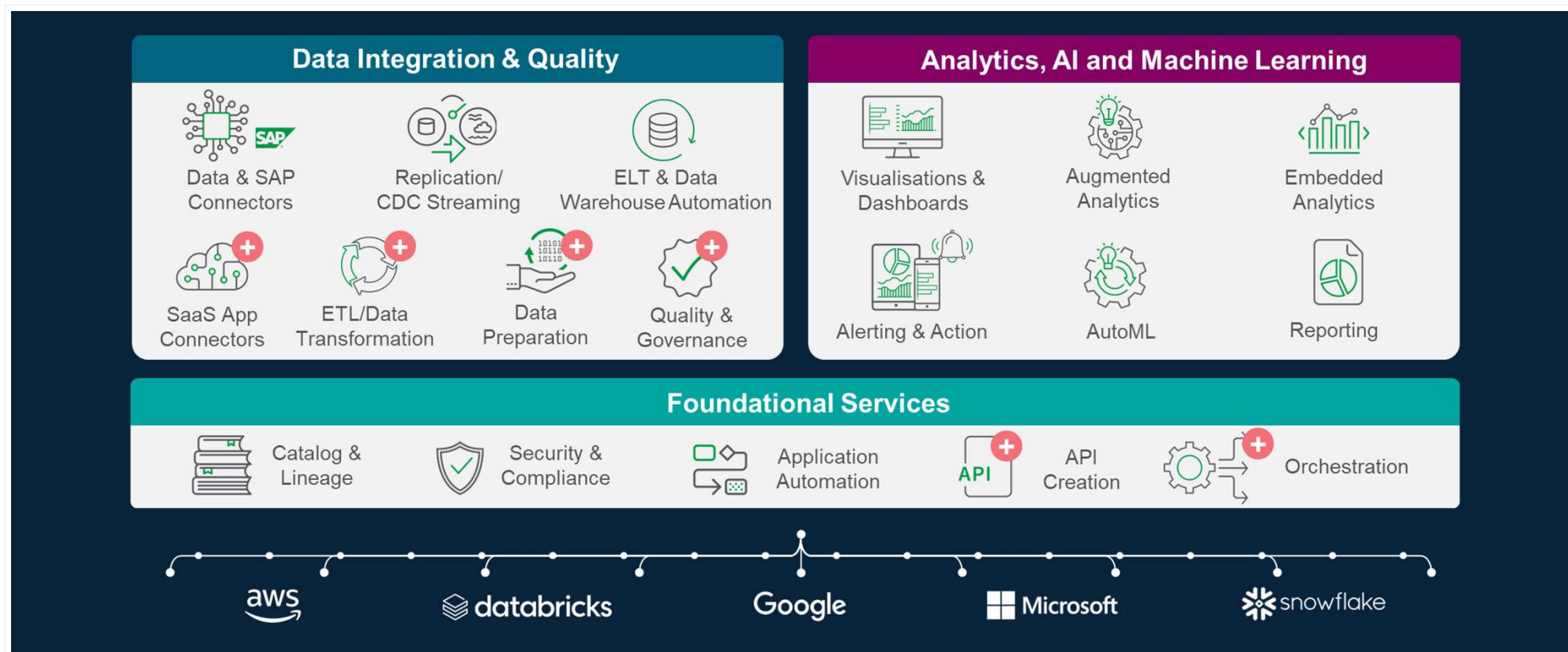
Qlik Talend Data Integration and Quality for Business-Ready Data





Qlik Portfolio

Best in Class Data Integration and Analytics





- Highest Partner Tier
- Advanced Tech Partner
- Multiple AWS competencies (Data & AI, Migration)
- Comprehensive integration with AWS data & AI services
- Marketplace seller
- Premier partner for SAP analytics
- Premier partner for mainframe modernization



- Highest Partner Tier
- Gold Level Partner
- Comprehensive integration with Azure data services
- Marketplace seller
- Global partner for SAP Analytics with Azure Synapse
- MIDP launch partner
- 2021 Global Analytics Partner of the Year Finalist
- 2019 MSUS Tech Partner of the Year



- Premier Partner
- Comprehensive integration with GCP data services
- Premier partner for SAP analytics
- Launch partner for GCP Cloud Cortex Framework
- Marketplace seller



- Elite Tech Partner
- Snowflake Ready (QDI, QDA, Talend)
- 200+ joint customers
- Multi-Cloud solution
- Premier partner for SAP analytics
- Partner directly and with GSIs
- Launch partner for Manufacturing Cloud
- Snowflake 2020 Partner of the Year Data Engineering



- Preferred Partner
- 2023 Partner of the Year - Data Integration
- 2021 Customer Impact Award
- Optimized BI + DI integration
- Launch partner for Databricks SQL Analytics
- Premier partner for SAP analytics
- Launch partner for Lakehouse for Manufacturing



2.0 Qlik Service Information

Qlik Sense



Qlik Sense

Transform Your Organisation with Analytics

Qlik Sense is Qlik's next-generation platform for modern, self-service oriented analytics.

It supports a full range of users and use cases including visualisation, guided applications and dashboards, custom and embedded analytics, mobile analytics, and reporting.

All within a governed framework that drives scalability and trust for the organisation.



Self-Service



Guided Analytics



Embedded/
Custom Analytics



Reporting and
Collaboration



Mobile

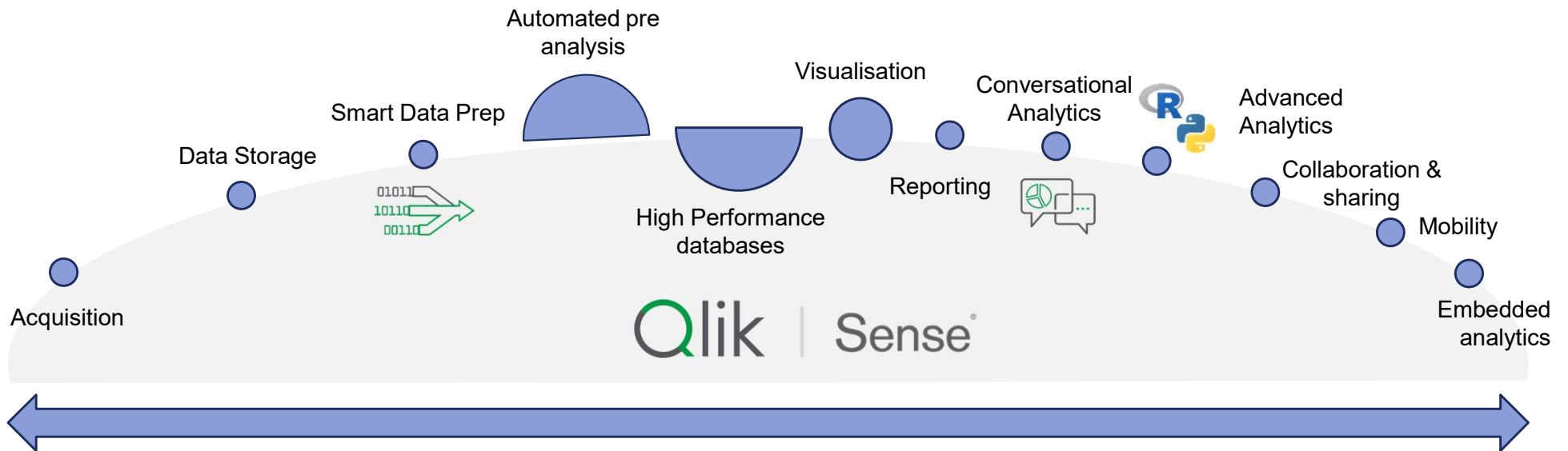




Qlik Sense

Transform Your Organisation with Analytics

Qlik Sense supports the entire analytics spectrum
from a **single platform**

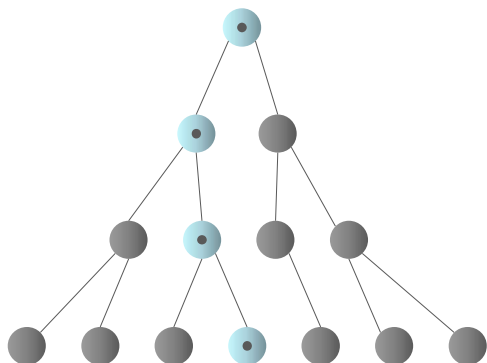


Qlik Sense is a Fully end-2-end BI Tool

Qlik Sense

Transform Your Organisation with Analytics

Query-Based Tools

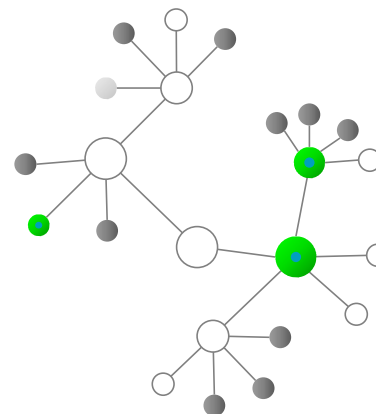


SQL and Relational Database

- x Partial subsets of data
- x Limited filtering
- x Slow performance

VS.

Qlik Associative Engine



Unique Associative Technology

- ✓ Combine all your data
- ✓ Explore without boundaries
- ✓ Speed of thought calculation



Qlik Sense

Transform Your Organisation with Analytics



CapVentis



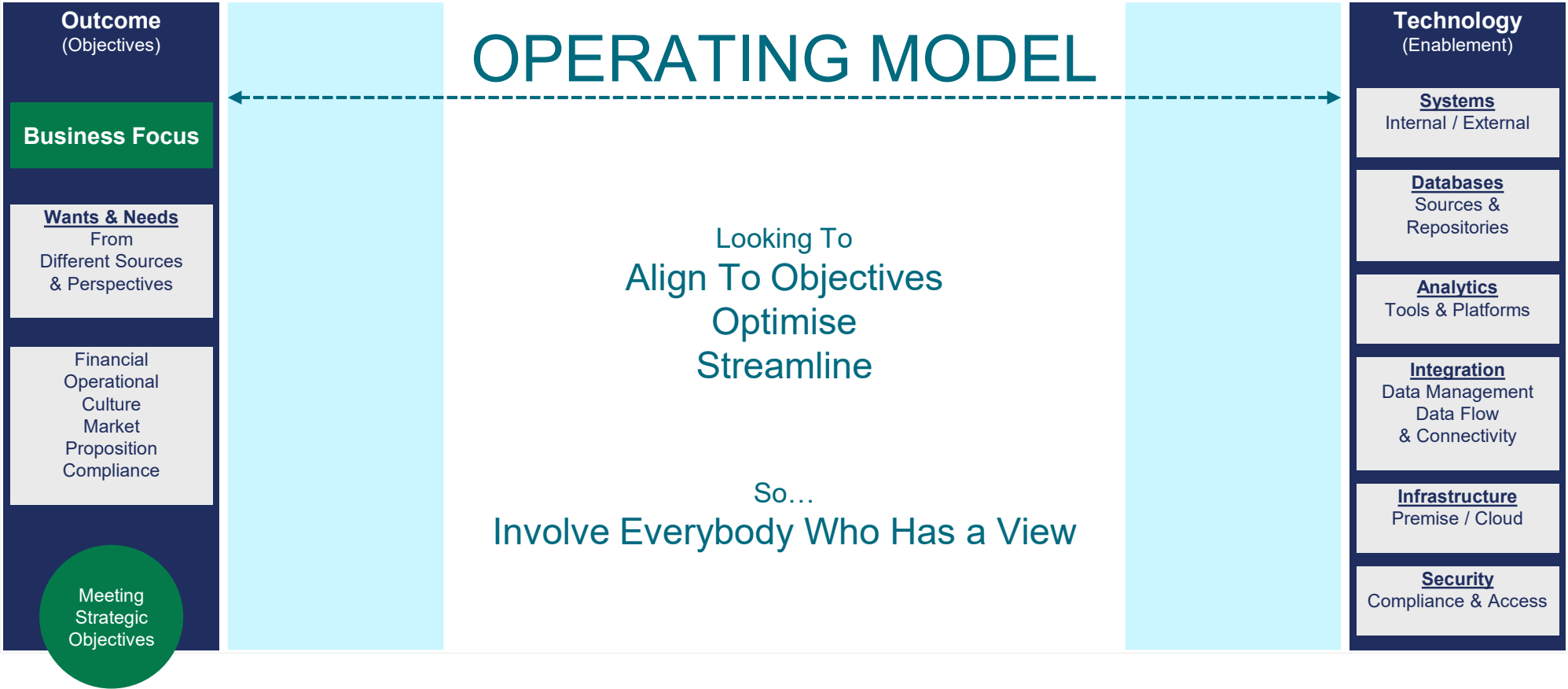
Implementing Qlik

Approach, Support & Services

lik

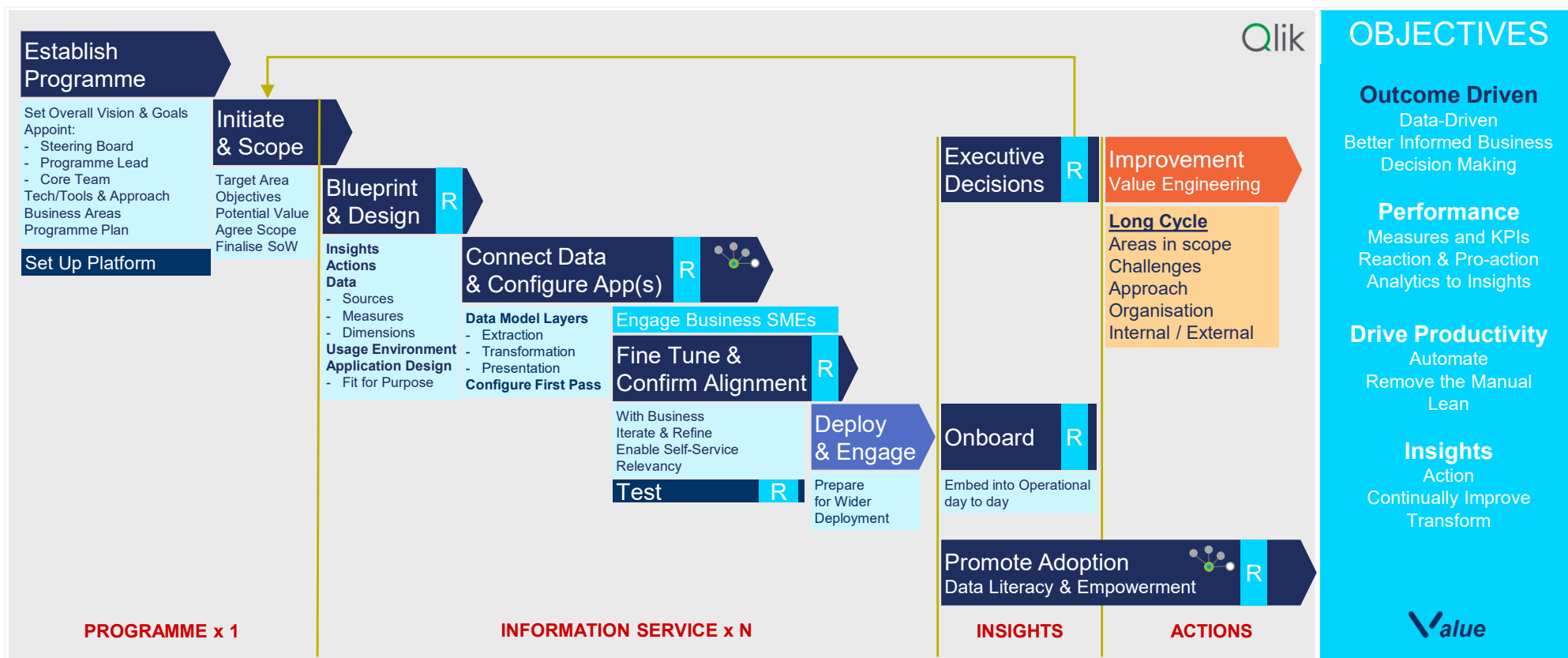
Business & Solution Design

Journey Mapping With Everybody



Data Analytics Implementation & Planning

Data Analytics for Data-Driven Business Decision Making



IMPROVE™

CapVentis



3.0 G-Cloud 15 Alignment Information

Service Definition

3.0 Alignment Information

3.1 On-boarding and Off-boarding

Capventis Blueprint methodology enables us to work jointly with our clients to confirm their business needs, implement the best solution and deliver a successful strategy. The Capventis Blueprint methodology and approach incorporates a full design and implementation project that takes into account all issues around the solutions design, how it should be deployed on the mix of hosting and internal systems, as well as the project components (stages) to do with data migration and data integration.

3.2 Pricing

Pricing depends on the hosting solution as well as the specific scope of any data migration involved. Capventis have skills and experience around hosted solutions going back to the earliest third party vendor offerings as well as internal (remote) data centre environments. In all cases, it is usually very straightforward to set up data migration and extraction exercises at project start/end as well as (typically) on-going operational procedure.

3.3 Service management

Capventis can act as an extension of your (the client) operational front-line or second-line support team. Usually the hosting vendor provides day to day operational support as part of the hosting price. The client front-line team liaises directly with the business users as well as the vendor in the day to day operation. Capventis would generally provide a second line backup to address new scope, new design and new deployment around an existing pre-configured / delivered solution.

3.4 Service constraints

Any service constraints are dependent on the hosted solution. Capventis advocate world leading solutions that are flexible and easy to configure and easy to integrate to.

Service Definition

3.0 Alignment Information

3.5 Service Levels

Service levels are dependent on the hosted solution. Typically Capventis would work with world leading solutions where the hosted solution would be 24x7 everyday of the year, i.e. always available.

3.6 Back-up/restore and disaster recovery

Capventis provide services and solutions using cloud and on-premise technology from the leading vendors. These solutions all have world leading policies and infrastructure around data security, backup and disaster recovery.

3.7 Financial recompense model for not meeting service levels

Recompense is dependent on the hosting provider. Capventis recommend only leading cloud vendors.

3.8 Training

Basic training on cloud solutions would normally be provided as standard by the hosted provider. However, Capventis incorporate business, administrator and technical training as a normal component of every project (reference Capventis Blueprint methodology). Such training is aligned to the configured solution as it aligns to the specific shape of client environment.

3.9 Ordering and invoicing process

Depends on the hosted solution vendor contract for subscription hosted services. Capventis services are invoiced at the end of the month within which any services are provided. These are typically ordered (PO) to defined and agreed Statement of Work (SoW), or project scope and plan. Payment terms are 30 days.

Service Definition

3.0 Alignment Information

3.10 Termination terms

By consumers (i.e. consumption); and
By the Supplier (removal of the G-Cloud Service);

Termination terms are dependent on the hosting contract.

3.11 Data restoration / service migration

Dependent on the hosting contract. Typically these issues would be addressed within the initial implementation project, as managed with Capventis.

3.12 Consumer responsibilities

Dependent on the hosting contract.

3.13 Technical requirements

These issues would be addressed during any implementation project. Critical to level-of-comfort, in advance of any questions, is the selection of a leading vendor, Capventis, through our experience and skills, can address these issues with you (client) at any stage of the project.

3.14 Details of any trial service available

Trial services are dependent on the solution and the hosting provider. However, with the leading vendors, Capventis expect and are well used to trial periods being available to carry out pilot and proof-of-concept exercises. The only restriction on such exercises would (typically) be time, i.e. full access to solutions should be expected in terms of what can be configured in trial.

CapVentis



4.0 About Capventis
Engineering Value

Value Proposition

IMPROVE™

*At Capventis, we help organisations realise new & more value,
through ideas and the strategic use of data.*

Capventis Expertise

IMPROVE™

eXperience

Internal & External
Listen & Understand
Manage & Enhance



Engagement

Customer, Employee, Partner
Communicate & Transact
Via all Channels



Business

Value Proposition
Process & Data Management
Business Enablement
Integration
People

Solutions



Mobilisation

Optimise Data Assets
Sourcing & Delivery
Organising for Value



Analytics

Measures & Insights
Interpret & Predict
Decision Support



Capventis Partnerships

IMPROVE™

eXperience

Internal & External
Listen & Understand
Manage & Enhance

Engagement

Customer, Employee, Partner
Communicate & Transact
Via all Channels

Business

Value Proposition
Process & Data Management
Business Enablement
Integration
People

Mobilisation

Optimise Data Assets
Sourcing & Delivery
Organising for Value

Analytics

Measures & Insights
Interpret & Predict
Decision Support

Solutions

qualtrics^{XM}

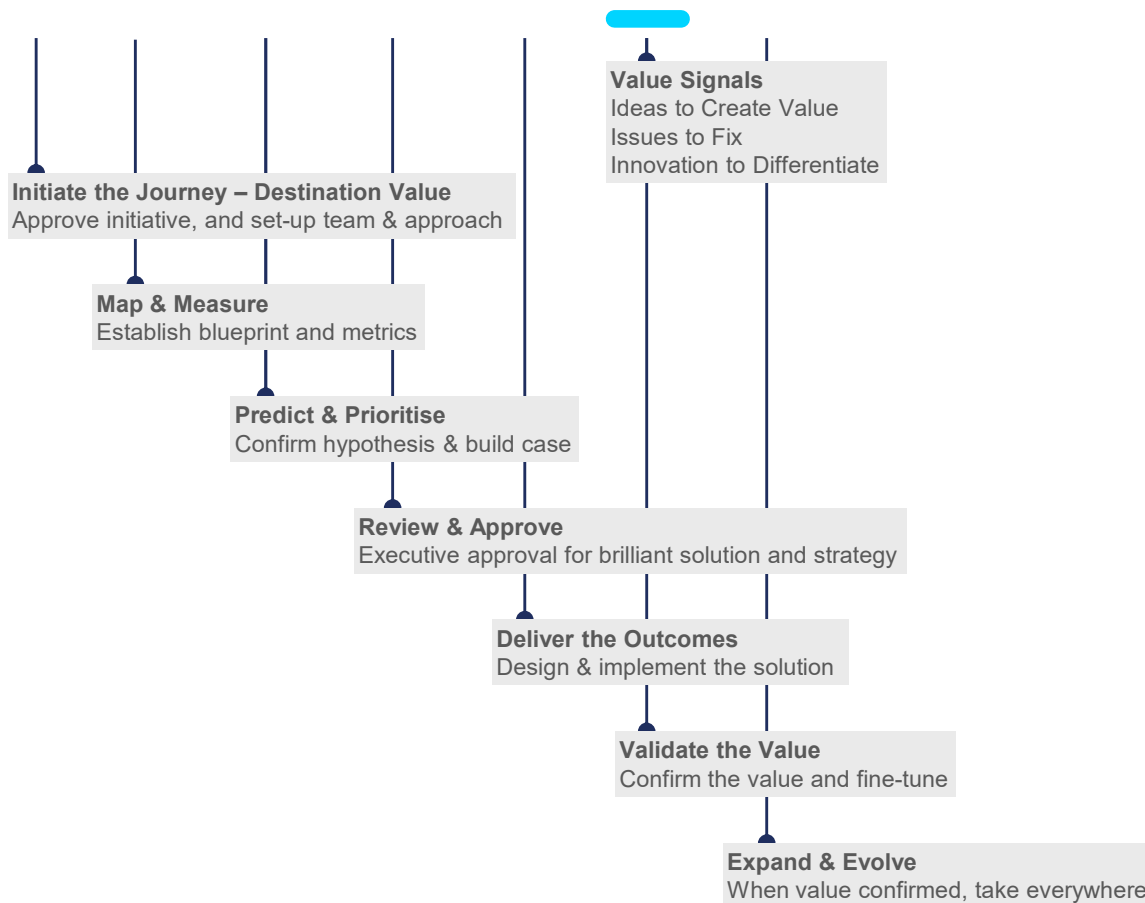
zendesk

Glü



Qlik

IMPROVE™



G-Cloud 15 – Service Definition Document

Capventis Services

ADVISORY

Expert, Skilled, Experienced
Executive Facilitation
Innovation & Value Exploration
Approach & Planning

ANALYSIS & DESIGN

Mapping
Solution Planning & Business Case
Consensus

SOLUTION IMPLEMENTATION

Brilliant Basics

SUCCESS MANAGEMENT

Training and Adoption
Change Management
Fine-Tuning & Optimisation

MANAGED SERVICES

Outsourced Data Management Services

CapVentis

IMPROVE™

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Enterprise
Business Enablement & Applications
Mobilisation
Data Optimisation & Integration
Engagement
Customer & Employee
eXperience
Sentiment & Ideas
Analytics
Insight & Action

Glü

<https://www.capventis.com/>