

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
BIG DATA SERVICE

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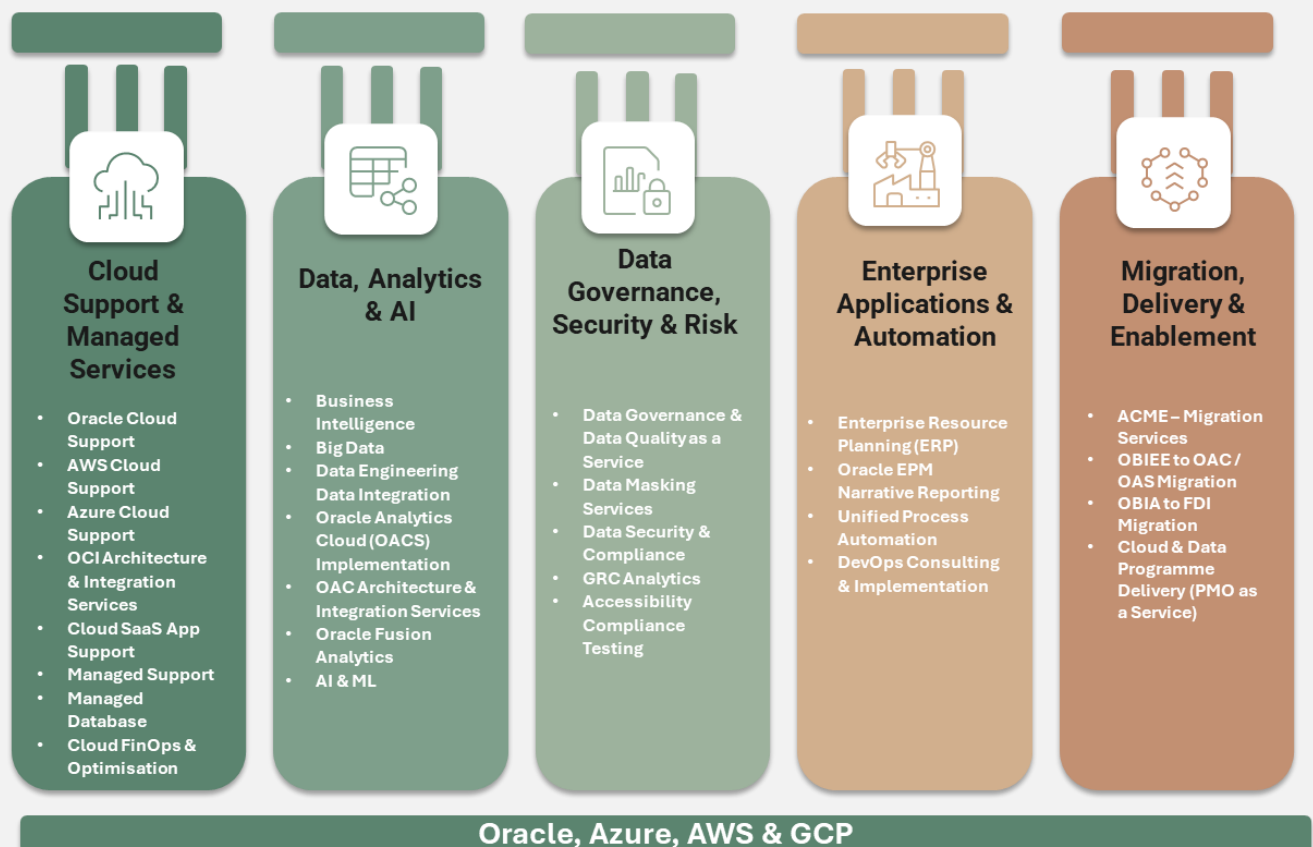
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1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

Our Service Portfolio



2. Service Overview

2.1 Service Name

Big Data Services

2.2 Service Objective

Our objective is convert the big data challenges faced by the organization into opportunities and winning strategies. We aim to enable organizations to make data-driven decisions. By analysing large volumes of structured and unstructured data, organizations can gain valuable insights and derive actionable intelligence to drive business strategies, optimize operations, and improve decision-making processes.

2.3 Service Description

Big data can be a very challenging situation for any organization and our Big data solutions are reliable way to fix these challenges in terms of accuracy, Data quality, complexity, security gaps and data literacy.

After thoroughly understanding the nature and need of business we customize budgeted solutions which will help in taking data driven decisions such as considering how and why's of data needs. We offer strategic plans and solutions that will align your business reasoning and business goals.

- Data-driven Decision Making
- Business Insights and Intelligence:
- Data Storage and Management
- Data Integration
- Innovation and Competitive Advantage
- Predictive and Prescriptive Analytics
- Personalization and Customer Insights

With these services we help organizations to unlock the value of data, empower organizations with actionable insights, and drive innovation, efficiency, and competitiveness.

2.4 Tech Stack & Intended Customers

- Oracle, AWS, Azure
- All Enterprise Users

2.5 Service Offerings

❖ **Big Data Consulting and Advisory services**

- Provide strategic advisory to help organisations define their big data vision, roadmap, and target architecture.
- Assess current data maturity, platforms, and operating models to identify gaps and improvement opportunities.

- Support business case development, ROI modelling, and prioritisation of big data initiatives aligned to organisational goals.
- Advise on cloud, hybrid, and on-premise data strategies across platforms such as Oracle, Azure, and AWS.

❖ **Big Data Infrastructure and Engineering**

- Design, build, and optimise scalable big data architectures capable of handling high-volume, high-velocity, and high-variety data.
- Implement cloud-native and distributed data platforms, including data lakes, lakehouses, and streaming pipelines.
- Develop resilient data ingestion, storage, and processing frameworks with high availability and performance.
- Automate infrastructure provisioning, scaling, and monitoring using DevOps and Infrastructure-as-Code principles.

❖ **BI & Advanced Data Analytics**

- Deliver advanced analytics solutions to automate operational processes and uncover actionable insights.
- Implement real-time and batch analytics to detect anomalies, trends, and performance issues.
- Apply statistical, predictive, and prescriptive analytics to support forecasting and scenario analysis.
- Enable self-service BI capabilities while maintaining governance and data quality controls.

❖ **Data Security and Governance Solutions**

- Design and implement data governance frameworks covering data ownership, quality, lineage, and lifecycle management.
- Apply security controls including encryption, access management, data masking, and role-based permissions.
- Ensure compliance with regulatory and policy requirements such as GDPR, public sector data standards, and internal controls.
- Establish monitoring and audit capabilities to safeguard sensitive and critical data assets.

❖ **Data Modernisation Solutions**

- Modernise legacy data platforms and architectures to cloud-enabled, scalable big data environments.
- Migrate data from traditional warehouses and siloed systems to modern data lakes or lakehouse architectures.
- Refactor data pipelines to improve performance, reduce cost, and enable advanced analytics and AI use cases.
- Enable interoperability between legacy and modern platforms during phased transformation.

❖ **Data Visualisation and Insight Delivery**

- Design clear, intuitive, and role-based dashboards tailored to business users, operational teams, and executives.
- Translate complex big data outputs into meaningful insights through visual storytelling.
- Enable real-time and interactive visualisation to support faster and more informed decision-making.
- Ensure consistency, accuracy, and accessibility of insights across the organisation.

❖ **Data Integration Solutions**

- Build robust data integration pipelines to connect structured, semi-structured, and unstructured data sources.
- Enable seamless data movement across enterprise systems, cloud platforms, and external data providers.
- Support batch, real-time, and event-driven integration patterns to meet operational and analytical needs.
- Reduce data silos and improve data availability through a unified and governed data ecosystem.

2.6 Service Benefits

❖ **Improved Decision-Making**

- Enable data-driven decisions through timely, accurate, and trusted insights.
- Provide decision-makers with a single, consistent view of enterprise data.

❖ **Enhanced Customer Experience**

- Gain deeper understanding of customer behaviour, preferences, and journeys.
- Enable personalised, responsive, and proactive customer interactions.

❖ **Business Process Optimisation**

- Identify inefficiencies, bottlenecks, and opportunities for automation across operations.
- Improve process performance through real-time monitoring and analytics.

❖ **Effective Sales and Revenue Strategies**

- Analyse customer and market data to optimise pricing, targeting, and sales strategies.
- Support cross-sell, up-sell, and demand forecasting initiatives.

❖ **Fraud Detection, Risk Management, and Security**

- Detect anomalies, suspicious activity, and fraud patterns in near real time.
- Strengthen security posture through continuous monitoring and governed data access.

❖ **Competitive Advantage Through Market Insight**

- Identify emerging market trends, patterns, and opportunities ahead of competitors.
- Enable faster strategic responses based on predictive and trend analysis.

❖ **Scalability and Flexibility**

- Scale data platforms seamlessly to support growing data volumes and new use cases.
- Adapt quickly to changing business needs, regulatory requirements, and technology evolution.

2.7 Service Support window

- **Onshore Support (UK-based):**
09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
- **Hybrid Support (Onshore + Offshore):**
24x7 support coverage, including weekends and public holidays.

2.8 Service Levels

Level	Scope of Service
Basic	Entry-level support suitable for organizations with basic data provisioning needs such as assistance with accessing and retrieving predefined datasets. Basic guidance on data loading and ingestion processes
Standard	Comprehensive support level suitable for organizations with moderate data provisioning needs such as Customized data provisioning solutions, Assistance with data integration, transformation etc.
Premium	Elite support tier offering personalized assistance and proactive guidance for mission-critical data provisioning initiatives. Dedicated account manager and support team for personalized assistance and strategic guidance.

3. Service Onboarding & Offboarding

3.1 – key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational

foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity, accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

Infrastructure, Tools & Security Setup

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).
- Provision client and team access in line with security policies and client requirements.

Service Level & Reporting Setup

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

Kick-off Meeting

- Conduct the kick-off session with the client and project team to formally launch the engagement.
- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

3.2 – key tasks for Off-boarding of services

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

Transition Planning

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.
- Define transition timelines, handover processes, and post-project support arrangements.

Knowledge Transfer

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

Deliverables & Closure Activities

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

Feedback & Evaluation

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

Contract Closure & Post-Support

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

4. Pricing Models

At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models.

Please refer to our Pricing document for details and rate cards. We are happy to provide a quotation for service upon request.

5. Engagement & Support Models

VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories. Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

Resource Augmentation Model	Statement of Work (SoW) Model
We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and cost-effectiveness while maintaining control on delivery. Key Features ❖ On-demand skilled resources (onshore / offshore / hybrid) ❖ Scalable team capacity based on project phases	Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects with clear timelines, outputs, and responsibilities. Key Features ❖ Clearly defined scope, timeline, and milestones ❖ Fixed or milestone-based pricing ❖ End-to-end delivery accountability

- ❖ Full integration with partner/client's processes and tools
- ❖ Best suited in scenarios with interdependency in deliverables

- ❖ Suited for independent delivery scenarios with clearly defined separation of duties

6. Contact Us

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