



G-Cloud 15

Service Definition

Power BI Design, Implementation, and Support

Service Name: Power BI Design, Implementation, and Support

Supplier: Business Reform Limited

Service Summary

Business Reform Limited provides Power BI design, implementation, and support services to help public sector organisations unlock value from their data. Our service enables organisations to create meaningful insights, improve decision-making, and establish reliable, scalable business intelligence solutions using Microsoft Power BI.

We support customers from initial data discovery and design through to deployment, integration, and ongoing optimisation, ensuring Power BI solutions remain secure, performant, and aligned to business objectives.

Service Description

Our Power BI Design, Implementation, and Support service delivers end-to-end business intelligence capability using Microsoft Power BI. We work collaboratively with organisations to define data objectives, design dashboards and reports, integrate data sources, and implement governance and security controls.

The service supports a wide range of deployment models, including integration with Microsoft Teams, SharePoint, and external-facing platforms. Ongoing support ensures solutions continue to evolve as data, reporting, and organisational needs change.

Service Scope

This service may include, but is not limited to:

- Power BI tenant provisioning and configuration
- Security, user access, and workspace design
- Power BI licensing management and deployment
- Data discovery, modelling, and relationship design
- Dashboard and report design and development
- Integration with Microsoft Teams and SharePoint
- Embedding Power BI reports in websites or applications
- Azure-based data hosting and Power BI Embedded design
- Integration of multiple data sources
- Ongoing support, optimisation, and data management
- Documentation and knowledge transfer

Service Features

- Provisioning and setup of Power BI tenant, security, and users
- Licensing management and deployment
- Cost optimisation for scaled environments using Power BI Embedded
- Integration of Power BI into Microsoft Teams
- Embedding Power BI within SharePoint or external websites
- Ongoing support and data management services
- Custom applications to host data in Azure, SharePoint, or external platforms
- Connectivity to multiple data sources with defined data relationships

Service Benefits

- Clear project initiation, scoping, and definition of data objectives
- Improved data discovery, analysis, and reporting
- Secure, scalable business intelligence solutions
- Centralised and governed access to organisational data
- Delivery by a Microsoft certified Cloud Solution Provider (CSP)
- Ongoing support to maintain data quality and reporting reliability

Service Delivery Approach

Engagements typically follow a structured approach:

1. **Discovery and Assessment** – understanding data sources, reporting requirements, and business objectives.
2. **Design and Planning** – defining data models, dashboards, governance, and security controls.
3. **Implementation and Integration** – building reports, integrating data sources, and embedding solutions.
4. **Optimisation and Handover** – performance tuning, documentation, and knowledge transfer.

Delivery can be remote, onsite, or hybrid depending on customer requirements.

Service Constraints

There are no specific service constraints. Delivery is subject to data availability, system access, and agreed scope.

Reselling Information

Business Reform Limited acts as a Microsoft Cloud Solution Provider (CSP), reselling Microsoft Power BI and related Azure services with additional design, implementation, and support capabilities.

Support and Service Management

Support is delivered through our UK-based IT Support helpdesk.

- Email and online ticketing support available
- Phone support available 24 hours a day, 7 days a week
- Support requests are logged, prioritised, and managed in line with agreed SLAs
- Customers can manage ticket status and priority
- Proactive monitoring and optimisation options available

Support arrangements are defined by the agreed support contract.

Security and Compliance

- Staff are screened in line with internal security processes
- Government security clearance up to Baseline Personnel Security Standard (BPSS)
- Power BI security controls are implemented in line with Microsoft best practice and public sector requirements

Pricing

Pricing is provided on a transparent, engagement-specific basis and may be fixed-price or time-and-materials depending on scope.

For G-Cloud 15, Business Reform Limited provides a **G-Cloud 15 pricing rate card** for Power BI Design, Implementation, and Support services. All buyer pricing through the Digital Marketplace is aligned to, and governed by, this published rate card.

Power BI licensing, Azure consumption, and embedded capacity costs are charged separately via Microsoft CSP.

Exit and Handover

At the conclusion of the engagement, Business Reform Limited will provide documentation, configuration details, and knowledge transfer to support ongoing operation by the customer or an alternative supplier.

Contact Information

Business Reform Limited provides ongoing account management and service oversight to ensure effective delivery and continuous improvement.