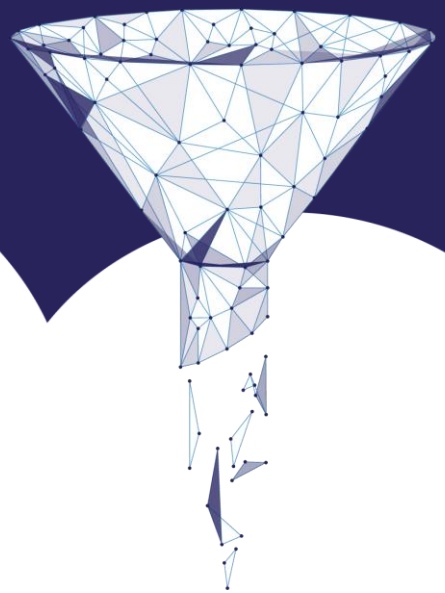
G Cloud - Support

Service Definition Document

Master Data Management Services



quorum

SERVICE DESCRIPTION

Quorum provides all the necessary services for your organisation to implement a modern Master Data Management (MDM) platform.

MDM systems work by taking data from multiple systems in your IT environment and applying business rules to validate that data. From this, it builds a golden ('master') record for each individual record. This allows data owners to view and update these records (as well as identify where the data originated from) and then publish this accurate data back to the underlying systems.

We provide:

- Up-front consultation for pre-project planning and guidance.
- Data Governance services to help your business users in the adoption of data management.
- Data Architecture services to understand your business requirements, infrastructure platform design and configuration.
- Services to implement the system.
- A full managed support service once it is built.
- Licensing and licence management.



SERVICE FEATURES

Packages of work around MDM can vary significantly – Quorum can provide a fully managed, end-to-end service or just one of the individual components below:

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 ensure that any GDPR or data protection requirements are identified and built into the solution.

MDM Cloud Infrastructure: Design and build of a secure data service which is deployed fully in the cloud and therefore has limitless scalability. Working with your security team, or a third-party penetration testing service, we can ensure your infrastructure meets the required security standards.

Licensing: Quorum can provide licensing for your Semarchy MDM software and your Microsoft cloud licensing. We can of course work with your existing supplier if you prefer.



SERVICE FEATURES (cont.)

Reduce duplication of data input: As data in an MDM system can automatically flow from source to all the downstream systems which consume this information, it removes the need to rekey this information multiple times.

Better data compliance: An MDM system allows data lineage to be established and data to be tracked back to its source. It can also provide versioning information, so you can see what the previous record was, when it was changed, and provide a tracked approval process. This helps data owners ensure the data is well governed.

Single source of the truth: If there is no central source of truth for dynamic data, staff struggle to find the information they are looking for and end up keeping their own lists which they maintain manually. An MDM platform provides a central source of reference data, which can be consumed by staff in their tool of choice. This reduces time wasted looking for / maintaining this information and reduces risks of error.

Increased data quality and consistency: Data should be much more accurate as it can be derived from the most appropriate source, and when a data item is corrected within the MDM application, it is fixed everywhere.



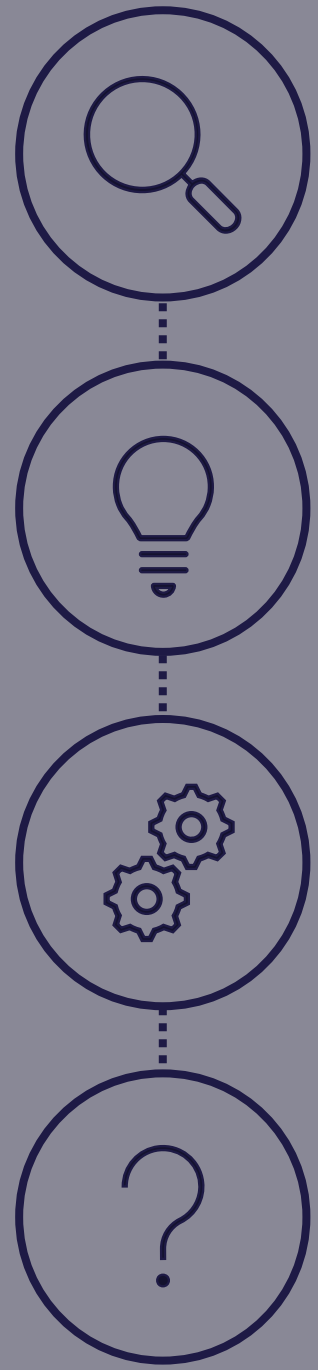
SERVICE PROVISION

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 several 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)

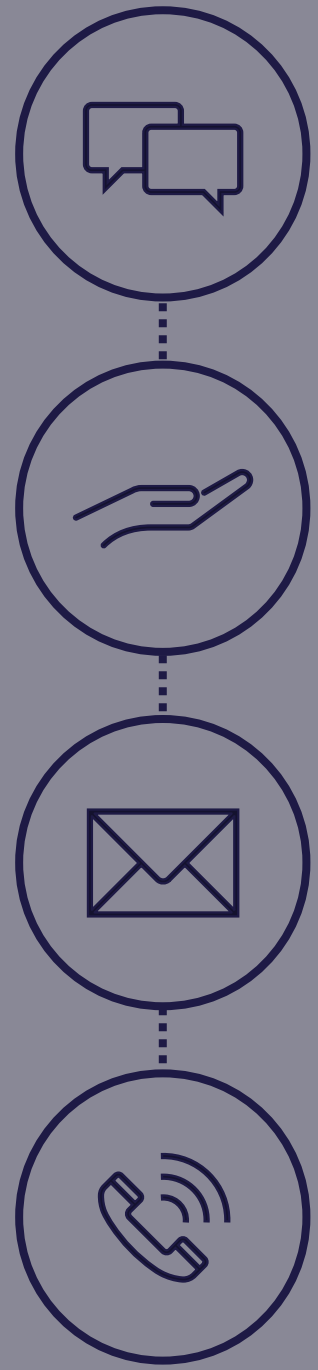
- Cloud Service 99.9% - All SLAs available on Microsoft's website.
- Quorum can provision the latest Azure architecture. This provides various redundancy options for the data according to requirements.

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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