



Service Definition

Unified Data Layer

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

Unified Data Layer is a configuration-driven SaaS platform that enables organisations to ingest, transform, model and visualise data from multiple sources using governed, repeatable patterns. It supports a configure-over-code approach to standardise pipelines and accelerate insight delivery.

Scope of the service

The service covers configuration, deployment, and support of the Unified Data Layer platform. This includes data ingestion setup, transformation modelling, semantic layer definition, dashboard configuration, governance controls, and operational support.

Features

Connector-based ingestion from databases, APIs, files and cloud storage. Configuration-driven pipelines using reusable rules and templates. Reusable transformation components including joins, mappings and aggregations. Built-in data quality validation and exception handling. Metadata management, lineage tracking and audit logging. Semantic layer and KPI catalogue. Role-based access control. Governed dashboards and visual exploration. Scheduling and orchestration. API and webhook integration.

Benefits

Faster time to insight. Consistent and trusted reporting. Improved data quality and maintainability. Reduced integration and delivery risk. Stronger governance and compliance. Clear separation of business rules and logic. Supports controlled self-service analytics. Improved business and technology alignment. Scales across teams and domains. Reduced time to market.

Service constraints

The service is delivered remotely. Cloud infrastructure, licences, and third-party tools are excluded unless agreed at call-off. Buyers are responsible for providing access to source systems, data, and required stakeholders. Support hours are UK business hours unless otherwise agreed.

Onboarding and implementation

Onboarding includes discovery, environment configuration, connector setup, and initial pipeline and dashboard configuration. Knowledge transfer and documentation are provided to enable effective use.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 provides first-line support during UK business hours. Level 2 provides deeper technical support with extended hours by agreement. Level 3 provides specialist support and escalation.

Offboarding and exit management

Offboarding includes knowledge handover, documentation, and support for data export or transition to another supplier where required. Data is returned or deleted in line with buyer instructions.



Security and data protection

The service follows UK public sector security best practices. Access controls, audit logging, and data segregation are applied. Personnel are BPSS screened. Data protection complies with UK GDPR.

Accessibility

User interfaces and dashboards align with WCAG 2.2 AA standards. Accessibility considerations are reviewed during configuration and testing.

Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.