



Analytics and Visualisation Service Definition Document

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Document Control

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Revision History

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30/01/2026	Ben Archer	0.2	Updates for G-Cloud 15
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Services Overview

Maple Networks are next generation Digital and IT service provider in the UK with skills in various areas across the digital landscape. Maple Networks have developed a range of services to support customers in their digital, data and business transformations.

This Document provides overview service definition information for the Maple Networks Analytics and Visualisation services.

The Data Analytics and Visualisation service provides organisations with structured analytical solutions that transform raw and operational data into clear, reliable, and actionable insights.

The service focuses on the design and delivery of dashboards, reports, and analytical models that support decision-making, performance monitoring, and operational visibility. It is suitable for both public and private sector organisations seeking robust management information, analytical reporting, and data-driven insight.



Service Description

Analytics and Visualisation

Data analytics and visualisation provide organisations with clear, accessible insight into their data, enabling better monitoring, understanding, and decision-making across business and operational activities.

Service Overview

Maple brings significant experience in delivering Data Analytics and Visualisation services within complex, security-sensitive environments. Maple has supported organisations across multiple sectors by transforming complex security and operational data into insights aligned to the needs of executives, senior leadership teams, and technical stakeholders.

Maple's analytical outputs are tailored to the needs of each audience, ensuring that insights are presented in a clear, relevant, and actionable way. Combined with strong technical expertise in analytics platforms and data integration, and delivered within a cybersecurity-focused operating context, this experience enables Maple to consistently deliver analytical solutions that support informed decision-making.

Drawing on this experience, Maple applies a proven and repeatable delivery approach that has delivered measurable outcomes for customers across commercial organisations, as well as within the NHS, local government, and higher education.



Service Package

Objective	To help organisations transform complex data into clear, structured insights that support effective oversight and informed decision-making across business and technical teams.
Description	The service focuses on the design and delivery of analytical models, dashboards, and reports that support visibility, performance monitoring, and accountability. It is primarily delivered using Microsoft Power BI while remaining adaptable to customer environments and existing technology estates. The service is suitable for both public and private sector organisations operating in complex or security-sensitive contexts.



Hosted-in	The review can be hosted and delivered either remotely over Teams or onsite and in person.
Supported from	Remotely from within the UK
Process	The service is delivered through a structured and repeatable approach, typically including: • Discovery and alignment Engagement with stakeholders to understand objectives, data sources, and reporting requirements, including audience-specific needs. • Data preparation and modelling Structuring data into analytics-ready or semantic models suitable for reporting and visualisation, ensuring clarity, consistency, and performance. • Dashboard and report development Design and development of dashboards and reports aligned to defined use cases, with appropriate levels of detail for executive, leadership, and technical users. • Review and refinement Iterative validation with stakeholders to ensure accuracy, relevance, and usability of analytical outputs. • Handover and knowledge transfer Provision of documentation and guidance to support ongoing use and understanding of delivered analytics artefacts. Governance, access controls, and security considerations are applied throughout the process in line with the organisation's cybersecurity operating model.
Security, Data Protection, and Compliance	The service follows security-by-design and privacy-by-design principles. • Access to customer data is restricted to authorised personnel • Data is handled in accordance with applicable data protection legislation, including but not limited to GDPR (UK) • Security controls align with industry-standard practices Responsibility for underlying platform security remains with the hosting provider or customer unless explicitly agreed otherwise. Support for tools outside the primary Microsoft analytics stack is optional and provided only where explicitly agreed as part of the engagement scope. The service does not assume ownership, administration, or ongoing management of third-party platforms unless contractually defined. Tool selection is guided by customer requirements, existing technology estates, and security and governance considerations.



Output

The service delivers:

- Interactive dashboards and analytical reports
- Reusable, analytics-ready data models
- Clear visualisation of key metrics, trends, and performance indicators
- Audience-appropriate insights for executive, leadership, and technical stakeholders
- Supporting documentation and knowledge transfer materials
- Multilayer reporting including but limited to Executive reporting, technical, non-technical and service.

These outputs enable improved visibility, informed decision-making, and effective oversight of security and operational data without assuming ownership of underlying systems or platforms.