

Colibri Digital

Snowflake Managed Services (DataOps and Platform Reliability)

G-Cloud 15 Service Definition

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1 About Colibri Digital

UK based Colibri Digital delivers Cloud, Data and AI solutions for enterprise clients. Services span strategic design and build, advisory, data and analytics modernisation, migration along with our Evergreen Managed services.

Colibri Digital core capabilities:

- AWS Government Consulting Competency and Public Sector Program Partner
- AWS Premier Tier Partner with certified Cloud Architects
- AWS Managed Service Provider (MSP) and ISO 20000 certified
- Microsoft Azure partner
- Snowflake Partner
- Structured delivery approach: discovery, delivery, managed service
- UK-based teams with SC-clearable personnel

Colibri Digital supports public sector requirements including structured governance and compliance, documentation standards, knowledge transfer and defined exit processes aligned to CCS expectations.

1.1 Why Colibri Digital?

Track record of innovation

- With over 25 years' experience we provide next generation services and solutions to keep you ahead of the curve

In-depth knowledge

- From our Technical leads to Consultants, Project Managers, Account Managers, and everyone in between, our team of experts are on hand to support you

Market leading portfolio

- We partner with the very best to power your business change, including Microsoft, AWS, Databricks and Snowflake

Quality and Compliance at every step

- ISO 27001, 20000, 14001, 9001 and ISO22301 accredited and PCI-DSS certified

Public Sector Approved

- Trusted HSCN (NHS-Digital) and Crown Commercial Services approved partner

Next-Generation Managed Services

- 24/7 proactive services with systems automation and AI

1.2 Contact Details

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2 Service Overview

Colibri Digital's Snowflake DataOps Cloud Managed Service delivers end-to-end management within the Snowflake AI Data Cloud. We ensure your operations are governed, secure, and cost-optimized, allowing public sector organizations to run high-availability analytics and AI workloads without the burden of manual infrastructure oversight.

Our technical experts hold Professional-level certifications across AWS, Azure, and Snowflake. We leverage extensive experience in designing, deploying, and maintaining data pipelines, storage, and analytics components to ensure seamless data availability and reliability, adhering strictly to Well-Architected principles.

The service is platform-agnostic and fully compatible with Snowflake deployed on either AWS or Azure.

By outsourcing day-to-day operations including Snowpipe ingestion, task/stream monitoring, data quality assurance, warehouse management and platform health, Customers can achieve:

- **Governance Support:** Enable domain-aligned teams via standardised templates, role-based access controls, and central oversight (leveraging Snowflake Horizon for observability and compliance where applicable), reducing duplication and enhancing trust.
- **Scalable Reliability:** $\geq 95\%$ task and pipeline success rates, ≤ 20 -minute data freshness for mission-critical workloads, supporting data products, sharing, and third-party integrations.
- **Cost Efficiency:** FinOps-driven optimisations (resource monitors, auto-suspend/resume, query tuning, warehouse scaling) delivering 20-30% reduction in total cost of ownership through automation, economies of scale, and credit consumption insights.
- **Compliance & Security:** ISO 27001/GDPR-aligned governance with proactive threat monitoring, access auditing, and zero-trust principles within a shared governance structure.

This Managed Service is focused specifically on the Snowflake AI Data Cloud and the operational management of ingestion (Snowpipe), transformations (Tasks, Streams, Dynamic Tables, Snowpark), data quality, governance and platform reliability.

This outcome driven design for the service empowers customers to derive maximum value from their data platform while freeing internal teams for higher value activities through knowledge transfer and self service tools.

For management of the underlying AWS infrastructure, please refer to Colibri Digital's separate **AWS CloudOps Managed Service**.

3 Service Components

Colibri Digital's Snowflake DataOps Managed Service provides end-to-end operational management of the Snowflake data platform, ensuring that data is ingested, processed, governed, and made available to business users reliably, securely, and within agreed service levels. The service applies equally to Snowflake deployed on AWS, Azure, or GCP.

Underlying cloud infrastructure (e.g., VPC/VNet configuration, IAM/RBAC at cloud level, network routing, storage provisioning, and cloud-native monitoring) remains out of scope.

The service encompasses the full lifecycle of Snowflake data platform operations, including:

- **Operational Management of Data Pipelines and Workflows:** Ensuring reliable ingestion (via Snowpipe and Snowpipe Streaming), transformation, and publishing of data across Snowflake Tasks, Streams, Dynamic Tables, Snowpark procedures, and serverless features.
- **Monitoring, Alerting and Operational Reliability:** Proactive health monitoring, issue detection, triage, and remediation to maintain high availability, performance, and zero-downtime operations of data workloads.
- **Data Quality and Validation Controls:** Quality rules, schema validation, reconciliation, profiling, and handling of rejected records in controlled, replayable pipelines.
- **Governance and Security Oversight:** Account-level governance including role-based access controls, permissions, data lineage, Snowflake Horizon observability, catalogue management, and compliance support.
- **CI/CD and DevOps Enablement for Snowflake Assets:** Automated deployments, environment-specific configuration, Git-based workflows, and infrastructure-as-code for Snowflake objects such as virtual warehouses, databases, schemas, tasks, streams, Snowpipe, and dynamic tables.
- **Cost and Performance Optimisation:** Continuous analysis of warehouse usage, query patterns, credit consumption, resource monitor enforcement, and auto-scaling to deliver FinOps-aligned cost savings and efficiency.
- **ITIL-Aligned Operational Processes:** Service Management with Incident, problem, change, and request fulfilment management under ISO 20000 best practices, with a structured resolver group and escalation paths.

Key technologies leveraged: Snowflake including features such as Snowpark, Snowpipe, Streams, Tasks, Dynamic Tables, Marketplace, Horizon, Cortex (for AI readiness where applicable), as well as GitHub and CI/CD workflows for data assets.

These components define the foundational capabilities of the DataOps Managed Service. The detailed operational activities, service levels and ongoing responsibilities are further described in Section 4: Core Service Features.

4 Core Service Features

4.1 Core Operational Activities

The following features define the Snowflake DataOps Managed Service delivered by Colibri Digital.

Feature	Description
Strategic Roadmap and AI data Cloud Evolution	.Colibri acts as a trusted advisor to continuously maximise value from the Snowflake AI Data Cloud. Includes structured governance, performance insights, proactive improvements, and alignment to business objectives.
Operational Reliability & Proactive 24/7 Management	End-to-end monitoring, automated alerting, and incident remediation. We ensure high availability and performance for mission-critical workloads with a focus on zero downtime data operations.
Automated Data Observability & Quality Guardrails	Implementation of automated quality rules, schema validation, and reconciliation. Includes proactive data observability to detect anomalies and "Data Contracts" to ensure reliable downstream analytics.
Snowflake Horizon Governance & Security Hardening	Account-level oversight utilizing Snowflake Horizon. Includes RBAC auditing, automated sensitive data discovery, object tagging, lineage tracking, and compliance support for sensitive environments.
AI/ML Ops & LLM Infrastructure Management	Governance and optimization of Snowflake Cortex AI functions and Machine Learning workflows. Monitoring vector data types and model credit consumption to ensure sustainable AI innovation.
CI/CD, IaC & Pipeline Orchestration	Automated, Git-integrated deployments using Infrastructure-as-Code (Terraform/Pulumi). Management of Snowflake objects including Warehouses, Dynamic Tables, and Snowpipe Streaming for rapid, low-risk releases.
FinOps & TCO Optimisation	Continuous tuning of credit consumption and warehouse utilization. Detailed query attribution and resource monitoring designed to deliver 20-30% savings on Total Cost of Ownership (TCO).
ITIL4 Aligned Operational Management (ISO20000)	Full-lifecycle service desk support including Incident, Problem, and Change management. Tiered resolver groups with clear escalation paths and rigorous documentation maintenance.
Knowledge Transfer & Internal Empowerment	Structured sessions and self-service tools to enable internal teams to take on routine tasks over time, freeing focus for insights and innovation.
Continuous Improvement & Service Excellence	Monthly service reviews providing deep-dives into performance metrics, FinOps trends, and an optimization backlog. Includes proactive health checks and environment "right-sizing."

The service operates through a structured resolver group model aligned to ITIL4 and ISO 20000 standards, ensuring robust governance across the Data Cloud. This resolver group comprises multi-disciplinary Colibri data engineers with deep expertise in Snowflake platform management, including the optimization of Virtual Warehouses, Snowpipe automation, and complex SQL-based ETL/ELT workflows. By leveraging Snowflake's multi-cluster shared data architecture, the team provides consistent, accountable, and near-zero maintenance support for high-concurrency live data operations.

4.2 Strategic Advisory and Continuous Improvement

Colibri Digital acts as a trusted advisor to ensure that customers continuously maximise the value of their Snowflake AI Data Cloud. The service includes structured governance, performance insights and proactive improvement aligned to business objectives.

Feature	Description
Dedicated Cloud Customer Success Manager	A dedicated Customer Success Manager is assigned to each account as a strategic partner. The CSM leads monthly service reviews and quarterly business reviews, manages actions and risk, oversees service performance against SLAs, and ensures alignment with business priorities.
Aligned Principal Data Engineer (PDE)	An assigned Principal Data Engineer provides expert guidance on Snowflake architecture, workload optimisation, data engineering best practice, platform security, sustainability and CI/CD automation. The PDE supports ongoing improvement of the Snowflake environment and contributes directly to the Quarterly Business Review (QBR) process and strategic roadmap planning.
Standardised Reporting and Insights	Colibri provides a comprehensive monthly Service Report covering: • SLA and KPI performance • Snowflake task/pipeline reliability, health and data freshness • Cost trends and FinOps insights • Security posture and governance observations • Optimisation recommendations and progress tracking
Monthly Service Review	Colibri conducts monthly (or agreed) service reviews with customer stakeholders to: • Review the Service Report and KPI trends • Assess Snowflake platform performance • Prioritise actions in the optimisation backlog • Align future work with business needs and roadmap • Identify cost optimisation and governance improvements

4.3 Service Levels

Colibri provides service levels aligned to business criticality and the operational needs of your Snowflake data platform. Service performance is delivered through Colibri's DataOps resolver group and measured against agreed SLAs and KPIs.

- Core UK Business Hours support is provided as standard (08:00–18:00 GMT, Monday–Friday, excluding UK bank holidays).
- Optional 24×7×365 coverage, including out-of-hours P1 incident response, is available for mission-critical workloads.
- SLA response and resolution targets for Priority 1 to 4 Incidents.
- Enhanced SLA options to support mission critical workloads

In addition to incident SLAs, Colibri will measure Snowflake DataOps KPIs such as Task Success Rate, Data Freshness, Pipeline Availability, MTTR, MTTR and Credit Cost Efficiency. These will be included as part of the monthly Service Report.

Priority	Description	Incident Response Target	Incident Resolution Target
1 – Critical (Major Incident)	Total loss of service	30 minutes	4 hours
2 - High	Partial Loss of service, running slowly but still usable, some business impact	1 business hour	8 business hours
3 - Medium	Cosmetic error or minimal business impact	3 business hours	Upto 3 business days
4 – Low	Very low impact, request for advice	End of next business day	Upto 5 business days

4.4 Out-of-Scope Items

The following items remain out of scope for this service and are the responsibility of the customer or a separate CloudOps engagement.

Category	Out-of-Scope Items
Cloud Platform (AWS/Azure/GCP)	VPC/VNet design, routing, subnets, firewalls, private link / PrivateLink setup; Cloud IAM/RBAC/SSO configuration; Storage account/S3 bucket provisioning & lifecycle policies; Cloud-native monitoring/logging (CloudWatch, Azure Monitor, etc.); Cloud infrastructure uptime, patching, resilience, or availability SLAs
Application & Business Layer	Support for applications, BI tools, or systems outside Snowflake; Changes to customer source systems or upstream applications; Business logic, data modelling, or semantic layer design beyond pipeline implementation; BI report/dashboard development or tuning (beyond Snowflake query/performance advice); ML model development, training, or full MLOps (beyond data readiness via Snowpark/Cortex)
Operational Boundaries	Vendor licensing (Snowflake editions, capacity commitments, third-party tools); End-user support or first-line service desk; Custom integrations or non-Snowflake pipelines/tools; On-prem hardware, hybrid network gateways, or direct connect management; Snowflake account provisioning or initial edition upgrades (beyond operational handover)
Additional (Snowflake-Specific)	Snowflake organisation/account creation, initial billing setup, or enterprise features requiring Snowflake direct support (e.g., certain Private Connectivity configs, legal/compliance attestations)

5 Service On-boarding

Colibri follows a structured, ISO 20000-aligned service transition process to ensure a smooth and low-risk onboarding into the Snowflake DataOps Managed Service. This process focuses on the Snowflake data platform, with cloud platform onboarding (AWS/Azure/GCP) explicitly out of scope.

5.1 On-boarding Activities

The onboarding process typically includes:

Phase	Key Activities
Service Design & Discovery	Development of a Service Design Document covering roles and responsibilities, scope, SLAs, governance, monitoring, reporting, and agreed KPIs. Review of existing Snowflake accounts, databases, warehouses, permissions, and DataOps processes.
Planning, Testing & Deployment	Coordinated onboarding plan including access provisioning, account configuration validation, monitoring/alert setup, documentation handover, and runbook creation
Go-live & Service Transition	Operational readiness testing, knowledge transfer sessions, handover to the resolver group, and confirmation of success criteria prior to entering live service

5.2 Offboarding

If required, Colibri provides a structured offboarding service including secure handover, documentation transfer, data export support, and compliant decommissioning.

6 Compliance & Security

Colibri's Snowflake DataOps Managed Service is designed to meet public sector compliance, regulatory and security expectations. The service aligns to:

- ISO 27001 (information security)
- ISO 20000 (service management)
- ISO 9001 (quality management)
- Cyber Essentials certification (mandatory for G-Cloud 15, we hold certification as required by CCS)
- GDPR, FCA data-handling requirements and zero-trust principles

The service applies account-level security and governance controls within Snowflake, including access management, permissions, lineage, audit logging, Snowflake Horizon observability, and secret management. Cloud platform-level security (AWS/Azure/GCP IAM, VPC/VNet, network controls) remains the responsibility of the customer or a separate CloudOps service.

Colibri supports secure onboarding and offboarding processes and maintains a Carbon Reduction Plan to meet environmental and sustainability requirements.