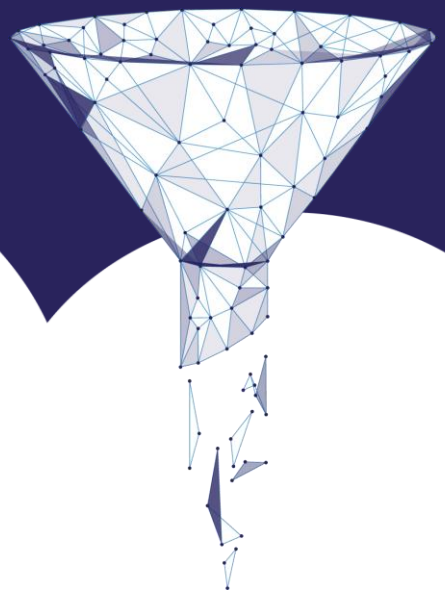
G Cloud - Support

Service Definition Document

Semarchy xDM Managed Service



quorum

SERVICE DESCRIPTION

Quorum provides a full managed service for Master Data Management (MDM) using Semarchy xDM hosted in the Azure Cloud.

With our azure-based MDM solution, data from various sources can be centralised, providing a single source of truth. This consolidation improves data accessibility and usability across different business units and geographic locations.

Quorum have selected Semarchy xDM as our platform of choice for MDM for its comprehensive and powerful features, rapid development times and ease of adoption by business users.

Our service delivers the infrastructure and full support needed to deliver a robust and dependable master data management service in the cloud, in a single comprehensive full-lifecycle offering with predictable operating costs.



SERVICE FEATURES

We provide a full managed support service including:

- Up-front consultation for pre-project planning and a roadmap for adoption.
- A proven xDM platform architecture in the azure cloud.
- Security monitoring and patching.
- Upgrades to the xDM on a yearly, or quarterly basis to suit your needs and ways of working.
- Monitoring and alerting on the health of your xDM installation.
- Cost management.
- Licensing and licence management.



SERVICE FEATURES

Deploying Semarchy xDM as a managed service in the cloud offers significant business advantages:

Cost Efficiency: reduce the need for upfront capital expenditures on hardware and software. The managed service model shifts costs to a more predictable operating expense, allowing businesses to scale up or down based on demand without the burden of managing physical infrastructure.

Centralised Management: With a cloud-based MDM solution, data from across the enterprise is centralised and evaluated to provide a single, trusted source of truth. This consolidation improves data accessibility and usability across different business units and geographic locations.

Rapid Deployment and Scalability: quickly deployed and scaled to meet growing data demands without the typical delays associated with on-premise setups.

Enhanced Data Governance and Quality: Semarchy xDM provides robust tools for data governance and quality management, streamlining the task with powerful and easy to use data discovery, data lineage, managed user workflow, and search tools.

Security and Compliance: constant evaluation of the architecture from review of access controls, policies, upgrades and patching and monitoring ingress and egress using Azure.

Innovation and Up-to-Date Technology: Cloud providers continuously update their services with the latest technology and innovations. This means businesses using Semarchy xDM in the cloud always have access to the most advanced features without the need for manual upgrades or replacements.

Focus on Core Business and Ease or Adoption: By outsourcing the complex tasks of installing and configuring the MDM infrastructure our clients can focus more on the core activities and strategic initiatives, not bogged down by IT operational details.



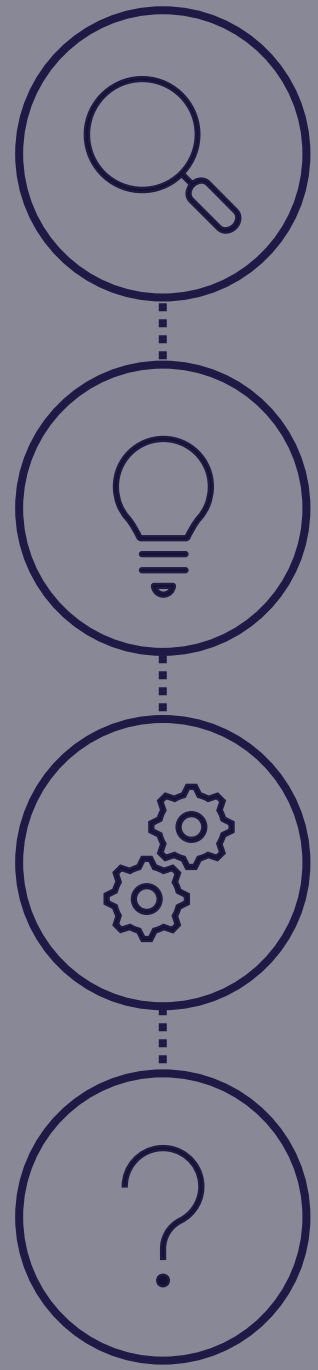
SERVICE PROVISION

Onboarding:

- Quorum has staff certified in Semarchy MDM and Microsoft's Azure data technologies. They can be used to onboard appropriately skilled personnel from your organisation as required.
- MDM Services can be ordered by emailing a summary of the requirements to tenders@quorum.co.uk, including details such as:
    - Organisation and contact details
    - Number of users
    - Any optional requirements
    - Any specific security and information assurance requirements
- Quorum will then be in a position to respond to pricing enquiries. These details should be entered into the standard G-Cloud Framework Order Form.
- Cloud service contracts can be terminated with 4 weeks' notice. Any project closedown and handover costs will be billed at the Standard G-Cloud rate card.

Key Roles:

- Quorum is a Microsoft Solutions Partner in Data and AI and has Subject Matter Experts who are certified to the most up-to-date Azure Data Platform credentials. We also have full implementation certification for Semarchy MDM.



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

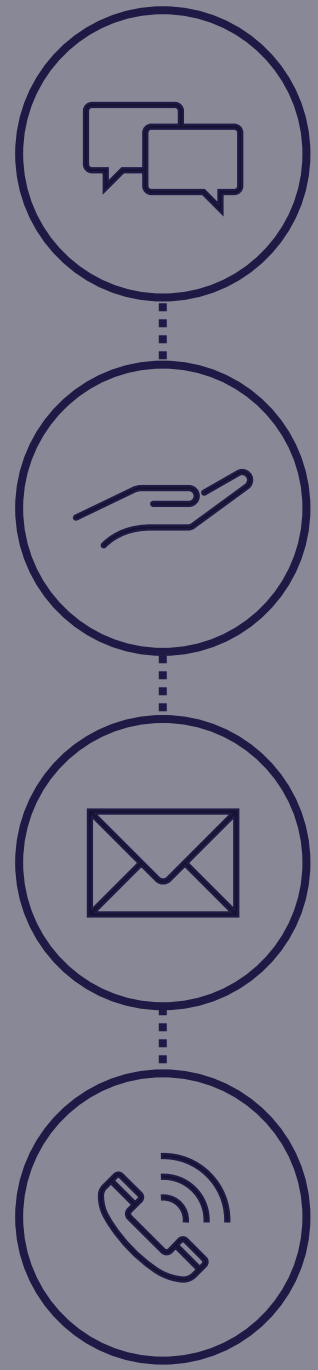
- Base availability level is 99.86%
- Response SLAs can be tailored to customer requirements.
- Data stored in Azure SQL backend the system is both highly available and easily recoverable as part of the service.
- Quorum provisions the latest Azure architecture. This provides various redundancy options for the data according to requirements.

Maintenance and outage

- When architecting a cloud-based MDM solution, Quorum will build in redundant data points. This means it is possible to switch over to a separate, replicated instance as necessary in the event of a service interruption. Additionally, Quorum will, where possible, use the benefits of Microsoft Azure Cloud PaaS (Platform as a Service) offerings to reduce maintenance and administration overheads.

Managed support

- Quorum provides managed support to over 30 UK organisations, from teams of 40 staff through to FTSE 250 companies. There are no tie-ins to our support contracts but the quality of service we provide means all those organisations choose to stay with this service. Many recommend us to others.





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