



G-Cloud 15 – Service Definition Business Intelligence Consulting

Taleos Consulting - Lot 3

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Public sector organisations increasingly depend on timely, accurate, and trusted information to support policy delivery, operational management, and public accountability. However, many organisations continue to rely on fragmented reporting, inconsistent metrics, and manual analysis using spreadsheets or disconnected tools.

Business Intelligence (BI) capabilities must evolve to support cloud-based platforms, diverse data sources, and growing expectations around transparency and performance management. Without a clear strategy, governance model, and delivery roadmap, BI initiatives risk becoming technology-led, siloed, and difficult to sustain.

Taleos Consulting provides business intelligence and reporting services that help organisations design, assure, and realise effective BI capabilities. We focus on aligning information, metrics, and reporting with business objectives, ensuring that BI investments deliver meaningful insight rather than additional complexity.

THE BUSINESS NEED

Many Business Intelligence initiatives fail to deliver scalable and resilient capabilities that remain aligned with evolving business needs, operating models, and technology platforms.

Business Challenges

- Achieving shared organisational objectives requires functional areas to operate from a unified and consistent view of information. In practice, siloed BI initiatives and locally defined data models result in fragmented insight and the absence of a single, trusted view.
- Insight is required at multiple organisational levels — operational, tactical, and strategic, with each level often applying its own business rules and interpretations to common enterprise data, leading to inconsistency and reduced confidence.
- BI implementations are frequently optimised for specific technologies or applications, limiting their ability to evolve as platforms, tools, and delivery approaches change.
- Organisations require integrated views of internal and external data while maintaining security, privacy, and regulatory compliance. Without appropriate governance and transparency, BI platforms can become IT-owned “black boxes” with limited traceability of end-to-end information flows.
- In the absence of a holistic BI strategy, decision-making continues to rely on static reports or fragmented analysis in spreadsheets, reducing timeliness, consistency, and insight.

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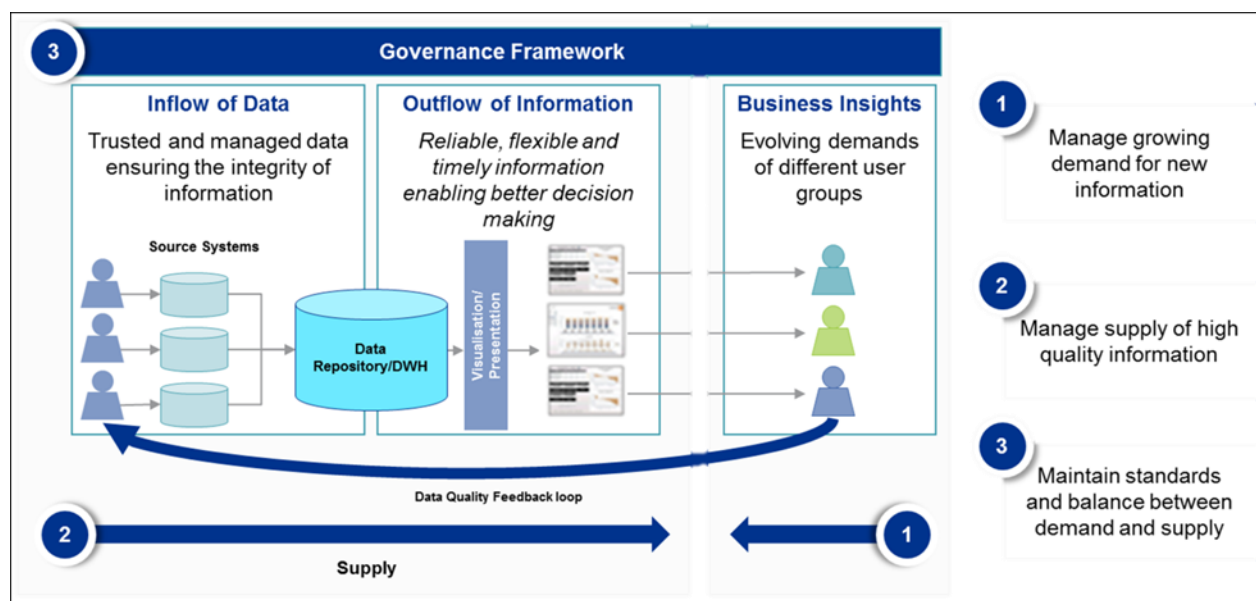


SERVICE DEFINITION

BI Vision & Strategy

A holistic BI Vision and Strategy provides a clear, organisation-wide view of how information and insight will be used to support operational, tactical, and strategic decision-making. It establishes a common direction for BI initiatives, reducing fragmentation and ensuring that investment in data, tools, and reporting delivers measurable value.

The BI Vision defines the role of information in enabling effective business outcomes, improving knowledge management, and supporting decision-making at all levels of the organisation. It ensures that BI capabilities are embedded within business processes rather than operating as isolated reporting functions.



A holistic BI strategy is made up of a number of key components:

A user centric BI Strategy will deliver majority end-user needs and drive consolidation

A user-centric BI strategy focuses on delivering the majority of end-user needs through a coherent and consolidated set of BI services. This approach reduces duplication, improves consistency, and supports the development of a shared understanding of performance and outcomes across the organisation.

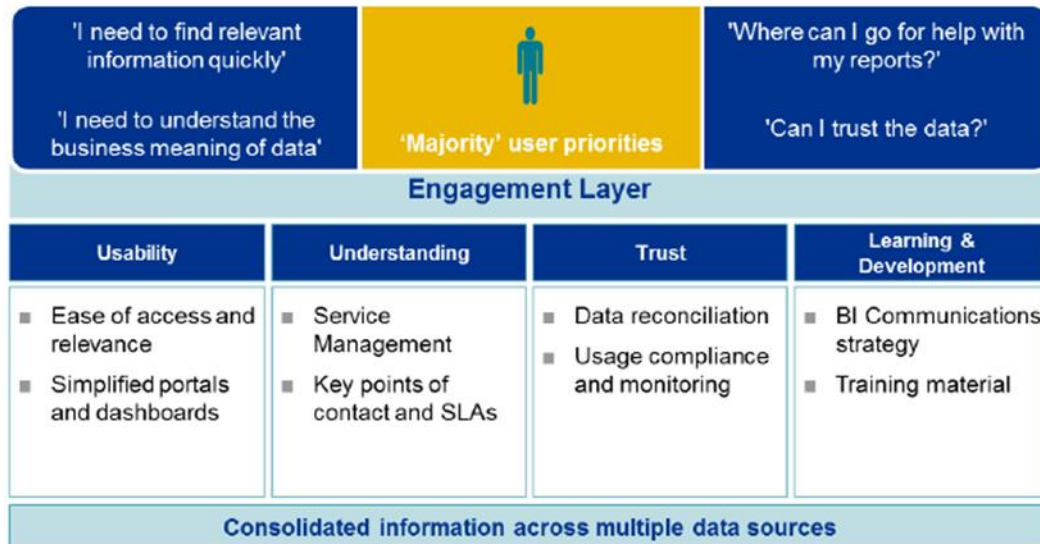
The BI Strategy also provides clarity on:

- What BI services users can expect and how they should be consumed
- How BI capabilities will evolve over time
- How BI initiatives will be prioritised and governed

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By aligning BI capabilities with business objectives and operating model constraints, the strategy enables sustainable delivery, greater adoption, and improved confidence in information used for decision-making.



Most users want clarity on what BI services they can expect and how to effectively use BI capabilities to support their roles. Through structured engagement with the business, BI functions can guide the delivery and adoption of BI capabilities and enable consistent BI processes. Consolidation around a single version of the truth helps ensure information is consistent across the organisation, supporting more confident and effective decision-making.

Information Operating Model and Governance

At the heart of an effective BI operating model is clear ownership and accountability for information and data across the organisation. Taleos Consulting uses the concept of an Information Management Organisation (IMO) as a reference delivery model to illustrate how BI and data services can be organised and governed in a scalable and sustainable way.

The IMO is typically structured as a hub-and-spoke model, where a central function provides core information management and data management services, standards, and governance, while federated teams retain ownership of domain-specific data and reporting. This model supports consistency and reuse while remaining responsive to local business needs.

Within this model, the IMO typically delivers two core services:

- Information management, providing timely, trusted information and insight to support operational, tactical, and strategic decision-making
- Data management, ensuring the integrity, consistency, and quality of data that underpins BI and business operations

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Governance frameworks associated with the IMO define how BI demand is prioritised, how standards are applied, and how changes are controlled, ensuring transparency, auditability, and alignment with organisational objectives.

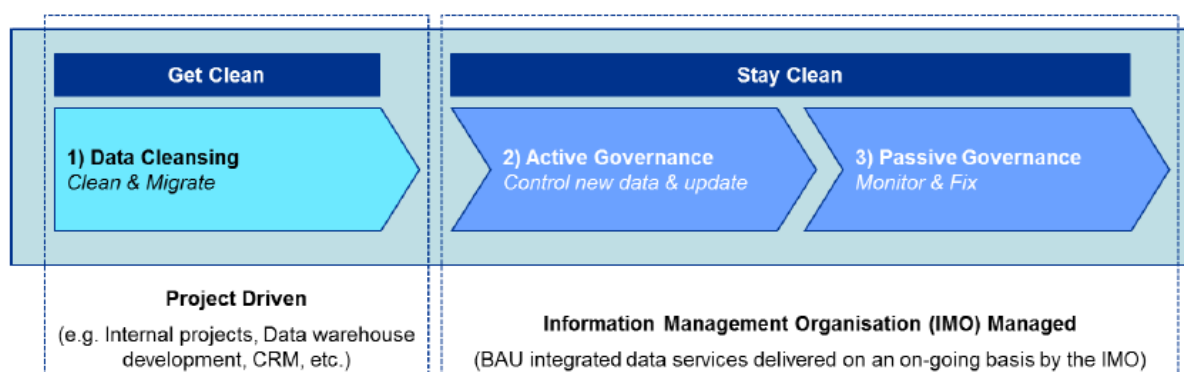
This reference operating model can be tailored to reflect organisational size, maturity, and delivery context, and may be implemented incrementally to demonstrate value before scaling.

Data Management Service

Effective BI relies on robust data management capabilities that ensure data remains accurate, consistent, and fit for purpose throughout its lifecycle. Within the IMO reference model, data management services are typically delivered by an integrated data services capability, operating in close alignment with BI and operational teams.

Data management processes may vary by data domain, reflecting differing levels of risk, complexity, and usage. For example, approval, stewardship, and quality controls for reference data may differ from those applied to transactional or analytical datasets. The service supports organisations in defining these variations while maintaining a consistent enterprise approach.

The data management service also supports transition from project delivery into Business as Usual. Data is often cleansed and prepared during system or transformation projects; once services move into live operation, ongoing ownership and quality controls are required to keep data clean and usable. This approach enables sustained data quality, improved compliance, and more reliable BI and decision-making over time.



Taleos Consulting helps organisation design and build the IMO data services organisation to enable **faster** processing, higher **data quality** and improved **compliance**, enabling improved BI and **decision making**

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KPIs and Actionable Insights - Value Drivers

Taleos Consulting works with departments and stakeholders to define agreed, quantifiable measures that reflect organisational critical success factors. KPIs are designed to measure progress toward strategic, tactical, and operational objectives, providing a clear link between organisational goals and performance measurement.

This service also supports the rationalisation and simplification of existing KPIs and reports, based on assessment of current reporting landscapes. Reducing duplication and overlap improves clarity and confidence in reported information. KPIs are used not only to measure outcomes but also to monitor delivery progress and assess return on investment for programmes and initiatives.

Data Architecture

Data architecture provides a structured understanding of how data is sourced, stored, integrated, and presented to support BI and analytics. It defines how information flows across systems and how data repositories, integration mechanisms, and analytical layers are organised.

This service supports the definition and assurance of BI-related data architecture, including integration approaches, repository structures, semantic models, and the mastering of key data entities. Mapping existing data, processes, and applications improves data reuse, reduces complexity, and accelerates delivery of insight.

A well-defined BI data architecture enables:

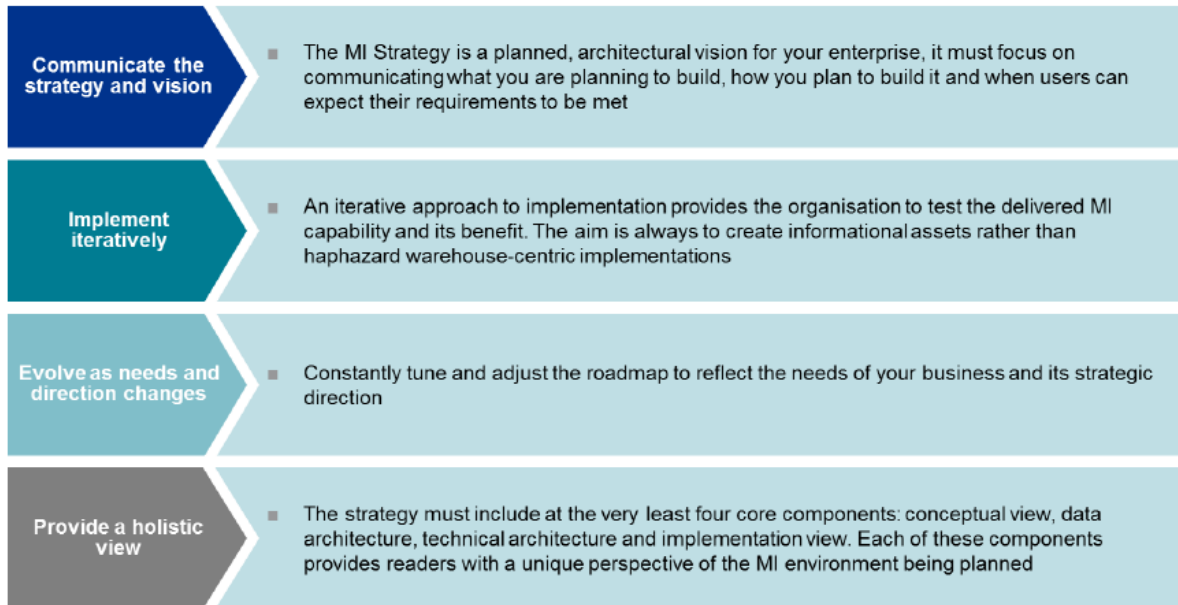
- A common understanding of information attributes
- Clear traceability between decisions and supporting data
- Consistent alignment with wider IT and cloud strategies
- Appropriate tooling aligned to business requirements
- Central mastering of key enterprise data entities

Roadmap – Executing the BI Vision

Taleos Consulting supports organisations to translate BI vision and strategy into a clear, deliverable roadmap. The roadmap defines prioritised initiatives, sequencing, dependencies, and expected benefits, enabling incremental delivery and early demonstration of value.

BI roadmaps typically begin with high-level models and principles and evolve in detail as organisational maturity increases. This phased approach supports sustainable delivery while allowing BI capabilities to adapt over time to changing business priorities, operating models, and technology platforms..

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SERVICE MANAGEMENT

The service can be delivered:

- As a defined project or work package
- As ongoing assurance support on a time-and-materials basis

Delivery models are agreed with the buyer to align with programme needs, governance, and risk profile.

PRICING

Pricing is provided in accordance with the SFIA rate card. Engagements may be delivered on a time-and-materials or fixed-price basis, subject to scope and requirements.

ORDERING AND INVOICING

Ordering, invoicing, and termination are in accordance with the Supplier Terms and Conditions for this service.

FURTHER INFORMATION

For further information on any or our G-Cloud services please contact Taleos Consulting at info@taleosconsulting.com

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