G-CLOUD 15 FRAMEWORK

SERVICE DEFINITION
Gauri – Data and Analytics, Implementation and Support Services
Cloud Support

ISSUE 1

Company Overview

Gauri has, over the last 16 years, established an enviable reputation as a CRM specialist. Starting as an SAP house, we branched into Salesforce. Building on this solid foundation we have developed a data science practice which itself has contributed to our corporate growth and client satisfaction. We serve traditional data stewardship right through to big data and emerging technologies around ML, AI and NLP.

We are passionate about meeting the needs of our clients through building effective and trusted partnerships, which has enabled us to achieve a 95% client retention rate. We operate with complete commercial integrity and build solutions that enable our clients to maximise their success.

The Gauri Difference

Gauri is recognised for its expertise in customer engagement and delivering process improvements and technology enhancement. Our extensive business experience across both private and public sectors gives us the industry knowledge to deliver joined up customer engagement solutions across sales, marketing, service, field service, social communications, grants managements and e-commerce. To complement these processes, we also offer Predictive Analytics capabilities providing our clients with real-time business insights. Our integration practise is highly specialised in delivering integrated platforms across Cloud and On-premise from multiple platform vendors such as SAP, Salesforce, Talend and Mulesoft, providing a genuine 360 degree view of your customers or citizens.

We provide assurance in delivery including:

- Guaranteed delivery time line.
- Zero P1 incident post Go-Live.
- Reduced technical debt by following Best Practice.
- 'Right Shore Model': Right People, Right Time, Right Place.
- Long serving, highly motivated and talented consulting team.

Innovative commercials including:

- Fixed price with transparent resource loading and rate card.
- Time and Material agreements with a fixed price ceiling.
- A risk tolerance loading well below the market average.

Our Ethos:

- We strive to make our customers self-sufficient.
- We work with our customers and not just for them, to deliver their vision.
- We strive to build partnerships based on trust, transparency and flexibility.

Our Environment Policy

Gauri Ltd. is committed to continuous improvement of its Environmental Management System (EMS), which includes waste minimisation, reduction in pollution, and compliance with all relevant environmental legislation and regulations of the United Kingdom (UK). The company will meet or exceed the environmental requirements of other organizations to which Gauri Ltd. subscribes.

Certifications

Gauri has a following certifications:

- ISO 9001:2015 (Quality)
- ISO 14001:2015 (Environmental)

Don’t just take our word for it

Gauri has clients across a diverse range of industries, including the Public Sector, Retail, Wholesale, Distribution, Consumer Goods and Manufacturing. We maintain an exceptionally high rate of client retention with customers such as The National Lottery Community Fund, Arco, MOSL, Openfield, Roper Rhodes, CMS Distribution, Stelrad Radiators and Groupe Atlantic UK. We are committed to client satisfaction and ensuring flawless project execution, on time and to budget.

Service Description

The following section provides an overview of our "Data and Analytics, Implementation and Support services" and our agile based implementation approach. In addition to this, we offer a range of consultancy services such as Defining Data Strategy, Road map definition, Technology Roadmap and Audit.

An overview of the G-Cloud Service

Service Overview

Functional Requirements typically addressed are as follows:

1. Create a data lake to gather various types of data (structured, unstructured and semi-structured) to support reporting and advanced analytics use-cases.
2. Periodically extract the data from Line of business systems and hydrate the Data Lake.
3. Create a data landscape that is not based on operational systems and have a separate presentation/visualisation layer for business intelligence.
4. Continue to have the ability to generate existing business reports and dashboards.
5. Ability to explore the data to answer ad-hoc queries raised by various internal and external stakeholders.
6. Ability to correlate data to find patterns, identify opportunities to improve the effectiveness of grant making.
7. Ability to seamlessly search the historic data from multiple data sources.
8. Ability to ingest external contextual data from various data sources using appropriate ingestion techniques – for example, population figures, age, gender, well-being, etc.
9. Ability to mine the data based on the key words and their intention behind those key words.
10. Ability to perform advanced analytics using fraud and anomaly detection that are labour intensive.
11. Ability to perform exploratory analytics using images, video, speech to improve various manual business process.
12. Provide a framework to seamlessly introduce new and emerging analytics capabilities to Customer business.

Non-Functional requirements typically that gets addressed are as follows: **Security**

1. Provide the right information to right person at the right time.
2. Non-repudiation - Corporate Identity must be used for authentication and must integrated with the Cloud.
3. Principle of least privilege must be applied when Users and service accounts are given permissions to resources based on their role.
4. Roles based access controls – Access must be granted to a role that binds a user or a service account/principal.
5. An authenticated Customer identity must be used to access the resources.

6. New Joiners, mover and leavers process must be used to manage a set of users to their roles defined and implemented using AD groups.
7. All activities related to creation, modification and deletion of resources are centrally logged.
8. Data in transit moving in and out of the hosting domain must use a secure channel using TLS 1.2 or IPSec or its equivalent control.
9. Data at rest should be encrypted using 256-bit encryption.
10. Credentials and other cryptographic materials should be managed using a secret management system.
11. Security alerts should be raised when there is an abnormal access patterns, data egress and persistent login failure attempts in short duration.
12. Authenticated and authorised service accounts should be used to transfer data to and from hosting domain.

Operational

1. The integrity of the files must be validated when ingested to ensure they are not corrupted during transit.
2. Monitoring – All the movement of data must be monitored (based on frequency or schedule) and appropriate alert must be raised in the event of failure.
3. Audit logs must be enabled for data ingestion and other subsystems to trace the movement of the data.
4. Monitoring must be setup for all the parts of the systems to monitor the data movement, CPU, memory, RAM and storage with appropriate threshold for alerts
5. Alerts should be integrated with Customer incident management systems.

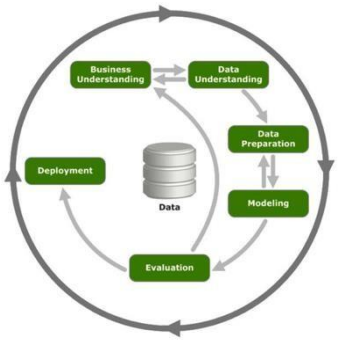
Data Governance

1. Ability to find and keep an inventory of data assets.
2. Manage the lifecycle of data assets.
3. Workflows to manage the access to data assets.
4. Ability to discover data assets using meta data.

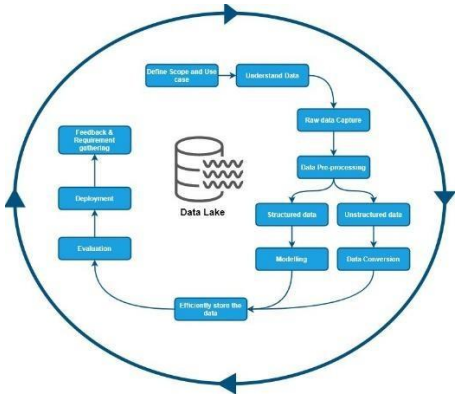
Release Management

1. Ability to build the entire stack from the code including infrastructure, analytics stack and other application.
2. Ability to automate build process using continuous integration and deployment.
3. Ability to automate the testing where applicable to reduce the release cycle.

Implementation Methodology



For Big Data Project, we adapt CRISP-DM (i.e. Cross-Industry Process for Data Mining). This methodology provides a structured approach to planning and executing a data mining project due to its practicality, flexibility and overall usefulness when analytics is being used to identify business issues or implement analytics-based reporting.



Gauri recommends embodying the core principles of CRISP-DM and blend it with AGILE based on MVP (i.e. minimum viable product) principles, where each sprint would execute the necessary step, in line with the recommended CRISP-DM approach and conclude it via show and tell piece. This helps the project teams achieve the right levels of scope for each sprint at the same time maintaining synergy with the proven CRISPDM stages.

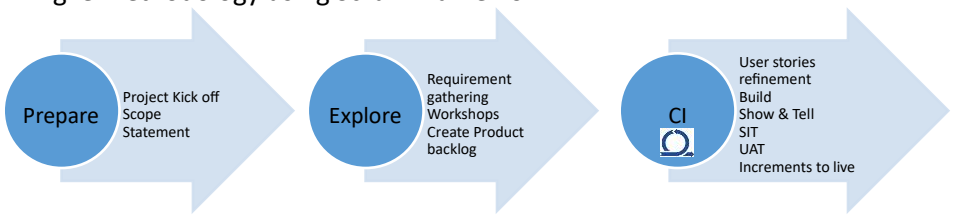
Using AGILE principles, each use case can be narrowed, thereby minimising failures or deferred technical risks, which can cause serious issues if not resolved at the early stage of project lifecycle. As an example, a sprint can include the data in-take from 'A' system to the Data Lake (post-cleansing) to address a specific business requirement where next sprint can repeat the same process from 'B' system to meet the next business requirement.

Potentially, key stages for sprint planning could be:

- Define Scope and Use Case
- Understand Data
- Capture Raw Data
- Data Pre-Processing
- Segregation of Structured and Unstructured Data
- Modelling and Conversion
- Storage

- Evaluation
- Deployment (Go-live)
- Post Go-live Support &
- BAU

A. Agile methodology using Scrum framework:



It has the following steps:

- Prepare ○ Prepare Project ○ Project Kick-Off ○ Scope Statement
- Explore
    a. Requirement gathering Workshops
    b. Determine all configuration values
    c. Create a Product backlog
- Continuous increments
    a. User Stories Refinement
    b. Configuration/ Development
    c. Show & Tell
    d. Sprint Retrospect
    e. SIT testing
    f. UAT
    g. Send the increments to Production

To ensure project is on track, our project manager will share weekly progress report. Our project manager will also work with client project manager for ensuring that Change Management is been taken care from early phase of project. Issues, change log and risk registers will be maintained to manage the above items with a clear focus on effective communication and transparency.

Back Up & Restore

Redundancy and Scalability

The service is highly scalable and redundant, allowing for fluctuation in demand and expansion of users while greatly reducing the threat of long-term outages. Load-balanced networks, pools of application servers, and clustered databases are some of features of our design. The above is provided by Software vendor.

Disaster Recovery

The service is based on a primary and secondary model whereby customer data is stored in 2 locations and replicated over secure network links. This enables improved service availability around maintenance and disaster recovery. The above is provided by Software vendor.

Backup

In addition to vendor provided disaster-recovery capabilities, customer data is also backed up both within the local and remote data centre in region. Backups are not transported away from the data centres, reducing the risk of loss.

Restore

If a user deletes some information, e.g. a single record, the system provides a “Recycle Bin” where all deleted records will reside for at least 15 days before being deleted from the online system. In this way, the user or an administrator can “un-delete” or restore records from the recycle bin during this 15-day window. Additionally, the security model supports CRUD (Create, Read, Update or Delete) record level security so the customer administrator(s) can set up user profiles controlling uniquely whether a user can Create, Read, Update or Delete a record.

For our Insight services, our Visualisation tool consumes data from various data sources to build reports and Data visualisation. The tool by itself doesn't produce any data - but if there is any restore requirement, data can be re-extracted from various data sources.

On-boarding processes/scope etc.

We follow a defined process for on-boarding new clients to ensure that they have the assurance of our help, whilst at the same time remain in control of the cloud services which are often at the core of their business.

Our buying process is very simple, customers can call (01522 243123) or email (info@gauri.com) us and our sales team will connect with the customer with for further details. As a process, we would request customer to have a high-level requirement ready so that our sales team can fast track the demo and implementation process. We recommend having face to face meeting with our Solution Architect & Sales team where we can do our demonstration of solution and to clarify any open requirements.

We provide a high-level project plan with implementation cost and timelines after the requirements has been finalised. Once the project plan is approved and license procurement contract has been signed we start the resource on boarding to project.

Our is a SaaS (Software as a Service) solution and users access the tools via a web browser. Therefore, no software or hardware deployment is necessary. Implementation takes the form of assigning usernames and passwords to staff. The service provides many configuration options, including integration with custom applications

User enablement is a critical element of this offering and contributes to our solution receiving extremely high scores for benefits realisation. Onboarding starts with the many free, bite size training videos available from the software vendors’ website with support from the account team and with the vibrant software vendors’ user community

Off-boarding processes/scope etc.

As part of project completion, we provide the high-level design document along with solution document with enhancement details. We provide the Administrator training to the customer's super users as part of the project implementation cycle, so that after project completion they can manage the system themselves.

Off-boarding from the service is as simple as exporting and downloading your data if you choose to do so. We provide your data in an industry standard readable format to make it as easy as possible for you to migrate to another service if you wish to do so.

Service management details

"Gauri Customer Engagement and Insight Services" solution is based on the SAAS principles, which requires clients to follow best practises. Solution allows for UI personalisation and value configuration. However, brand new features and functionalities cannot be easily incorporated as the solution is cloud based.

Our Cloud solution comes with standard software vendors' SLA for performance and system availability. The solution has a calendar which will always shows the planned outages (which are performed during non-business hours).

System will provide at least 8 hours' electronic notice for any Planned downtime and this will typical carried out during the weekend hours.

We also provide additional support for clients on regression test for upgrades as Time & Material. But this is an optional service for customer based on solution complexity.

Training

Our approach to training is to follow 'Train the Trainer', in which we train super users on the system functionality, system administration along with training on creation of new reports and Dashboard. We provide these trainings to super users, which can be face-to-face or remotely.

Ordering and invoicing process

We expect customer to sign a SOW (Statement of Work), which will be created on back of our meeting with business and high-level project plan. This SOW will cover the project deliverables & various milestones during the phase of project. Invoicing can be either milestone linked or on a Time & Material basis. We have 30-day payment terms from Invoice date.

Customer can make the payments through Cheque, Demand Draft or Bank transfer.

Termination terms

Please refer to section 10 "TERMINATION" of our "Terms and Conditions" document.

Data processing & storage location

Our Solution is SaaS based and the data is stored in respective Software vendors' data centres. The Data usage will be based on license compliance from respective Software Vendors like Salesforce. We as a service partner will provide services based on the license customers subscribe to.

Data restoration / service migration

Our solution has a restoration point, using which we can roll back to a specific restoration point. But we don't anticipate this for our solutions, as we have options to rectify the data by either reloading the data source again, which will overwrite or refresh the system to original configuration point.

Customer responsibilities

We expect the following from customers during the full life cycle of project:

- Availability of Project Stakeholders
- Scope Freeze
- Super Users Availability
- License Subscriptions in advance for project start
- Data Extraction & Cleansing from legacy system(s)
- Data transformation into our predefined file formats
- Access for our team to your new cloud systems
- Documented System requirements

Details of any trial service available.

N/A

Use Cases / Case Studies

Our case studies are available from our website https://www.gauri.com

Some of our Clients

Our clients and partners are:

Contact details

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