G Cloud - Support

Service Definition Document

Azure Data Lake Services

quorum

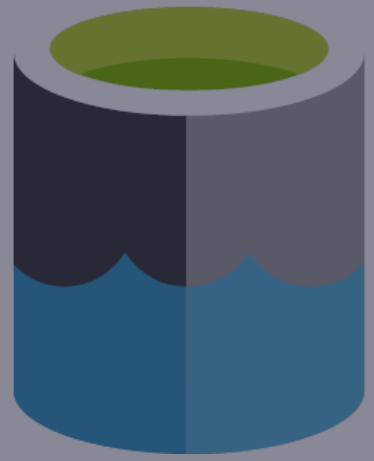
SERVICE DESCRIPTION

Quorum enables businesses and enterprises to move from on-premise data stores/data lakes to Microsoft's Azure Data Lake and take advantage of the huge storage and processing capabilities in the cloud.

We provide up-front consultation for pre-project planning and guidance. We provide Data Architecture services to understand your business requirements, infrastructure platform design and configuration, security, data migration, cloud analytics, testing, go-live support and legacy platform decommissioning.

We also provide licensing and user management packages.

We use the Data Lake HDFS (Hadoop Distributed File System) to provision a secure and scalable storage service with Azure Synapse, Azure Machine Learning, Apache Spark and Hadoop providing the analytical capabilities. We can also use the data lake as the staging area for powerful data warehousing and dashboards provided by Power BI.



Microsoft Azure

Data Lake

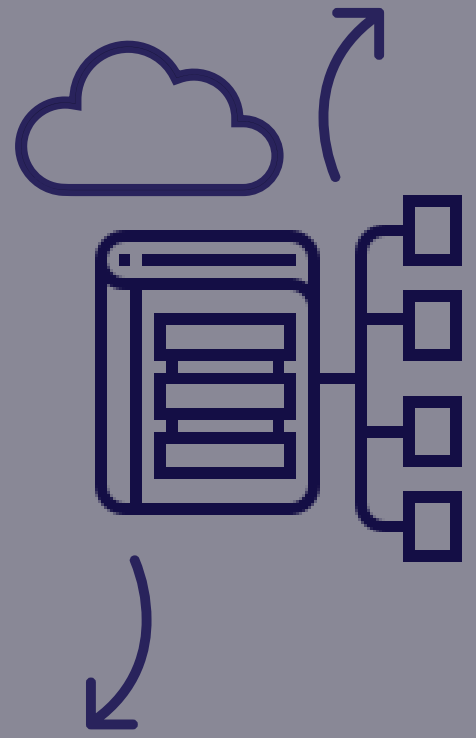
SERVICE FEATURES

Packages of work around Azure Data can vary significantly – Quorum can provide a fully managed, end-to-end service or just an individual component:

Architecture Service: Working with your IT Team and key business stakeholders, we will document your requirements, build a high-level design, educate on the options available and present the proposal back. We also ensure that any GDPR or data protection requirements are identified and built into the solution.

Cloud Data Infrastructure: Design and build of a secure data service which can be used for unstructured, semi-structured or structured data and has limitless saleability. Working with your security team, or third-party penetration testing service, to ensure the infrastructure meets the required security standards.

In general, for Data Lake projects, Quorum has adopted the Microsoft (and industry wide) recommended pattern of Bronze/Silver/Gold areas of the lake, where data is brought into the initial (Bronze) layer in its source format, transformed into common formats such as Parquet in the Silver layer, and then augmented with additional data and data quality enhancements in the Gold layer. This allows the lineage of data from source to be maintained.



SERVICE FEATURES (cont.)

Azure Data Factory: Build pipelines to automate the movement of data into the Data Lake from a wide range of sources, including on-premise and cloud services. Quorum can provide incremental data load patterns to ensure that only changed data is added to the Data Lake, and capture change history as part of the data load process.

Azure Synapse: Provide tools and training to allow querying and updating of the data lake using either SQL or Python script.

Azure Machine Learning Service: Provide highly-scalable machine learning capabilities allowing the training of machine learning models, and the hosting of these models using Azure Cluster Services and Kubernetes.

Project Management: Quorum will provide project management/service leads to ensure delivery schedules.

Licensing: Quorum can provide licensing for your cloud environment through the CSP programme, or work with your existing provider.







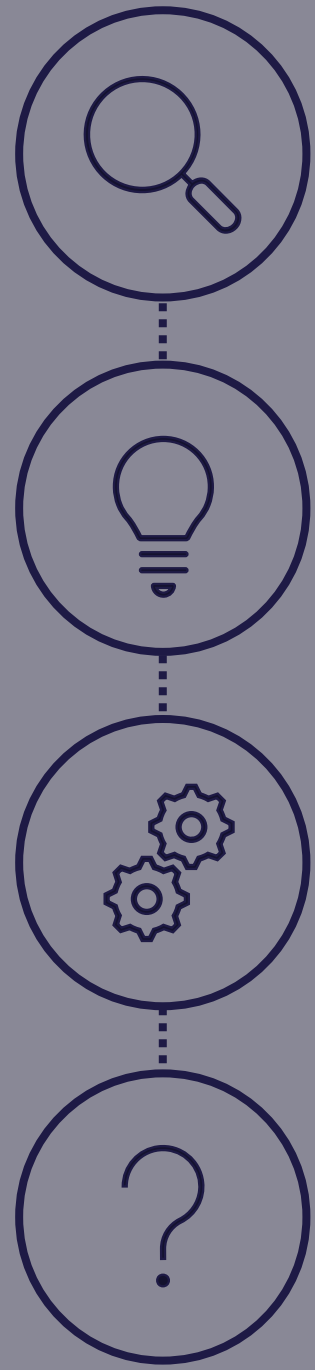
SERVICE PROVISION

Onboarding:

- Quorum has certified trainers with expertise and certifications in the Data Platform and Analytics workspace. They can be used to onboard appropriately skilled personnel as required for the chosen architecture.
- Cloud Services can be ordered by emailing a summary of the requirements to tenders@qnrl.com, 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 Analytics and has a number of Subject Matter Experts who are certified to the most up-to-date Azure Data Platform credentials.



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

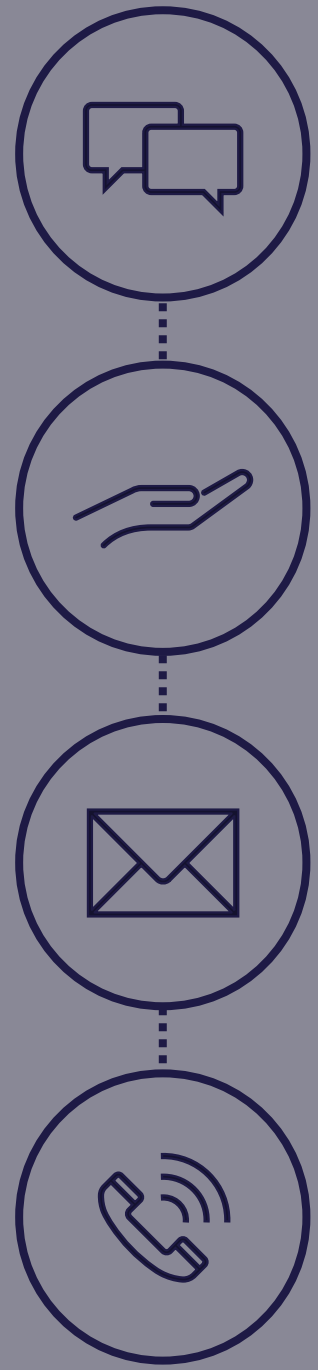
- Cloud Service 99.9% - All SLAs available on Microsoft website.
- Quorum can provision the latest Data Lake Azure architecture. This provides various redundancy options for the data according to requirements.

Maintenance and outage

- When architecting a solution, Quorum build in, as required, 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, utilise the benefits of Microsoft Azure Cloud PaaS (Platform as a Service) offerings to reduce maintenance and administration overheads.

Account Management

- In addition to an allocated service lead / project manager throughout delivery and project close, a named Quorum representative will own the relationship. The Account Manager's role is primarily to act as a point of contact for the most senior parties from the customer side who have involvement in or a stated interest in the success of the work. This includes discussing variations to the existing work schedule and any future requirements which may arise.





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