devoteam



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 Snowflake Partnership

Devoteam, as a Snowflake Elite Partner, helps organisations unlock the full potential of Snowflake by combining technical excellence with business-focused consulting, ensuring data and AI deliver real, sustainable value.

Devoteam provides end-to-end services from strategy and design to implementation, training, and ongoing support.

Why Snowflake?

Overview

Many organisations struggle to scale AI because their most sensitive data is scattered across insecure environments, forcing teams to choose between innovation and data privacy.

Instead of building products, data teams are often stuck managing complex integrations and navigating the risks of moving data into external AI tools.

Snowflake solves this through the **AI Data Cloud**: a unified, fully managed platform that brings powerful AI models directly to your data. By leveraging Snowflake “Cortex AI”, industry leaders like Siemens and Adobe have eliminated the complexity of building and maintaining custom AI infrastructure. This secure-by-design approach ensures your intellectual property stays protected within your existing governance perimeter, empowering your teams to turn data into intelligent applications with unparalleled speed and scale.

Technical Insight

Snowflake is a cloud-native Data Cloud built on a unique multi-cluster, shared-data architecture that physically decouples storage from compute. This allows you to scale resources elastically and infinitely to meet any workload demand—whether it's heavy data engineering or concurrent BI reporting—without resource contention or performance degradation.

It eliminates the overhead of legacy maintenance by offering a fully managed, near-zero-ops environment with built-in global data governance and secure, live data sharing.

Essentially, it allows your team to stop managing infrastructure and start delivering a unified, secure data layer that supports everything from real-time analytics to advanced AI/ML initiatives.

Technical Features

Multi-Cluster Shared Data Architecture

The backbone of Snowflake's performance. It physically separates storage, compute, and cloud services. This allows you to run a massive data ingestion job, a complex AI model, and thousands of concurrent BI queries simultaneously on the same data—all without them ever competing for resources.

"Cortex AI" Managed Services

A serverless layer that integrates world-class LLMs (including **Gemini 3**, **Mistral**, and **Claude**) directly into the Snowflake engine. It allows developers to perform deep reasoning, summarisation, and sentiment analysis via simple SQL or Python, ensuring your data never leaves the governed perimeter.

Snowflake Horizon (Unified Governance)

A built-in governance suite that provides a "single pane of glass" for security and compliance. It features automated sensitive data classification, lineage tracking, and "differential privacy," which allows you to share data for analysis while cryptographically protecting individual identities.

Snowpark (Non-SQL Data Science)

A secure execution environment that brings **Python, Java, and Scala** to your data. Snowpark allows data scientists to use familiar syntax and open-source libraries (via the **Anaconda** integration) to build machine learning pipelines that run directly on Snowflake's elastic compute.

Apache Iceberg & Open Catalog

Snowflake's native support for the **Iceberg** open table format ensures technical teams can maintain an "Open Lakehouse." By using **Snowflake Open Catalog** (built on Apache Polaris), you can query data stored in your own cloud buckets with the same performance as internal Snowflake tables, preventing vendor lock-in.

Dynamic Tables (Declarative Pipelines)

A revolutionary approach to data engineering where you simply define the "end state" of your data using SQL. Snowflake automatically manages the scheduling, dependencies, and incremental refreshes (via **Target Lag**) required to keep your data fresh, replacing complex ETL/DAG orchestration.

Snowflake Native App Framework

Allows developers to build, distribute, and monetise full-stack applications that run inside a customer's Snowflake account. This eliminates the need for "data egress," as the application logic moves to the consumer's data rather than the other way around.

Unistore & Hybrid Tables

Unistore breaks the wall between transactional (OLTP) and analytical (OLAP) data. **Hybrid Tables** provide a row-based storage engine for fast single-row lookups and writes, while still allowing that same data to be analysed in bulk without moving it to a different system.

Streamlit in Snowflake

The integration of the Streamlit Python library allows data teams to turn complex scripts into interactive web applications in minutes. Analysts can build custom AI-powered dashboards and "chat with their data" interfaces directly within the Snowflake UI.

Snowpark-Optimised Warehouses

Specialised compute clusters designed specifically for memory-intensive workloads. With up to **16x more memory per node** than standard clusters, these are optimised for training large-scale machine learning models and processing massive unstructured datasets like images or PDFs.

Why Devoteam?

Overview

As a **Snowflake Elite Partner**, Devoteam UK bridges the gap between Snowflake's cutting-edge AI features and tangible business ROI.

Combining the architectural power of the **Snowflake AI Data Cloud** with the strategic delivery of Devoteam UK provides a unique competitive advantage for organisations aiming to lead in the AI era. Accessing Devoteam's suite of proprietary accelerators enables organisations to speed up time-to-market.

Devoteam provides the specialised tools and human expertise required to turn raw data into autonomous business intelligence.

Our Services

Cloud Data Platform Migration

Accelerated transition of legacy workloads into the **AI Data Cloud** using Devoteam's proprietary **"Snowsled"** tool, enables migration timelines to be reduced considerably while ensuring complete data integrity.

Data Architecture Design

Construction of scalable, **"Agentic-ready"** platforms tailored to your business needs, leveraging multi-cluster shared data and Apache Iceberg for an open, high-performance foundation.

Data Engineering & Pipelines

Automation of governed data flows using **Snowpark** and **Dynamic Tables**, supported by Devoteam's **"Snowgun"** CI/CD framework to ensure engineering teams deploy code with speed and reliability.

Advanced Analytics & AI Integration

Embedding generative models and reasoning capabilities directly into your data layer via **"Cortex AI"**, backed by Devoteam's global network of 1,000+ AI specialists to move you from pilot to production.

Data Governance & Compliance

Implementation of a unified security and privacy layer through **Snowflake Horizon**, automating UK GDPR compliance, data masking, and ethical AI guardrails across all data assets.

Performance Optimisation & FinOps

Continuous tuning of virtual warehouses and storage patterns to maximise speed, with Devoteam's **FinOps Audits** typically identifying 15–20% in credit savings for our clients.

Multi-Cloud & Global Enablement

Strategic deployment and synchronisation of Snowflake across AWS, Azure, and GCP, providing a single, seamless data experience optimised for regional performance and cloud flexibility.

Collaboration & Data Sharing

Establishment of secure **Data Clean Rooms** and live data exchanges that allow you to share or monetise "Data Products" with partners and departments without ever moving the underlying data.

Strategic Upskilling & Enablement

Tailored, practitioner-led training programs delivered by the **Devoteam UK Academy**, designed to accelerate SnowPro certifications and build internal self-sufficiency.

Proactive Managed Services

24/7 monitoring, scaling, and architectural support from a dedicated team of **Elite-certified engineers**, ensuring your Snowflake environment remains secure, optimised, and ready for the next wave of AI.

Service Benefits

Elite Expertise & Regional Leadership

Direct access to one of the most highly certified Snowflake teams in EMEA, ensuring your platform is built to the highest standards by a partner recognised by Snowflake for technical excellence and innovative customer success.

Seamless Multi-Cloud Integration

Optimised deployment across AWS, Azure, or GCP, leveraging Devoteam's deep partnerships with all major cloud providers to ensure Snowflake is perfectly integrated with your existing security and networking stacks.

Accelerated Time-to-Value with "Snowsled"

Significant reduction in migration and deployment timelines (up to 40%) by utilising proprietary automation tools that handle complex schema mapping and data validation, allowing you to move from legacy systems to the AI Data Cloud faster.

Industrialised Data Engineering via "Snowgun"

Elimination of manual bottlenecks through a specialised CI/CD framework for Snowflake, enabling your teams to deploy governed, high-quality code with the same speed and rigor as modern software development.

AI Readiness & Agentic Workflows

Future-proofing of your data architecture with "Agentic-ready" semantic layers, moving beyond basic chatbots to production-grade AI agents that can reason, plan, and execute multi-step business processes.

Guaranteed Cost Transparency & FinOps

Proactive management of Snowflake credits through specialised audits that typically identify 15–20% in immediate savings, ensuring your AI and data initiatives remain commercially sustainable as they scale.

"Governance-as-Code" with Snowflake Horizon

Integration of automated security, data masking, and compliance guardrails directly into the engineering pipeline, ensuring that every dataset and AI model is "secure by design" and compliant with UK GDPR.

Human-Centric Upskilling via the Devoteam Academy

Access to practitioner-led training programs that go beyond theory, equipping your internal teams with the hands-on skills needed to achieve SnowPro certifications and maintain long-term platform independence.

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.