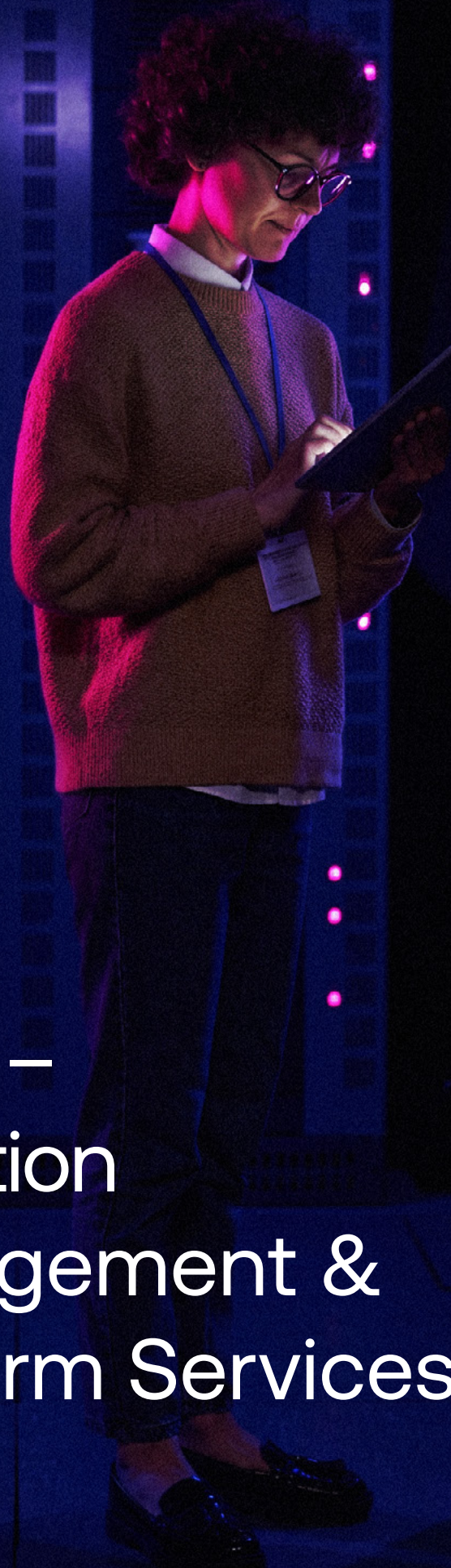




Bell
Integration

Ambitious Transformation



G-Cloud 15 – Bell Integration **Data** Management & Data Platform Services



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Building **Trusted**, AI-Ready Data Foundations

AI, analytics, and automation depend on data that is reliable, connected, and well managed. When data is fragmented or poorly controlled, AI initiatives stall, decision-making slows, and operational risk increases. As a result, strong data foundations are critical to enabling scalable analytics and enterprise AI.

Bell Integration delivers Data Management and Platform Services that help organisations establish robust data foundations aligned with analytics, AI, and regulatory requirements. We design and build modern data environments that support enterprise use cases while addressing security, governance, and operational needs.

We help organisations move from fragmented and siloed data environments to a trusted and usable data estate. Our services span strategy, architecture, implementation, and enablement, providing end-to-end ownership from initial data vision through to operational readiness.

These services are underpinned by the Dell Data Lakehouse, a modern hybrid-ready data platform architecture designed to support analytics and AI workloads. The platform combines the flexibility of data lakes with the performance and governance of data warehouses, enabling cloud-like scalability and access to data across on-premise, cloud, and hybrid environments.

As a Dell Certified Services Partner, Bell Integration ensures data platforms are implemented effectively, aligned to best practice, and configured to support long-term business objectives.

Turning data into a **trusted foundation for analytics and AI.**





The **Value** Delivered by Bell Integration's Data Services

Bell Integration's Data Management and Data Platform Services help organisations establish trusted, AI-ready data foundations with confidence and control. By combining proven delivery approaches, flexible support models, and optional managed services, we enable organisations to realise value from analytics and AI initiatives while reducing risk and sustaining platform performance over time.

Key value delivered includes:

Faster time to value

Clear data strategies, proven delivery approaches, and modern data platform architectures accelerate the move from data initiatives to production-ready analytics and AI use cases.

Reduced delivery and operational risk

Structured delivery, strong governance, and clear accountability reduce risks associated with poor data quality, platform instability, and regulatory non-compliance.

Trusted data for confident decision-making

Data quality, lineage, security, and privacy controls are embedded across the data lifecycle, enabling leaders and teams to trust the data used for reporting, analytics, and AI.

Improved insight and responsiveness

Connected and consistent data enables faster access to insights, helping organisations respond more quickly to operational change and business opportunity.

Scalable data platforms

Data platforms are designed, supported, and operated to scale as data volumes, users, and analytics and AI use cases grow, without increasing operational complexity.

Sustained value over time

Ongoing support and managed services ensure data platforms remain reliable, compliant, and aligned with evolving business, analytics, and AI requirements.

Together, these outcomes help organisations reduce risk, improve decision-making, and realise sustained value from analytics and AI investments.

**Connected and consistent data enables
faster access to insights.**



Data Management & Data Platform Service Offerings

Bell Integration provides a structured set of Data Management and Data Platform service offerings¹ to support analytics and AI across the enterprise. Services span the full lifecycle from strategy and architecture through to implementation, training, support, and managed operations.

Services are delivered across three service areas: **Delivery Services, Support Services, and Managed Services**. This structure provides flexibility, allowing organisations to select the level of engagement and operational ownership that best aligns with platform criticality, maturity, and internal capability.

Services are delivered by experienced data architects and engineers, supported by specialist Dell expertise where required.

Delivery Services

Delivery Services focus on designing and implementing modern data platform capabilities, with an emphasis on governance, usability, and operational readiness.

Data Strategy

Data Strategy and advisory services support organisations in defining how data should be governed, managed, and used to support analytics and AI initiatives. The focus is on translating business and service objectives into a practical data approach aligned to day-to-day operations.

This includes:

- Defining the role of data within analytics and AI initiatives.
- Aligning data objectives to measurable business and operational outcomes.
- Identifying priority data domains and analytics use cases.
- Establishing governance principles, success measures, and adoption approaches.

¹ If any technology is required as part of these services, the Customer shall be responsible for purchasing such technology directly from the respective technology provider.



Data Architecture Design

Data Architecture Design services define the target architecture required to support analytics and AI at scale using Dell Data Lakehouse patterns.

This includes:

- Designing lakehouse and warehouse architectures aligned to business needs.
- Defining ingestion, transformation, and consumption patterns.
- Supporting batch, real-time, and streaming analytics use cases.
- Aligning architecture to scalability, resilience, and performance requirements.

Data Governance & Operating Model Design

Data Governance and Operating Model Design services define how data platforms are governed, operated, and evolved across the organisation to support accountability, compliance, and effective day-to-day operation.

This includes:

- Defining data quality, metadata, and lineage standards to ensure trusted and auditable data.
- Establishing security, privacy, and access control models aligned to regulatory requirements.
- Defining DataOps processes, automation, and lifecycle management.
- Defining roles, responsibilities, ownership, and support models for ongoing operation.

Data Platform Engineering and Implementation

Data Platform Engineering and Implementation services focus on building and configuring Dell Data Lakehouse environments for day-to-day analytics and AI delivery.

This includes:

- Implementing data platforms across on-premises, cloud, and hybrid environments.
- Building ingestion, transformation, and orchestration pipelines.
- Implementing metadata, lineage, and data quality capabilities.
- Enabling analytics, semantic layers, and AI access.
- Validation, testing, and production readiness.

Training and Enablement

Training and Enablement services prepare customer teams to use data platform capabilities effectively in day-to-day operations.

This includes:

- Role-based training for data engineers, platform administrators, and analysts.
- Hands-on operational and platform training.
- Capability transfer into customer teams.

Services are delivered by **experienced data architects and engineers**, supported by specialist Dell expertise where required.



Support Services

Support Services provide ongoing assistance for data platforms operating in live environments. These services are designed for organisations that retain day-to-day operational ownership of their data platforms but require access to specialist support, assurance, and issue resolution.

Flexible Support Options

Support is available at different service levels to meet operational requirements. Options include full 24x7x365 managed support or standard business-hours coverage, Monday to Friday, excluding Bank Holidays. This flexibility allows organisations to align service coverage with platform criticality, availability requirements, and internal capability.

Service Desk and Incident Management

Bell Integration's Service Desk operates 24x7x365, providing access to experienced data platform support engineers. Incidents are managed in line with agreed Service Level Agreements (SLAs) and can be logged via phone, email, or online channels. For major incidents, Bell Integration provides root cause analysis and a clear summary of resolution and preventative actions.

Managed Services

Managed Services provide a fully managed operating model for data management and data platform solutions. They are designed for organisations that want Bell Integration to take responsibility for running, overseeing, and evolving data platforms that support analytics and AI in production.

The managed service model is flexible, with options that allow organisations to select the level of operational ownership and service that best fits their needs.

Proactive Service Management

Proactive service management focuses on maintaining stable and predictable operation of data platforms over time. Regular service reviews provide visibility into platform performance, data availability, data quality, and platform evolution, supporting informed decision-making and ongoing alignment with data, analytics, and business objectives.

Controlled Data Platform Operations

Managed Services support the safe and effective operation of data platform environments. This includes oversight of data pipelines, platform components, governance controls, and security configurations, ensuring data platforms remain reliable, compliant, and aligned with organisational requirements as they evolve.



Why Bell Integration?

As a trusted Dell Services Partner, Bell Integration provides end-to-end ownership across the delivery, support, and managed operation of data management and data platform solutions based on the Dell Data Lakehouse.

We accelerate time to value by applying proven data delivery approaches, deep platform expertise, and a strong focus on governance and operational readiness. This reduces delivery risk, improves data quality and platform stability, and supports a smooth transition from implementation into business-as-usual operations.

Our Support Services and Managed Services extend beyond go-live, providing ongoing operational assurance, proactive service management, and continuous optimisation.

Organisations can select the level of operational ownership that best aligns with platform criticality and internal capability, while ensuring data platforms remain secure, compliant, and effective over time.

With extensive experience delivering enterprise-scale data platforms across on-premises, hybrid, and multi-cloud environments, Bell Integration helps organisations establish trusted, AI-ready data foundations that support analytics, enable AI, and deliver sustained business value.

We **accelerate time to value** by applying proven data delivery approaches, deep platform expertise, and a strong focus on governance and operational readiness.





About Bell Integration

Bell is a privately owned, and truly vendor independent organisation, our people are dedicated to helping our customers reduce cost and risk, while improving agility and the service our customers IT teams provide to their end user stakeholders.

For 30 years, Bell's market-leading technology consultation and managed services have enabled organisations to transform their IT capabilities and elevate their business productivity and cost efficiency.

We are trusted by many global Fin-techs, Telco's, government and public sector organisations, our customers depend on us to ensure their IT services and infrastructure are always available, scalable, sustainable, secure and resilient. Bell is at the forefront of helping companies drive down operating costs and improve their ability to engage with their own customers, either by supporting the growth of their channels to market, or by aiding their responsiveness and service quality.

Head-quartered in the UK and employing over 1000 people across the globe.

What we do

Providing the catalyst for transformation, innovation and growth needed to accelerate positive impact across your business.

From embracing AI, migrating complex application workload and data environments, to adopting and monetising data from IoT solutions; accelerate your journey and mitigate risk to ensure success and change adoption across your business.





Quality Statement

This is to certify that the attached documentation has been produced in accordance with the Bell Microsystems Ltd, trading as Bell Integration, integrated management system risk assessment process and has been approved for release. It has been written in commercial confidence and is copyright protected.

Contact us

With over 30 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world's most prestigious customer environments. With capabilities covering technology provision, consulting, project and managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell Integration can help your business succeed. Please contact us on marketing@bell-integration.com or visit www.bell-integration.com.

