

Technoivity G-Cloud 15 Service Definition Document

Supplier: Technoivity Ltd

Framework: G-Cloud 15

Service Name: Data Analytics and Business Intelligence

Service Type: Lot 2b: Software as a Service (SaaS)



Transform Raw Data into Actionable Insight

Technoivity's Data Analytics and Business Intelligence service empowers public sector organisations to transform raw data into actionable insight. Built on Microsoft Fabric and Power BI, we deliver scalable, secure, and centralised analytics environments designed for faster decision-making, cross-departmental transparency, and data-driven culture adoption.

Our service enables real-time visualisation, AI-powered insight generation, and unified data access across HR, finance, and operations.



Key Features

- Unified Data
- AI Powered Insights
- Automated Data Pipelines
- Self-Service Reporting
- Advanced Analytics Modules
- Predictive and Scenario Modelling
- Interactive Dashboards
- Data Compliance and Governance
- Role-Based Data Security
- Trend Analysis

Service Benefits

Single, trusted source of organisational data	Faster, data-driven decision-making	Automated reporting and time savings	Improved workforce and operational planning
Greater organisational transparency	Identify and fix data quality issues	Scalable infrastructure for future growth	Improved auditability and data access control

Deployment Model



Public Cloud



Private Cloud



Hybrid Cloud

Add-ons and Extensions

This service may act as a standalone solution or as an extension to existing systems. We support tailored data pipelines connecting various data sources into a standard lakehouse or unified data hub.

System Requirements

- Internet access required for cloud functionality
- Modern browser (Edge, Chrome, Firefox, Safari)
- Microsoft Entra managed identity
- API access on connected platforms

Service Constraints

- ☐ Dependent on third-party system API availability and configuration
- ☐ Support available Monday–Friday (9am–5pm UK time)
- ☐ Onsite setup and access may require additional security review or configuration
- ☐ Planned maintenance occurs outside peak hours with notice provided

Support Model

	Email & Phone Support Available 9am–5pm UK time
	Response Time Within 4 business hours
	Onsite Support Additional cost
	Custom SLAs Determined during onboarding
	Engagement Model Based on project complexity

Mobile and Interface Access

	
Web interface via standard browsers	Power BI mobile app for dashboard access
	
All environments secured with role-based permissions and MFA	





Customisation

Clients can tailor dashboards, filters, chart types, and layouts within Power BI to meet specific team or department needs.

Onboarding and Offboarding

Onboarding:



Data mapping and scoping workshops



Pipeline design and transformation setup



Dashboard development and training delivery

Offboarding:



Visual/report export via Excel



Full lakehouse export available (XML/CSV) for an additional fee



Data access terminated after 90 days

Data Handling



Export Formats

CSV, XLSX, XML



Import Formats

CSV, XLSX, API connectors



Usage Metrics

Report/dashboard activity over last 30 days



Service Logs

Retained for 12 months

Security & Resilience

- TLS v1.2+ for data in transit and at rest
- Role-based access control (RBAC) and MFA
- Microsoft Azure hosting with high availability zones
- Data stored in UK Azure regions
- ISO/IEC 27001-aligned practices for configuration, change, incident, and vulnerability management

Governance and Assurance



Named board-level security lead



Cyber Essentials certified



EN 301 549 and WCAG 2.1
accessibility adherence



Regular penetration testing by third
party



Compliance with secure
development best practices (ISO/IEC
27034, CSA CCM v4.0)



Pricing and Trial

Flexible Pricing Based on Your Needs



No free trial available



Quotes provided based on complexity,
data volume, and support requirements



No educational discount currently offered