

G-Cloud 15 Service Description

Data & Analytics Ongoing Support



SERVICE OVERVIEW

Data & Analytics Ongoing Support

Ometis provides structured ongoing support for data and analytics platforms, products and processes. The service combines incident management, proactive monitoring, user support, and regular service reviews to maintain stability, track performance, and identify enhancements. This ensures analytics solutions continue delivering value, remain secure, and aligned as organisational needs and usage evolve.

Service Features

1. Data and analytics platforms and products supported to agreed scope
2. Incident logging, triage, and resolution in line with support procedures
3. Proactive reporting and analysis of analytics usage and outcomes
4. User support, guidance, and issue resolution
5. Performance monitoring and early issue identification
6. Data quality checks and pipeline health monitoring
7. Continuous improvement recommendations based on usage and performance
8. Knowledge management and up-to-date service documentation
9. Regular service review, feedback, and improvement sessions
10. Flexible support engagement options aligned to operational needs

Service Benefits

1. Maintains confidence in data platforms and analytics products and outputs
2. Reduces downtime and operational disruption
3. Improves insight quality, reliability, and consistency
4. Supports continuous benefit realisation from data and analytics investments
5. Identifies issues early to minimise operational and user impact
6. Improves user satisfaction, adoption, and trust
7. Extends the lifespan and effectiveness of data and analytics solutions
8. Enables responsive, proportionate support when required
9. Reduces operational and delivery risk
10. Supports evolving organisational needs and analytics maturity



25 years experience



250+ UK customers



Vendor-agnostic approach

SERVICE DELIVERY

Delivery Approach:

Services are delivered using a simple, structured approach:

1

Understand

Confirm platform, product & process scope and responsibilities

2

Deliver

Set up and perform required configuration of systems. Support install of any required software.

3

Assure

Document supported items. Respond to and resolve issues and incidents. Conduct ongoing performance reviews.

Service Scope

Support is delivered by a dedicated team through several offerings which cover different aspects of data & analytics environments.

Included

- Bug reports, fixes & issue resolution
- Product documentation, including user manuals, installation guides & FAQs
- Portal, email & phone support
- Installations & upgrades
- Configuration: Authentication / SSO, data connections, mobile access
- Monitoring applications & alert-driven monitoring
- Administration support and best practice advice
- Liaison with third parties

Excluded

- Software licensing or product resale
- Bespoke software development
- Consultancy unrelated to training or enablement

Service Constraints

Services are delivered remotely as standard. For onsite support, reasonable travel and subsistence costs may apply and will be agreed in advance as part of a call-off arrangement. Delivery schedules and locations are confirmed during mobilisation.

Security and Compliance

The service is delivered in line with G-Cloud framework requirements and buyer policies. Appropriate staff screening is applied. Any buyer-specific security, access or data handling requirements are agreed at time of order.

Ordering and Onboarding

The service is ordered via a G-Cloud annual contract and/or call-off agreement. During onboarding, Ometis works with the buyer to confirm scope, delivery approach, pricing, schedule and logistics prior to delivery commencing.

Service Management

Delivery is managed through agreed points of contact and delivery plans. Progress is monitored, issues are addressed as required, and service completion is confirmed at the end of the engagement.



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OMETIS SUPPORT

Our support offerings are designed to meet the evolving needs of our customers

	BASIC	PLATFORM	APPLICATION
INCLUDES	• Vendor portal and email support • Software bug resolution • Escalation to vendor • Availability: 09:00 - 17:30	• Vendor portal and email support • Software bug resolution • Escalation to vendor • Availability: 09:00 - 17:30 • Administration support • Initial configuration (e.g. IDP/SSO) • Data connection set up • Configure mobile access (If applicable) • Monitoring apps set up (If applicable) • Development diagnostics • Best practice advice • Install and upgrades • Regular ticket review • Account management review (periodic / on-demand)	• Vendor portal and email support • Software bug resolution • Escalation to vendor • Availability: 09:00 - 17:30 • Administration support • Resolution of issues in approved/adopted applications • Reactive monitoring of approved/adopted processes • Resolution of process issues, including liaising with other vendors • Regular ticket review
BENEFIT	Resolve software defects	Expert setup and upgrades, diagnostics, and best practice advice	Targeted monitoring and resolution for business-critical apps

Additional tailored options available upon request.



PLATFORM SUPPORT

Ometis Platform Support

When you subscribe to software with Ometis, you're not just getting a product, you're gaining a team of UK-based experts dedicated to your success.

Our Platform Support service ensures your software is installed, configured, and running smoothly from day one, giving you peace of mind and helping you maximise your return on investment.

If issues arise, our fully accredited support team is ready to assist via phone, email, or video call, providing fast, expert resolutions and clear guidance on how to prevent future problems.

We also proactively share best practices and keep you informed about the latest software updates, helping you stay ahead and get the most out of your tools.

With Ometis, you're backed by the UK's leading data solution experts, so you can be confident you'll get answers, insights, and ongoing value.

What's Included	Basic	Ometis
Vendor portal and email support	✓	✓
Software bug resolution	✓	✓
Escalation to vendor	✓	✓
Administration support		✓
Initial configuration (e.g. IDP/SSO)		✓
Data connection set up		✓
Configure mobile access (If applicable)		✓
Monitoring apps set up (If applicable)		✓
Development diagnostics		✓
Best practice advice		✓
Install and upgrades		✓
Regular ticket review		✓
Account management review (periodic / on demand)		✓

Availability: UK working days, 09:00 - 17:30



APPLICATION SUPPORT

Ometis Application Support

Ometis Application Support provides dedicated fix-only coverage for the critical applications that drive your business, such as pipelines, automations, integrations, analytics and much more.

These applications are typically developed by Ometis or formally adopted into your support agreement, with a defined list reviewed periodically to ensure relevance and alignment with your contract.

Our support includes monitoring of your covered applications using system alerts (where available), helping to ensure they continue to operate as expected.

If issues arise, our team works swiftly to resolve them. In addition to direct issue resolution, we also coordinate with external vendors or partners to help resolve cross-system issues.

With Ometis Application Support, you gain peace of mind knowing that your business-critical applications are being monitored and maintained by experts who understand your environment and are committed to keeping operations running smoothly.

What's Included	Basic	Ometis
Vendor portal and email support	✓	✓
Software bug resolution	✓	✓
Escalation to vendor	✓	✓
Administration support		✓
Resolution of issues in approved/adopted applications		✓
Reactive monitoring of approved/adopted processes		✓
Resolution of process issues, including liaising with other vendors		✓
Regular ticket review		✓

Availability: UK working days, 09:00 - 17:30



EXTENDED SUPPORT

Ometis Extended Support

Ometis Extended Support is a flexible, premium offering designed for customers who require tailored coverage beyond standard support hours and reactive issue handling.

This service allows you to pick and mix from a range of options to suit your specific operational needs, ensuring your business-critical systems receive the attention they deserve.

With Ometis Extended Support, you gain a partner who understands the importance of uptime, responsiveness, and flexibility - delivering expert assistance when and how you need it most.

Additional options available
Proactive monitoring of approved/adopted processes
Healthcheck
Migration to new infrastructure
Early morning availability, from 05:00 to 09:00
Weekend & bank holiday availability, 09:00-14:00 / 10:00-14:00
364 days per year, 05:00-17:00
Ad hoc extended hours



SUPPORT SLA TARGETS

Ometis Support

Each support call is logged on our web support system.

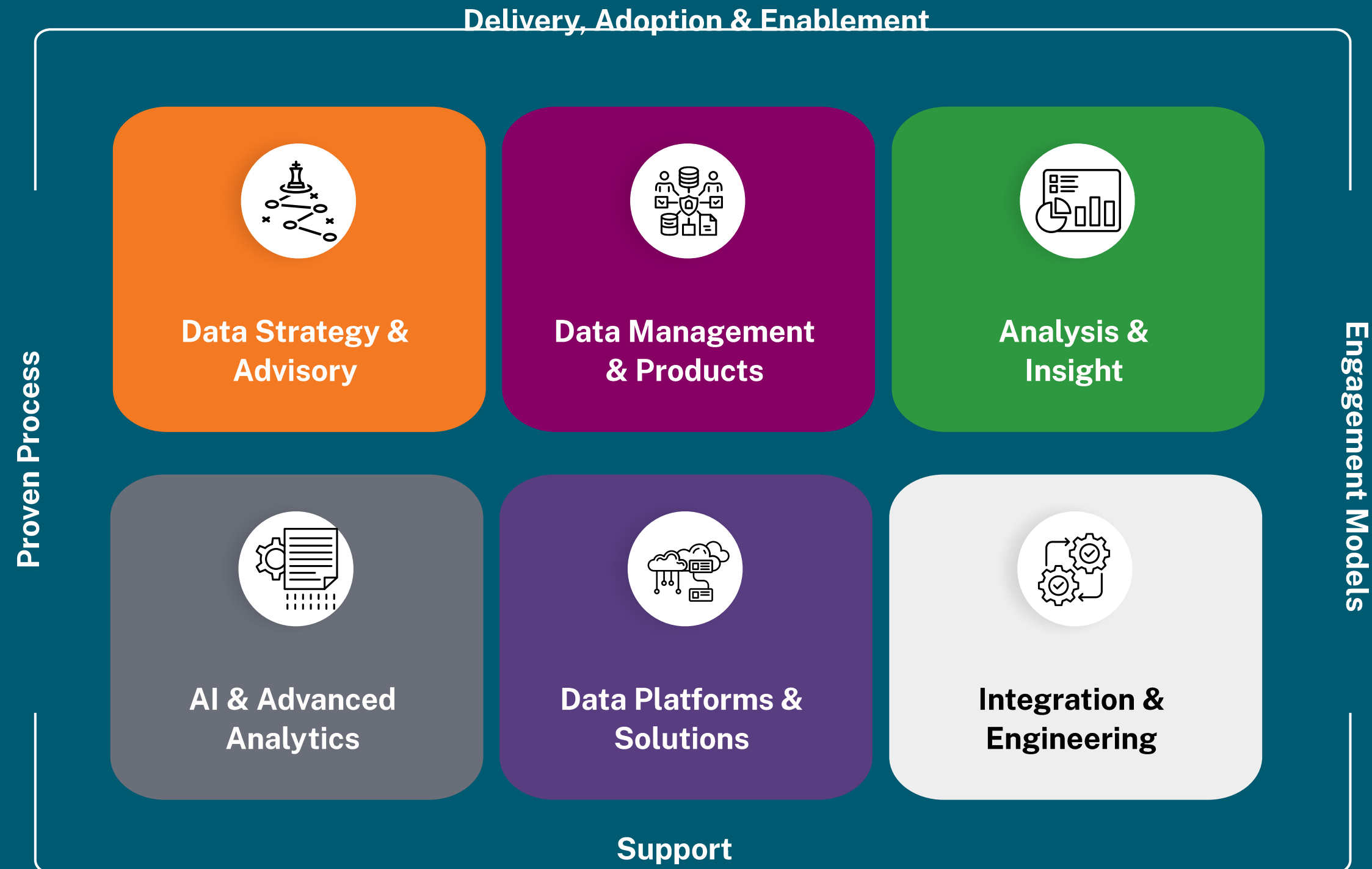
Calls can be logged via:

-  **0845 257 8920**
-  **help@ometis.co.uk**
-  **help.ometis.co.uk**

A priority will be applied as calls are logged.

Category Code	Definition	Response SLA Target	Resolution SLA Target
CRITICAL	Incident or problem resulting in a system down. Users cannot access information or carry out tasks.	1 hour	Within 1 working day
HIGH	Severe disruption or inconvenience to activities for a number of users. Degradation of system performance.	2 hours	Within 2 working days
MEDIUM	An individual facility not available or working incorrectly. Most business operations remain functional.	4 hours	1 week
LOW	A request for information or assistance. There is no or little impact to the running of the system or accessibility to it.	8 hours	2 weeks

WHAT WE DO



25 years experience



250+ UK customers



Vendor-agnostic approach

HOW WE WORK

Our Proven Process balances strategic planning, practical delivery and continuous improvement.

It's based on 25 years delivering data solutions for 250+ UK customers and tailored to your needs.

1

Understand "Define the journey"

Before any delivery begins, we listen to your goals and challenges, understand how your data, systems, and teams work, and align everyone on what success looks like.

This ensures we're solving the right problem.

2

Deliver "Govern the work"

We design and build solutions that fit your needs and constraints, keeping delivery controlled and transparent throughout.

Training and adoption support are built in, so your teams understand and use what's being delivered.

3

Assure "Realise the value"

We review what's been built against your original goals and make sure the solution is stable, secure and understood.

Whether you continue independently or with our ongoing support, you're in a strong position to maintain and improve it.



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WHY TRUST US

**We help businesses get more value from their data
through great technology, true expertise, and fast ROI.**

We've been doing this for 25 years for more than 250 organisations.

We work with Qlik, Snowflake, Microsoft, Databricks, dbt, Jedox, Inphinity, and more. If something else fits your needs better, we'll tell you upfront.



Speak to us

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