devoteam

databricks

Service Definition Document

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AI-driven tech consulting

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Welcome to Devoteam

Devoteam is a leading consulting firm focused on digital strategy, tech platforms, cybersecurity, and business transformation. What defines us is Technology, it is our DNA. We believe in technology as a positive force, driving "Creative Tech for Better Change" across the UK Public Sector.

Agile at Scale, Local in Delivery

With over 25 years of experience, Devoteam has reached a level of maturity that allows us to support large-scale government transformations while remaining agile and responsive. We are a "mid-sized" specialist: big enough to offer global reach and massive R&D investment, yet small enough to provide the senior-level attention and flexibility that UK public sector bodies require.

- 11,000+ experts across EMEA.
- Dedicated UK-based consultants, many with high-level security clearances, ensuring compliance with UK data sovereignty and GDS standards.
- We continuously certify our people on the latest technologies to ensure our clients achieve measurable, high-impact results.

The Power of Strategic Partnerships

Devoteam's core belief is that organisations must think and behave like "Tech Players" to thrive. This requires a robust technological foundation built on world-class cloud platforms.

In the UK, we focus on leveraging the research and development power of our primary strategic partners. By mastering these ecosystems, we help our clients scale rapidly and securely.

End-to-End Transformation

Our circular, continuous innovation journey takes you from vision to reality:

- We co-create new digital services and citizen experiences.
- We build and implement these services on secure cloud platforms.
- Through our Cloud Managed Services, we ensure your digital products are always secure, optimised, and evolving with the latest platform features.

By combining the world's leading cloud platforms with our expertise, we provide a powerful end-to-end approach that reduces legacy debt and accelerates the delivery of 21st-century public services.

Devoteam Databricks Partnership

Devoteam, as a Databricks Elite Partner, delivers consulting and implementation services around the Databricks Data Intelligence Platform.

Devoteam's collaboration with Databricks delivers data lakehouse implementation, AI integration, and governance services, while enabling organisations to achieve faster insights, cost savings, scalability, and compliance.

Why Databricks?

Overview

Many organisations struggle to extract real value from AI because critical data remains trapped in silos—fragmented between structured reports and raw data for scientists. Instead of analysing insights, data teams often waste valuable time simply moving data around.

Databricks solves this through the Data Lakehouse: a single, open platform that unifies data engineering, analytics, and AI. By simplifying your data stack, leaders like Shell and Comcast have eliminated infrastructure headaches and vendor lock-in. This unified approach provides a single source of truth, allowing your teams to cut operational costs and deploy AI models to market months faster than the competition.

Technical Insight

Databricks helps engineering teams eliminate the complexity of maintaining separate data lakes and warehouses. Databricks is the pioneer of the Lakehouse architecture, combining the performance and governance of a warehouse with the scale and flexibility of a lake. Built on open-source standards like Delta Lake and Spark, it allows you to run everything from SQL analytics to generative AI on a single platform with unified security and governance through Unity Catalog.

Databricks delivers:

- **Unified Governance:** A single security and lineage model via Unity Catalog across all SQL, Python, and AI workloads.

- **Zero Data Redundancy:** No more brittle ETL pipelines moving data between your lake and warehouse; you run BI and AI on the same gold-standard data.
- **Data Sovereignty:** Unlike proprietary warehouses, Databricks is built on open-source standards (Delta Lake, Spark), ensuring complete data autonomy, eliminating proprietary vendor lock-in.

Technical Features

Unity Catalog (Unified Governance)

A single, centralised governance layer across your entire data estate. Whether it's a table, a file, a machine learning model, or a dashboard, you have unified access control, auditing, and automated data lineage.

Mosaic AI (End-to-End GenAI)

Mosaic AI allows you to build, fine-tune, and deploy custom LLMs and AI Agents using your company's private data. It manages the full lifecycle—from data prep to real-time model serving and monitoring—all within the secure perimeter of your Lakehouse.

Delta Lake (ACID Reliability)

Delta Lake turns your "data swamp" into a high-performance system of record. It brings ACID transactions, schema enforcement, and Time Travel (data versioning) to your cloud storage. This ensures that your BI and AI are always running on reliable, high-quality data.

Photon Engine (Vectorised Performance)

Photon is the high-performance query engine that makes the "Lakehouse" as fast as a traditional data warehouse. It's written in C++ and optimised for modern hardware, providing industry-leading price-to-performance for both SQL analytics and massive ETL jobs.

Databricks SQL & Serverless Warehouses

This allows your BI teams to run standard SQL queries directly on the data lake with sub-second latency. The Serverless option is a huge win for CTOs because it eliminates the need to manage infrastructure—it scales up for heavy morning reports and scales to zero when not in use.

Lakeflow (Automated Data Engineering)

Formerly known as Delta Live Tables (DLT), Lakeflow simplifies the most expensive part of data: engineering. It's a declarative framework that automates the deployment of reliable ETL pipelines, handling data quality checks and infrastructure orchestration automatically.

Databricks Assistant (AI-Powered DevEx)

Integrated directly into notebooks and SQL editors, the Assistant uses GenAI to help your teams write code, fix bugs, and optimise queries. This translates to higher developer productivity and a lower barrier to entry for junior talent.

Lakehouse Federation

This is a "peace of mind" feature. It allows you to query and govern data residing in other systems (like Snowflake, SQL Server, or BigQuery) without moving it. It enables you to centralise governance via Unity Catalog today, even if your full migration is a multi-year project.

Delta Sharing (Secure Open Sharing)

The first open protocol for secure data sharing. It allows you to share live data sets with partners, vendors, or customers without requiring them to be on the Databricks platform. It eliminates the need for expensive and risky FTP/API-based data transfers.

System Tables (Operational Observability)

System Tables provide built-in, granular data on exactly how your budget is being spent—who is running what queries, which clusters are inefficient, and where your data quality is dropping. It's the ultimate dashboard for platform ROI.

Why Devoteam?

As a **Databricks Elite Partner**, Devoteam leverages deep technical expertise to transform complex data landscapes into scalable, intelligence-driven ecosystems. By integrating our proprietary engineering accelerators and multi-cloud proficiency with the Databricks Data Intelligence Platform, we provide end-to-end expertise—from automated migrations to advanced MLOps.

Our certified practitioners empower organisations to optimise performance, enforce rigorous governance, and accelerate innovation, ensuring your data architecture becomes a strategic asset for sustainable growth.

Our Services

- **Lakehouse Implementation** - Deploy Databricks Lakehouse using Devoteam's reusable IaC modules, platform engineering patterns, and multi-cloud architecture expertise.
- **Cloud Migration** - Migrate legacy data platforms into Databricks on AWS, Azure, or GCP using Devoteam's structured assessment and automated migration toolkits.

- **Data Engineering & Pipelines** - Build ingestion, transformation, and orchestration pipelines using Devoteam's engineering accelerators, CI/CD standards, and observability components.
- **AI & ML Integration** - Implement ML workflows with Devoteam's MLOps patterns, model governance, and lifecycle management practices.
- **Real-Time Analytics** - Configure streaming pipelines using Devoteam's event-driven reference architectures and monitoring standards.
- **Governance & Security** - Apply workspace hardening, access controls, compliance frameworks, and secure data-sharing policies using Devoteam's security-by-design approach.
- **Performance & Cost Optimisation** - Tune clusters, queries, and workloads using Devoteam's optimisation toolkits and FinOps practices.
- **Industry Accelerators** - Use Devoteam's sector-specific data and AI accelerators alongside Databricks Brickbuilder solutions.
- **Training & Enablement** - Deliver structured Databricks workshops, hands-on labs, and certification pathways led by Devoteam practitioners.
- **Managed Services** - Provide ongoing monitoring, scaling, incident response, and continuous optimisation through Devoteam's managed service model.

Service Benefits

- **Expert Guidance** – Devoteam's 200+ Databricks certifications and Elite Partner status guarantee best practices.
- **Unified Data & AI Platform** – Eliminates silos by combining data engineering, analytics, and AI in one environment.
- **Faster Insights** – Real-time analytics accelerate decision-making and responsiveness.
- **Cost Efficiency** – Cloud-native architecture reduces infrastructure and maintenance costs.
- **Scalability** – Seamlessly handle massive datasets without performance loss.
- Improved Security & Compliance – Strong governance ensures GDPR and industry regulation adherence.
- **AI-Driven Value** – Predictive models unlock new opportunities in customer experience, risk management, and operations.
- **Cross-Industry Applicability** – Solutions tailored for diverse sectors, from finance to healthcare.
- **Future-Proofing** – Continuous Databricks innovation keeps platforms modern and competitive.
- **Enhanced Collaboration** – Secure data sharing fosters innovation across teams and partners.

General Information

Onboarding and Offboarding

Every Devoteam assignment requires close collaboration with our clients and their suppliers. Our people build strong relationships; quickly orienting themselves with each Stakeholder's perspective, understanding their current and future needs as well as the desired state, the work underway and any current challenges, whilst facilitating consensus across the groups. We appoint one of our senior leaders to direct engagements and actively participate in senior-level workshops

It would be our aim to have continuously transferred knowledge throughout each engagement. However, at project closure, our Engagement Lead would also:

- Ensure that all defined Products have been delivered
- Any work in progress is documented and passed to an agreed client stakeholder.
- Run lessons learnt exercises relating to our delivery with key stakeholders and share the results.

Data Backup and Restore, BCP and Disaster Recovery

We are a professional services company and we deliver within our client's physical or virtual environment, we, therefore, adopt and follow our client's DR/BCP policies. Our engagements do not require us to remove data from our client's environments.

We operate hybrid and flexible working so agree with our clients where it would be best to locate the joint project team and we frequently have a mix of home working, on client site and at Devoteam offices. In addition, all Devoteam employees and associates use standardised laptops, operating systems and adhere to strict procedures and anti-virus measures to protect both Devoteam and client information at all times.

Devoteam maintains an office in central London for management and administration purposes, this is a serviced office, we rely on and adhere to services provided by that Serviced Office and their backup procedures. Should the office become inoperable for any reason our policy is to instruct central office personnel to work at home, where they are able to undertake their roles using their portable laptops until the event has been resolved. All Devoteam software is Cloud-based and so has a high degree of resilience and backup is provided as part of the licensing arrangements.

Service Levels

We would agree on a set of Service Levels that are appropriate for the type of engagement, covering, for example, Response and Resolution times. These services, depending on the scope and complexity of the delivery can take the form of

- Dedicated resources, from a single resource to a team of many.
- Remote and/or onsite delivery.

Full details of a Service Level Agreement, including consequences for failure to meet Service Levels, will be mutually agreed upon between both parties where appropriate.

Termination

Termination will be agreed upon on a project by project basis in alignment with G Cloud Terms and Conditions.

Service Constraints

Our services typically do not have any constraints.

Ordering Process & Contact Details

Order process

To place an order or request assistance please contact:

John Lacey

Managing Director

UKGovTenders@devoteam.com

0207 288 2800

General Enquiries

uk.info@devoteam.com

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0207 288 2800

About Devoteam

Devoteam is a tech consulting firm specialised in cloud, cybersecurity, data, and sustainability. Tech Native for over 25 years, Devoteam guides businesses through sustainable digital transformation to unlock their full potential.

With over 11,000 employees in more than 25 countries across Europe, the Middle East, and Africa, Devoteam is committed to putting technology at the service of people. To realise this vision, we partner with the top cloud platforms in the world, Microsoft Azure, Google Cloud, and AWS.