



Snowflake Data Platform Management Service Description

G-Cloud 15 Lot 3 Cloud Support

2026-01-30

1.2

Contents

What is a Snowflake Data Platform Management?	2
“Build ” Phase - Snowflake Data Platform Management.....	2
Benefits of the Build phase:	2
Features of “Build” Snowflake Data Platform Management	3
Data Platform Assessment:	3
Alignment Call:	3
Infrastructure Build	3
Security and Compliance.....	3
Source Data into raw snowflake warehouse (Development)	4
Transformation (Staging)	4
Testing (Staging).....	4
Transformation (Production)	4
Testing(Production)	4
ELT Orchestration.....	4
“Run” Phase - Maximize the Potential of Your Snowflake Data Warehouse	4
Benefits of the Run phase:	4
Features of “Run” Snowflake Data Platform Management.....	5
Data contracts	5
Support processes (MACD):	5
Bi-weekly continuous improvement meetings	6

What is a Snowflake Data Platform Management?

A data warehouse powered by Snowflake is a cloud-based data warehouse that uses Snowflake's patented architecture to deliver high performance, high concurrency, simplicity, and affordability. Snowflake is a true data platform-as-a-service, which means that it handles infrastructure, optimization, data protection, and availability automatically, so businesses can focus on using data and not managing it. This Lumilinks service is split into two phases; ***Build*** and ***Run***. Build includes the stand up of the infrastructure included data sources and business processes. Run includes the maintenance and continual improvement of the Data warehouse.

“Build ” Phase - Snowflake Data Platform Management

Lumilinks is your trusted partner for the implementation and construction of a state-of-the-art Snowflake data warehouse. In the build phase, we will work closely with your organization to build a robust foundation that empowers you with scalable data analytics capabilities. Lumilinks will work with you to deploy Snowflake into a Virtual Private Data warehouse. You can choose between either AWS, Azure or GCP and the region of your choice. (Snowflake exists in most regions however your deployment data engineer will flag if the region you would like is not available)

Benefits of the Build phase:

- **Snowflake Implementation:** Our team of experts will guide you through the seamless implementation of Snowflake, the industry-leading cloud data platform. We will configure the platform to meet your specific requirements, ensuring optimal performance and security.
- **ELT Pipelines:** Unlock the true potential of your data with our expertise in Extract, Load, and Transform (ELT) pipelines. We will design and deploy efficient data pipelines that automate the extraction, loading, and transformation processes, enabling you to leverage valuable insights from your data in near real-time.
- **Fact Tables and Dimension Tables:** We understand the importance of structuring your data for effective analysis. Our data engineers will work closely with your team to design and implement well-defined fact tables and dimension tables, ensuring the accuracy, integrity, and consistency of your data model.
- **Security:** Snowflake offers a comprehensive set of security features to protect your data. Lumilinks can help you to implement security best practices to protect your data in Snowflake.
- **Compliance:** Snowflake is compliant with a wide range of industry standards, including HIPAA, PCI DSS, and SOX. Lumilinks can help you to ensure that your Snowflake data warehouse is compliant with all relevant regulations.
- **Cost-effectiveness:** Snowflake is a cost-effective solution for businesses of all sizes. Lumilinks can help you to design a Snowflake data warehouse that fits within your budget.
- **Data Observability:** A data observability portal will help you improve the quality, availability, reliability, compliance, security, and decision-making of your data. By providing a central

location to track and monitor data, a data observability portal can help organizations identify and fix data quality issues early on, detect and troubleshoot data issues quickly, save time and effort, collaborate more effectively, and comply with regulatory requirements.

- **Simplicity** – Unless otherwise specified “build” includes Lumi-Credits focused on Data Engineering (Please see Lumi-Credits Service description for more information), Supported data sources (Please see Supported Lumilinks Data Sources) and Business processes. This simple approach to data engineering allows us to successfully deliver the business outcomes, without surprise project costs. (Please see the table below for quantities)

Name	Quantity (Credits)
Data Warehouse “Build” of 5 Supported Data Sources and 10 Business processes	204 (180 if a DPA has previously been purchased)

Data sources: Is defined as the original data source through a unique pipeline connection. As an example, an MS SQL server which is accessed via two different pipelines (One CDC, One Streaming) is two data sources.

Business processes: Internal business processes are the specific ways that a company does its work within its organization. Business processes as defined here are simple distinct processes (not an aggregation of processes) e.g. Sales processes is a distinct process, revenue acquisition (which includes Sales) is not.

Features of “Build” Snowflake Data Platform Management

Data Platform Assessment:

(Please see Data Platform Assessment Service description)

Indicative 3rd Party costs are defined in the Bill of Materials. Whilst Lumilinks engineers will advise on efficient use of Snowflake Credits as well and Cloud costs, 3rd party costs are the responsibility of the customer.

Alignment Call:

The onboarding call identifies the technical, commercial and delivery stakeholders within the teams (they can be one person if you would like!). Review the Data Platform Assessment (DPA) recommendations and align accordingly

Infrastructure Build

Lumilinks will work with your internal teams to build the infrastructure resources required, based on the high-level design from the DPA.

Security and Compliance

As part of the infrastructure deployment, we will work with your security and compliance teams to align the deployment with your company’s security policies. Please note that any items not flagged in the audit may incur extra Lumi-Credits to support.

Source Data into raw snowflake warehouse (Development)

Lumilinks will work with your internal teams to create the pipelines and load the data sources into the Snowflake data warehouse. By default, Lumilinks will create a development environment within your Snowflake virtual data warehouse

Transformation (Staging)

After the data has been loaded into the development data warehouse the Lumi Data engineering team will work on the transformation of the data into staging. This is where our industry leading engineers will apply their knowledge combined with your experience to transform the data from all of the data sources into data that is clean.

Testing (Staging)

Once the DBT project has transformed the data, tests will need to be applied to the data, these tests are often custom to your business and will require time from your team to ensure that the tests are aligned to the outputs you would expect and fail when they are not aligned. Our engineers will help guide these tests and they can be changed later as part of the “Run” phase and your MACD allocation.

Transformation (Production)

Now that transformation has passed staging, this is where we start to create the production warehouse and load the transformed data in.

Testing(Production)

Production is now tested that it is fit for the business processes that were defined in the DPA and that the reports that need to be generated from the transformed data can be generated.

ELT Orchestration

Is applied to the pipelines

“Run” Phase - Maximize the Potential of Your Snowflake Data Warehouse

Once your Snowflake data warehouse is built, Lumilinks continues to support you with everything required to maintain and optimize its performance. Our comprehensive Run phase ensures that your data warehouse remains highly available, secure, and efficient.

Benefits of the Run phase:

- **Continuous Monitoring and Performance Tuning:** Our team will actively monitor the performance of your Snowflake data warehouse, ensuring that it operates at peak efficiency. We will proactively identify bottlenecks, optimize queries, and fine-tune configurations to maintain optimal performance and minimize response times.

- **Data Security and Compliance:** Protecting your data is our top priority. We implement robust security measures, including access controls, encryption, and data masking, to safeguard your valuable information. We will implement the needed technical controls to ensure your data governance is aligned to your policies.
- **Backup and Disaster Recovery:** Our comprehensive backup and disaster recovery strategies ensure that your data is protected against unexpected events. We implement regular backups and design resilient disaster recovery plans, minimizing data loss and ensuring business continuity.

Name	Quantity
Backup	90 Days (Time Travel)*
DR	7 Days (Fail-Safe)*

****Snowflake Enterprise only***

- **8/5 Support and Issue Resolution:** Our dedicated support team is available to address any issues or concerns you may have. Whether it's troubleshooting, resolving technical glitches, or providing guidance, we are committed to providing you with prompt and reliable support.
- **MACD – stands for Moves, Adds, Changes and Deletions –** we include a MACD allocation which allows your company to remain flexible and adaptable to the changes you have in your business. Changes outside of this allocation will incur extra costs, however rest assured that most customers do not go outside of their allocation.

Features of “Run” Snowflake Data Platform Management

Data contracts :

A data contract is a formal agreement between the users of a source system and the lumilinks data engineering team that is extracting data for a data pipeline.

Support processes (MACD):

Support tickets can be raised within the company’s internal ticketing system, and relayed to Lumilinks or direct with Lumilinks. They can be used for any Moves, Adds, Changes and Deletions to the Data warehouse that was built by Lumilinks. However Lumi-Credits can be used with any Lumilinks team – Engineering, Science or Analysis.

MACD credits as part of a “run” service expire one year from the date of purchase. Customer payments are non-refundable and credit for any unused credit will not be available.

The following MACD Allocation is included unless otherwise specified:

Name	Quality (Credits)
Included MACD Allocation	8

Bi-weekly continuous improvement meetings

Included in the MACD bundle is a service delivery function that will arrange a Bi-weekly call to discuss your data engineering and data warehouse needs.

This will include:

- Review of recent performance(Looking back): Lumilinks will review the performance of the data warehouse over the past two weeks. This includes the 5 pillars of data observability as well as uptime.
- Discussion of improvement opportunities(Looking forward): The team will discuss any areas where the data warehouse could be improved. This could include areas such as performance, data quality, or security.
- Cost optimization: Lumilinks will use their expert knowledge to suggest cost optimizations or where appropriate cost increases to allow you to get the best outcomes from the data warehouse.