

848

Data Integration & Engineering

Service Definition

Insightful Business

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1. Service Overview

Useful data needs to arrive where it is needed in a form that people and systems can rely on. Manual transfers and inconsistent integration logic can delay reporting and create avoidable errors. Data Integration & Engineering establishes selected data flows that are understandable, repeatable and ready for customer teams to operate.

Data Integration & Engineering sits within The Insightful Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From business need to usable capability

The service connects source information to its downstream purpose. Mapping explains how data should change, engineering implements the selected movement and orchestration controls when processing happens. Validation and operational guidance make the resulting flows easier to support and improve.

Data Foundation & Architecture defines the platform and design context. Governance and quality requirements guide the treatment of information, while Analytics & Insight Enablement consumes the resulting data. The integration work links those services without assuming that every upstream or downstream component is included.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Integration strategy and roadmap	A strategy defines integration principles and a phased delivery plan. Detailed mappings and pipeline development are separate.
Pipeline readiness assessment	Existing data flows are reviewed for reliability and maintainability concerns. Findings prioritise improvements, with implementation separately commissioned.
Source-to-target mapping	Schemas and transformation specifications explain how selected data should move. The design supports engineering, with pipeline construction and source data correction separate.
Fabric Data Factory pipelines	Selected ingestion and transformation pipelines implement approved mappings in Fabric. Mapping creation and wider platform migration require separate scope.
Synapse engineering	Selected Synapse components implement the defined ingestion and processing logic. Workspace deployment and design of the mappings are separate prerequisites.
Dataflow Gen2 transformations	Low-code components apply agreed transformation logic within Fabric. Data correction beyond that logic and independent ingestion or orchestration work are separate.
API and connector integration	Supported APIs and adapters connect approved systems to the data platform. Developing or hosting custom APIs and changing source applications are outside this element.
ETL and ELT orchestration	An agreed framework coordinates sequencing, dependencies and error handling. Building the pipelines it controls is separately selected.
Pipeline scheduling	Triggers and schedules automate execution of existing pipelines within approved patterns. Pipeline creation and ongoing run support are separate.
Monitoring and targeted optimisation	Available run history and telemetry guide selected engineering improvements. Full redevelopment, platform capacity changes and a continuing managed service are separate.

Dependencies and exclusions

Source access, approved mappings and a suitable target platform are prerequisites for dependent engineering work. The engagement covers the selected flows and supported interfaces. It does not automatically include redesigning source systems, cleansing underlying data or producing analytical dashboards. Ongoing pipeline operation must be separately assigned or contracted.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Understand the flows and requirements

848 reviews the source and target context with data owners and engineers. The work identifies timing needs and dependencies that affect reliable delivery. The customer confirms which flows and outcomes are included.

Design the selected integration

848 develops commissioned mappings or integration patterns. Where approved designs already exist, the team reviews them for the planned build. Customer specialists validate field meaning and operational constraints before implementation proceeds.

Build and test the engineering components

848 implements the selected pipelines, transformations or orchestration. Tests check the agreed behaviour and handling of expected conditions. Customer engineers collaborate on the work and help validate source-to-target results.

Prepare for operation and improvement

848 records configuration and test findings and walks through the delivered components. The receiving team reviews scheduling and error-handling expectations. Remaining issues and recommendations inform the next engineering or operational action.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Design and mapping records	Describes the commissioned integration logic and relationships between sources and targets.
Engineered data flows	Provides the selected connectors, pipelines or orchestration components.
Test findings and operational material	Shows validation results and explains the knowledge needed to run or maintain the components.

4.2. Working with 848

Data owners confirm meaning and permitted use. Source system teams provide access and interface information. Customer engineers review designs and take responsibility for ongoing data flow operation.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Validation compares the selected data flow behaviour with the agreed design. Findings cover the tested conditions and unresolved dependencies. The customer reviews outputs and operating guidance before accepting the engineering work.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	The customer provides supported source access and the relevant schemas or approved mappings. A licensed and ready Fabric or Synapse environment is required for technical delivery, with representative data for testing.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Run history can reveal bottlenecks or recurring failures that merit further engineering. The customer prioritises changes and maintains the operational schedule. Targeted optimisation is delivered only within the selected scope.

4.6. Handover and Exit

848 explains the data flow components and relevant operating procedures. The customer confirms who manages execution, handles failures and maintains source or target dependencies.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.