G Cloud - Support

Service Definition Document

Microsoft Fabric as a platform for GenAI and Machine Learning



quorum

SERVICE DESCRIPTION

As you enter a future built on AI and advanced analytics, you need a data estate capable of fuelling innovation across your organisation. This can be a challenging prospect for most organisations whose data environments have grown organically over time with specialised and fragmented solutions.

The key success factors to resolving these are not technical, it's having a good understanding of the business data and the use case requirements.

Microsoft Fabric provides a single unified data storage mechanism (called OneLake) which can bring together diverse data assets from a range of sources, with over 150 different connectors currently supported. Data can be landed into a Lakehouse which combines the best features of data warehouses and data lakes, supporting both structured and unstructured data at huge scale.

Once data is landed in the OneLake you can connect a range of AI and Machine Learning capabilities to analyse and consume this data including Copilot Studio, Azure Machine Learning and Azure Search. This allows you to use the scale and security of Fabric as a core platform for your AI initiatives

Microsoft Fabric represents an exciting new era in data. It has the powerful, accessible tools needed by both business users and data SMEs to make the best use of your business data.

Quorum can help you explore and navigate these opportunities and avoid the pitfalls. We can provide assessment and guidance on best practice for adoption, managing costs, and delivering the architectures required for an effective Fabric adoption and integration with your AI toolkits.

We can provide the skills and deliver the knowledge transfer to uplift the capability within your organisation. If you have questions, need guidance, or require help with implementing Fabric whilst ensuring the utmost data security and privacy, we will support your journey into this transformative technology.



SERVICE FEATURES

Features

- Powerful AI capabilities connected to the unlimited storage of Fabric OneLake.
- Identify how to get the most efficient and effective use from your existing licences.
- Adopt best practice from the start with our help in adoption or a health check on your existing estate.
- Simplify your data estate, consolidate your data management for modern analytics into a single comprehensive integrated environment.
- Learn to harness the power of this state-of-the-art data platform to deliver real-time insights with incredibly low latency.
- Adopt best-practice working to deliver business benefits and remain compliant with relevant laws and regulations.
- Promote reuse of the best data for business users and avoid data fragmentation.
- Provide strong security with private endpoints, EntraID with MFA for authentication, and row-level security to ensure your users (both internal and external) get just the data they are entitled to, with security enforced at the data layer.
- Manage and protect your data more effectively with end-to-end governance and security capabilities that work across your data in Microsoft Fabric and beyond.



SERVICE FEATURES (Cont.)

Quorum helps organisations successfully adopt Fabric through the provision of experienced skills and services:

1. Platform Readiness: assessment of existing azure infrastructure for integration with Microsoft Fabric.

2. Architecture and Design: Configure and build your environment to support your working practices, ensure best practice in governance and management of your Fabric environment.

3. Data Engineering: Skills in data integration, management, and architecture are key, particularly in data lakes and data warehousing, supported by Microsoft Fabric's One Lake and lakehouse features.

4. Cloud Computing: Our proficiency in Azure, including knowledge of its data and analytics services like Azure Synapse Analytics and Azure Data Factory, is essential for managing and optimizing cloud resources within Microsoft Fabric.

5. Analytics and Data Science: Quorum can provide Data Scientists with expertise in machine learning, and AI development, and provide services for the development of custom data science capabilities, with full model lifecycle support, based in part on CRISP DM.

6. Data Insights: With our dedicated Power BI team, Quorum can help you make the most from your Power BI business intelligence tools, which are crucial for performing advanced analytics, deriving and visualising insights from data within Microsoft Fabric, and empowering business users in their own consumption and use of data.

7. Integrations, Programming and Development: Quorum has a depth of knowledge of programming languages and technologies such as ADF, Synapse, Python and SQL, and skills in API integration, vital for customising and extending Microsoft Fabric functionalities.

8. Security and Compliance: Understanding data security best practices and regulatory compliance is vital, especially with Fabric's integration with data management tools from the Microsoft Purview suite for data governance and Data Loss Prevention.

9. Change Management: We provide expertise in the processes and toolsets of change management, and implementation of agile CI using Azure DevOps.



SERVICE BENEFITS

- **Single Platform:** A single, secure and truly comprehensive SAAS platform with everything you need for modern analytics in one place.
- **State of the Art Data engineering**: Design systems to help you organise and analyse large volumes of data.
- **Robust and Trusted Data Science**: We can help you develop the tools you need to build end-to-end analytical and AI workflows, enrich data, and improve insights at speed.
- **Modern Data Warehouse**: Scale compute and storage independently with industry-leading SQL performance.
- **Real time analytics**: Explore and analyse large volumes of streaming data in real time with high performance and low latency.
- **Data monitoring and action**: Drive timely actions by creating automated monitoring systems to detect patterns and changes.
- **Consumable Business Intelligence**: Turn your data into visually immersive, interactive insights; embed them into Microsoft 365.
- **Empowered users**: Foster a culture that empowers everyone to work with data and find data-driven answers to their questions.



SERVICE PROVISION

Onboarding:

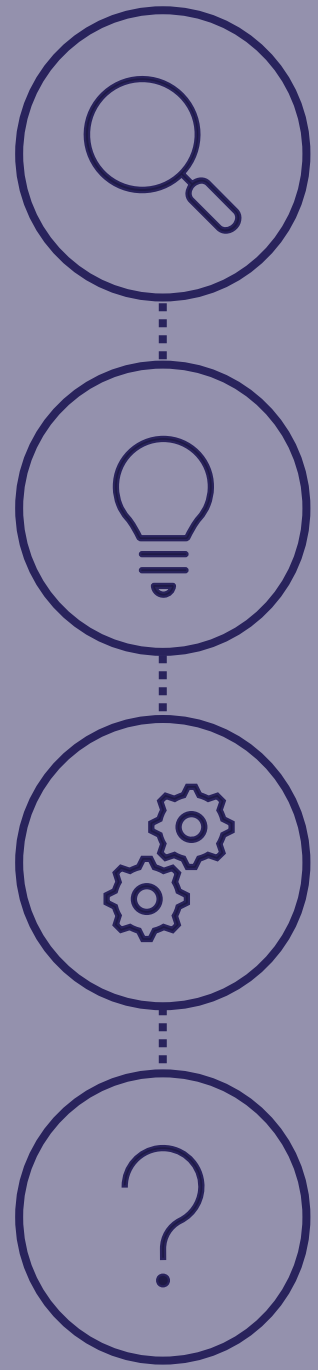
Quorum can provide support for the full project lifecycle of data discovery and design through to implementation and end user adoption/training.

Our project and professional services professionals will require access to:

- Agreed business and technology stakeholders
- Environments, systems and platforms with appropriate rights and privileges
- On-site or remote access identities and operating environments
- Client security policies and standards
- Internal PMO processes and templates (can be provided if not available internally)

Key Roles:

- Quorum is a Microsoft Solutions Partner in Data and AI and has a dedicated Data and AI team. Our certified platform specialists can support you on your journey with Microsoft Fabric and Power BI.



SERVICE SUPPORT

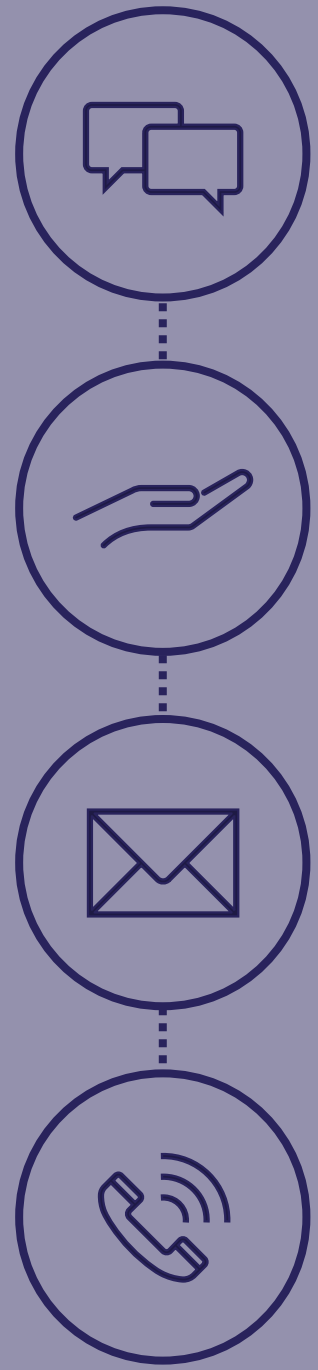
Quorum provide different options for clients looking for support. We offer the following (price dependent on client requirement):

Full Managed Service
Full responsibility for all your IT services end-to-end, including external suppliers and project delivery. 24x7x365 support is available by agreement and incurs an additional charge.

IT Director as a Service
Our IT Director Service gives access to senior IT Directors on a part time basis who can work with you to review your current IT capability and develop your IT roadmap, ensuring that IT is aligned to the changing needs of your business.

End User and Infrastructure Support
As your outsourced infrastructure team, we will take responsibility for proactively monitoring, patching and managing your servers, storage and network devices, ensuring they remain highly available, performant and healthy.

All clients will be assigned a designated Account Manager and if required, a lead Cloud Architect.





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