



G-Cloud 15 Service Definition Document

Microsoft Azure Data & Analytics Platform Engineering Service

v1.0

Lot 3: Cloud Support

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1 Microsoft Azure Data & Analytics Platform Engineering Service

1.1 Service Summary

This service supports public sector organisations to design, modernise, and operate data and analytics platforms on Microsoft Azure.

It enables secure data ingestion, scalable analytics, and trusted insight using Azure-native services to improve decision-making while controlling cost and risk.

1.2 Buyer Personas (Who This Service Is For)

Role in Organisation	Objectives & Use Cases
Chief Data Officer / Information Owner	Accountable for data quality, governance, and compliance - Improve data governance, lineage, and compliance - Enable controlled, AI-driven analytics.
Digital, Cloud, or Transformation Programme Manager	Leads cloud and digital transformation initiatives - Deliver Azure data platforms as part of cloud transformation - Reduce delivery risk using proven reference architectures
Operational Service Owners	Use data to run day-to-day services - Access near real-time operational insight - Integrate data from multiple systems
Business Intelligence / Reporting Manager	Operate Azure platforms with limited resources - Improve Power BI performance and self-service reporting - Reduce manual data preparation effort
IT / Cloud Architecture Team	Defines technical standards and target architecture - Design secure, scalable Azure data architectures - Optimise cost, performance, and standards alignment
Data & Analytics Lead	Owns analytics platforms and insight delivery - Modernise legacy data platforms on Azure - Deliver scalable, trusted analytics and insight

1.3 Service Capabilities

Areas of Delivery	Intended Outcomes
Platform Design & Engineering	- Azure data lake and warehouse architecture - Scalable and serverless data platform patterns - Microsoft reference architecture alignment
Data Ingestion & Processing	- Cloud-native application development - API, integration, and event-driven solutions - Secure identity, access, and platform configuration
Data, AI & Insights	Batch and real-time data pipelines

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Areas of Delivery	Intended Outcomes
	Structured, semi-structured, and unstructured data handling
Analytics, Reporting & AI	- Business intelligence and semantic models - Advanced analytics, machine learning, and AI enablement
Governance, Security & Compliance	- Data cataloguing, lineage, and quality controls - Secure access, identity, and role-based permissions
Delivery & Optimisation	- Platform mobilisation and coordination - Cost optimisation, performance tuning, and right-sizing

1.4 Key Service Features

- Data ingestion pipelines: Build reliable batch and event-driven pipelines using Azure Data Factory, Synapse Pipelines, and Logic Apps.
- Enterprise data lakes: Design and implement secure data lakes using Azure Data Lake Storage Gen2 for scalable, low-cost storage.
- Cloud data warehousing: Deliver analytical data stores using Azure Synapse Analytics and Azure SQL to support complex reporting and queries.
- Real-time analytics: Enable near real-time insight using Event Hubs and Stream Analytics for time-sensitive data use cases.
- Business intelligence and reporting: Create governed Power BI models and dashboards to deliver consistent and trusted insight.
- AI-driven analytics: Apply Azure Machine Learning and Azure OpenAI to support prediction, automation, and advanced analytics.
- Data governance and cataloguing: Implement Microsoft Purview to manage data discovery, lineage, and classification.
- Data quality and validation: Define data quality rules, validation checks, and monitoring to improve trust in analytics outputs.
- Secure access and identity: Configure Azure Entra ID and role-based access controls to protect sensitive data.
- Cost and performance optimisation: Optimise platforms using scalable, serverless services to reduce unnecessary cloud spend.

1.5 Service Benefits

- Faster access to reliable and trusted data
- Analytics platforms that scale with business demand
- Improved security, governance, and regulatory alignment
- Better insight through Power BI and advanced analytics
- AI-enabled decision-making and automation
- Lower operating costs through serverless design

- Reduced delivery risk through proven Azure patterns

1.6 What's In & Out

What's In	What's Out
Azure data and analytics platform design and engineering	Provision of Azure subscriptions or licences
Data ingestion, processing, storage, and analytics pipelines	Ongoing managed service or 24x7 operational support
Data governance, security configuration, and access controls	Third-party tools or software unless explicitly agreed
Platform optimisation for performance and cost	Data ownership, legal compliance, or data cleansing ownership
Support for AI and advanced analytics use cases	Long-term application support beyond the contracted scope
Knowledge transfer and technical documentation	

1.7 Engagement Model

Buyers typically engage with this service in clearly defined phases, which can be purchased individually or as a combined engagement:

Phases	Activities	Outputs
Discovery and Planning	• Assess current data estate, requirements, and constraints • Define target architecture, delivery roadmap, and risks	assessment summary, target architecture, delivery plan
Platform Design and Build	• Design and engineer Azure data and analytics components • Configure security, governance, and access controls	implemented platform, secure pipelines, design documents
Migration and Enablement	• Migrate data pipelines, models, and reporting where required • Validate data quality, performance, and resilience	migrated data assets, validation results, enabled users
Optimisation and Knowledge Transfer	• Optimise cost, performance, and scalability • Provide documentation and handover to internal teams	optimised platform, operational documentation, handover complete

Typical Engagement Timelines

- Short-term engagements: 2–6 weeks for discovery or targeted improvements
- Medium-term engagements: 6–16 weeks for platform build or modernisation
- Longer engagements are available by agreement

1.8 Commercial Flexibility

- Short-term engagements for assessments or proofs of concept
- Fixed-scope delivery for defined modernisation work
- Call-off support for ongoing improvement or optimisation
- Suitable for both small initiatives and multi-phase programmes

Example Pricing Scenarios

Buyer Size	Scope	Timeline and Efforts	User Cases
Small	Discovery, light modernisation, or targeted improvement	• 2-4 weeks • 20-40 days	• Platform assessment and roadmap • Cost or performance optimisation • Proof of concept
Medium	New Azure data platform or partial migration	• 6-10 weeks • 60-120 days	• Data lake and warehouse build • Power BI reporting layer • Governance and security setup
Large	Migrate data pipelines, models, and reporting where required Validate data quality, performance, and resilience	• 12-20+ weeks • 200+ days	• Multi-source ingestion and real-time analytics • AI-driven insight and automation • Enterprise governance and compliance

1.9 Delivery Constraints and Pricing Assumptions

- Pricing is time and materials / fixed-bid using SFIA-aligned G-Cloud Day rates, and buyers can scale effort.
- The service uses Microsoft Azure public cloud only, and Azure limits and availability apply.
- Buyers must provide Azure subscriptions, licences, data access, and security or governance approval.
- Azure usage costs, third-party software, travel, and expenses are excluded unless agreed.
- Buyers retain responsibility for data ownership, data quality, and compliance; ongoing operations are excluded.

1.10 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.11 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.12 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.13 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback