

Data Services

Service Definition

Service Overview

Stalis is a leading provider of digital transformation, data services, and systems modernisation for the UK public sector. Using our proven tools, frameworks and methodologies, we deliver end-to-end services across data extraction, data quality improvement, data transformation, system integration, cloud adoption, modernisation, digital archiving, reporting, governance, interoperability, optimisation, and assurance.

With more than 40 years' experience, we support organisations transitioning from legacy platforms to modern digital, cloud-based, secure and interoperable systems. Our tools and approach are mature, scalable and extensively proven across high-profile digital transformation programmes in the UK and Ireland. Our methodology provides a secure, compliant, and reliable foundation for complex programmes, ensuring a safe and timely go-live with:

- No compromise to operational continuity
- No loss of essential business information
- No negative impact on statutory, regulatory or organisational reporting

Missing, inconsistent or incomplete data can disrupt operations, affect service delivery, reduce system performance and create compliance risks. By using Stalis' validated tools and specialist team, organisations can eliminate these risks and ensure new platforms launch with clean, accurate, validated and trusted information.

Stalis' Digital and Data Services are designed for public sector organisations undertaking transformation, modernisation, cloud migration or system replacement, who require confidence that their data, processes and integrations will be safely and efficiently transitioned into new enterprise platforms, case management systems, ERP, finance, HR, CRM, or other core applications.

Features of the Service

- **Proven transformation methodology supported by mature, purpose-built digital and data tooling.**
Provides a robust, repeatable and fully assured approach to modernisation across legacy, cloud and hybrid platforms.
- **Vendor-agnostic capability spanning ERP, EPR, HCM, CRM, finance, PAS and case systems.**
Supports multi-supplier environments and enables safe transition between diverse enterprise applications.
- **Comprehensive end-to-end delivery covering assessment, extraction, transformation, validation and implementation.**
Ensures consistent quality from initial discovery through to final cutover and business readiness.
- **Repeatable extraction, validation and transformation frameworks ensuring predictable, high-quality outcomes.**
Delivers consistent, scalable processes that minimise variation and support controlled delivery at scale.
- **Secure handling of sensitive, regulated or mission-critical information using advanced protection measures.**
Meets stringent organisational, statutory and regulatory requirements for confidentiality, integrity and availability.
- **Structured testing, cutover planning and go-live support for safe, low-risk transitions.**
Includes readiness assessments, dry-run rehearsals, rollback safeguards and controlled deployment processes.
- **ISO 9001 and ISO 27001-certified quality management and information security controls.**
Ensures rigorous governance, assurance and compliance aligned to industry best practice.
- **Full compliance with safety and risk management standards applicable to public-sector environments.**
Provides structured hazard identification, risk mitigation and controlled change management.
- **Certified Cyber Essentials and Cyber Essentials Plus cyber-security posture.**
Strengthens organisational resilience and protects against common cyber threats and attack vectors.
- **Optional ongoing optimisation, reporting and assurance services for continuous improvement.**
Supports long-term sustainability, operational performance and future digital transformation goals.

Benefits of the Service

- **Access to a specialist, multidisciplinary team reducing programme complexity, risk and delivery pressure.**
Ensures organisations receive expert support across technical, governance, operational and transformation areas.
- **Proven methodology accelerates delivery and reduces delays caused by inconsistent processes.**

Standardised frameworks reduce rework, improve predictability and streamline programme timelines.

- **Protects user experience by ensuring no loss of appointments, records, workflows or operational data.**
Safeguards continuity of service and prevents disruption during system transition.
- **Clear data quality KPIs highlight issues early, enabling fast, targeted remediation.**
Improves readiness and reduces downstream defects in new enterprise platforms.
- **Early source-system assessment and correction improves accuracy, governance and transformation readiness.**
Reduces risk associated with historic data issues, legacy inconsistencies and technical debt.
- **Assures no data loss impacting operational, regulatory, performance or management reporting.**
Protects compliance, audit alignment and organisational performance tracking post-transition.
- **Predictive tools and automated validation increase trial-load success and reduce costly re-runs.**
Improves efficiency and reduces avoidable programme expenditure.
- **Maintains statutory, regulatory and operational reporting throughout the transition and beyond.**
Prevents income loss, reporting breaks, fines, or compliance lapses.
- **Strengthens governance with transparent oversight, assurance, auditability and risk management.**
Supports formal decision-making, programme boards and external assurance requirements.
- **Creates a secure, high-quality foundation for future cloud adoption, data platforms or enterprise solutions.**
Enables seamless progression to analytics, AI/ML, archiving, digital optimisation and transformation initiatives.

Back Up and Recovery

Not applicable.

On-boarding / Off-boarding

- Stalis will complete all on-boarding of data using a secure remote connection.
- Stalis will return the original source data provided by the Buyer in SQL Server tables for the Buyer's ongoing use.
- All data held within Stalis tools will be securely deleted as part of the decommissioning process.
- All Supplier Software and associated intellectual property will be removed; Secure VPN access will be closed, and access to the Stalis Help System and helpdesk will be terminated.
- Software removal will be completed by Stalis, or alternatively by the Buyer, who must then supply a certificate of conformity signed by a Buyer Board member confirming full removal.
- Off-boarding is charged at a standard one-off fee of £2,500, with the applicable rate determined at the time of decommissioning.

Implementation Plan – How is the Service Commissioned for the Buyer

Stalis begins by running a structured Discovery and Mobilisation phase designed to establish a clear, jointly agreed foundation for delivery. During this stage, Stalis works with the Buyer to define objectives, confirm scope, understand source and target systems, assess risks, and agree the delivery model. As part of this phase, Stalis provides a detailed implementation plan outlining project stages, activities, roles, dependencies, governance points and indicative timescales. This plan is reviewed, refined and formally approved with the Buyer prior to commencement, ensuring alignment, transparency and organisational readiness.

Once commissioned, Stalis delivers the programme using secure, remote engagement aligned to the Buyer's governance and security requirements. Regular workshops, design sessions, technical deep-dives, progress reviews and risk assessments are scheduled to maintain strong collaboration and informed decision-making throughout delivery.

Clear communication channels, defined escalation routes and structured reporting cycles ensure that the Buyer maintains full visibility of progress, risks, issues and interdependencies. Stalis adapts the delivery plan as required based on findings, programme direction or external dependencies, ensuring the service remains aligned to the Buyer's needs and strategic outcomes.

Pricing Overview

The price for the Stalis Data Services covers an end-to-end service.
See Stalis Lot 3 Cloud Support pricing

Service Constraints Summary

Each cloud-hosted instance of the Stalis Data Services consists of an end-to-end service.

Resources required from the Client

- Access to source system documentation, if it exists
- Buyer workstream lead/project manager required
- To provide read only access to the systems in scope
- IT Infrastructure to support the data project

Security

Stalis Data Services can be hosted in a secure Tier 3 data centre that is located within the UK.

Data is never removed from the installation without the explicit and prior permission of the buyer.

Stalis is DOH DSPT (formerly IGSoC), ISO 27001:2022, Cyber Essentials Plus and ISO 9001:2015 certified and DCB0129 Clinical Risk Management compliant.

Service Levels Overview (performance, availability, support hours)

The Stalis products and tools will be supported under the Service Level Agreement which provides the client with:

- Access to the Stalis help Desk to log, monitor and update incidents or change requests.
- The service will be available 09:00 to 17:00 Monday to Friday excluding English Bank and Public Holidays

Full details are provided in the Stalis Maintenance Agreement and available on request.

Ordering and Invoicing

Stalis Data Services can be ordered and invoiced in alignment with standard public-sector procurement processes.

Termination of Contract

Contract can be terminated at the end of a 12-month period subject to 3 months' notice.

Support

The Stalis products and tools will be supported under the Service Level Agreement which provides the client with:

- Access to the Stalis help Desk to log, monitor and update incidents or change requests.
- The service will be available 09:00 to 17:00 Monday to Friday excluding English Bank and Public Holidays
- Bug fixing and issue management
- Upgrades to software products as required.

Full details are provided in the Stalis Maintenance Agreement and available on request.