



G-Cloud 15

Data Engineering Solutions

Service Definition Document

1 Introduction

This is a service definition document for our **Qlik / Talend, Microsoft Data Platform, Databricks, Snowflake, AWS, Sigma, DBT & Fivetran**, to include Data Integration, Business Intelligence, Artificial Intelligence (AI) and Automated Machine learning and analytics applications and the associated services of which include **consultancy, implementation, design, development, support and training**. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

1.1 Document Sections

This document has the following sections:

Section 2 – [Service Information](#) contains essential information about our services, their functionality, security, and brief aspects of pricing.

Section 3 - [G-Cloud Alignment Information](#) details how our services and company aligns 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.

Section 4 - [About Our Company and Our Services](#) provides information specific to our company and how we can solve the problems faced by customers in the public sector.

1.2 How to Use This Document

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process. There are also links to enable you to return to this section to speed up the reviewing process.

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2 Service Information

2.1 Section Introduction

In this section we introduce you to each of the Business Intelligence (BI) and Artificial Intelligence (AI) and Automated Machine learning products that are at the heart of the services we provide. We describe the functionality in a way that should be understood by people familiar with this kind of service.

Following the introduction to of these products we describe the G-Cloud services we can provide.

- A fully managed hosting service and support for Cloud Data Platforms, BI, AI and ML
- Consultancy
- Implementation
- Development
- Support
- Training

2.2 Business Intelligence Software

The following are three of the industry leading Data Integration, Business Intelligence, Artificial Intelligence (AI) and Automated Machine learning solutions in the market. Data Technology has invested in being able to deliver a complete range of services for each so that we can consult and recommend the best solution for meeting your organisational requirements.

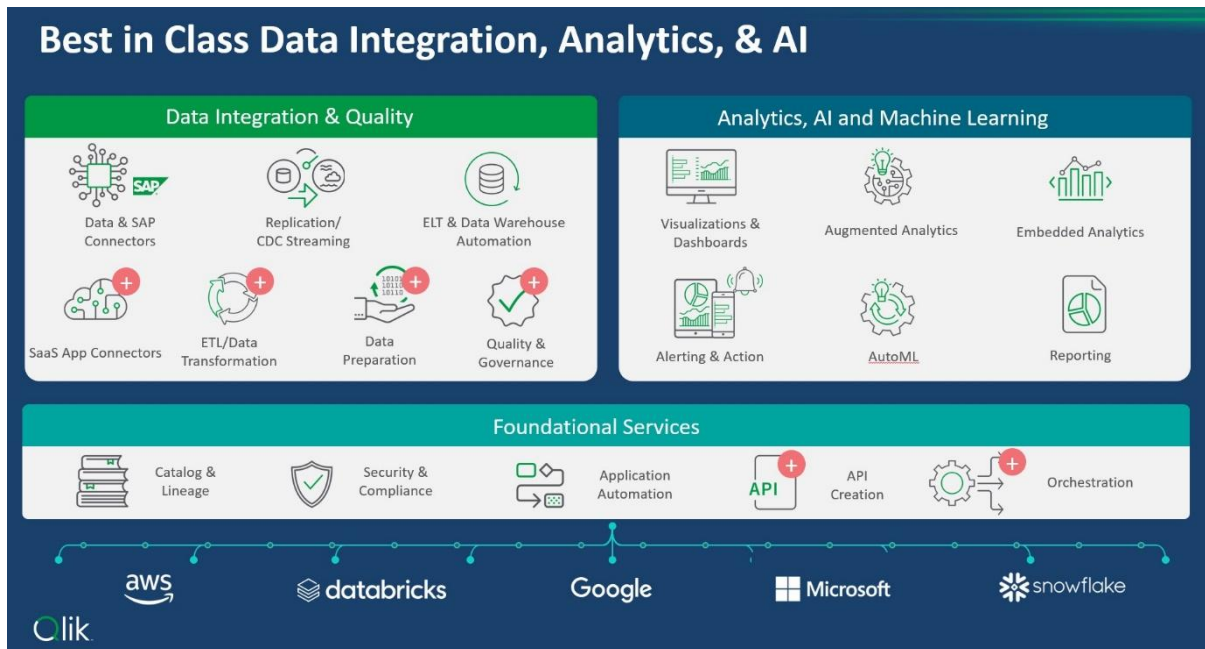
2.2.1 Qlik / Talend

Traditional Business Intelligence (BI) software restrict the agility required to deliver solutions that are needed today. Qlik has always been focused on innovative solutions that keep pace with every individual's – and organisations' – changing requirements. Qlik pioneered the market for Data Discovery and is the leader in this segment as validated by independent analyst firms.

Qlik's one-of-a-kind associative analytics engine brings unmatched power to explore your data and uncover insights. Make selections freely in all objects, in any direction, to refine context and make discoveries. Get instant calculations at the speed of thought, at scale. Yeah, it's a big deal. And it's why Qlik Sense takes you way beyond the limits of query-based analytics and dashboards our competitors offer.

Qlik brings to market specific industry and functional-level experience through a range of Qlik products that include Qlik Sense, Qlik Cloud and Qlik Analytics Platform. The extended ecosystem includes a global user community of over 100,000 participants and a marketplace for sharing applications, data, and knowledge.

As an Elite Qlik partner we are highly experienced in providing business value through the Qlik platform (see below).



Customers using Qlik solutions benefit from:

- a unique 'associative experience'.
- consolidation of information rapidly from multiple data sources.
- Self-service Visualizations
- Interactive Dashboards
- Search & Conversational
- Advanced & Predictive Analytics
- Agentic AI
- Alerting & Action
- Reporting
- Mobility
- Custom & Embedded

2.2.2 Qlik Talend Cloud (incl. Data Integration and Data Management)

Deliver, transform, and unify enterprise data in real-time for nearly every analytics, ML or digital transformation initiative.

End-to-end modern data management platform that offers a breadth of capabilities, works with any data environment or framework, and mitigates risk and shortens time to value. Drive business outcomes with a modular solution that can support your data needs at any scale or complexity. As a cloud-independent solution, Qlik Data Integration can help you work seamlessly across your data landscape, whether it's a cloud, multi-cloud, hybrid, or on-premises environment.

The key features and capabilities of Qlik Data Integration include:

Streaming data with change data capture

Enable Modern Analytics and Microservices with Real-time Data Replication

Deliver large volumes of real-time, analytics-ready data into streaming and cloud platforms, data warehouses, and data lakes. And with an agentless, log-based approach to change data capture, your data stays current without impacting source systems.

Data warehouse automation

Accelerate and Simplify the Data Warehouse Life Cycle

Accelerate the availability of analytics-ready data by modernizing and automating the entire data warehouse life cycle from data modelling and real-time ingestion to data marts and governance.

Data lake creation

Get Continuously Updated, Analytics-Ready Data Lakes Without Coding

Automate the process of providing continuously updated, accurate, and trusted data sets for business analytics. Add new sources and ensure success at every step of your data lake pipeline from real-time data ingestion to refinement, provisioning, and governance.

Data quality and governance

Discover, remediate, and share trusted data with simple self-service tools to automate data processes, inform your team, and help ensure compliance with regulatory requirements.

2.2.3 Talend Cloud Data Integration and Governance

Talend Cloud Data Integration and Governance is a cloud-based data integration and data governance platform offered by Qlik-Talend. It provides a comprehensive set of tools and capabilities to help organisations manage and integrate data from various sources, ensuring data quality, governance, and compliance.

Talend Cloud Data Integration and Governance delivers the following :

Data Integration:

- Extract, transform, and load (ETL) data from on-premises and cloud sources
- Visual data flow designer for building data pipelines
- Support for batch and real-time data integration
- Connectors for various data sources and targets

Data Quality:

- Data profiling and data quality monitoring
- Built-in data quality rules and patterns
- Data cleansing and data standardisation capabilities

Data Governance:

- Data cataloguing and lineage tracking
- Data masking and obfuscation for sensitive data
- Data classification and data quality scoring
- Collaborative data stewardship and governance workflows

Cloud-Native Architecture:

- Fully managed and hosted in the cloud
- Scalable and elastic resource allocation
- High availability and fault tolerance

Collaboration and Sharing:

- Shared repository for data objects and assets
- Version control and change management
- Role-based access control and security

Integration with Other Talend Products:

- Seamless integration with Talend Data Fabric and Talend Trust Score
- Ability to leverage Talend's data preparation and data masking tools

Talend Cloud Data Integration and Governance helps organizations streamline their data integration processes, improve data quality, and establish robust data governance practices in a cloud-based environment, enabling better data-driven decision-making and compliance with regulatory requirements.

2.2.4 Talend Data Fabric

Data Fabric combines data integration, integrity, and governance in a single unified platform for healthy data. Talend has a single metadata model across products and a single design and development interface, repository, and management console. This unified approach to data has made it possible to create the Talend Trust Score. Talend Data Fabric helps organisations improve data health and find trust amidst this data chaos by delivering enterprise data that's complete, clean, uncompromised, and readily available across the organization. It accomplishes this by combining data, application, and API integration, along with data integrity and data governance in a single unified platform that simplifies all aspects of working with data.

Discover and capture all relevant data with over 1,000 built-in components and connectors. Ensure proper categorisation and documentation with profiling, pattern recognition and quality assessment. Integrate data easily from any source to any location – whether on- premises or cloud services such as Snowflake, AWS or Azure. Talend gives you a single view across all data sources, databases, and applications, on-premises or in the cloud. Data integrity is embedded into every part of Talend. Data quality and transformation components, many with automated functions and tips, make it easy for nontechnical subject matter experts to check and curate data. Talend Trust Score™ shows you what data you can trust, and how to fix the data you can't.

2.2.5 Talend Application and API Integration

Talend's unified approach incorporates application and API integration into the data lifecycle. It is a cloud service that includes Data Management Platform and adds the following features: Design & Productivity Tools, Studio Connectors, Service Management & Monitoring, Data Preparation App, Data Stewardship App, Pipeline Designer and API Designer & Tester. Easily design, prototype and document APIs.

Quickly implement the underlying microservice. Continuously validate API behaviour through CI/CD.

Letting you share your API projects within a DevOps team. Speeds up development time. Providing an easy tool to design, mock and document REST APIs API Designer & Tester - Support for testing

API calls from API Designer, Live API documentation, API Portal and Talend Studio Innovate Faster / Reduce Costs.

API Testing automation with a visual API Tester, integrated with API Designer and Studio As an enterprise integration Platform as a Service (iPaaS), Talend API Services combines API integration, application and data integration, and data integrity all in a single, unified platform, so your entire team can deliver trusted data and solutions to market faster.

2.2.6 Qlik SAP Gold-Client

Qlik Gold Client is an SAP-application specific software components that reduces your enterprise storage requirements, improves the quality and availability of your test data, restores your development integrity, and helps you ensure data security.

They feature the most powerful and flexible methods to transform, synchronize, and copy select data across your SAP landscape – all in one suite that manages data volume and availability for your enterprise-specific needs, including:

- Test data management QA
- Landscape management
- Business data transfers
- SAP HANA Proof of Concepts (PoC)

2.2.7 Qlik / Talend Academy

Talend Academy is the centralised, self-service training application provided by Talend. Academy provides a wide variety of courses from getting started reviews to expert-level courses with preparation for certifications. In addition to training, Talend Academy provides solution templates and implementation accelerators which serve as best-practices start to your new Talend projects

Talend Academy help you build your in-house expertise and gets your team up to speed with Talend as quickly and efficiently as possible.

With a subscription to Talend Academy, access is provided to each named user of a Talend Software Service. New team members can get up to speed in the shortest time and existing staff can maintain their skills.

2.2.8 Microsoft Azure

Microsoft Power BI offers data preparation, visual-based data discovery, interactive dashboards and augmented analytics. The new “goals” capability enables data-driven and collaborative tracking of key business metric scorecards. Power BI is primarily deployed as a SaaS option running in Azure, but offers a less-functional on-premises option in Power BI Report Server.

Microsoft Power BI aligns with Office 365, Teams and Azure Synapse: The inclusion of Power BI in the Office 365 has provided an enormous channel for the platform’s spread. As many customers turn to Teams for remote work collaboration, the ability to access Power BI and now “goals” within the same Teams interface is a compelling integration for business users. Power BI and Azure Synapse alignment addresses multiple data and analytics personas and use cases.

The Power BI cloud service is rich in its capabilities, which include an enlarged set of augmented analytics and automated ML (autoML) capabilities.

2.2.9 Snowflake

A single, global platform that powers the Data Cloud. Snowflake is uniquely designed to connect businesses globally, across any type or scale of data and many different workloads, and unlock seamless data collaboration. Get the performance, flexibility, and scalability you need to load, integrate, analyse, and share your data—securely. As a fully managed service, Snowflake is easy to use, yet powerful enough to run your essential workloads with near-unlimited concurrency.

Snowflake's Data Cloud is powered by an advanced data platform provided as a self-managed service. Snowflake enables data storage, processing, and analytic solutions that are faster, easier to use, and far more flexible than traditional offerings.

The Snowflake data platform is not built on any existing database technology or “big data” software platforms such as Hadoop. Instead, Snowflake combines a completely new SQL query engine with an innovative architecture natively designed for the cloud. To the user, Snowflake provides all of the functionality of an enterprise analytic database, along with many additional special features and unique capabilities.

Data Platform as a Self-managed Service

Snowflake is a true self-managed service, meaning:

- There is no hardware (virtual or physical) to select, install, configure, or manage.
- There is virtually no software to install, configure, or manage.
- Ongoing maintenance, management, upgrades, and tuning are handled by Snowflake.

Snowflake runs completely on cloud infrastructure. All components of Snowflake's service (other than optional command line clients, drivers, and connectors), run in public cloud infrastructures.

Snowflake uses virtual compute instances for its compute needs and a storage service for persistent storage of data. Snowflake cannot be run on private cloud infrastructures (on-premises or hosted).

Snowflake is not a packaged software offering that can be installed by a user. Snowflake manages all aspects of software installation and updates.

2.2.10 Databricks

Databricks is the data and AI platform for accelerating innovation. Built on a unified analytics platform that supports all your data workloads, Databricks allows data teams to rapidly iterate on projects and deliver insights faster.

Databricks aims to simplify and accelerate an organization's end-to-end data, analytics, AI, and machine learning capabilities on a unified, open, and enterprise-ready platform.

Simplified Data Engineering

Databricks provides a lakehouse architecture that combines the best elements of data lakes and data warehouses into a single, open platform. Easily ingest structured and unstructured data at scale.

Democratise AI & ML

Databricks makes artificial intelligence and machine learning accessible to every team. Leverage performant runtimes like MLflow for lifecycle management of ML models. Go from data prep to production with a few clicks.

Enterprise Analytics

Empower your organization with a highly scalable SQL analytics engine for ad-hoc analysis, reporting, dashboards, and more. Connect Databricks to all your favourite BI tools for seamless data visualization.

Built for the Cloud

Databricks is a fully managed service that abstracts away infrastructure complexity. Spin up limitless, secure compute clusters in minutes on AWS, Azure, or Google Cloud. Integrate with your existing data governance and security frameworks.

Benefits

Unified Analytics Platform

Databricks provides a unified platform for all your data workloads - data engineering, machine learning, analytics, and data science. Teams can collaborate seamlessly without context-switching between different tools.

Simplified Data Lakes

With Databricks' Lakehouse architecture, you get the best of data lakes and data warehouses. It simplifies data management, governance, and performant analytics on all your data.

Accelerated Innovation

Databricks makes it easy to quickly build and deploy data and AI solutions. Its managed cloud infrastructure and collaborative notebooks enable rapid experimentation and iteration.

Open and Extensible

Based on open-source projects like Apache Spark, Delta Lake, and MLflow, Databricks prevents cloud vendor lock-in. You can easily extend and integrate it with your existing tools and frameworks.

Enterprise-Grade Security

Databricks provides robust security capabilities like fine-grained access controls, data encryption, secrets management, and SCIM integration for enterprise-scale deployments.

Cloud Optimization

As a fully managed service, Databricks automatically handles cloud resource provisioning, scaling, and optimization across AWS, Azure, and GCP for maximum performance and cost efficiency.

Built for Teams

Databricks facilitates collaboration with features like shared cluster policies, notebook revisions, integrated MLflow model registry, and dashboarding tools.

End-to-End MLOps

From data preparation to model deployment and monitoring, Databricks' integrated MLOps capabilities accelerate the entire machine learning lifecycle.



2.2.11 Fivetran

Fivetran is a fully managed data integration platform that automates the movement of data from a wide range of sources into cloud data warehouses and analytics platforms. It is designed to be reliable, scalable, and low-maintenance, enabling organisations to focus on data analysis and business outcomes rather than data engineering overhead.

Fivetran uses a standardised, schema-driven approach to extract, load, and transform data with minimal configuration. It supports hundreds of connectors across SaaS applications, databases, event streams, and file systems, and keeps data continuously synchronised with built-in monitoring, error handling, and automatic schema evolution.

Benefits

Reduced Engineering Effort

- Fully managed connectors eliminate the need to build and maintain custom pipelines
- Automatic handling of schema changes, retries, and failures
- Frees data teams to focus on analytics, modelling, and value-added work

Faster Time to Insight

- Rapid setup with minimal configuration
- Near real-time data syncing enables timely reporting and decision-making
- Accelerates analytics and BI initiatives

Reliability and Scalability

- Enterprise-grade reliability with automated monitoring and alerts
- Scales seamlessly as data volumes and source systems grow
- Consistent performance without manual intervention

Broad Ecosystem Support

- Extensive library of pre-built connectors for SaaS tools, databases, and cloud platforms
- Native integrations with modern data warehouses (e.g., Snowflake, BigQuery, Redshift)
- Supports both ELT and modern analytics workflows

Security and Compliance

- Strong security controls including encryption in transit and at rest
- Compliance with major standards (e.g., SOC 2, GDPR support)
- Centralised management and governance of data pipelines

2.2.12 DBT (Data Build Tool)

dbt is a modern data transformation framework that enables data teams to turn raw data in cloud data warehouses into trusted, analytics-ready datasets using SQL. Unlike traditional ETL tools, dbt focuses exclusively on the “Transform” step of the ELT (Extract, Load, Transform) process operating inside the data warehouse where the data already resides.

dbt introduces software engineering best practices such as modular development, version control, automated testing, and documentation — into data transformation workflows. It empowers analytics engineers and SQL-savvy analysts to build reliable, maintainable data models that serve as the foundation for reporting, BI, and AI initiatives.

Key Benefits

SQL-First, Developer-Friendly Workflow

dbt uses plain SQL and templating (e.g., with Jinja) as its core language, allowing those who already know SQL to build production-grade transformation pipelines without needing specialised engineering skills.

Software Engineering Best Practices for the Data Stack

dbt integrates with Git, enabling version control, collaboration workflows, and change tracking. This brings repeatability, auditability, and safer deployments to data transformation projects.

Modular & Maintainable Data Models

Transformations are defined as reusable, interconnected data models. This modular approach increases clarity, reduces duplication, and simplifies debugging and evolution of data logic over time.

Built-In Testing & Quality Assurance

dbt supports automated data tests (e.g., for uniqueness, nulls, relationships) that validate key assumptions and catch quality issues early, helping teams maintain trusted data products.

Documentation & Lineage

dbt auto-generates documentation and dependency graphs that clearly show how data models relate and depend on one another — boosting transparency and enabling easier onboarding.

Scalability & Modern Data Stack Integration

Built to run within cloud warehouses like Snowflake, BigQuery, Redshift, and Databricks, dbt leverages scalable compute and storage — avoiding external transformation engines and optimizing performance.

Community & Ecosystem

dbt’s open-source core and vibrant community accelerate adoption, support best practices, and provide shared packages and patterns that accelerate development.

2.2.13 Sigma

Sigma is a cloud-native analytics and business intelligence (BI) platform that enables organisations to explore, visualise, and act on data directly from modern cloud data warehouses (e.g., Snowflake, BigQuery, Databricks) in real time. It was founded in 2014 and has grown into a leading analytics vendor with a strong mission to democratize access to data across business and technical users.

Unlike traditional BI tools that depend on extracted or pre-aggregated data, Sigma queries the live data warehouse, allowing users to work with the most current data without maintaining separate data copies. Its spreadsheet-style interface lowers the barrier to analytics while preserving the power and governance required for enterprise use.

Key Benefits

Real-Time, Cloud-Native Analytics

Sigma directly connects to cloud data warehouses to deliver **live, scalable insights** without data extracts or pipelines, empowering users to work with up-to-date information at scale.

Familiar and Inclusive User Experience

The platform offers an intuitive spreadsheet-style UI that enables business users and analysts alike to explore, analyse, and visualise data without needing SQL or coding skills — greatly accelerating adoption and self-service analytics.

Self-Service Meets Governed Access

Users from across the business can build dashboards, reports, and analyses independently while IT retains centralised governance, security, and access controls, balancing freedom with control.

Broad Analytical Capabilities

Sigma supports multiple modalities — spreadsheet formulas, SQL, Python, and AI-powered analytics — enabling both less technical and expert users to perform deep analysis in one platform.

Operational Insights and Embedded Analytics

Beyond dashboards, teams can build data applications, automate workflows, and embed analytics into products or internal tools, turning insights into action across business processes.

Collaboration and Shared Intelligence

Real-time collaboration features allow stakeholders to co-author analyses, dashboards, and reports, breaking down silos and accelerating data-driven decision cycles.

Scalability and Performance

Built on cloud infrastructure, Sigma handles large datasets and complex queries efficiently, inheriting the performance and scale of modern data warehouses.

2.3 Consultancy Service Overview

Data Technology provides managed hosting services, on-going maintenance and development of data visualisation dashboards and analytics. The following application services are available:

- Provide production hosting and support services for the complete Qlik, MS Azure, Sigma, Fivetran & DBT product range. We also host certain services on AWS please see below;
- BI and analytics consultancy;
- Qlik Sense, QlikView and MS Power BI dashboard development;
- Qlik NPrinting delivery;
- Qlik Web Connector integrations;
- Proof-of concepts;
- Data Integration Services
- Data Engineering
- Model Build;
- Model Deployment Service;
- Health checks;
- service desk-based support and escalation;
- system administration and server management;
- infrastructure & cloud consultancy;
- dedicated training centre-based training;
- Data Discovery Work-Shops
- onsite Bootcamp training;
- project resourcing;
- data modelling and data strategy;
- extension/bespoke development;
- Project management;
- Upgrades and expansions;
- UI design and branding.

Data Technology has over 38 years' experience in supporting businesses to achieve the greatest return from their IT investments. We support organisations by with "Business Solutions". Our approach is always to gain a deep understanding of your business, and then work with you to develop a solution uniquely targeted to achieve your goals.

The Business Intelligence (BI) team at Data Technology can support your organisation by helping understand the scope of a new project, rescue a failing project or to assist with your own inhouse developments, whilst also providing the opportunity to scale in the cloud.

We understand how important BI and analytics is to your business and how it can transform how you understand your organisation and accurate decision making. We act as a friendly challenging force, ensuring that our staff and our customer's staff work together as a team to achieve the best results.

The benefits of these services include:

- Web based visualisation dashboards, accessed via web browser;
- A fully managed and hosted cloud production service;
- Guaranteed UK data centres;
- A scalable solution;
- Robust security authentication;
- A defined and leading software development methodology;
- Low cost hosting and production support of applications;
- Very high resilience and availability (up to 99.9%).

Our service benefits include:

- Access to one of the UK's leading service provider for BI and analytics;
- A transparent delivery methodology that delivers project to time and budget;
- A reduction in on premise infrastructure costs;
- Capex or Opex billing options;
- Rapid deployment of dashboards to a production cloud platform;
- Experienced support team with ability to scale to your business needs;
- Outsourced application environment hosting.

2.4 Implementation Methodology and Overview

Data Technology have a formal methodology for the implementation of projects which have been tried and tested in a great many successful deployments. This is based on best practice principles in software development and supported by established project management methodologies. Our methodology is geared to ensure a successful deployment, encompassing aspects such as:

- Project Initiation;
- Discovery;
- Architectural Principles;
- The Development Lifecycle;
- User Interface Design;
- Project Management.

The Data Technology team will bring a high level of both commercial and technical expertise to your project.

2.5 Project delivery & development

The delivery of a BI solution requires an approach that ensures that your project is delivered to requirements, on time and within budget. The Data Technology team include the following methodologies for successful project delivery and development.

- **Creation of the Project Initiation Document (PID)**

The PID sets out the agreement between Data Technology and the customer regarding the goals of the project, key delivery dates and responsibilities. This is completed and agreed at the outset of the project.

The PID is reviewed and signed-off by the consultant and the customer before the project can proceed.

- **Project Planning**

A project plan is constructed which sets out areas such as key tasks, budgets and key milestones.

- **Day to Day Management**

Day to day management of a project involves doing whatever is necessary to ensure that the project continues to progress to plan and that the project deliverables are of acceptable quality.

- **Project Reporting**

A progress report is produced and circulated in line with the agreed communications methods set out in the PID. The contents of the progress report are agreed on a project by project basis.

- **Change Control**

Changes to the agreed set of requirements as defined by the PID can be requested by the customer from time to time. If a change is deemed to be material i.e. it would significantly impact the project budget, it is formalized in the form of a Change Request which sets out the change in detail.

- **Project Closure**

A formal closure to the project is brought about by ensuring that all identified outputs are delivered to the agreed standard, completing a handover and documentation is complete.

- **Project Review**

A project review meeting is carried out with the customer in order to assess the success of the project and to establish how future projects can be organized and managed in a better way. A summary of the outcome of the meeting is distributed to the customer and to the key personnel involved in the project.

2.6 Support Overview

Data Technology customers benefit from a support desk of highly trained and certified application engineers.

Support is defined into five key areas that also help form the service level agreement with our customers and to ensure it meets your organisation's needs. These include:

- **Service Definition**

Including start and end date whilst also stating all key contacts and level of support provided.

- **Incident Management**

Incident is any sort of problem or service request submitted by the Customer to Data Technology. Data Technology's Service Desk, which will log and respond to all Incidents, operates during our Normal Hours of Coverage which is between 9:00am and 5:30pm, Monday through Friday excluding public holidays. Out of hours' support is also available on request.

- **Application Management**

It is possible that minor enhancement can be managed under a Application Management support contract for all our Solutions. The controls as to what can be delivered and the agreed effort threshold.

- **Reporting**

Monthly incident reporting is distributed to all customers. Your support contract will be cost based on the products being installed and the number of users.

As all our engineers are cross-trained with a broad skill set to provide a complete service as we appreciate not all support incidents are limited to one application or event.

Naturally our service desk operations are delivered via Sugar CRM

2.7 Training

The Data Technology team have experience in delivering training for a range of capabilities and needs. Typically, our customers require a flexible approach to training, and can sometimes involve a combination of any of the following:

- **Train the Trainer** – training a dedicated application and systems trainer for continued roll out across your organisation.
- **User Training** – role based training sessions delivered in a classroom environment with supporting documentation. This typically mirrors the system implemented for that organisation.
- **Technical training** – for organisations that have dedicated IT service teams it is important that both first- and second-line support is delivered in house. This training equips the team with the skills required to further develop and manage the application after implementation.

As part of a BI and Data Analytics implementation we encourage you and your team to participate in the project so that we can provide knowledge transfer, building the confidence you require to take ownership of your environment.

To help you build or further enhance your Qlik, Data Robot & MS Azure capabilities. We offer on-site workshops with your team to focus on key skills needed to:

- develop new Qlik & Power BI dashboards with your own business data;
- use advanced techniques to provide more complex analysis;
- optimise your existing dashboards;
- perform predictive analytics;
- understand your customers via spatial analytics;
- administer and monitor your server environment.

We appreciate that all deployments are unique to that organisation and believe it is important that the training provided acknowledges and reflects this.

2.8 Security

Our cloud infrastructure and BI applications provide a high level of security that protects and manages data integrity, privacy and supports both a role and field-based data access approach. The model focuses on the following goals:

- Provide users with the access only to the appropriate levels of information that is required to do their jobs.
- Categorize users by role and restrict access based on those roles.
- Support data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort.
- Prevent a user's access to records the user does not own or share.

Role-based security focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. Each aggregates a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users.

Field-level security restricts access to specific high business impact fields in an entity only to specified users or teams.

Combine role-based security, record-level security, and field-level security to define the overall security rights that users have within your solution.

2.9 Backup/Restore and Disaster Recovery

Selecting the correct backup approach and disaster recovery plan is critical for your organisation and a high priority for the Data Technology team.

An advantage of having a SaaS is that your data is either backed up automatically or we can build a backup solution that meets your business needs and budget.

On demand backups are also possible and are advised following development and customisations. This would therefore involve planning a schedule that also backs up production and sandbox instances.

2.10 Service Pricing

Please refer to the associated Pricing Document relevant for this Service.

2.10.1 Termination Charges

Termination charges are subject to our standard terms and conditions.

3 G-Cloud Alignment Information

3.1 On-Boarding and Off-Boarding Processes

The following paragraphs describe Data Technology's On-Boarding and Off-Boarding processes.

3.1.1 On-Boarding

The following services form the basis of on-boarding a customer.

3.1.1.1 Implementation, training & consultancy charges

The implementation costs for each customer vary and are on a set of defined requirements. Thus, Data Technology provide services on a time and materials basis. Service provision is invoiced monthly in arrears and at the beginning of each month. A varied rate card is applied based on the skills required as part of your implementation, training and consultancy.

3.1.1.2 Ad-hoc professional services post Go-Live

Business Intelligence and analytics solutions are expected to evolve as your organisation benefits from the features of the software and the maturity in using it increases. It is therefore expected that additional professional services may be required from Data Technology after the system has gone live.

We work closely with customers to ensure your own in house service skills are met, but in some instances your team may require additional services for areas such as customisation and training. If you do require assistance, then you can purchase additional consulting days.

3.1.1.3 Ad-hoc hosting services

The hosting of your BI and analytics solutions is linked to your licensing, user numbers and capacity requirements. We work with each customer to confirm the estimated cost of a complete service and is dependent on the recommended product and solution.

3.1.2 Off-Boarding

Off-boarding with Data Technology is a straightforward procedure and the customer has provided one month's notice to cancel in writing.

Data Technology can facilitate a copy of all data stored and then arrange to delete all data associated with your organisation.

3.1.2.1 Off-Boarding Charges

Each customer will have different requirements and Data Technology will work closely to understand and support Off-boarding. Services to support this would be charged for on a time and materials basis.

3.1.2.2 Data Extraction charges

The data required and associated effort will vary from one organisation to the next. The Data Technology team will work to forecast the effort required to extract data. All work would be delivered on a time and materials basis.

3.1.2.3 Licence charges

In the event that an organisation wishes to terminate their license, 60 days' notice before the end of the contractual term must be provided in writing for SaaS solutions. A final charge will then be made for the next full month. All multiyear license contracts must be paid in full when terminating the agreement.

In the case of perpetual license being deployed in the cloud, these would have been purchased in advance.

3.1.2.4 Professional Services charges

The customer will be charged for any service provision provided during the month of the termination. All incurred expenses will also be re-charged i.e. travelling, accommodation, booking and administrative work.

3.2 Service Management Details

3.2.1 Technical Boundary

The only technical boundary is a user having access to the internet as our hosted solutions are located on AWS or Microsoft Azure data centres.

Any cloud connectivity will require a "suitable circuit" sizing. A "suitable circuit" takes into account considerations such as:

- Data set type
- Cloud Design/purpose (Back Up/Operational/Dev Ops)
- Security (Defines connecting technology needs)
- Governance such as GDPR/PCIDSS/ISO27001 (Defines configuration and policy)

This would be defined during consultation with the customer and configured in line with the project scope and requirements.

3.2.2 Support Boundary

Under our services Data Technology are responsible for application set-up, configuration and features. We work with customers to diagnose set-up, configuration and end user 'how to' issues, but we are not responsible for the connection or service outages.

3.2.3 User Authorisation and Roles

Data Technology will also take responsibility for application configuration, implementation and support. Customers are also provided with dedicated login ID's with the permissions required to manage their BI and analytics solution themselves.

3.3 Service Constraints

Our service desk is available by telephone, email, fax and web logging and support is provided during normal office hours, 8.30am to 5.30pm, Monday to Friday. Out of hours' support is available

on request and on-site assistance is available at an extra charge.

3.4 Service Levels

The table below outlines our target response and resolution times against each urgency level. We target that at least 95% of incidents and requests will be delivered within the response and times set out below

Priority	Severity	Impact
1	Critical to the Business	Total loss of service at location, business being affected. Loss of major function within the software, impacting business function, major data corruption.
2	Major Urgency	Partial Service lost time-critical application or recurring system failure.
3	Non Urgency	Non-critical minor service loss, software bugs and program malfunctions.
4	Miscellaneous	Additional development required, procedure enquiry, request for information, general inquiry, etc.

Priority	Severity	Impact
1	Work continuously until resolved. Reasonable endeavours.	Max. 1 Hour
2	8 Working Hours	Max. 2 hours
3	24 Working Hours	Max. 4 Hours
4	40 Working Hours	Max. 8 Hours.

DT Escalation Flow:

Step One: Assigned Support Consultant

Step Two: Assigned Support Manager

Step Three: Account Manager

Step Four: Director

3.5 Training

Data Technology has the facilities to deliver both classroom training and onsite training as required by the customer.

In addition to providing standard training packages, the Data Technology team will also provide bespoke training packages that are tailored to focus on your own instance of Qlik, Microsoft Azure or Data Robot. This is designed to drive user adoption and reduce the potential for support incidents.

Where a customer has an in-house training facility or team, we are, also, able to deliver a train the trainer approach so customers become self-sufficient in their education of the entire organisation.

All training can be provided with complete documentation for all of the above approaches.

3.6 Invoicing Process

Our invoice process for service and license provision are detailed below;

- **Services** – All invoices are sent at the end of the month following the services delivered. All invoices are sent electronically to a pre-agreed accounts contact within your organisation.
- **Software** – SaaS and hosting solutions are billed two months in advance and perpetual licenses billed at time of purchase. All invoices are sent electronically to a pre-agreed accounts contact within your organisation.

3.7 Termination Terms

In order to terminate the software or service agreement a customer must provide Data Technology with 60 days written notice. If the customer terminates for any reason prior to the expiry of the initial term or any renewal term, then in addition to any outstanding amounts payable, the customer shall be obliged to pay to Data Technology by way of compensation, the balance of the charges the customer would have paid over a period equal to the unexpired residue of the Initial term or the renewal term immediately prior to the date of termination of this contract less such discount as Data Technology shall reasonably apply to such balance in its discretion to reflect any savings in overheads. Any such payment shall become due within three business days of receipt of invoice.

3.8 Data Processing and Storage Locations

Data processing and storage would all be located within AWS and Microsoft's data centres that are located across the globe. In most European instances the data is located within European data centres, however the recent opening of a UK data centre now means that UK based organisations can specify that all their data is located within that centre. No data would be replicated outside the country.

3.9 Government Policy Alignment/Compliance

Data Technology is focused on the environment and recognises that good management of this must be an integral part of our business strategy. Our office has provision for conserving energy, water, paper and other resources that are non-renewable. In addition to this we provide a safe and comfortable work environment

3.9.1 ICT Greening Policy Compliance

Microsoft data centres are 100% carbon neutral and have been since 2012. Microsoft was in fact one of the first large enterprises to implement a global internal carbon fee model, charging each business unit a fee based on the carbon emissions of its business operations. This provides a powerful incentive to find carbon-saving alternatives and invest in carbon-reducing innovations.

As part of our commitment to carbon neutrality, Microsoft also offset the carbon impact of their air travel. They do this by investing in community projects that focus on issues such as clean cook stoves, habitat protection and restoration, and solar power and lighting – impacting more than 7 million people worldwide.

4 About Data Technology and Our Services

In this section you will find details about our company and what we do.

4.1 About Us

Data Technology solves our customers' toughest data challenges by providing unparalleled services in strategy, consulting, technology and operations. We partner with over 200 large and mid-size companies, driving innovation to improve the way they operate and deliver insights. With expertise across over 20 industries and all business functions, we deliver transformational outcomes for a demanding new digital world.

We are dedicated to pursuing our vision with passion and purposefulness. In our opinion, any company can achieve great things, regardless of its size, industry or history. Along with our Solution Partners we offer outcomes which set new standards in **Data Analytics, Artificial Intelligence, Machine Learning and Automation** designed to help companies save valuable time and money through improved transparency, efficiency and actionable intelligence.

Our services include Strategy Consulting, Technical Architecture & Development Services, Bootcamp Training, Application Management and unparalleled Support.

4.2 Why Data Technology?

We are deeply committed to providing systems and services that improve our customers' organisations, from the immediate benefits that our solutions deliver to the ongoing evolution and optimisation that our managed services approach provides.

It is this managed services approach that sets us apart; our commitment to continually work with you to further improve the value you get from your systems over the long term.

To achieve this our people, processes and technology are focussed on delivering great results that meet real business needs.

People

The quality of our team is crucial to the great results we deliver for our customers and we invest in the recruitment and development of the best talent around. Our teams are dedicated to working closely with our customers to ensure that objectives are achieved and that long lasting, trusted partnerships are created.

Processes

We provide consistent and high-quality services using proven, best practice approaches for project management and service delivery. Our processes are supported by a range of advanced systems to help manage, monitor and automate what we do.

Technology

Whilst the outcome is all important, we ensure that we use the best technologies available to achieve it. We work closely with leading technology vendors who provide the best-in-breed solutions that our customers need. We select technologies that are proven, deliver great long-term

value and are agile enough to evolve with changing business requirements.

4.3 Why Choose Data Technology Services

Data Technology is a key business partner of Qlik, Microsoft & Data Robot and works directly with their respective technical, sales and account management teams. We are one of a select number of partners that can deliver a complete business solution with these technologies.

We provide organisations 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 customers to be more successful and to partner with our customers over the long term. We also have a long and proven track record in delivering public sector projects on time and within budget.

4.4 How to Buy Our Services

If you are interested in buying our services, please contact Data Technology Ltd to discuss your requirements in detail.

4.4.1 Contact Details

Please contact:

Data Technology Ltd
1 Giltspur Street
Farringdon
London
EC1A 9DD
Tel: +44 (0)1923 235 753
Email: info@datatechnology.co.uk

4.4.2 Pricing Our Services

For information on pricing, please refer to our Pricing Document