

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
Data Integration Service

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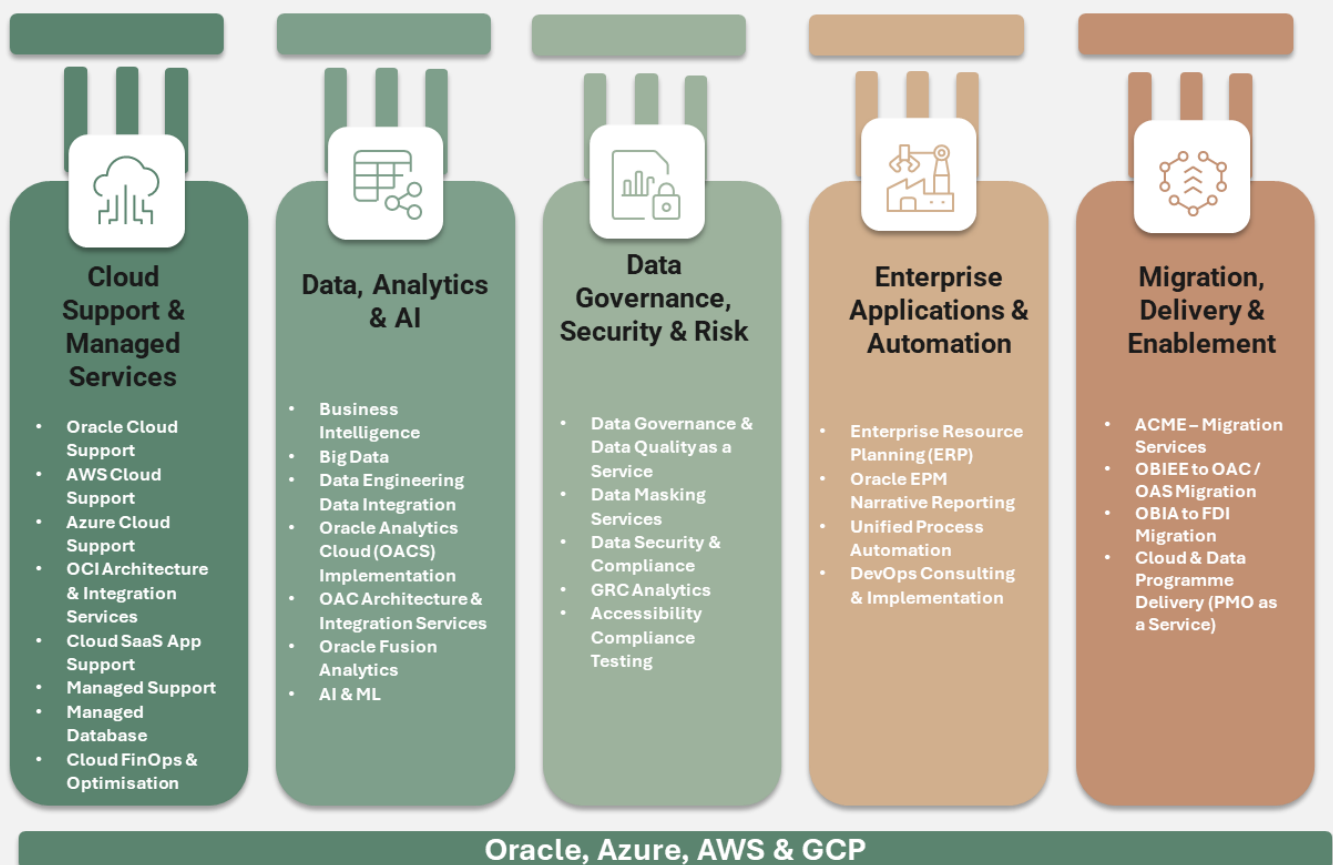
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1. About VAAMG Consulting

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

Data Integration Services

2.2 Service Objective

The objective of this service is to enable **secure, reliable, and auditable data exchange** across cloud and on-premise systems, improving operational efficiency, data quality, and decision-making while reducing integration risk and complexity.

2.3 Service Description

VAAMG's **Data Integration Services** provide a structured, cloud-agnostic approach to designing, delivering, and operating data integrations across complex digital estates.

We support organisations in integrating **line-of-business systems, cloud applications, data platforms, and analytics services**, ensuring data is available where needed, when needed, and in a trusted, governed manner. The service is designed to support **cloud transformation, analytics programmes, and regulatory reporting**, with a strong emphasis on resilience, security, and auditability.

This service is suitable for **G-Cloud 15 procurement**, offering clearly defined deliverables, measurable outcomes, and flexible engagement models.

2.4 Tech Stack & Intended customers

- **Intended Customers**
 - UK Public Sector (Central & Local Government, NHS, Education, ALBs)
 - Regulated and enterprise organisations operating multi-cloud or hybrid environments
- **Technology & Tooling**
 - **Integration Platforms:** Oracle Integration Cloud (OIC), Oracle Data Integrator (ODI), cloud-native integration services
 - **APIs & Messaging:** REST/SOAP APIs, event-driven architectures, message queues
 - **Data Platforms:** Oracle, AWS, Azure, hybrid and on-premise environments
 - **Security & Governance:** IAM, encryption, audit logging, API gateways
 - **Monitoring & Analytics:** Integration dashboards, error handling and alerting

2.5 Service Offerings

- ❖ **Integration Strategy & Architecture Design**
Definition of integration patterns, standards, and target architecture aligned to cloud and data strategies.
- ❖ **Data Integration & ETL/ELT Development**
Design and build of secure, scalable data pipelines for batch, near-real-time, and real-time data movement.
- ❖ **API & Application Integration**
Integration of SaaS, PaaS, and legacy systems using APIs and event-based approaches.
- ❖ **Data Mapping & Transformation**
Standardisation, enrichment, and transformation of data to ensure consistency and usability across systems.
- ❖ **Error Handling, Resilience & Recovery Design**
Implementation of monitoring, alerting, retry mechanisms, and failover strategies.
- ❖ **Security & Access Controls**
Secure data transfer, role-based access, encryption in transit and at rest, and compliance alignment.
- ❖ **Integration Documentation & Audit Enablement**
End-to-end documentation, data lineage, and audit trails to support assurance and compliance.
- ❖ **Managed Integration Support (Optional)**
Ongoing monitoring, incident resolution, optimisation, and enhancement of integration services.

2.6 Service Benefits

- ❖ **Reduced Integration Risk:** Proven patterns and controls reduce failure and dependency risks
- ❖ **Improved Data Reliability:** Consistent, timely, and accurate data across systems
- ❖ **Enhanced Auditability:** Documented integrations, lineage, and logs support regulatory and internal audits
- ❖ **Operational Efficiency:** Reduced manual data handling and duplication
- ❖ **Scalability & Flexibility:** Integrations that scale with demand and support future cloud adoption
- ❖ **Improved Decision-Making:** Trusted, integrated data feeding analytics and reporting platforms

- ❖ **Security & Compliance:** Secure data exchange aligned with public sector and regulatory standards
- ❖ **Faster Delivery:** Accelerated implementation using reusable patterns and automation

2.7 Service Support window

- **Onshore Support (UK-based):**
 - 09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
 - **Typical response time:** within 2 business hours for high-priority issues; 4–8 hours for medium-priority issues.
- **Hybrid Support (Onshore + Offshore):**
 - 24x7 support coverage, including weekends and UK public holidays.
 - **Typical response time:** within 1 hour for high-priority issues; within 4 hours for medium-priority issues.

2.8 Service Levels

Level	Support
Basic	Entry-level support suitable for organizations with limited BI needs such as basic access, basic troubleshooting etc.
Standard	Comprehensive support level suitable for organizations with moderate BI usage.
Premium	Personalized assistance and proactive guidance with dedicated account manager and support team for personalized assistance.

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 ❖ Full integration with partner/client's processes and tools	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 ❖ Suited for independent delivery scenarios with clearly defined separation of duties

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| ❖ Best suited in scenarios with interdependency in deliverables | |
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6. Contact Us

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