



Technoivity G-Cloud 15 Service Definition Document

Supplier: Technoivity Ltd

Framework: G-Cloud 15

Service Name: Data Migration

Lot: 3 – Cloud

Service Overview

Technoivity provides structured, secure data migration services for UK public sector organisations transitioning from legacy or manual systems to modern cloud platforms. We deliver full lifecycle support—including data extraction, cleansing, transformation, and loading—while ensuring accuracy, auditability, and compliance with UK data protection standards.

This service is designed to support migrations for HR, payroll, finance, and related operational datasets. Whether part of a wider platform deployment or a standalone data restructuring project, Technoivity provides the expertise and methodology to ensure a successful transition.



Key Features & Benefits

Service Features

- Legacy system data extraction and mapping
- Structured data transformation using defined rules
- Secure file handling and encryption in transit
- Cleansing of duplicate, incomplete, or outdated records
- Data validation and reconciliation pre-import
- Import into cloud systems via API or templates
- Custom migration scripts for complex field mapping
- Full audit trail of all migration activity
- Stakeholder reviews and sign-off checkpoints
- Final migration report and documentation handover

Service Benefits

- Reduces risk of data loss during system transitions
- Minimises operational disruption during migration projects
- Improves data accuracy before moving to new platforms
- Removes duplicate and outdated records automatically
- Accelerates adoption of new cloud systems
- Reduces internal workload for IT and HR teams
- Enables faster system setup using validated datasets
- Supports regulatory compliance with documented migration processes
- Improves confidence in reporting using reconciled historical data
- Simplifies future integrations with clean, structured datasets

Service Scope & Approach

Our data migration engagements typically follow these phases:

01

Discovery & Planning

- Identification of source systems and target platforms
- Stakeholder workshops and data mapping documentation
- Risk identification and mitigation planning
- Agreement of file formats, field matching, and migration schedule

03

Loading & Testing

- Secure upload or API-based import into target platform
- Reconciliation of pre- and post-load values
- Error resolution and reprocessing where required
- Sign-off checkpoint with project stakeholders

02

Extraction & Transformation

- Export of structured data from legacy systems (e.g. CSV, XML, SQL)
- Cleaning and de-duplication of source data
- Field remapping and transformation according to destination schemas
- Setup of validation rules and error-handling processes

04

Handover & Completion

- Provision of migration audit logs and documentation
- Knowledge transfer to internal teams
- Optional support for post-migration system setup

Service Constraints

Migration outcomes are dependent on the quality, format, and completeness of legacy data

Source systems must support export in accessible formats (e.g. CSV, Excel, XML, SQL)

Complex or proprietary field mapping may require additional manual validation

All support is delivered remotely unless otherwise agreed in writing



Support & Service Levels

Support Element	Details
Channels	Email and ticketing
Response Time	Within 1 working day (Mon–Fri, 9:00 AM–5:00 PM UK time)
Phone Support	Not available
Web Chat Support	Not available
Ticket Prioritisation	Not managed by client
Escalation Path	Consultant → Consultancy Manager → Director

Support Levels



Support is provided by the lead allocated consultant for each client project. They act as the primary contact for queries, progress updates, and troubleshooting during the data migration process. In their absence, responsibility is escalated to the consultancy manager. Further escalation is available via Technoivity's standard procedure.

Projects typically run for 2 to 6 weeks, depending on data volume and complexity. This is a scoped project service, not a continuous support arrangement. Post-migration support can be quoted separately if required.

Staff Security

Category	Status
Staff Screening	Not performed
Government Security Clearance	None

Pricing & Discounts

- Pricing is determined based on scope, data complexity, number of systems, and format of source exports
- Educational discounts are not offered under this service
- Full pricing is provided in the separate Technoivity Pricing Document

Onboarding & Offboarding

Onboarding includes:

- Project planning, access setup, data review
- File format validation and technical stakeholder engagement
- Timeline definition and resource scheduling

Offboarding includes:

- Final migration documentation and reconciliation reports
- Knowledge transfer and field mapping sheets
- Client-led or supported data archiving and handover

Data Protection & Security

All data in transit is encrypted using TLS 1.2 or higher

Secure file handling is enforced throughout the migration lifecycle

No customer data is stored long-term or outside of client-controlled environments

Migration logs are retained temporarily for audit and project assurance

GDPR and DPA 2018 compliant

Contact Details

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G-Cloud Profile

[To be inserted upon publication]