

Open Source Data Science, Cloud & Kubernetes Support

Flax & Teal enables open technology in the cloud. We support public sector and private sector clients across data reporting, sensitive data science, education, HR, open data, engineering and strategy. Our company tools are all fully open. We have deployed Kubernetes solutions to MS Azure, AWS and GCP since 2017.

Implementation Approach

For creating or redesigning solutions, our product and design team members, alongside our cloud implementation specialists, will hand-hold through scoping discovery/proof-of-concept, prototyping, initial and full implementation phases. We take an iterative creation approach, where interactive code, not solely reports or documents, form part of deliverables at every stage from discovery onwards. We implement an agile, scrum-based methodology, with specific adaptations for data science modelling flows where appropriate.

At your request, we can deploy a developed or enhanced solution to **Microsoft Azure**, **Amazon AWS** or **Google Cloud** platforms, on or off **Kubernetes**. We can, on request, deploy to **private**, **hybrid** or **internal infrastructure**, although this may involve scoping and additional costs.

Implementation Sequence

We follow an iterative process from discovery and *proof-of-concept* onwards, through *prototype*, *initial deployment*, *minimal product*, to *full implementation*, focusing on creating and learning from testable solution versions at each and every stage. We prioritise validating-by-using, helping us to maintain a user-centric approach.

Ordering and Invoicing

Initial engagement should be made via admin@flaxandteal.co.uk – we will hold an initial meeting to scope need and a succinct support proposal, perhaps for discovery, including proof-of-concept. This will include initial pricing and timescales for discovery. During engagement, costed support is available from our support platform. Invoices will be payable by card or bank transfer (Direct Debit on request).

Onboarding

You will be allocated a Client Experience Manager, who will provide an included introductory session to the company. Where appropriate, we will provide hand-held assistance getting up and running with any solution, workshopping integration strategy, and supporting the process of onboarding your data and users. On-site training and online training may be requested separately.

Maintenance & Customisation

For services including maintenance: regular maintenance and security update cadences ensure a secure, performant service. Where possible, maintenance will be undertaken during hours of minimal usage (usu. weekend) and 4 days advance notice provided. In exceptional circumstances maintenance may be required at short notice, and users will be given as much warning as possible. Specific agreements may be arranged for greater notice or scheduling restrictions. Changes to stable systems will go through a Change Advisory process.

Service Levels

Basic email and online ticketing support is available. Additional levels are currently offered, from £400-£1700/m (see Pricing section), although levels including specific on-going agreements providing shorter turnaround times, on-site support and engineer support may be established on demand.

Flax & Teal guarantee a 50% discount on SLA cost if the service does not meet agreed level. For serious outages, discounts on base-cost may be offered at our discretion.

After Sales Support

Additional costed on-site training, remote training and support is available, supplementing the extensive free resources and documentation provided by the Arches community.

Off-boarding

Where relevant, log-in access to a service we manage is suspended, as well as shareable links to view user-owned scenarios. A complete archive of user-owned data at the time of

termination will be provided on request, as a free service, for up to 60 working days after termination. All data associated with a user is attached to their subscribing institution/body, and may be provided on request within 5 working days.

For services we do not manage, we will dispose of any customer data (except as per statutory requirements) within six months of the date of the end of the project. Any agreed sensitive data will be deleted permanently with 60 working days.

Terminating a contract

A contract can be cancelled with two months notice to your Client Experience Manager, to allow time for safe, secure and data-privacy conscious off-boarding, provided all costs to date are settled.