

Cloud Support – Data Migration and Information Structure Design

Lot3

G-Cloud 15 (RM1557.15)

Service Definition - ArvatoConnect

Company overview

ArvatoConnect is 100% owned by Bertelsmann SE & Co. KGaA, the ultimate parent company of the Bertelsmann Group, a global, financially stable organisation. In 2024, Bertelsmann generated revenues of €18.7 billion and EBITDA of €3.2 billion, employing over 145,000 people worldwide. This provides ArvatoConnect with long-term stability, sustained investment and access to global expertise.

Within the UK public sector, ArvatoConnect is recognised for delivering high-quality, complex and compliance-led services across central and local government. We support organisations undertaking large-scale digital and cloud-enabled change, operating within regulated and high-assurance environments.

Our experience spans cloud transition programmes, ERP modernisation, data migration, integration and operational transformation. We combine structured governance, deep technical understanding and delivery assurance to support successful outcomes across complex, multi-supplier programmes.

Service Definition

Our Data and Information Structure Design Cloud Support service provides structured assessment, design and assurance support for data used within cloud hosting and cloud software programmes.

The service supports buyers undertaking cloud transitions, ERP migrations or platform modernisation by ensuring that data structures, mappings and information models are clearly defined, validated and aligned to target systems before and during migration. It covers data discovery, transformation design, migration readiness and reconciliation to ensure accuracy, integrity and consistency across cloud environments.

The service operates alongside buyer-owned or third-party cloud platforms, supporting data extraction, transformation, load and validation activities without operating live business processes. It provides governed, evidence-based approaches to data migration using defined DDR, testing and cutover practices to reduce risk during transition.

The service can be used for early discovery and design, migration preparation, controlled data loads or post-migration assurance. Delivery is aligned to recognised public sector and enterprise data management best practice.

Service Features

- Data discovery, profiling and assessment across legacy systems
- Structured data mapping and transformation rule definition
- Design of target data structures and information models
- DDR-based extraction, validation and reconciliation processes
- Controlled data load cycles with defect logging and resolution
- Data quality checks, control totals and exception management
- Alignment of data structures with interfaces and reporting requirements

- Migration readiness assurance and cutover preparation support
- Reconciliation of migrated data against business validation criteria
- Documentation of data structures, mappings and governance processes

Service Benefits

- Improves data accuracy through structured validation and reconciliation processes.
- Reduces migration risk using controlled DDR cycles and quality gates.
- Enhances decision making with consistent, well designed information structures.
- Speeds delivery through repeatable data extraction and load processes.
- Improves data quality via control totals and exception management.
- Reduces go live issues through proven cutover readiness checks.
- Enables reliable reporting with aligned data structures and mappings.
- Supports smoother testing through accurate, consistent test data.
- Minimises rework using structured defect logging and resolution.
- Strengthens governance through documented data processes and controls.

Service Mobilisation and Engagement

Engagements are initiated through an agreed call-off contract and defined scope. Mobilisation focuses on confirming objectives, governance arrangements, roles and responsibilities, reporting cadence and integration with buyer delivery teams.

The service supports agreed project phases or ongoing governance activities as required. No software deployment, platform onboarding or infrastructure configuration is included as part of this service.

Technical Requirements

Buyer requirements

- Secure access to legacy and target system data sources (read-only or agreed extracts)
- Buyer-approved tools for data extraction, transformation and validation
- Secure connectivity for data analysis and collaboration

Delivery approach

- Delivered as a cloud support service, not a hosted data platform
- Supports buyer-owned or third-party cloud hosting and software services
- No requirement for buyers to install or operate additional infrastructure

Integration and tooling

- Supports standard data formats, APIs and file-based interfaces
- Aligns with existing integration, reporting and downstream systems
- Operates within buyer-defined data governance and architecture standards

Security and access

- Secure handling of data extracts and migration artefacts
- Role-based access aligned to buyer security policies
- Controlled use of test and migration data only

Scalability and operation

- Scales to support single migrations or complex multi-system programmes
- Flexible engagement aligned to discovery, migration or assurance phases
- Suitable for short-term, phased or programme-wide data activities

Information security

ArvatoConnect delivers services in line with established security and assurance frameworks appropriate to public sector environments. We apply consistent security principles across all service delivery, regardless of client or sector.

Relevant certifications and accreditations include:

- ISO 9001:2015 – Quality Management
- ISO/IEC 27001:2022 – Information Security Management
- Cyber Essentials and Cyber Essentials Plus
- PCI DSS
- ISO/IEC 20000-1:2018 (client-specific)

Security controls are supported by regular audits, staff training, policy reviews, vulnerability management and incident management processes.

Business Continuity

ArvatoConnect maintains a Business Continuity Management System aligned to ISO 22301 and ISO/IEC 27001. This ensures continuity of service delivery in the event of disruption.

Key measures include:

- Documented business continuity and incident response plans
- Regular testing and review of continuity arrangements
- Cross-trained delivery teams and flexible resourcing

- Secure, cloud-based knowledge management and collaboration

Business continuity arrangements focus on maintaining delivery capability and communication with buyers during incidents, rather than continuity of buyer systems or platforms.

Service Pricing

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is available within the pricing document section.

Terms and Conditions

Terms and Conditions have been attached separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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