



G-Cloud 15 Service Definition Document Dec 2025

Rplus Analytics Overview

Rplus Analytics Solutions Limited is a specialist data and analytics consultancy providing cloud-first data architecture, engineering, analytics, governance, and data science services. This includes robust AI and machine learning capabilities to drive predictive insights and automation. Our expertise spans the full spectrum of modern data platform technologies, enabling organizations to transform their data infrastructure and unlock strategic insights.

We support public and private sector organizations to design, build, migrate, and operate secure, scalable, and cost-effective data platforms. Our approach combines deep technical expertise with a thorough understanding of regulatory compliance, security frameworks, and operational excellence requirements.

With proven experience across AWS, Microsoft Azure, and Google Cloud Platform (GCP), Rplus Analytics delivers tailored solutions that align technology investments with business objectives. Our team of certified professionals brings industry-leading practices to every engagement, ensuring platforms are robust, performant, and future-ready.



Cloud-First Architecture

Multi-cloud expertise across AWS, Azure, and GCP



Data Governance

Comprehensive compliance and security frameworks



Advanced Analytics

Data science and business intelligence solutions



AI Expertise

Machine learning and artificial intelligence implementation

Service Overview

The Cloud Support service provides comprehensive operational support for Informatica Intelligent Data Management Cloud platforms integrated with multi-cloud environments. Rplus Analytics delivers 24/7 monitoring, incident management, and expert technical support ensuring your data integration and management platforms maintain high availability and optimal performance. Our comprehensive cloud support approach includes:

- 24/7 Platform Monitoring: Continuous monitoring of Informatica IDMC platform health, performance, and availability
- Multi-Cloud Integration Support: Expert support for IDMC integrations with Azure, AWS, GCP, and Cloudera platforms
- Incident Management: Rapid identification, triage, and resolution of data integration and platform issues
- Performance Optimization: Proactive monitoring and tuning to maintain optimal data processing performance
- Technical Support: Expert assistance from Informatica and cloud-certified practitioners
- Preventive Maintenance: Scheduled maintenance, patching, and updates to prevent issues
- Escalation Management: Structured escalation processes ensuring critical issues receive immediate attention
- Data Integration Support: Monitoring and troubleshooting ETL/ELT pipelines, data flows, and integration processes
- Cloudera Integration Support: Comprehensive support for IDMC integration with Cloudera Data Platform (CDP)
- Cloud Platform Support: Support for IDMC deployments and integrations across Azure, AWS, and GCP
- SLA-backed support with defined response and resolution times

Our cloud support services are tailored to organizational requirements and criticality levels, ensuring Informatica IDMC platforms and their multi-cloud integrations receive the appropriate level of monitoring and support.

01	02
Assessment & Planning	Design & Architecture
Comprehensive evaluation of current state and future requirements	Cloud-optimized platform design aligned with business goals
03	04
Implementation & Integration	Optimization & Support
Expert deployment and seamless integration with existing systems	Ongoing performance tuning and operational excellence



Platform Technologies

Informatica IDMC

Comprehensive data integration, quality, governance, and master data management across cloud and hybrid environments. Full implementation and integration expertise across Azure, AWS, GCP, and Cloudera platforms.

Cloudera

Enterprise data cloud platform for analytics, machine learning, and data engineering at scale. Hybrid and multi-cloud deployment, optimization, and operational support.

Qlik

Powerful business intelligence and data analytics platform enabling self-service visualization and governed data discovery. Integration with enterprise data platforms and cloud services.

Databricks

Unified data analytics platform combining data warehousing and AI capabilities. Lakehouse architecture implementation, optimization, and advanced analytics support.

Detailed Service Description

Implementation & Integration Services

Rplus Analytics delivers end-to-end cloud support services covering planning, design, implementation, integration, migration, and operational support. Our implementation methodology ensures seamless deployment of Informatica IDMC, Cloudera, Qlik, and Databricks platforms with minimal disruption to existing operations.

- Informatica IDMC implementation and integration across Azure, AWS, GCP, and Cloudera
- Cloud and hybrid data platform architecture and engineering
- Data integration, migration, transformation, and governance
- Platform customization, tuning, and optimization

Quality Assurance & Support

Our comprehensive quality assurance framework ensures platforms meet the highest standards of performance, security, and reliability. We provide ongoing operational support with clearly defined service level agreements and response times tailored to mission-critical data environments.

- Quality assurance, performance, and security testing
- Ongoing operational support with SLA-based response times
- Knowledge transfer, training, and documentation
- Continuous monitoring and proactive optimization

Service Capabilities

Architecture & Engineering

Design and implementation of secure, scalable cloud and hybrid data platforms optimized for performance and cost-effectiveness. Multi-cloud expertise ensuring vendor neutrality and strategic flexibility.

Data Integration & Migration

Seamless data integration, transformation, and migration services supporting complex enterprise data landscapes. ETL/ELT pipeline development and optimization using modern cloud-native tools.

Governance & Security

Comprehensive data governance frameworks including cataloging, lineage, quality management, and compliance. Integration with existing security and governance infrastructure.

Platform Optimization

Continuous performance tuning, capacity planning, and cost optimization. Regular health checks and recommendations to maximize platform ROI and operational efficiency.

Operational Support

SLA-backed operational support with clearly defined response times. Proactive monitoring, incident management, and problem resolution ensuring platform availability and reliability.

Training & Knowledge Transfer

Comprehensive training programs and documentation enabling internal teams to effectively manage and operate data platforms. Tailored enablement sessions for technical and business users.

Deployment Models & Flexibility

Rplus Analytics has extensive experience supporting live services and tailoring solutions to client-specific regulatory, security, and operational requirements. Our flexible service model accommodates diverse deployment scenarios, ensuring seamless integration with existing IT infrastructure and governance frameworks.

Buyer-Hosted Platforms

Full support for platforms hosted within your own cloud or on-premises infrastructure. We work within your security boundaries and compliance requirements while delivering expert implementation and support services.

Third-Party Hosted

Expertise in managing and optimizing platforms hosted by third-party providers. Coordination with hosting partners to ensure service continuity and performance standards are maintained.

Hybrid & Multi-Cloud

Specialized capabilities in complex hybrid and multi-cloud environments. Seamless integration across on-premises, AWS, Azure, and GCP infrastructure with unified governance and management.

The service supports integration with existing governance and catalogue services, enabling organizations to maintain consistency across their data estate. We align with established IT service management practices, change control processes, and security frameworks to ensure smooth collaboration with internal teams.

Our approach recognizes the unique requirements of public sector organizations, including compliance with government security classifications, data sovereignty requirements, and procurement regulations. We bring proven experience working within these frameworks while delivering innovative cloud solutions.

Service Value Proposition

1

Platform Availability

Support for mission-critical data platforms

2

Implementations

Proven track record across sectors

3

Cloud Platforms

Multi-cloud expertise and certification

Why Choose Rplus Analytics

Organizations choose Rplus Analytics for our deep technical expertise, proven delivery methodologies, and commitment to client success. Our specialists bring certified skills across all major cloud platforms and data technologies, combined with practical experience delivering complex enterprise projects.

- Technical Excellence: Certified professionals with deep platform expertise and architectural knowledge
- Proven Delivery: Structured methodologies ensuring projects are delivered on time and within budget
- Client Focus: Tailored solutions aligned with specific business objectives and constraints
- Continuous Innovation: Staying current with latest platform capabilities and industry best practices
- Risk Management: Comprehensive testing, validation, and quality assurance throughout delivery

Contact Details

Supplier

Rplus Analytics Solutions Limited

Specialist data and analytics consultancy delivering cloud-first solutions for enterprise and public sector organizations.

Primary Contact

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Support Hours

Monday to Friday

9:00 AM to 5:00 PM (UK time)

Extended support hours available for mission-critical services under SLA agreements.



Get Started

Ready to transform your data platform capabilities with expert cloud support services? Rplus Analytics is committed to helping organizations maximize the value through comprehensive implementation, integration, and operational support services.



Initial Consultation

Schedule a discussion to explore your requirements and objectives



Platform Assessment

Comprehensive evaluation of current state and opportunities



Tailored Proposal

Customized service plan aligned with your needs and budget



Service Activation

Rapid onboarding and engagement kickoff

Whether you're planning a new platform implementation, migrating existing systems to the cloud, or seeking to optimize current infrastructure, our team is ready to support your journey. Contact us today to discuss how Rplus Analytics can deliver the expertise and support needed to achieve your data platform objectives.



G-Cloud 15 Framework: This service is available through the UK Government's G-Cloud 15 framework, enabling streamlined procurement for public sector organizations. Our service definition meets all framework requirements and supports compliant, efficient procurement processes.

