



Service Definition Document

Snowflake Data Platform Set Up and Migration Services

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

1. Service Definition

Our **Snowflake Data Platform Set Up and Migration Service** provides an expert-led transition to a modern, elastic data cloud. As a **Snowflake Select Partner**, we leverage our strong engineering workforce to design and implement secure, high-performance data architectures.

We specialise in the end-to-end migration of legacy data warehouses and ETL pipelines into Snowflake, utilising **Snowflake Cortex** for integrated, governed AI and machine learning capabilities. Our service includes the configuration of **Virtual Warehouses** for optimised compute, the implementation of robust security frameworks (including Row-Level Security and Dynamic Data Masking), and the setup of **Snowpipe** for real-time data ingestion.

We prioritise data integrity and performance, ensuring your Snowflake environment is architected for maximum scalability and cost-efficiency. By aligning with the **Snowflake Well-Architected Framework**, we provide public sector organisations with a future-proof foundation for advanced analytics, data sharing, and intelligent digital transformation.

2. Features

1. **Select Partner Expertise:** Expert Snowflake-setup delivering Select-level architectural and migration-excellence.
2. **Cortex AI Integration:** Deploying Snowflake-Cortex for secure, native LLM and ML.
3. **Workload Consolidation:** Seamlessly transferring files, metadata, and applications into Snowflake-platforms.
4. **Data Auditing:** Comprehensive pre-migration information-auditing to ensure high-quality data-structures.
5. **Intelligent Extraction:** Using Snowflake-Documnet-AI to automate unstructured-data-processing.
6. **Project Governance:** End-to-end management of migration-plans with transparent milestone-reporting.
7. **Infrastructure Optimisation:** Strategic right-sizing of Snowflake-requirements to optimise monthly-spend.
8. **Interoperability Design:** Building Snowflake-architectures that integrate perfectly with cloud-ecosystems.
9. **Secure Migration:** Working with outgoing-providers to ensure zero-loss data-transfers.
10. **Staff Engagement:** Development of internal-communication-plans ensuring seamless platform-adoption.

3. Key Service Benefits & Outcomes

1. **Governed AI Intelligence:** Leverage Snowflake Cortex for secure AI within your perimeter.
2. **Select Partner Quality:** Guarantee high-standard delivery from a certified Snowflake Select Partner.
3. **Risk-Free Transition:** Eliminate data loss through proven auditing and migration governance.
4. **Cost Transparency:** Reduce TCO by right-sizing Snowflake resources and compute costs.
5. **Enhanced Insights:** Unlock value from unstructured data using native Cortex functions.
6. **Operational Stability:** Ensure "Day 1" success through expert-led setup and coordination.
7. **Future-Proofed Data:** Build scalable architectures designed for long-term public sector growth.
8. **Accelerated Value:** Shorten time-to-insight with rapid, expert-led Snowflake platform implementation.
9. **Secure Compliance:** Ensure data handling meets strict UK Government security standards.
10. **Seamless Adoption:** Drive platform engagement via structured communication and training plans.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Typical Onboarding Component includes:

Technical Kick-off: Assignment of a **Snowflake Certified Data Engineer** within 48 hours to establish the project roadmap.

Connectivity & Security: Establishing secure private links (e.g., Azure Private Link or AWS PrivateLink) between your source systems and Snowflake.

Account Provisioning: Setup of the initial Snowflake hierarchy and cost-tracking monitors to prevent unmanaged spend.

6. Onepoint Implementation Approach

We follow a 4-phase methodology designed for complex data migrations:

Phase 1: Data Discovery & Profiling: We audit your "as-is" data estate (e.g., Oracle, SQL Server, Teradata) to identify schema complexities, data quality issues, and security requirements.

Phase 2: Snowflake Environment Build: We provision the Snowflake account, configuring the network policy, RBAC (Role-Based Access Control), and storage integration with your chosen public cloud (Azure/AWS/GCP).

Phase 3: Migration & ETL Modernisation: We migrate schemas and data using automated tools. We refactor legacy ETL/ELT processes to leverage Snowflake's native capabilities, such as **Streams and Tasks**.

Phase 4: Optimisation & Cortex Enablement: We right-size compute resources and enable **Snowflake Cortex** features to allow your team to run LLMs and AI functions directly on your data

7. Offboarding

Skills Transfer Certification: A final report detailing the competencies achieved by each staff member.

Data Extraction: We assist the Buyer in exporting all data and metadata into open formats (.csv, .json, .parquet) using **Snowflake Unload** to S3/Azure Blob.

Code & DDL Handover: Transfer of all DDL scripts, SQL code, and ETL pipeline logic in open, reusable formats.

Knowledge Transfer: Final workshops on managing Snowflake credits, monitoring usage, and maintaining the data architecture.

Account Decommissioning: Securely revoking all access and ensuring all temporary data stages are purged in line with **ISO 27001**

8. Shared Responsibility Model

Area	Supplier Responsibility (OnePoint)	Buyer Responsibility (Public Sector)
Architecture & RBAC	Designing the Snowflake hierarchy (Databases, Schemas) and Role-Based Access Control (RBAC).	Approving the data access matrix and defining "Who" should see "What" data.

Environment Security	Configuring Network Policies, Private Link integration, and Dynamic Data Masking.	Providing security requirements and ensuring compliance with internal Data Protection Impact Assessments (DPIA).
Data Ingestion (ETL/ELT)	Engineering automated pipelines (Snowpipe/Tasks) to move data from legacy sources to Snowflake.	Providing secure access to source databases (SQL, Oracle, etc.) and ensuring source data quality.
Compute & Cost Setup	Configuring "Virtual Warehouses," auto-suspend settings, and resource monitors to prevent overspend.	Paying for Snowflake Credit consumption and approving the compute scaling logic (Right-Sizing).
AI & Cortex Readiness	Enabling Snowflake Cortex functions and preparing data structures for LLM/RAG usage.	Providing the specific "Business Logic" and "Subject Matter Expertise" to validate AI-driven insights.

9. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

10. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.