



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Real Time Intelligence for Microsoft Fabric RTI



Table of Contents

1.	Service Overview	1
2.	Service Scope & Constraints	1
2.1.	Ideation and Discovery	1
2.2.	RTI Fabric Solution Design	2
2.2.1.	Real-Time Unified Data Platform	2
2.2.2.	Domain-Driven Design	3
2.2.3.	Security and Compliance	3
2.2.3.	Automation Through Metadata	3
2.2.4.	Real-Time Analytics and AI Integration	3
2.2.5.	Monitoring and Operational Assurance	3
2.2.6.	Business Continuity and Disaster Recovery	4
2.2.7.	Security and Compliance	4
2.2.8.	Automation Through Metadata	4
2.2.9.	Analytics and Insights	4
2.2.10.	Monitoring and Operational Assurance	5
2.2.11.	Business Continuity and Disaster Recovery	5
2.3.	Proof of Value / PoC	5
2.4.	MVP Development	5
2.5.	Collaborative Development / Training	6
2.6.	Data Platform Managed Services	6
3.	Service Approach & Outcomes	7
3.1.	DevOps	7
3.2.	Avanade Experience	7
4.	Tools, Assets & Accelerators	8
4.1.	Fabric Services	8
4.2.	Avanade Accelerators	8
5.	Trials & Associated Services	10
6.	Customer Responsibilities	10
7.	Avanade Experience	11
8.	Service Pricing	12
9.	Contact Information	12
10.	About Avanade	12

1. Service Overview

Avanade's Real-Time Intelligence for Microsoft Fabric service helps organizations design and implement a modern, event-driven analytics strategy and provides expert guidance to transition from fragmented, batch-based reporting to a unified, real-time intelligence framework.

Microsoft Fabric brings together streaming and historical data within OneLake, creating a single, integrated foundation for operational and analytical workloads. We work closely with stakeholders to define use cases, design architecture, and implement governance models that ensure compliance with public sector standards. The approach includes organizing data into curated layers that support real-time dashboards, anomaly detection, and predictive analytics, enabling faster, evidence-based decision-making.

A key component of the platform is AI and Machine Learning integration. Leveraging Microsoft Fabric's data science capabilities and integration with Machine Learning, a solution can enable advanced analytics such as forecasting, automated anomaly detection, and intelligent resource planning. These capabilities help organizations anticipate demand, optimize service delivery, and improve outcomes.

By centralizing both real-time and historical data in a sovereign, compliant cloud environment, RTI supports transparency, collaboration across agencies, and operational resilience in a centrally governed way. Combined with Avanade's proven accelerators and deep experience in public sector transformation, this service provides a strategy for modernizing data strategies and unlocking the full potential of real-time intelligence and AI-driven insights.

2. Service Scope & Constraints

This document describes Avanade's Real-Time Intelligence for Microsoft Fabric and should be read in conjunction with the associated G-Cloud 13 Services documentation, in particular Intelligent Automation Services, Data Science Services, Power BI Services, IOT & Digital Twin Services, and AI Transformation Studio. We use our industry-leading expertise to accelerate digital transformation and develop and deliver solutions in industry sectors across the globe.

Thanks to our unique heritage and strong alliance with Microsoft, we maintain a strong relationship with Microsoft's product team. This helps us better understand the Microsoft and partner technologies that make up the wider Data Platform providing an optimal foundation for our clients to drive value from their data.

Our services are designed to enable you on every step of your journey with data. Which services are most relevant to you will be dependent on where you are in your journey.

The following are the primary services that we offer in this space;

2.1. Ideation and Discovery

We work with the client team to determine how and where data can be leveraged to realise benefits for the organisation, their employees, partners and customers or citizens. The ideation process is highly interactive and consists of the following steps;

- A. **Collaborative discussion** between Avanade and the client organisation team of the primary pain points for the organisation
- B. **Identification of opportunities** to address those pain points using data, technology and data science, converting ideas to use-cases
- C. **Prioritisation** of the use-cases identified based on a value versus complexity analysis

- D. High-level **approach outline** for the priority cases showing data and technology requirements and a solution approach.

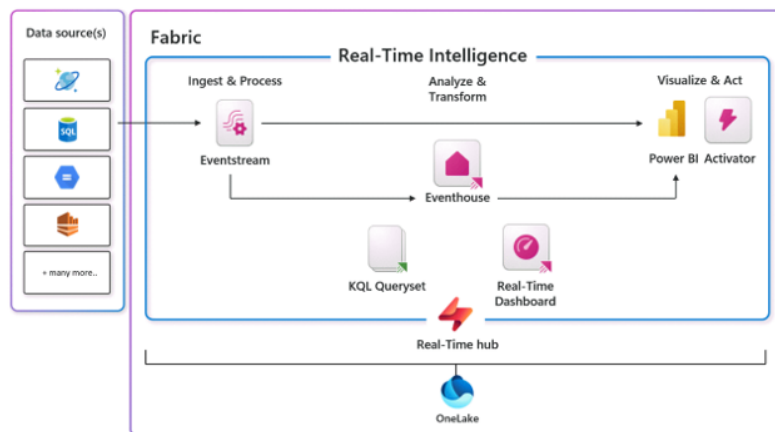
2.2. RTI Fabric Solution Design

Working closely with the client, we will design the optimal solution based on needs of the use case whilst leveraging Avanade's standards, templates and methodologies aligned to RTI principles using Microsoft Fabric.

Many organisations struggle with fragmented data across multiple systems and formats, creating silos that slow down decision-making and reduce transparency. Avanade's RTI service addresses these challenges by guiding the design and implementation of a Microsoft Fabric-based architecture that unifies streaming and historical data into a single, governed platform. This approach provides the foundation for real-time analytics, predictive intelligence, and AI-driven insights, while ensuring compliance and operational resilience.

Real-Time Intelligence with Microsoft Fabric

Fabric Real-Time Hub is the centralized place of managing real-time data sources, logs and events



- Create **eventstreams** that **find and connect** your real-time data sources, including Fabric and Azure events and other time series data.
- **Transform your data** in eventstreams, filter, summarize, aggregate and enhanced as needed.
- **Use your transformed data:**
 - Use KQL to query data stored in an **Eventhouse**
 - Store in Delta Lake format in your **Lakehouse**
 - Create a **Fabric Activator** that automate your desired actions based on values in the stream
 - **Visualize** it in Power BI and in Real-time dashboards
 - Send to a **custom endpoint**, to share beyond Fabric.



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Do what matters 8

2.2.1. Real-Time Unified Data Platform

The RTI concept begins with unifying data streams and historical datasets into a single platform for immediate insight generation. Our consultants design architectures that consolidate diverse sources—such as IoT sensors, citizen-facing applications, and transactional systems—into curated layers:

- **Bronze** for raw streaming and batch data
- **Silver** for validated and standardized data
- **Gold** for integrated business models
- **Platinum** for analytics-ready datasets optimized for AI and machine learning

This layered approach ensures transparency, governance, and traceability across the data lifecycle, enabling real-time dashboards and predictive models.

2.2.2. *Domain-Driven Design*

RTI requires flexibility to support multiple departments and agencies. Our consultancy applies **domain-driven design**, enabling each domain to manage its own data products while adhering to enterprise governance standards. Workspaces are organized into a **hub-and-spoke model**, where orchestration and integration are centralized, and consumption remains distributed for agility and scalability.

2.2.3. *Security and Compliance*

Security and compliance are embedded from the outset. We design architectures that leverage Microsoft Entra ID for identity management and apply RBAC at multiple levels. Advanced security features such as Row-Level Security (RLS) and Column-Level Security (CLS) protect sensitive data. Integration with Microsoft Purview ensures lineage tracking, classification, and policy enforcement, meeting GDPR and public sector compliance requirements. Networking is hardened using Private Links and Managed VNETs to isolate workloads.

2.2.3. *Automation Through Metadata*

Real-time environments demand automation for speed and reliability. Our consultancy introduces a metadata-driven ingestion framework to orchestrate pipelines dynamically, enabling schema drift handling and standardized transformations. This supports streaming and near-real-time ingestion, as well as Fabric Mirroring for low-latency replication of operational systems.

2.2.4. *Real-Time Analytics and AI Integration*

Fabric RTI is designed to deliver actionable insights at the speed of operations. Beyond dashboards and predictive analytics, our consultancy helps organizations leverage Microsoft Fabric Real-Time Analytics capabilities, including:

- KQL (Kusto Query Language) for fast, interactive querying of streaming and historical data.
- Activator for event-driven automation, enabling real-time triggers and workflows based on data conditions.
- Real-Time Dashboards for monitoring operational metrics and detecting anomalies instantly.

The Platinum Layer provides AI-ready data for advanced scenarios, leveraging Azure Machine Learning and Fabric's data science capabilities for forecasting, intelligent resource planning, and automated decision-making.

2.2.5. *Monitoring and Operational Assurance*

Continuous observability is critical in real-time environments. Our consultancy extends Fabric's baseline monitoring with custom dashboards for data quality, pipeline performance, and compliance checks. Predictive monitoring anticipates capacity constraints and potential failures, minimizing downtime.

Integration with **Azure Log Analytics** and **Microsoft Sentinel** enhances security monitoring and threat detection.

2.2.6. *Business Continuity and Disaster Recovery*

RTI architectures incorporate resilience features such as geo-redundancy, availability zones, and Git-based lifecycle management to ensure rapid recovery without data loss. Features like time travel in Lakehouse and soft delete in OneLake provide additional safeguards, while optional BCDR capacities in secondary regions maintain continuity during regional outages.

2.2.7. *Security and Compliance*

When consolidating data into a unified platform, security and compliance must be embedded from the outset. Our approach to architecture leverages Microsoft Entra ID for identity management and applies role-based access control (RBAC) at multiple levels—tenant, workspace, and item. Advanced security features such as Row-Level Security (RLS) and Column-Level Security (CLS) are implemented to protect sensitive data. Integration with Microsoft Purview provides comprehensive lineage tracking, classification, and policy enforcement, ensuring adherence to regulatory requirements such as GDPR and industry-specific standards. Sensitive data, including personally identifiable information (PII), can be protected through obfuscation and masking techniques, ensuring privacy without compromising analytical value. Networking is hardened using Private Links and Managed VNETs, isolating workloads and preventing exposure to the public internet.

2.2.8. *Automation Through Metadata*

Unifying data at scale requires automation to reduce manual effort and improve reliability. Our metadata-driven ingestion framework orchestrates data pipelines dynamically, enabling schema drift handling and standardized transformations. Metadata tables define source systems, refresh frequencies, and transformation rules, allowing ingestion processes to adapt without code changes. This approach supports both batch and near-real-time ingestion, as well as Fabric Mirroring for low-latency replication of operational systems. By abstracting logic into metadata, onboarding new data sources becomes faster and operational overhead is reduced.

2.2.9. *Analytics and Insights*

A unified data platform is only valuable if it enables actionable insights. A target architecture will be designed to support enterprise-grade analytics and AI by integrating curated datasets with semantic models and visualization tools. The Platinum Layer provides analytics-ready data optimized for reporting and machine learning, while Power BI and Fabric Dataflows enable self-service analytics for business users. Semantic models enforce consistency in metrics and calculations, reducing ambiguity across reports. For advanced scenarios, the platform supports predictive analytics and machine learning through Fabric's integration with Azure Machine Learning and custom Spark notebooks. This ensures that organizations can move beyond descriptive reporting to forecasting, anomaly detection, and prescriptive analytics—all powered by unified, trusted data.

2.2.10. Monitoring and Operational Assurance

A unified platform must be observable and reliable. While Microsoft Fabric provides baseline monitoring through the Capacity Metrics App and Monitoring Hub, extending this with custom dashboards enables tracking of data quality, business rule compliance, and pipeline performance in real time. These dashboards provide proactive insights, allowing anomalies to be detected early and trust in the data to be maintained. Predictive monitoring can also help anticipate capacity constraints or potential failures, ensuring smooth operations and minimizing downtime. Integration with Azure Log Analytics and Microsoft Sentinel enhances security monitoring and threat detection across the platform.

2.2.11. Business Continuity and Disaster Recovery

Unifying data also means safeguarding it against disruptions. A future architecture incorporates resilience features such as geo-redundancy, availability zones, and Git-based lifecycle management. These measures ensure that the platform can recover quickly from failures without data loss. Features like time travel in Lakehouse and soft delete in OneLake provide additional safeguards, allowing previous states to be restored or deleted files to be recovered when needed. For critical workloads, optional BCDR capacities in secondary regions can be provisioned to ensure continuity during regional outages.

2.3. Proof of Value / PoC

The rapid development of a simple pilot or PoC for a data use case so that we may demonstrate the feasibility of the proposed solution and to demonstrate the organisation's stakeholders, to gain buy-in and grow confidence in the ability of data to address the challenge.

These projects are run under Agile methodology with the relevant Agile ceremonies. The following diagram outlines the typical sequence of engagement and steps.

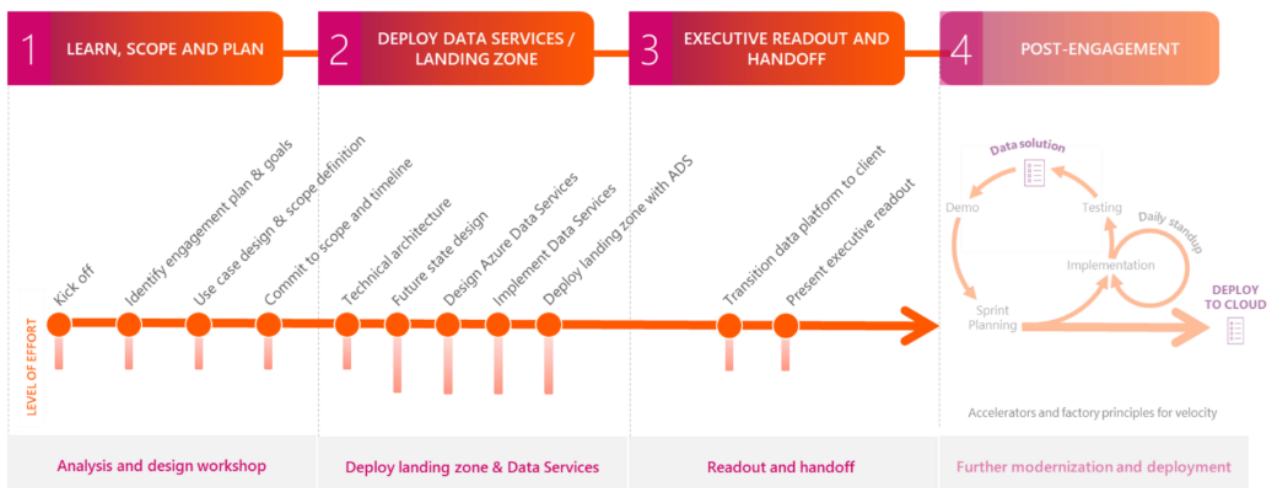


Figure 2

2.4. MVP Development

The development of a minimum viable product and deployment of that to an environment where it can be used by a group of end-users or be embedded in a business process. Typically, an MVP will require more software engineering and automation on top of development activities and, as such, contains a broader

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

scope than found in the PoC or Pilot projects. This process also uses Agile methodology, and the role of the client product manager becomes more important.

- a. Solution Design, including user experience design, is a collaborative process working with the organisation's stakeholders to ensure the data product matches the needs of the users.
- b. DevOps best practices are followed to ensure, from a software engineering perspective, that the product can be iteratively developed by a multi-disciplined team, including data engineers, data scientists, and front-end developers.
- c. We follow an approach of "develop iteratively, release often" so that the users and stakeholders have the opportunity to feedback on features released each sprint, enabling the team to refine the solution based on that feedback.
- d. For products which have a user interface, we follow a "user-centred design" approach keeping frequent collaborative contact with the relevant user representatives.
- e. Accelerators for pipeline development, deployment and any other components of the solution will be used by the delivery team where possible to accelerate the MVP development process.

2.5. Collaborative Development / Training

Where organisations are interested in enhancing the skills within their own team, we can offer a collaboration-based training opportunity. The structure of this is through the creation of a joint team of Avanade and client team members to work together on a specific project for a period of time (recommended 10 weeks minimum).

- a. Technical training is focused on the Azure Data Platform Technology Stack. The approach works well for team members who already have knowledge of building data systems from previous work.
- b. Shadowing of Avanade resources and collaborative sharing of workload for development activities with multiple daily checkpoints.

Recommendations for additional training in areas relevant to the user-specific role, where gaps are identified, or the specific project on which the team is collaborating do not cover all elements recommended for that role type in the client organisation.

2.6. Data Platform Managed Services

Avanade offers customers the option to avail themselves of our best shore model for management and operation of Azure-based data platforms and solutions developed by our project teams. This service can be delivered from multiple geographies depending on the needs of the customer. The service consists of:

- c. **Monitoring and Alerting** of the infrastructure, data pipelines, models and applications to ensure continuous operation within agreed SLAs.
- d. **Maintenance of the solutions**, including any patching required to ensure continued support and licencing as required.
- e. **Tuning of the solutions** in order to ensure continued performance of the solution within target SLAs related to performance.
- f. **Application of fixes** required where any element of the solution stops working under operational use under the conditions of use agreed in the service agreement.
- g. **Data Stewardship** is the management and oversight of the data within the platform. Maintaining the Data Catalogue, meta data and data classifications.

- h. **Data Access Management** to provide the end-user with access to the data they need while remaining within the organisation's security and GDPR policies

3. Service Approach & Outcomes

3.1. DevOps

We typically use the Agile methodology in the delivery of our projects and follow DevOps best practices from a software engineering perspective.

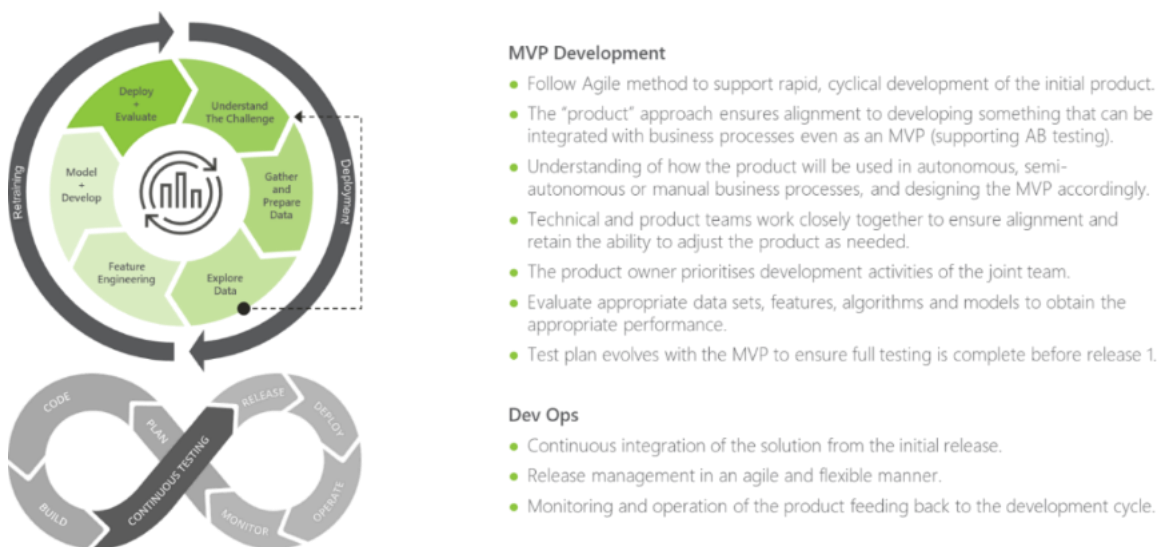


Figure 4

3.2. Avanade Experience

Avanade has become one of the world's largest business technology firms specialising in Microsoft products. With tested solutions that extend Microsoft products, they help clients increase revenue, grow faster, reduce costs and invest in innovation.

Awards and analyst recognition –

- More than 60,000 Microsoft certifications and 18 (out of 18) Microsoft Gold competencies
- Avanade have more MVPs (Microsoft Valued Professionals) than any other company, Fabric being strongly represented.
- Avanade (with Accenture) has more than 4000 Fabric-certified professionals
- Avanade was awarded Microsoft Global SI Alliance Partner of the Year for the 20th Time– more than any other partner - and recognised with 17 other awards in 2025.
- Proven history of delivering robust and high impact client business outcomes through AI-led solutions
- Up to 75% reduction in the human effort using digital assistants
- 80%+ accuracy in sales channel effectiveness

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

- 85% increase in employee satisfaction
- Close Relationship to MSFT engineering, product teams and Accenture AI solutions, identified as Thought Leaders in the Digital Twin space
- Avanade received the Global Partner of the Year award 2023, for the third consecutive year.

4. Tools, Assets & Accelerators

4.1. Fabric Services

Microsoft Fabric: an all-in-one analytics solution for enterprises that covers everything from data movement to data science, Real-Time Analytics, and business intelligence. It offers a comprehensive suite of services, including data lake, data engineering, and data integration, all in one place.

Components of Fabric:

- **OneLake** – a single, unified, logical data lake for your whole organization.
- **Data Engineering** - a Spark platform, enabling data engineers to perform large scale data transformation and democratize data through the Lakehouse. Microsoft Fabric Spark's integration with Data Factory enables notebooks and spark jobs to be scheduled and orchestrated.
- **Data Factory** - combines the simplicity of Power Query with the scale and power of Azure Data Factory. You can use more than 200 native connectors to connect to data sources on-premises and in the cloud.
- **Data Science** - enables users to build, deploy, and operationalize machine learning models seamlessly within your Fabric experience. It integrates with Azure Machine Learning to provide built-in experiment tracking and model registry.
- **Data Warehouse** - provides industry leading SQL performance and scale. It separates compute from storage, enabling independent scaling of both the components. Additionally, it natively stores data in the open Delta Lake format.
- **Real-Time Analytics** - Observational data, which is collected from various sources such as apps, IoT devices, human interactions, and so many more. It's currently the fastest growing data category. This data is often semi-structured in formats like JSON or Text. It comes in at high volume, with shifting schemas. These characteristics make it hard for traditional data warehousing platforms to work with. Real-Time Analytics is best in class engine for observational data analytics.

4.2. Avanade Accelerators

Avanade has developed an extensive set of accelerators and common patterns to lower the cost of development and provide a consistent delivery approach. The following is the highlighted list:

Fabric Value Accelerator engagement: a 4-week program guided by our Data & AI architects & engineers to help start with MSFT Fabric for the client.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

The program is focused on showcasing the **value** of unlocking data & insights from across an organization with Microsoft Fabric and Avanade's assets & accelerators.

In just 4 weeks, our Fabric Accelerator offering can jumpstart data initiatives. Client will win a general understanding of the benefits of Fabric for the business, and a practical implementation approach that best fits your needs can be selected:

- **Accelerate Business Intelligence response time** for new or existing Power BI workloads with Microsoft Fabric.
- **Connect Dynamics** instances and/or other CRM/ERP sources to Fabric to remove data silos and quickly generate business insights across the organization.
- **Rapidly deploy your end-to-end Modern Data Platform** and start exploring possibilities with Microsoft Fabric.

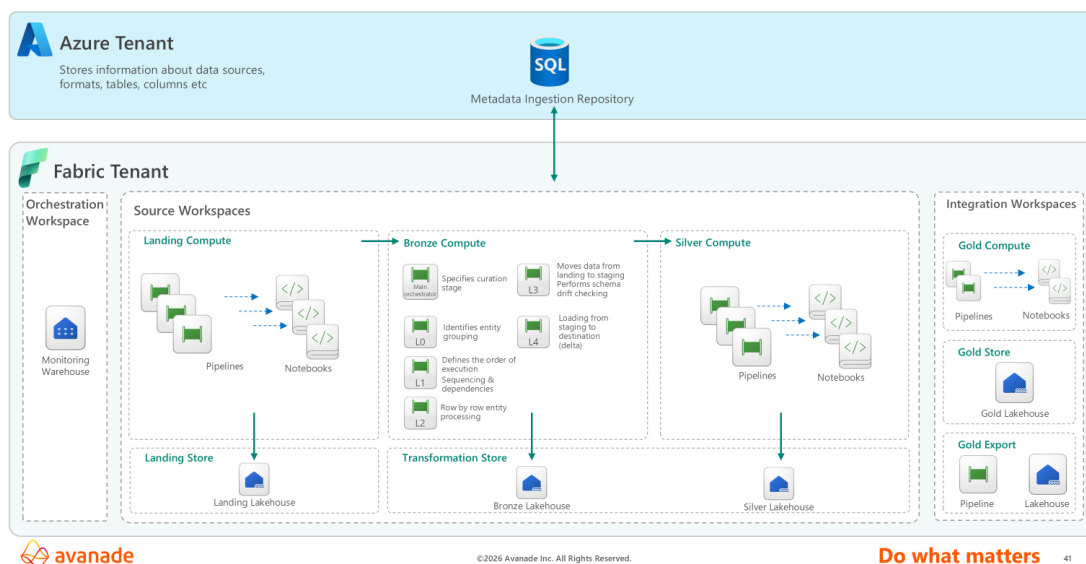
This engagement is the first key milestone in the journey to understand how to unify an intelligent analytics & data platform.

- 1. Learn. Fabric enablement workshop** to the targeted business group, to identify implementation priorities
- 2. Explore.** Leverage accelerators to set up Fabric for your business need
- 3. Activate.** Put Fabric to work in the implementation scenario selected and create a roadmap for next steps
- 4. Scale.** Discuss plan for the Data Platform and relevant teams, to continue to unlock value out of data

Meta Data Driven Processing Framework: Our metadata framework accelerates the development of ELT (Extract Load Transform) pipelines from data sources to Serving layers such as Synapse SQL Pools.

- Accelerated development (approx. 60% of reduced development & testing effort)
- Consistency in development practices
- Separation of metadata and computation engine means that if in future a newer technology is available, the execution engine can be re-written using the same metadata.
- Modular allowing easy extensibility.

Meta-Data Driven Framework



5. Trials & Associated Services

Avanade provides a comprehensive suite of trial and introductory services to help clients quickly evaluate, validate, and realize the benefits of the Microsoft Azure Data Platform. These services are designed to minimize risk and maximize value during the early stages of engagement:

Proof of Concept (PoC):

- Rapid development of PoC and pilot projects for targeted Azure Data Platform use cases.
- PoCs are structured to demonstrate technical feasibility, secure stakeholder buy-in, and build confidence in Azure-based data solutions.
- Delivered using Agile methodology, PoCs include collaborative workshops, analysis, and design sessions.

Discovery Phases & Workshops:

- Insight Discovery Workshops define engagement scope, clarify challenges, and establish architectural approaches and roadmaps.
- Prioritization workshops help identify and quantify use cases that deliver the greatest value, supporting project selection and planning.

Collaborative Development/Training:

- Joint teams of Avanade and client personnel work together on specific Data Platform projects.
- This enables clients to experience Avanade's delivery approach and build internal skills for platform adoption and development.

Hero Offers:

- Structured, short, focused engagements (often 4–6 weeks) to demonstrate tangible business outcomes early. These are scoped to provide clarity and defined outcomes for a fixed fee.

These trial services are designed to accelerate client understanding, reduce implementation risk, and deliver measurable value from Azure Data Platform investments.

6. Customer Responsibilities

- **Provision of Resources:** Customers are expected to provide necessary resources, such as access to systems, data, and relevant personnel, to enable Avanade to deliver the service effectively.
- **Collaboration and Engagement:** Active participation in collaborative workshops, ideation sessions, and ongoing feedback cycles is crucial. This includes engaging with Avanade during discovery, architecture design, and MVP development phases.

- **Governance and Roles:** We'll work with you to identify the most appropriate governance structures to ensure quick decision making, issue resolution and to ensure appropriate quality and financial controls
- **Training and Skill Development:** Where collaborative development or training is part of the engagement, customers should allocate team members to participate in joint development and training activities.
- **Operational Support:** For managed services, customers may need to support monitoring, maintenance, and data stewardship activities, ensuring that operational dependencies and SLAs are met.
- **Timely Decision-Making:** Customers are expected to provide timely decisions and approvals, especially during agile development cycles and migration projects, to avoid delays.
- **Compliance and Security:** Customers must ensure compliance with internal policies and regulatory requirements, particularly regarding data access, security, and GDPR.

7. Avanade Experience

Meteorological Data

Avanade partnered with the UK's leading national meteorological service to unlock the potential of their extensive climate and weather data using Microsoft Fabric.

The organisation is the largest holder of meteorological and climate data in the UK, collecting, generating, verifying, interpreting and applying data. They have access to an enormous amount of data since the 1900s and each day they generate around 400TB of data.

Avanade used MSFT Fabric to make this data available, transforming it and dramatically simplifying the analysis of millions of historical weather records from UK that can now be easily combined with global observational real time data from two different systems.

By using Fabric RTI, meteorology experts can now explore in self-service complex data in real-time dashboards; quickly and securely analyse current observations against historical data; identify patterns in real time data and create new insights using the developed data products.

All with a scalable system and an easy-to-use Power BI interface that remains responsive with this scale of data

Telecoms

A leading mobile network operator in Southeast Asia, serving over 150 million customers, is renowned for its loyalty programs. Their flagship points-based rewards initiative, launched in the early 2000s, has become extremely popular, allowing customers to redeem points for various benefits and participate in loyalty events.

With such a vast customer base and high program engagement, the operator faced challenges in rewarding customers in real time—their previous platform introduced delays of several hours before customers could access and use earned points.

Partnering with Microsoft and Avanade, the organization implemented a Real-Time Intelligence solution using Microsoft Fabric. This enabled near-instant updates to customer status, dramatically improving the customer experience and responsiveness of the loyalty program

Further details on Avanade's experience, client references, and additional case studies are available and can be shared upon request to demonstrate our proven track record and the breadth of our expertise in delivering successful solutions.

8. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

9. Contact Information

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10. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.