

Service Definition: Data and Analytics – Data Platform

1 Service overview

Circyl's Data and Analytics – Data Platform service helps organisations design, build and support modern data and analytics capabilities using cloud-based platforms. The service supports clients who need to improve access to reliable data, move away from spreadsheet-driven reporting, or modernise existing data platforms to support better decision making.

The service is flexible and can be delivered as a discrete engagement or as part of a wider programme of work. Each call-off is scoped to the client's requirements, existing data landscape and delivery priorities.

2 What the service includes

The service typically includes a combination of the following activities, depending on client need:

- Data and analytics discovery and assessment
- Review of existing data sources, reporting and processes
- Target data platform and analytics design
- Data modelling and information structure design
- Migration from legacy or spreadsheet-based approaches
- Build and configuration of analytics and reporting solutions
- Validation, testing and refinement of outputs
- Knowledge transfer and handover
- Ongoing support and optimisation of the delivered solution

Not every engagement will include all activities. The scope is agreed at call-off stage.

3 Service delivery approach

The service is delivered by experienced data and analytics consultants with practical delivery experience across multiple sectors. Delivery is collaborative and typically includes close engagement with client stakeholders throughout discovery, design and implementation.

Delivery is primarily remote. On-site support can be provided where required and agreed as part of the call-off contract.

Circyl uses a structured but pragmatic delivery approach, allowing work to be phased and prioritised based on risk, value and organisational readiness rather than following a rigid methodology.

4 Onboarding and mobilisation

At the start of an engagement, Circyl works with the client to confirm objectives, scope, stakeholders and delivery approach. This typically includes:

- Kick-off and discovery sessions
- Confirmation of access to required data and systems
- Agreement of delivery plan and governance
- Identification of dependencies and risks
- Mobilisation activities are proportionate to the size and complexity of the engagement

5 Outputs and deliverables

The specific outputs and deliverables for each engagement are defined in the agreed call-off contract. Depending on scope, these may include:

- A documented target data and analytics platform design aligned to agreed requirements
- Implemented data models, structures and analytics components required to support reporting and analysis
- Configuration of data and analytics solutions delivered as part of the engagement
- Validation and testing outputs to confirm the solution meets agreed objectives
- Documentation supporting the delivered solution, including design and operational considerations
- Knowledge transfer to enable client teams to understand and use the delivered solution

Deliverables are produced in line with the agreed delivery approach and governance arrangements.

6 Support and after-sales arrangements

Ongoing support and maintenance for this service is provided through Circyl Care, Circyl's standard post-delivery support offering. Circyl Care is offered for all delivered solutions and is strongly recommended but is not mandatory unless explicitly stated in the call-off contract.

Circyl Care provides access to experienced consultants familiar with the delivered solution, structured incident and query handling, agreed response targets, and ongoing technical assistance for operational issues, enhancements and advisory support.

Support arrangements, including scope, coverage and commercial terms, are agreed at call-off stage and are documented separately from this service definition. Circyl Care operates under a 12-month agreement and is aligned to the value and scope of the original project delivery.

Full details of Circyl Care, including service coverage, response handling and commercial structure, are provided in the Circyl Care service document.

7 Service constraints

The service is primarily delivered remotely during UK business hours. Delivery is dependent on timely access to client data, systems and stakeholders. Changes to scope, priorities or assumptions may impact delivery timescales and are managed through agreed change control processes.

8 Security and data protection

Circyl handles data in line with contractual, regulatory and organisational requirements. Access to client data is restricted to authorised personnel and limited to the purposes of delivering the agreed service.

Security arrangements align with the nature of a cloud support and analytics service. Where required by the buyer, Circyl can support baseline personnel security requirements such as BPSS.

9 Service exit and offboarding

Circyl supports an orderly service exit where required. This may include:

- Handover of documentation and deliverables
- Transfer of knowledge to client teams or third parties
- Return or deletion of client data in line with contractual terms
- Exit arrangements are agreed at call-off stage to ensure continuity and minimise disruption



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