DATAFRAME

Service definition

G-Cloud 15 • 2026
Lot 3 (Cloud Support)

Data Team as a Service (DTaaS)

We Don’t Just Deliver Data and Analytics.

We Build Capability.

Our Mission is Clear

To deliver modern, cloud-ready data solutions that empower your organisation.
Every engagement is designed not only to deliver outcomes, but to upskill your people, strengthen your internal capability, and create a future-proof data ecosystem

Building Skills That Last

As we guide your data journey, we also embed internal capability at every step through collaborative design, hands on training, and real world application. Your teams don’t just consume data, they innovate, build, and become integral to shaping your data roadmap.

Driving greater ROI and creating a sustainable data ecosystem that empowers smarter decisions and long term growth

Service Overview

Data Team as a Service (DTaaS)

Dataframe DTaaS provides an embedded, multi-disciplinary data team that designs, builds and operates modern, cloud-based analytics platforms and data products. We help organisations realise the full potential of their data by standing up a dedicated team of Data Specialists in days, not months.

Delivered through modular, cost-effective analytics capability that proves value early and affordably. As priorities shift and budgets change, you can expand or reduce capacity without compromising speed, continuity, or quality.
DTaaS is an outcomes-oriented service delivered through blended delivery squads spanning data engineering, AI & Analytics engineering, BI/reporting, product/PM and service management.

We support strategy and enablement, establish governed pipelines and semantic models, and deliver decision-quality insights that help organisations improve services, performance and operational efficiency. Engagements are designed to integrate seamlessly with your existing programmes and suppliers, emphasising collaboration, transparency and deep knowledge transfer, ensuring your internal teams gain durable capability.

Our Team

Building Skills That Last

Our team isn’t a group of consultants. We are a close-knit, **family of data specialists** who have worked together across multiple projects, grown together, and developed a strong, unified way of working.

Over the years, we’ve built **deep trust, shared delivery patterns,** and a consistent approach that allows us to collaborate seamlessly and bring clarity, momentum, and confidence to every engagement.

All members of our team hold BPSS security clearance as a minimum, and we are willing to progress to higher levels of vetting, including DV, where a call-off requires it.

We **actively invest in our people** through continuous learning, structured development pathways, and dedicated time for innovation. This means the expertise you access is always evolving, always improving, and always grounded in real-world delivery experience.

Because our team grows and learns collectively, they bring that mindset into every partnership, openly sharing knowledge, **strengthening capability within your teams,** and helping them develop, enhance, and innovate with the tools and platforms we build together.

We believe the strongest data ecosystems are **built by empowered people.** That’s why we invest deeply in our own specialists and why we’re committed to developing capability within yours.

Your Data Team as a Service

Dataframes Data Team as a Service, gives you a flexible, multi-disciplinary data squad that you can shape to match your organisation's needs. You choose the roles and skills required , from strategy to engineering, analytics, reporting, and service governance and we assemble a squad that scales up or down as your priorities evolve. Below is an example of our squad team

Current-State Discovery	Set direction, define priorities, and align data work to organisational goals
Project Managers	Drives structured delivery, manages timelines and risks, and coordinates teams and stakeholders.
Product Owners	Owns the vision, shapes the backlog, and ensures delivery stays aligned to user and business needs.
Data Engineers	Build reliable pipelines and models that power your data ecosystem.
Analytics / AI Engineers	Deliver forecasting, ML solutions, and advanced analytics you can trust.
Data Visualisation Developers	Creates innovative governed dashboards, models, and reporting your teams can rely on.
Data Modeler	Designs clean, governed data models and structures that standardise metrics and power reliable reporting.
Data Analysts	Turns data into clear, actionable insight for informed decisions.

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Features & Benefits

Data Team as a Service (DTaaS)

Value Proposition

Data Team as a Service (DTaaS)

Trusted, Flexible Expertise

- Rapid access to skilled data professionals who integrate seamlessly with your teams and deliver immediate value.

Designed for Public Sector Needs

- Built for the operational pressures, governance requirements, and delivery expectations of government and public services.

Fast Capacity Relief

- Quickly fill gaps in data engineering, analytics, governance, or AI capability to keep programmes moving.

Accelerates Modernisation

- Strengthens data foundations and supports digital and AI transformation through practical, action-focused delivery.

Consistent, Reliable Outcomes

- Provides stable, predictable support with clear structures and dependable delivery in complex environments.

Impact-Driven Support

- Focused on measurable improvements in decision-making, operational efficiency, and service outcomes for communities.

Scalable and Cost-Effective

- Flexible resourcing that expands or contracts with demand, reducing overheads and avoiding long-term hiring commitments.

Data Team as a Service (DTaaS)

	Features	Benefits
Rapid-Start, Embedded Data Team	A fully assembled, multi-disciplinary data team (engineering, analytics, BI, product/PM) deployed within days and integrated directly into your existing programmes and suppliers.	Public sector organisations gain immediate capacity and specialist capability without recruitment delays, enabling faster delivery, backlog reduction, and rapid progress on priority initiatives.
Scalable On-Demand Analytics Capacity	Capacity and skill mix can be increased, reduced, or reshaped at any time. Day-rate, week-rate or month-rate models with no long-term lock-in.	Organisations maintain full control over budget and resources, adapting to funding cycles, shifting priorities, and demand spikes without compromising continuity or delivery quality.
Standardised, Repeatable Delivery Processes	Use proven delivery frameworks for engineering, modelling, analytics development, documentation, and governance.	See measurable value early, with consistent quality, predictable outputs, and reduced delivery risk across teams and departments.
High-Quality Reporting, Dashboards & Data Modelling	Design and build governed semantic models, well-structured datasets, and accessible Power BI dashboards using best-practice visualisation standards.	Easily scale solutions across teams, ensuring trustworthy reporting, consistent metrics, and strong cross-department alignment.

Data Team as a Service (DTaaS)

	Features	Benefits
Fast Analysis & Insight Generation	Rapid-response analysis, backlog reduction, KPI creation, and ad-hoc investigation delivered through flexible, multi-disciplinary squads.	Frees your team from reporting bottlenecks, unlocking timely insight for operational, strategic, or regulatory decision-making.
Embedded Knowledge Transfer & Senior Quality Assurance	Hands-on capability uplift through pairing, coaching, re-usable patterns, governance playbooks, and senior QA review.	Strengthens internal capability through hands-on support, improves data quality with expert oversight, and enables safe, low-risk adoption of analytics.
Project Management Oversight	A structured but unobtrusive layer of delivery governance, including planning support, backlog coordination, prioritisation, risk tracking, and clear communication between stakeholders and delivery squads.	Ensures work remains aligned to priorities, removes ambiguity, and keeps progress on track without adding unnecessary overhead. This frees internal teams from administrative burden while improving coordination, visibility, and delivery confidence across programmes.
Embedded Capability Uplift & Sustainable Data Ecosystem Development	We work alongside your teams through hands-on coaching, shared patterns, and knowledge transfer to leave behind stronger internal capability, consistently applied best practice, and a scalable data ecosystem that grows with your organisation.	Your teams gain the skills, confidence and structures needed to operate and extend analytics independently, creating a self-sufficient, future-proof data ecosystem and reducing reliance on external support over time.

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Service Management, Performance & Transition

Data Team as a Service (DTaaS)

Onboarding & Initial Setup

Day 1–2: Kick-Off & Alignment

- Formal service initiation meeting
- Introductions to key stakeholders, product owners, and technical leads
- Review of organisational objectives, priorities, and existing work programmes
- Agreement of communication channels and escalation paths

Day 3–4: Access & Environment Readiness

- Setup of required user accounts, identity/access permissions, and secure connectivity
- Validation of source system access (APIs, databases, file shares, cloud resources)
- Review of existing documentation, architectures, governance standards, and backlog materials

Day 5–7: Planning & Backlog Formation

- Joint working sessions to review, refine, or establish the product backlog
- Confirm capacity model (team size, roles, cadence)
- Define acceptance criteria, quality gates, and documentation expectations
- Confirm reporting, sprint structure, and performance metrics

Day 8–10: Mobilisation & Go-Live

- Squads embedded into customer teams or delivery streams
- Delivery ceremonies initiated (stand-ups, planning, reviews, retros)
- First sprint or workload cycle starts
- Early value activities (quick-win analyses, pipeline fixes, or dashboard improvements) begin immediately

(Typical Squad Activities for Illustration)

Our onboarding process provides a fast, low-risk start, giving organisations immediate clarity and delivery momentum. The Service is operational within days, using a repeatable setup process that quickly establishes access, governance, scope, and ways of working.

Onboarding Objectives

The onboarding phase ensures:

- Required access, environments, and prerequisites are in place.
- Delivery squads align to organisational priorities.
- Governance, approvals, and communication channels are confirmed.
- Risks and dependencies are understood early.
- Internal teams understand how the service operates.
- A shared value roadmap is defined from the outset.

This reduces friction and enables measurable value from the first sprint.

Offboarding & Exit Management

Day 1–2: Exit Kick-off & Planning

- Formal exit initiation meeting
- Agree exit scope, timeline, and required activities
- Confirm stakeholders, responsibilities, and communication channels
- Review remaining backlog, risks, and dependencies

Day 3–5: Knowledge Transfer & Handover

- Deliver structured knowledge-transfer sessions
- Walkthrough of pipelines, dashboards, models, and technical components
- Handover of operational runbooks, documentation, patterns, and architecture diagrams
- Review of outstanding actions and closure plan

Day 6–8: Data, Artefact & Access Transition

- Provide all code, documentation, configuration, and datasets in agreed formats
- Confirm data ownership, retention, and any required deletion steps
- Transfer or revoke access credentials, accounts, and permissions
- Validate that internal teams can operate independently

Day 9–10: Finalisation & Service Closure

- Final backlog reconciliation and handover report
- Confirmation that all artefacts, knowledge, and data have been transferred
- Sign-off from the customer that exit criteria are met
- Optional transition into short-term hypercare, if required

(Typical Squad Activities for Illustration)

Our offboarding process delivers a smooth, secure transition that gives organisations full ownership of all data, artefacts, and knowledge. It is structured and repeatable, ensuring a clean service closure with minimal disruption.

Offboarding Objectives

The offboarding phase ensures:

- All documentation, code, data, and artefacts are fully handed over.
- Internal teams gain the knowledge needed to operate independently.
- Access rights are safely transferred or revoked.
- Remaining risks, dependencies, and recommendations are captured.
- Data ownership, retention, and deletion requirements are confirmed.
- A complete exit pack is provided for future continuity.

This ensures a controlled, low-risk transition and leaves the organisation with a stable, well-understood data ecosystem.

Service Levels (SLAs)

Our service levels provide clear expectations, consistent delivery standards, and transparent performance management. DTaaS operates with defined response targets, structured service management, and predictable support to ensure continuity and quality across all engagements.

SLA Objectives

The SLA framework ensures:

- Clear response and resolution targets for all priority levels.
- Agreed support hours and escalation routes.
- Regular reporting on progress, risks, and performance.
- Consistent delivery governance through stand-ups, reviews, and retrospectives.
- Reliable communication channels for fast decision-making.
- These standards give organisations confidence in service stability, rapid issue handling, and predictable delivery outcomes.

Service Levels (SLAs)

Priority Level	Description	Response Target	Resolution Targets
P1 – Critical	Complete service outage or major failure causing severe operational impact.	1 Hour	4 Hours
P2 – High	Significant degradation or data pipeline failure impacting essential services.	2 Hours	1 Business Day
P3 – Medium	Non-critical issues, partial degradation, reporting issues, or functional defects.	4 Hours	3 Business Days
P4 – Low	Minor issues, small fixes, documentation requests, enhancement requests.	1 Business Day	5-10 Business Days (depending on complexity)

Support Hours:

Our default support hours are:

- 09:00–17:00, Monday–Friday (excluding UK public holidays)
- Extended or out-of-hours support is available by prior agreement at call-off.

Service Governance

Escalation, Reporting & Service Assurance

Escalation Paths

To ensure timely resolution, clear escalation routes are provided.

- Level 1 – Delivery Squad Lead
- Handles day-to-day issues, queries, and operational blockers.
- Level 2 – Service Manager
- Escalation point for repeated issues, service performance concerns, or delays.
- Level 3 – Head of Delivery / Leadership Team
- Used for critical escalations, service breaches, or major programme risks.
- Customer escalation contacts will be agreed during onboarding.

Reporting Cadence

We provide structured and transparent reporting throughout the engagement:

- Daily stand-ups – Progress, blockers, priorities
- Fortnightly sprint reviews – Demonstrate completed work and agree next sprint focus
- Monthly service report – SLAs, risks, performance, delivery metrics, completed work, forward plan
- Quarterly roadmap review – Re-confirm priorities, capacity, and strategic direction

Additional reporting can be added as required at call-off.

Service Credits / Financial Recompense

- No financial recompense or service credits are offered as part of this service unless explicitly agreed in the order form under Call-off Schedule 14 (Performance Levels)

Scope, Accessibility & Constraints

(Lot 3 – Cloud Support)

Scope & Constraints
This service is delivered within the customer's cloud tenant using least-privilege access and customer-approved tools. It provides cloud support and enablement activities (advisory, configuration, engineering, analytics, governance, training) and does not include software resale, hosting, long-term managed operations or staff augmentation. Timely access to environments, data sources and decision-makers is required. Dependencies on third-party vendors or data availability may require re-planning and can impact timelines and deliverables. Where relevant, exit/transition will follow the applicable Call-off Schedules in the G-Cloud 15 pack

Security & Data Protection
The customer remains data controller; Dataframe acts as data processor only during the engagement. All work is performed in the customer's environment; no data is exported outside the tenant without written agreement. Access follows least-privilege and customer security baselines; data in transit/at rest uses encryption supported by the customer platform. We can support DPIA inputs and assurance reviews where required. Security and responsibilities at call-off will be governed by the appropriate Security schedules (e.g., Call-off Schedule 9a–9e) and other relevant schedules (e.g., IPR, BC/DR, Performance Levels).

Accessibility

- We provide documentation and training materials in accessible formats on request, and we design reporting and dashboard layouts in line with WCAG 2.1 AA principles where applicable to the service, supporting inclusive public-sector delivery and buyer evaluation requirements.

DATAFRAME

Modernising Public Sector Operations
Through Trusted Expertise
When You Need It

Thank you

www.thedataframe.co.uk