

Service Definition Document



Data Platform Design & Implementation Support

Service Overview

Fluid's Data Platform Design & Implementation Support service helps public sector organisations design, establish and improve modern data platforms that enable effective reporting, analytics and insight.

This service is typically used where an organisation is seeking to implement or enhance a data warehouse, data lake or analytics environment to improve operational visibility, performance reporting and decision-making. It provides structured design support and practical implementation guidance, working

alongside buyer teams and delivery partners where appropriate.

Fluid has strong expertise in analytics and reporting solutions, including Power BI and Microsoft Fabric, while remaining solution-agnostic and focused on delivering the right platform approach for buyer needs.

The service supports buyers in moving from strategy and readiness into practical delivery, ensuring data platforms are fit-for-purpose, secure and sustainable.

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Service Scope (What's Included)

Fluid can provide design and implementation support across:

- Definition of target-state data platform architecture and approach
- Support for warehouse, lake and modern analytics platform design
- Data modelling and information architecture support
- Design of ingestion, transformation and data pipeline principles
- Integration considerations across enterprise systems and data sources
- Reporting and dashboard enablement support, including management information design
- Platform governance, ownership and operational support considerations
- Data quality, controls and security requirements (high level)
- Implementation support alongside delivery partners, including delivery assurance
- Transition planning into business-as-usual analytics and reporting operations

This service supports a wide range of environments and platform types, aligned to organisational requirements and buyer priorities.

Out of Scope

(What's Not Included)

This service does not include:

- Acting as the prime platform implementation vendor or systems integrator
- Procurement of hosting, infrastructure or software licences
- Full-scale bespoke software development beyond agreed support scope
- Long-term managed analytics service provision unless separately agreed
- Responsibility for operational hosting or infrastructure management

Fluid's role is to provide structured platform design expertise and implementation support, working alongside buyer teams and delivery partners.

Deliverables & Outputs

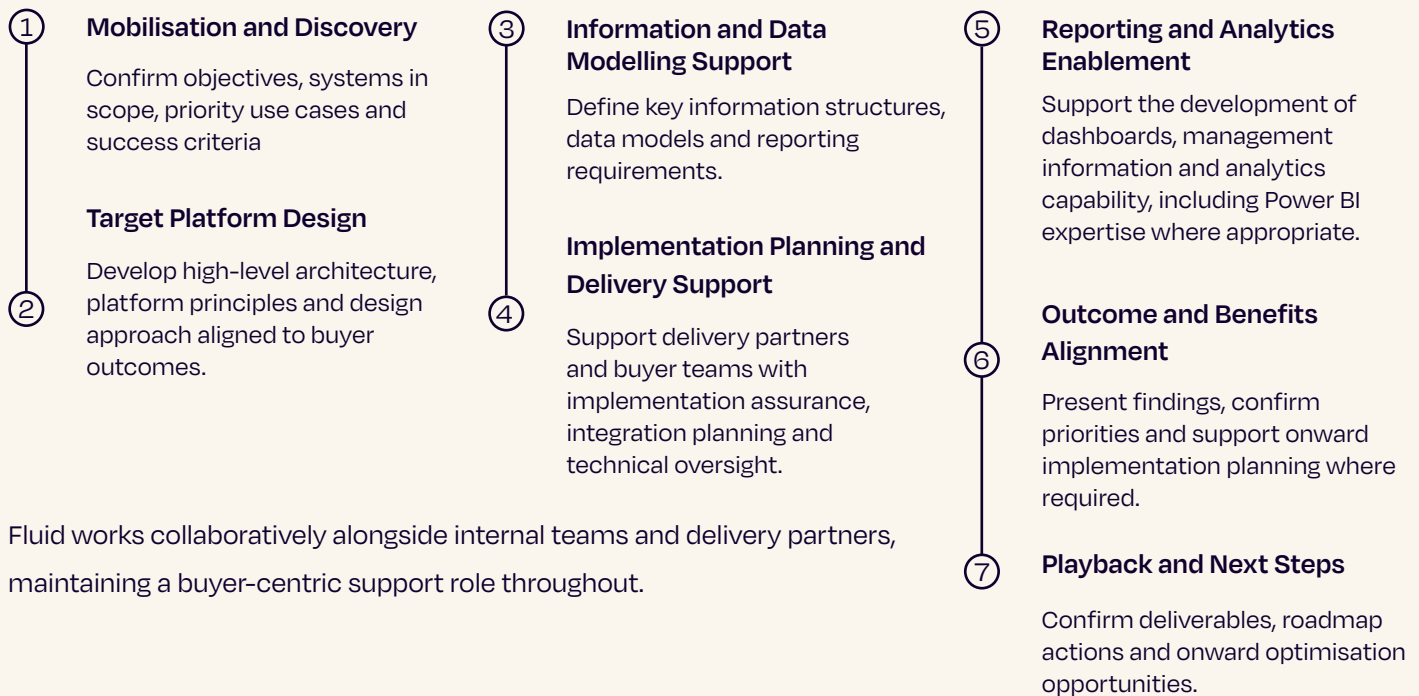
Typical deliverables include:

- **Data Platform Architecture and Design Summary**
- **Target Data Model and Information Architecture Outputs**
- **Data Source and Integration Mapping**
- **Pipeline and Ingestion Design Principles**
- **Reporting and Dashboard Enablement Recommendations** (including Power BI where relevant)
- **Governance, Ownership and Operating Considerations**
- **Implementation Support and Assurance Findings**
- **Risks, Dependencies and Constraints Log**
- **Phased Delivery Roadmap and Next-Step Plan**

Deliverables are typically provided as presentation-style packs (PowerPoint), with streamlined Word formats available where required.

Delivery Approach

Fluid delivers this service through a structured design-to-delivery support approach:



Fluid works collaboratively alongside internal teams and delivery partners, maintaining a buyer-centric support role throughout.

Roles & Responsibilities

Fluid Responsibilities

- Provide independent platform architecture and design expertise
- Support implementation planning and delivery assurance activity
- Provide analytics and reporting enablement guidance (including Power BI expertise)
- Identify risks, dependencies and practical delivery considerations
- Produce agreed deliverables and phased roadmap outputs

Buyer Responsibilities

- Provide access to relevant stakeholders, systems and data context
- Support engagement in workshops and validation sessions
- Maintain ownership of delivery partner contracts and implementation delivery
- Confirm priorities, governance arrangements and operational requirements
- Review and approve design and roadmap outputs

Assumptions & Dependencies

This service assumes:

- Availability of appropriate data, reporting and technical stakeholders
- Access to information on key systems, data sources and integration needs
- Buyer engagement in validating design and implementation priorities
- Coordination with appointed delivery partners where implementation support is required
- Timely feedback to maintain delivery progression

The depth of design and implementation support will vary depending on platform complexity and buyer scope.

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Outcomes & Benefits

By completing this service, buyers achieve:

- Clear design and architecture for a fit-for-purpose data platform
- Improved readiness for warehouse, lake and analytics implementation
- Better integration of enterprise data sources and reporting needs
- Stronger operational insight through dashboards and performance information
- Reduced delivery risk through structured implementation support and assurance
- Sustainable governance and transition planning for long-term platform use
- A prioritised roadmap for continued data capability improvement



Commercial Model (High Level)

This service is typically delivered over **4–20 weeks**, depending on platform scope, implementation phase and buyer needs.

Pricing is generally offered on a time-and-materials or capped engagement basis, aligned to the expertise required (data architecture, platform support, reporting enablement and delivery assurance).

Security & Compliance (Light Touch)

Fluid applies appropriate confidentiality and information governance controls throughout delivery.

Engagements are delivered in line with buyer security requirements and recognised good practice for handling sensitive operational and service information, including data protection considerations.

