

# Data Adoption, Training and Analytics Centre of Excellence

Data, Analytics & AI Practice

we commit. we deliver.

# Delaware public sector cloud services

Delaware delivers outcome-led cloud services across the **Microsoft and SAP ecosystems**, with the assurance, governance and delivery discipline public sector organisations expect. Whether you need stable BAU support, a safe migration, or a change programme to unlock value, we provide a consistent, repeatable approach designed to reduce delivery risk and improve service performance over time.

With **5,000 professionals across 38 offices in 20 countries**, our **UK & Ireland teams** combine local delivery confidence with global capability for scale and specialist reach.



## At a glance



**Assurance-led cloud services** across Microsoft and SAP, shaped for public sector governance and audit needs.



**Menu-style Managed Services and cloud support:** choose what you need (from break/fix to proactive improvement), with coverage scalable as requirements change (including extended hours/ out-of-hours by agreement).



**Delivery and change services** across the lifecycle: discovery, design, implementation, migration, integration, testing, training, adoption and optimisation.



**Responsible AI by design:** where AI-enabled capabilities are introduced, governance and controls are treated as essential foundations (not optional extras).



**UK delivery, with data residency options where supported** by the underlying cloud service and buyer policy (for example, UK-hosted environments and UK-based operational processes where in scope).

## How buyers engage with us

We support both **direct award and competitive selection**, depending on your requirement and the route you choose on G-Cloud. Services can be bought as discrete “outcome packages” or combined into an end-to-end plan → deliver → run → improve engagement.

# Why Delaware



**UK & Ireland delivery capability**, backed by global delivery centres for resilience, continuity and specialist reach.



**Deep SAP heritage**, including being one of only **11 Global Platinum SAP Partners** and **RISE with SAP recognition** for cloud migration and modernisation pathways.



**Microsoft credentials that support public sector assurance**, including all six **Microsoft solution designations**, participation in the **Microsoft Portfolio FastTrack programme**, and recognition as an **Azure Expert MSP**.



**Advanced Microsoft specialisations** spanning areas such as Adoption & Change Management, Teams Calling, Azure Virtual Desktop, Analytics on Azure, AI, and SAP on Azure.



**A consistent delivery method (PROMAR)** that makes governance, risk management and quality controls repeatable across projects and Managed Services — giving buyers early visibility, clear decision points and a controlled path into BAU.



**Always ahead of the crowd:** we are one of the first UK organisations to achieve the new **ISO 42001 (AI Management Systems)**

# Why Delaware

## Managed Services: choose what you need

Delaware provides tailor-made Managed Services. Buyers can select only the components they require and **scale coverage as needs change** -helping avoid paying for unused capability while retaining a clear path to expand support as services become more critical.

## Sustainability and social value

We align delivery to the Social Value Model and embed sustainability into how we work — including remote-first delivery by default and practical “green IT” improvements (for example, right-sizing non-production environments and retention/data lifecycle controls). Contract-specific commitments are agreed at mobilisation and reported through governance.



## Assurance, security and responsible AI

We operate with an assurance-first mindset, with governance and evidence built into how we deliver and run services. Typical measures include security monitoring and logging aligned to platform tooling (where in scope), BCDR planning with tested runbooks, and responsible AI governance for any AI-assisted delivery.

## Pricing and value for money

We aim for transparent, auditable pricing that maps clearly to roles and outcomes, with explicit assumptions and change control to prevent unplanned cost growth. Menu-style service design helps avoid paying for unnecessary coverage, and we use automation and repeatable accelerators to improve consistency and reduce BAU effort where possible.

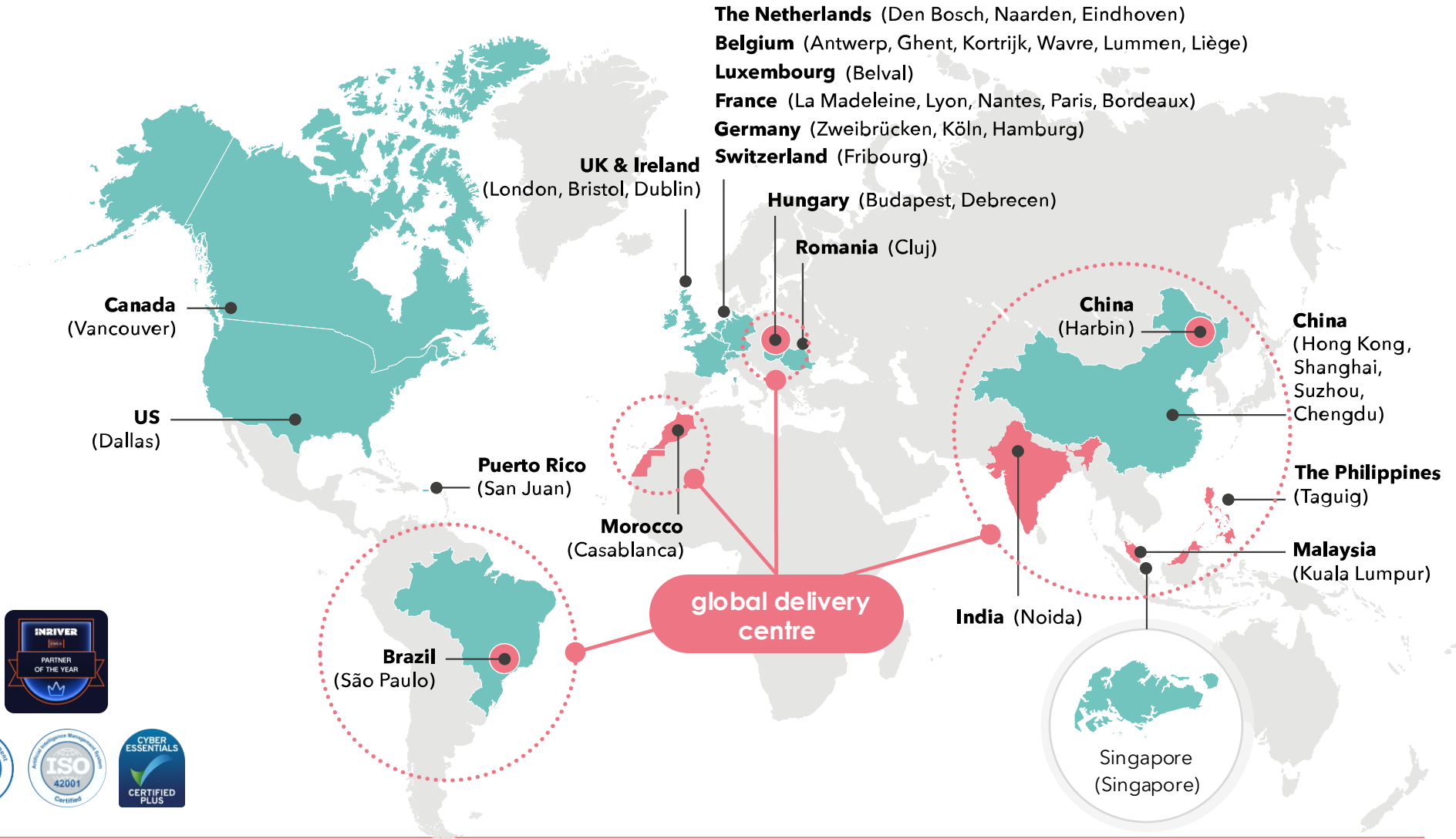
# About Delaware

5,000 professionals

38 offices in  
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## Our partner ecosystem



# Trusted empowerment, insight and automation for public services

Delaware's Data Practice empowers public sector organisations to transform fragmented data into reliable insights, compliant operations, and high-impact automation.

We deliver end-to-end solutions - from modern data platforms and robust governance to responsible AI - all underpinned by a strategic, assurance-first mindset. As one of the first UK organisations to achieve the ISO 42001 (AI Management Systems) accreditation, we provide a unique guarantee: our AI implementations are not only innovative but inherently ethical, transparent, and fully governed. Our deliveries are characterised by repeatable, auditable advisory and delivery discipline, ensuring every outcome aligns with the highest standards of public trust.



# At a glance



## Insight & reporting:

- Development of cross enterprise-level dashboards and automated KPI tracking.
- Empowering teams through self-service analytics enablement.
- Operationalising real-time monitoring to bridge gaps between data and action.



## Real-time analytics:

- Architecting low-latency pipelines
- Real-time telemetry and alerting to identify operational anomalies as they happen.
- Deploying analytics closer to the data source for immediate local processing and reduced "time-to-insight."



## Modern data platforms:

- End-to-end engineering within Azure, Fabric, and Databricks ecosystems.
- Performance optimisation and architectural reviews.
- Ensuring platform readiness for scale-out AI and advanced modelling.



## Governance & trust:

- Establishing clear data ownership and stewardship frameworks.
- Defining automated quality rules, data cataloguing, and end-to-end lineage.
- Implementing robust classification / masking and granular access control.



## Compliance & audit readiness:

- Real-time monitoring of data residency and sovereignty for continuous compliance.
- Generating automated, tamper-proof audit trails for regulatory reporting and DPIA support.
- Privileged access reviews and identity governance for security control.



## Responsible AI & advanced analytics:

- Defining AI Strategy and ethical guardrails for model deployment.
- Scalable MLOps for predictive modelling, NLP, and Computer Vision.
- Generative AI specialised services such as prompt engineering and RAG (Retrieval-Augmented Generation) for grounding models in data.



## Run & improve:

- Proactive support models ranging from 8×5 to 24×7 (by agreement) for mission-critical coverage.
- Rapid incident response
- Continuous performance tuning by user adoption and service impact.
- Ongoing FinOps cost optimisation to ensure maximum ROI on data spend and sustainable outcomes.

# The outcomes buyers typically want (and what we focus on delivering)

Organisations typically come to us for:



## Accelerated, Evidence-Based Decision Making

Enhancing leadership confidence by delivering consistent, governed reporting, analyses and real-time insights that transform raw data into a reliable single version of truth.



## Platform Modernisation & Data Unification

Eliminating technical debt and breaking down departmental silos by architecting modern, unified data silos / estates (Azure/Fabric/Databricks) designed for scalable AI and analytics adoption.



## Proactive Risk Mitigation & Governance

Securing data assets through robust governance and automated lineage, significantly reducing leakage exposure while maintaining always-on audit readiness.



## Ethical & Safe AI Integration

Deploying AI to augment operations with confidence, backed by rigorous ethical auditing, bias mitigation frameworks, and grounding techniques to ensure safe, accurate outputs, all delivered in line with Delaware's ISO:42001 – AI Management Systems accreditation.



## Operational Efficiency & Value Modelling

Driving margin improvements by identifying and prioritising high-impact automation opportunities, validated through data-driven value modelling and evidence-based roadmaps.



## Sustainable Capability, ESG & Empowerment

Enabling organisations to evidence ESG outcomes through governance data, transparent reporting and automation, while building long-term internal capability via Centre of Excellence (CoE) design, training and knowledge transfer and strategic resource augmentation. These capabilities also enable ESG and sustainability reporting by providing auditable, lineage-backed evidence over environmental, operational and social metrics where data is required for disclosure.

# Typical public sector use cases

Delaware helps public sector organisations navigate complex data landscapes by focusing on high-impact, outcome-oriented interventions and use cases we commonly support are:



## Performance reporting and operational intelligence

Turning raw data into reliable intelligence for management and frontline decision-making.

- KPI design and requirements gathering - Defining meaningful metrics that bridge the gap between organisation or departmental strategy and operational reality.
- Analytics-optimised data modelling - Developing robust data models that serve as a single version of the truth.
- Interactive dashboards and role-based reporting - Delivering interactive dashboards and reports that provide the right data to the right people at the right time.
- Real-time performance monitoring - Implementing low-latency tracking for mission-critical service performance.



## Modern data platform build and improvement

Building resilient, scalable foundations required for a data-driven culture.

- Design / build of data lakehouse / warehouse patterns - Designing and deploying modern patterns (e.g., Azure Fabric, Databricks) that unify siloed data.
- Integration of internal / external data sources - Seamlessly blending internal systems with external datasets for comprehensive analysis.
- Platform optimisation and performance tuning - Ensuring maximum ROI through cloud cost governance, performance optimisation, and utilisation reporting.



## Migration and legacy remediation

De-risking the transition from technical debt to modern agility.

- Data extraction, profiling, cleansing and validation - Data profiling, cleansing, and validation to ensure clean data enters environments.
- Secure, governed transfer to target platforms - Securely moving workloads with fully documented schema mapping, reconciliation, and lineage.
- Decommissioning support for retired systems - Safely retiring legacy systems while maintaining historical data accessibility and compliance.



## Governance, quality, and information management

Establishing frameworks that turn data into a secure, high-quality asset.

- Data ownership/stewardship models and governance rollout - Designing data ownership models that empower rather than restrict.
- Data quality monitoring and rules - Automated monitoring and rule enforcement to ensure data remains fit for purpose.
- Metadata management - Implementing cataloguing, business glossaries, sensitive data classification, masking, access control (RBAC) and end-to-end lineage and audit trails for total transparency and governance.

# Typical public sector use cases

Delaware helps public sector organisations navigate complex data landscapes by focusing on high-impact, outcome-oriented interventions and use cases we commonly support are:



## Compliance, assurance and audit readiness

Moving beyond periodic checks to a state of continuous, automated compliance.

- Data security assessment and remediation aligned to NCSC principles - Assessments and remediation strategies rooted in NCSC principles.
- Automated audit trails and monitoring - Replacing manual evidence gathering with tamper-proof, automated compliance dashboards.
- DPIA/PIA support, third-party sharing risk assessment, privileged access audits - Providing DPIA support, privileged access audits, and third-party risk assessments.



## Responsible AI and advanced analytics

Deploying intelligent automation with rigorous ethical guardrails.

- AI use case identification/prioritisation and strategy - Identifying the right AI use cases that offer the highest value with manageable risk.
- Predictive modelling, anomaly detection and decision intelligence - Implementing anomaly detection, NLP, and decision-support models.
- NLP and computer vision, and GenAI grounding/prompt engineering - Providing model monitoring, bias mitigation, and grounding (RAG) to ensure AI outputs are accurate and explainable.



## Real-time, IoT and operational “just in time” insights

- Enabling "Just-in-Time" decision making for faster response and improved safety.
- Real-time streaming ingestion and analytics - Real-time ingestion and processing for immediate situational awareness.
- Alerting/workflow triggers and anomaly detection - Workflow triggers and anomaly detection to accelerate frontline safety improvements.
- Edge/offline processing and digital twins where appropriate - Processing data at the source to optimise the use of physical assets and infrastructure.

# How we deliver

Delaware's delivery model is built on a challenge-led, outcome-based philosophy.

We don't just follow instructions; we partner with Public Sector organisations to ensure the path chosen is one that delivers to strategic goals. By combining disciplined, repeatable governance with an assurance-first mindset, we proactively reduce risk while accelerating service performance.

We engage Public Sector organisations through a rigorous, outcome-focused lifecycle:

## 1. Discover & Shape

We begin by pressure-testing your vision against real-world constraints. We don't just confirm outcomes; we validate them—ensuring your priority use cases and success measures are realistic, measurable, and aligned with genuine organisational value.

## 2. Design

We architect target platforms and operating models designed for the future. This includes defining clear data ownership, robust security guardrails, and governance structures that turn data responsibilities into a competitive advantage.

## 3. Build & Migrate

Using automation and CI/CD, we implement resilient pipelines, models, and dashboards. Our focus is on creating a living platform, incorporating governance controls directly into the engineering process to ensure compliance isn't an afterthought.

## 4. Assure & Go-Live

We provide deep-dive testing, validation, and comprehensive documentation, establishing the runbooks and reporting visibility required for teams to maintain total operational control.

## 5. Run & Improve

We drive continuous value post-launch through proactive monitoring and FinOps-led cost optimisation. We maintain a high-impact improvement backlog, with flexible service hours and SLAs tailored to specific requirements.

For Public Sector organisations requiring rapid, high-impact transformation, Delaware deploy Multi-Disciplinary Delivery Squads. These teams take end-to-end accountability for delivering measurable outputs in agile sprints. Our primary goal is to build internal capability, not dependency, ensuring that every engagement includes structured knowledge transfer and a seamless handover to internal staff.

# Assurance, security and responsible AI

Delaware's corporate philosophy is Assurance-First. Governance isn't treated as a post-project checkbox but instead, evidence-based controls are embedded into the fabric of both our delivery and Business-As-Usual (BAU) services.

Delaware's core corporate standards provide a secure foundation, including:



**Sovereignty by Design:** UK-based data processing is our default standard (subject to cloud service and buyer policy).



**Integrated Security:** Real-time monitoring and logging natively aligned with Microsoft Security tooling.



**Operational Resilience:** Comprehensive BCDR (Business Continuity & Disaster Recovery) runbooks and responsible-first AI governance for all AI-assisted delivery (in line with our ISO 42001: AI Management Systems accreditation).



# Data practice specialisms

Within the Data Practice, Delaware translates these standards into specific, rigorous protections for a Public Sector data estate:



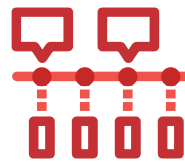
## NCSC-Aligned Frameworks:

We align with NCSC-standards across all platform security, governance, and compliance activities to ensure public-sector-grade protection.



## Unified Data Governance:

We implement sophisticated data management using Microsoft Purview or Databricks Unity Catalog, automating the discovery of lineage, classification, RBAC (Role-Based Access Control), and retention policies.



## Continuous Audit Readiness:

We provide automated audit trails and real-time compliance dashboards, ensuring evidence is always available and transparent.



## Ethical AI Guardrails:

For all AI-enabled projects, we deploy rigorous bias mitigation and Responsible Deployment Frameworks to ensure your AI outputs are safe, explainable, and trustworthy (in line with our ISO 42001: AI Management Systems accreditation).



## People Security:

Delaware staff are screened to **BS7858:2019** standards, and we maintain the capability to support government security clearance requirements up to Developed Vetting (DV).

# Sustainability and social value

The Delaware Data Practice aligns with our corporate commitment to net-zero and social responsibility by integrating Sustainability-by-Design into every technical engagement. We focus on three core pillars:



## Carbon-Efficient Engineering

We advocate for a Remote-First delivery model to minimise travel-related emissions. Technically, we implement Green IT practices by right-sizing non-production environments and enforcing data lifecycle policies, reducing the environmental footprint of redundant, obsolete, or trivial (ROT) data.



## FinOps as a Sustainability Lever

Our FinOps practices serve a dual purpose: cost reduction and energy conservation. By optimising compute clusters and storage tiers, we directly reduce the energy consumption of your cloud estate, ensuring your data platform is as lean as it is performant.



## IoT & Operational Intelligence

Where applicable, we deploy IoT and real-time telemetry solutions designed to optimise physical asset usage. By creating smarter estates through data, we help buyers reduce energy waste and improve the lifecycle of high-value public assets.

## Social Value & Impact Reporting

Delaware collaborates with Public Sector organisations during mobilisation to define specific, measurable social value outcomes where required, such as local skills development, knowledge transfer, or community digital literacy, ensuring these are reported through formal governance channels with the same rigor as our technical KPIs.

Where required, these practices also provide the data foundations needed to support ESG disclosures, sustainability metrics and assurance-led reporting, without introducing additional tooling or overhead.

## Case studies

# Waterlink: Smart meter data that drives real operational action

Azure-native MDMS, embedded insight, automated triage at scale

### Client

**Waterlink (Belgium)** — main water provider in Antwerp province (600,000 customers; 250,000+ smart meters).

### Challenge

Centralise real-time meter data from multiple smart meter manufacturers so Waterlink could detect leaks, flag abnormalities and tampering, and automate field response and customer communications.

### What Delaware delivered

An **Azure-native Meter Data Management System (MDMS)** and operational data platform with a governed Databricks lakehouse, APIs and embedded analytics. Reporting was embedded into the call-centre workflow via a **SAP CRM → Power BI deep link**, giving agents a single customer/meter view inside their existing tool. The platform also enabled rule-driven automation back into SAP ERP for operational actions (e.g., work orders).

### Outcomes

- Automated analysis/action of **up to 33,000 daily alert cases**, vs ~12 per day manually previously.
- Enabled response targets: leaks within **24 hours**, major burst leaks within **60 minutes**, tamper attempts within **60 minutes**.
- **2,500 proactive messages/month** to inform customers of potential leakage; **2% increase in billed water usage** within the first year.
- Efficiency gains: workload reduced by **~0.25 FTE** (Meter Department) and **~0.5 FTE** (Customer Service).

### Timescale

**2021–present** (8-month implementation; ongoing support).



## Case studies

# De Watergroep: Operating a data platform as a critical service

Run + Change, measurable performance, resilient-by-design

## Client

De Watergroep (Flanders)

## Challenge

Operate and continuously improve a hybrid Azure + Databricks operational Meter Data Management platform at multi-terabyte scale (streaming lakehouse, event processing, governed APIs and embedded reporting), with controlled change and multi-supplier coordination.

## What Delaware delivered

A **Run + Change** operating model with four environment tiers provisioned via Infrastructure-as-Code (Terraform / Bicep), DataOps CI/CD with gated releases and rollback, and severity-based incident management with joint bridges where required. Disaster recovery was designed around environment parity and runbooks, with KPI reporting and continuous improvement driven through an evidence-to-backlog loop.

## Outcomes

- Availability target **≥98.35%**, with defined maintenance windows and change freeze policy.
- Data pipeline SLO: **>99.5% successful runs** (with freshness/lag thresholds).
- Layered DR targets (examples): APIs **RTO 4h / RPO 15m**; Lakehouse **RTO 8h / RPO 1h**; Reporting **RTO 8h / RPO 1h**; with annual DR plan review.
- Sustainable model: Run + Change delivered by a compact team (typically **~10 FTE**), with client enablement embedded in delivery.

## Timescale

2016–present.



# Data Adoption, Training and Analytics Centre of Excellence

**Lot:** G-Cloud 15 — Lot 3: Cloud Support

**Service type:** Adoption, training & CoE setup

**Platforms:** Microsoft data & analytics tooling (buyer environment)

## Service overview

Delaware helps organisations build sustainable **data and analytics capability** by establishing a **Data & Analytics Centre of Excellence (CoE)**. We deliver adoption approaches, **role-based training** and lightweight **governance** to improve **data literacy** and safe self-service analytics. The outcome is a clearer operating model and a more confident user community.

## Buyer outcomes

- Increased data literacy and consistent analytics practices
- A defined CoE operating model and governance approach
- Stronger self-service analytics capability with guardrails
- Reduced reliance on central teams for routine reporting
- Adoption metrics to track readiness and improvement

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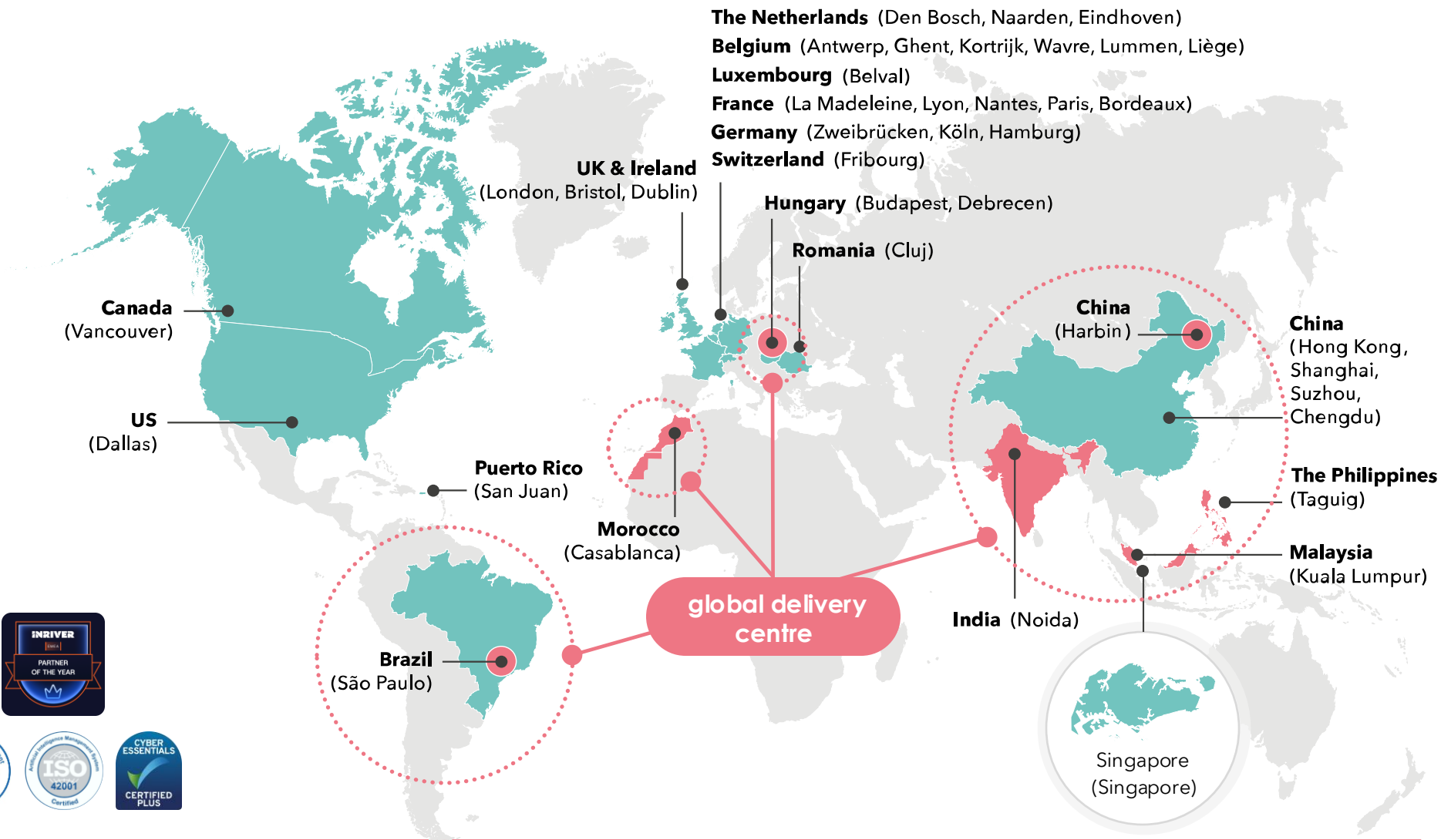
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## Modern data platforms:

- End-to-end engineering within Azure, Fabric, and Databricks ecosystems.
- Performance optimisation and architectural reviews.
- Ensuring platform readiness for scale-out AI and advanced modelling.



## Governance & trust:

- Establishing clear data ownership and stewardship frameworks.
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Using automation and CI/CD, we implement resilient pipelines, models, and dashboards. Our focus is on creating a living platform, incorporating governance controls directly into the engineering process to ensure compliance isn't an afterthought.

## 4. Assure & Go-Live

We provide deep-dive testing, validation, and comprehensive documentation, establishing the runbooks and reporting visibility required for teams to maintain total operational control.

## 5. Run & Improve

We drive continuous value post-launch through proactive monitoring and FinOps-led cost optimisation. We maintain a high-impact improvement backlog, with flexible service hours and SLAs tailored to specific requirements.

For Public Sector organisations requiring rapid, high-impact transformation, Delaware deploy Multi-Disciplinary Delivery Squads. These teams take end-to-end accountability for delivering measurable outputs in agile sprints. Our primary goal is to build internal capability, not dependency, ensuring that every engagement includes structured knowledge transfer and a seamless handover to internal staff.

# Assurance, security and responsible AI

Delaware's corporate philosophy is Assurance-First. Governance isn't treated as a post-project checkbox but instead, evidence-based controls are embedded into the fabric of both our delivery and Business-As-Usual (BAU) services.

Delaware's core corporate standards provide a secure foundation, including:



**Sovereignty by Design:** UK-based data processing is our default standard (subject to cloud service and buyer policy).



**Integrated Security:** Real-time monitoring and logging natively aligned with Microsoft Security tooling.



**Operational Resilience:** Comprehensive BCDR (Business Continuity & Disaster Recovery) runbooks and responsible-first AI governance for all AI-assisted delivery (in line with our ISO 42001: AI Management Systems accreditation).



# Data practice specialisms

Within the Data Practice, Delaware translates these standards into specific, rigorous protections for a Public Sector data estate:



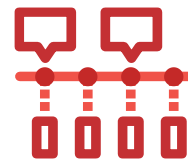
## NCSC-Aligned Frameworks:

We align with NCSC-standards across all platform security, governance, and compliance activities to ensure public-sector-grade protection.



## Unified Data Governance:

We implement sophisticated data management using Microsoft Purview or Databricks Unity Catalog, automating the discovery of lineage, classification, RBAC (Role-Based Access Control), and retention policies.



## Continuous Audit Readiness:

We provide automated audit trails and real-time compliance dashboards, ensuring evidence is always available and transparent.



## Ethical AI Guardrails:

For all AI-enabled projects, we deploy rigorous bias mitigation and Responsible Deployment Frameworks to ensure your AI outputs are safe, explainable, and trustworthy (in line with our ISO 42001: AI Management Systems accreditation).



## People Security:

Delaware staff are screened to **BS7858:2019** standards, and we maintain the capability to support government security clearance requirements up to Developed Vetting (DV).

# Sustainability and social value

The Delaware Data Practice aligns with our corporate commitment to net-zero and social responsibility by integrating Sustainability-by-Design into every technical engagement. We focus on three core pillars:



## Carbon-Efficient Engineering

We advocate for a Remote-First delivery model to minimise travel-related emissions. Technically, we implement Green IT practices by right-sizing non-production environments and enforcing data lifecycle policies, reducing the environmental footprint of redundant, obsolete, or trivial (ROT) data.



## FinOps as a Sustainability Lever

Our FinOps practices serve a dual purpose: cost reduction and energy conservation. By optimising compute clusters and storage tiers, we directly reduce the energy consumption of your cloud estate, ensuring your data platform is as lean as it is performant.



## IoT & Operational Intelligence

Where applicable, we deploy IoT and real-time telemetry solutions designed to optimise physical asset usage. By creating smarter estates through data, we help buyers reduce energy waste and improve the lifecycle of high-value public assets.

## Social Value & Impact Reporting

Delaware collaborates with Public Sector organisations during mobilisation to define specific, measurable social value outcomes where required, such as local skills development, knowledge transfer, or community digital literacy, ensuring these are reported through formal governance channels with the same rigor as our technical KPIs.

Where required, these practices also provide the data foundations needed to support ESG disclosures, sustainability metrics and assurance-led reporting, without introducing additional tooling or overhead.

## Case studies

# Waterlink: Smart meter data that drives real operational action

Azure-native MDMS, embedded insight, automated triage at scale

## Client

**Waterlink (Belgium)** — main water provider in Antwerp province (600,000 customers; 250,000+ smart meters).

## Challenge

Centralise real-time meter data from multiple smart meter manufacturers so Waterlink could detect leaks, flag abnormalities and tampering, and automate field response and customer communications.

## What Delaware delivered

An **Azure-native Meter Data Management System (MDMS)** and operational data platform with a governed Databricks lakehouse, APIs and embedded analytics. Reporting was embedded into the call-centre workflow via a **SAP CRM → Power BI deep link**, giving agents a single customer/meter view inside their existing tool. The platform also enabled rule-driven automation back into SAP ERP for operational actions (e.g., work orders).

## Outcomes

- Automated analysis/action of **up to 33,000 daily alert cases**, vs ~12 per day manually previously.
- Enabled response targets: leaks within **24 hours**, major burst leaks within **60 minutes**, tamper attempts within **60 minutes**.
- **2,500 proactive messages/month** to inform customers of potential leakage; **2% increase in billed water usage** within the first year.
- Efficiency gains: workload reduced by **~0.25 FTE** (Meter Department) and **~0.5 FTE** (Customer Service).

## Timescale

**2021–present** (8-month implementation; ongoing support).



## Case studies

# De Watergroep: Operating a data platform as a critical service

Run + Change, measurable performance, resilient-by-design

## Client

De Watergroep (Flanders)

## Challenge

Operate and continuously improve a hybrid Azure + Databricks operational Meter Data Management platform at multi-terabyte scale (streaming lakehouse, event processing, governed APIs and embedded reporting), with controlled change and multi-supplier coordination.

## What Delaware delivered

A **Run + Change** operating model with four environment tiers provisioned via Infrastructure-as-Code (Terraform / Bicep), DataOps CI/CD with gated releases and rollback, and severity-based incident management with joint bridges where required. Disaster recovery was designed around environment parity and runbooks, with KPI reporting and continuous improvement driven through an evidence-to-backlog loop.

## Outcomes

- Availability target **≥98.35%**, with defined maintenance windows and change freeze policy.
- Data pipeline SLO: **>99.5% successful runs** (with freshness/lag thresholds).
- Layered DR targets (examples): APIs **RTO 4h / RPO 15m**; Lakehouse **RTO 8h / RPO 1h**; Reporting **RTO 8h / RPO 1h**; with annual DR plan review.
- Sustainable model: Run + Change delivered by a compact team (typically **~10 FTE**), with client enablement embedded in delivery.

## Timescale

2016–present.



# What's included

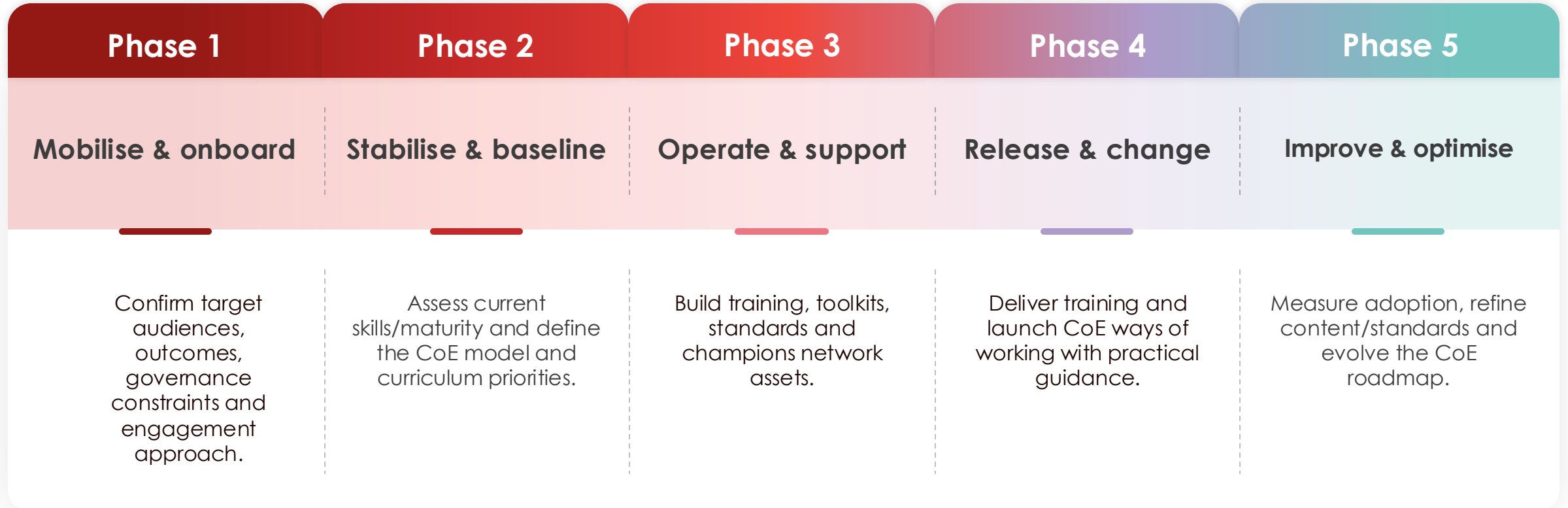
## Run & support (BAU)

- CoE discovery workshops and operating model design
- Role-based training needs analysis and curriculum design
- Data literacy workshops and practical enablement sessions
- Governance framework rollout support (ways of working, standards)
- Self-service analytics toolkit and guidance packs
- Data champions network setup with mentoring/coaching
- Community engagement plan and communications assets (as agreed)
- Adoption KPI approach and measurement dashboard design
- CoE capability roadmap and priority backlog
- Documentation and handover for ongoing operation

## Improve, assure & optimise (optional modules)

- Ongoing coaching and CoE "office hours" support
- Refresher training waves and onboarding for new cohorts
- Governance maturity reviews and improvement plans
- Expanded champions/community programme management
- Quarterly adoption measurement reviews and optimisation backlog

# Delivery approach (indicative)



# Deliverables (typical)

- CoE charter and operating model summary
- Role-based training curriculum and delivery plan
- Training materials and practical exercises (as delivered)
- Self-service analytics toolkit and guidance pack
- Governance standards pack (templates, rules, ways of working)
- Champions network plan and mentoring approach
- Adoption KPI set and measurement approach
- CoE roadmap and prioritised improvement backlog



# Support model and service levels



## Support channels and hours (baseline)

- **Online ticketing:**  
09:00–17:00 UK time, Monday to Friday
- **Phone support:**  
09:00–17:00 UK time, Monday to Friday



## Support levels (options)

- **Standard Support:** agreed coverage for delivery, testing and stabilisation activities
- **Extended hours / Out-of-hours support:** by agreement for defined periods (e.g., cutover/go-live)



## Response targets (baseline)

- Ticket acknowledgement: **within 1 business hour** (during service hours)
- Initial response: **within 4 business hours** (during service hours)
- Tickets raised outside service hours are acknowledged by **09:00 UK time next business day**, unless enhanced/out-of-hours support is agreed.



## Governance

We provide a named **Service Delivery Manager (SDM)** to oversee service governance, reporting, escalation and continuous improvement.

If you have any questions,  
please contact:

**James Lear**

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**delaware**  
we commit. we deliver.