

G-Cloud 15

Service Definition

Managed Services

Dot Collective

Lot 3 Cloud Support



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1. Introduction

Company Overview

We are a modern, practitioner-led data and cloud engineering consultancy, specialising in delivering impactful, enterprise-scale data and AI solutions. With deep expertise in cloud-native and on-premises architectures, we combine professional excellence with a people-first approach, empowering teams to make a difference and driving meaningful outcomes for our clients.

- Expertise – engineering is our craft and we are passionate about it. All our consultants are deep data specialists, and over 80% of consultants have more than seven years of experience.
- Diversity – we are proud of our culture celebrating individuality and talent. It's the tapestry of all our individual journeys and experiences that make us human and unique.
- Organisational design – our organisational design is decentralised with thriving communities of practice at the core of the organisation.
- Outcome driven approach – we pride ourselves in our ability to design and deliver impactful data solutions that bring a tangible return on investment, on time and on budget, time and time again.

Value Proposition

Deep expertise in data

The data world is changing rapidly, especially within the public sector. While the market demand for AI and data-driven public services is growing, success depends on expertly crafted, high-quality data solutions tailored to complex regulatory and ethical requirements.

AI and predictive analytics projects in the public sector face unique challenges, including legacy systems, strict data governance, and a heightened need for transparency. Over 60% of public sector AI initiatives experience delays or underperformance due to data quality and governance issues, according to recent GovTech pulse studies.

The UK Government's AI Strategy highlights the critical need for robust data quality and ethical frameworks to avoid costly and potentially damaging AI failures.

At Dot Collective, we build the essential foundations that enable successful AI, predictive analytics, and LLM adoption in public sector contexts with a focus on data quality, governance, and regulatory compliance.



Whether delivering sophisticated machine learning models or a suite of intuitive data marts enabling self-service and data democratisation, having a well-structured semantic layer on top of a cloud-native data lake is essential, and this is precisely the area where we specialise.

Technical expertise and innovation are central to how Dot Collective operates.

A team founded on diversity – celebrating individuality and talent

The rapid growth of the data sector is causing a global shortage of talent and in turn a highly competitive process to recruit and retain talent. Employees both in this and other industries are looking for more than purely a competitive salary, for somewhere which has a compelling culture and path for the individual to grow and learn.

We pride ourselves on our authentic culture which was founded on the premise of diversity and expertise – these were the founding principles and the lens through which we operate day-to-day.

Outcome-driven, pragmatic approach

We are known for our outcome-driven, and pragmatic approach to delivery for our clients.

With a strong focus on upfront solution design and data architecture, we always invest in building the foundations at the project's outset to avoid unexpected challenges in the later stages.

We welcome commercial models with risk-sharing mechanisms in place, be it a committed velocity or fixed-price/fixed outcomes contracts.

Irrespective of the commercial mechanisms in place, we keep laser focus on maximising the value delivered from day one and always go above and beyond to ensure that all stakeholders are engaged and there is a positive momentum created by the project with a far-reaching positive impact across a wider community.

What the Service Provides

Dot Collective positions a Run service for live operational platforms, providing complete management of your data and AI environment. We handle everything from incident resolution, release management, and post-mortems, to code and cost optimisation, Data and ML pipeline management, and maintenance of core artefacts. Our team also keeps knowledge bases up to date and delivers incremental improvements that free up your teams to focus on running the business.

Aligned with ITIL best practices, the service can include 1st, 2nd, and 3rd line support, health monitoring of pipelines, and cost optimisation, giving you predictable



performance, operational resilience, and scalable support. With ongoing expertise and support, we help your data platforms run smoothly, stay reliable, and deliver maximum value for your organisation.

Social Value

Tackling Economic Equality:

At Dot Collective, we believe data should be a common good. It should be accessible, affordable and meaningful for every organisation, no matter its size or resources.

Dot Collective's Data Refinery empowers small and medium-sized enterprises to unlock growth value of their product data. Our fully managed platform delivers clean, unified insights through intuitive dashboards and AI-enhanced analytics, enabling confident, data-driven decisions from day one.

This is not just about technology. It is about making sure every organisation, from local housing providers to national charities, has the insight they need to deliver their mission.

Equal Opportunity:

Dot Collective is committed to diversity and inclusion. We have maintained an industry sector leading gender diversity ratio, approximately 60/40 split and gender pay gap of -0.5%, ensuring we remain the only UK technology consultancy with a negative ratio.

We bring this commitment to all of our projects and client work: ensuring our training, capabilities, and teams are designed to be inclusive and accessible, supporting equal opportunities for all staff.

We tailor our learning approaches to different roles, skills, and learning styles, helping organisations build diverse and empowered teams.

Overview of the G-Cloud Service

Introduction to the service

We provide managed services for live operational platforms ensuring the comprehensive management and maintenance of the data platform. Our comprehensive support solution covers incident resolution, release management, post-mortems, code and cost optimisation, Data and ML pipeline management, maintenance of core artefacts, knowledge base upkeep, and the delivery of incremental changes freeing up the time and capacity for client's teams.

Our team aligns to ITIL methodologies, and our model allows organisations to offload certain responsibilities, such as 1st, 2nd, and 3rd line support, enterprise data and AI platform management, data and MLOps pipelines, health monitoring and cost



optimisation, enabling you to focus on core business objectives. Our Managed Services function can provide several benefits, including cost predictability, access to specialised expertise, enhanced operational efficiency, and improved scalability.

By combining technical expertise with ongoing support, we deliver a fully managed solution that enhances operational resilience, accelerates your AI and data-driven initiatives, and ensures your data infrastructure remains cost-effective and scalable.

Service Description

We can provide multi-tiered assistance to ensure the smooth operation, reliability, and performance of your data pipelines and machine learning workflows. We offer 1st, 2nd, and 3rd line support, covering everything from routine troubleshooting to advanced issue resolution and infrastructure optimisation.

1st Line Support acts as the first point of contact, handling incident logging, basic troubleshooting, and user assistance for common issues in DataOps and MLOps environments. Our team ensures quick resolutions for minor disruptions and escalates complex cases when needed.

2nd Line Support addresses more in-depth technical issues, including pipeline failures, model deployment challenges, and performance bottlenecks. This team conducts root cause analysis, applies configuration fixes, and ensures seamless integration across data and ML systems.

3rd Line Support provides expert-level assistance for the most complex and critical issues, involving infrastructure scaling, cloud optimisation, security concerns, and advanced debugging. Our specialists work closely with engineering teams to resolve deep system-level problems and implement long-term solutions.

By offering comprehensive, tiered support, we help organisations maintain uninterrupted data and AI operations while optimising system performance and reliability.

Associated Services

The design, build and deployment of data platforms and solutions with cloud services across all industry sectors.

2. Data Protection

Information Assurance

Dot Collective's ISO27001 certification covers our services through the design, build and deployment of data platforms and solutions with cloud services across all industry sectors.

Staff screening performed which conforms to BS7858:2019.

Data Back-Up and Restoration

Dot Collective's ISO27001 certification covers our services, including data backup and restoration.

Internal backup solution is two-fold:

- 1) Internal to Microsoft 365 services such as Entra ID, SharePoint, Exchange all have their own ability to recover data. It is these facilities that are used on a day-to-day basis.
- 2) ArcServe has also been configured to backup using 'Deltas' twice per day ensuring that the total loss of the 365 account does not mean the total loss of all 365 data.

Backup and restoration plans associated with Client projects or services are discussed with the customer and included in Project or Service Scoping documents and RACI matrices.

Business continuity statement/plan

Dot Collective's ISO27001 certification covers our services, including business continuity planning.

The Business Continuity Management framework of The Dot Collective applies to all employees, contractors, and operations under the Organisation's control, including software development, data consultancy, cloud hosting, and managed service functions.

Operations within the UK and EU are in scope, including remote and hybrid deliveries by employees or contractors.

The purpose of our Business Continuity Policy is to establish the Organisation's commitment to ensuring the resilience of its services, people, and operations by preparing for, responding to, and recovering from disruptive incidents.

Roles and responsibilities are clearly defined and communicated within The Dot Collective, and Business Continuity considerations are built into management reviews and service improvements.

A more detailed plan can be provided upon request.

Privacy by Design

Dot Collective's ISO27001 certification covers our services, including data protection policies.



Senior Management of the Company is strongly committed to the rights of individuals whose data they collect and process and will comply with UK laws related to personal information in line with the UK General Data Protection Regulation (GDPR) and the Data Protection Act (2018).

Senior Management of the Company ensures that it meets its requirements under DPA (2018) and UK GDPR for the management of personal information, that the objectives and obligations under the law are met and ensures that controls are in place that reflect the level of risk that the Company is willing to accept. In addition, steps are taken to ensure that it is able to meet all the regulatory, statutory and contractual obligations that are applicable, including the protection of the interests of individuals and other stakeholders.

Monitoring technologies may be implemented to detect and assist in the prevention of unauthorised activities. The technologies implemented must be relevant, used appropriately, and be limited to the minimum necessary to meet the above objectives in alignment with relevant regulations.

All contracts contain Data Protection clauses which are available upon request.

The privacy notice on our website covers the privacy policy for data collected through the website [Privacy Policy | The Dot Collective](#)

3. Using the service

Ordering and Invoicing

Every client is onboarded following a robust and well-documented project that includes verification of their company's legal stages and validation of banking details. All our contractual agreements follow legal review and have standard payment terms included. The clients are also instructed to reach out to our accounts team if they have any problems.

Onboarding:

Our onboarding process begins with a kick-off meeting involving key stakeholders to align on goals and timelines. A dedicated Customer Success Manager (CSM) or relevant product expert is assigned as the primary point of contact to guide the client through the onboarding process. Support typically includes setup assistance, access to comprehensive documentation, remote training sessions, and ongoing account management. Additional support may be available during the initial onboarding period (typically 30–90 days), depending on the service level agreement.

Offboarding:

If a client chooses to terminate the service, they may do so at any time by providing not



less than ninety (90) days' written notice, in accordance with GC15 Clause 13.2.2. Following notice, we work with the client to develop a structured offboarding plan, including a mutually agreed timeframe for transition. Clients retain the ability to export their data, and access is removed at the conclusion of the contract or designated transition period. Support is provided during offboarding to ensure a smooth, secure, and orderly migration of systems and data.

Implementation Plan

Service or Project deliverables are usually detailed within the Client Statement of Work. A detailed implementation plan can be provided to the buyer on request.

Service Management

ISO20000-1 and ITIL v4 best practice and policies covers our services and we have a robust Service Management System in place to manage our people, processes and technology.

Our SMS policy demonstrates Dot Collective's commitment to delivering high-quality, reliable, and continually improving IT and Data Managed Services through the implementation, operation, monitoring, and continual improvement of a Service Management System (SMS) in line with ISO/IEC 20000-1.

This policy applies to all services delivered under Dot Collective's Service Management System and the scope covers all staff, contractors, and partners engaged in the design, transition, delivery, and improvement of services within The Dot Collective.

Dot Collective is committed to:

1. Service Quality & Customer Value – Delivering services that consistently meet or exceed agreed requirements, SLAs, and customer expectations.
2. Availability & Reliability – Ensuring high levels of platform and service availability, supported by proactive monitoring, risk management, and robust incident/problem management.
3. Compliance & Best Practice – Operating in alignment with ISO/IEC 20000-1 and other relevant frameworks and standards (ISO 9001, ISO 27001, ITIL v4).
4. Information Security & Confidentiality – Protecting customer data and systems through secure service management practices.
5. Continual Improvement – Measuring performance through KPIs and SLAs, learning from incidents and reviews, and embedding continual improvement into all service management activities.
6. People & Competence – Providing training, tools, and resources to ensure all personnel understand their role in delivering excellent service.



Client users log tickets in Jira Service Management. 1st line support triage is carried out by the Managed Service team and handled via Jira Service Management, involving 2nd/3rd line support from Practice resource capabilities, or the broader Dot Collective team, where necessary.

There is a register of interested parties and associated communication plans. There are regular management reviews, including continual improvement planning, risk and opportunity management, and SMS policy reviews.

SLAs and KPIs are built into each Service and reviewed with the Clients through regular Service Reporting and in Service Reviews.

Processes are clearly communicated, including Incident Management (including P1/P2 Incident Management), Problem Management, Change & Release Management, Capacity & Availability Management, IT Service Continuity, Observability Improvements, Event Management, Knowledge Management, Service Level Management, Continual Service Improvement, and Service Management Governance led by the Head of DataOps & Managed Service.

Clients have an assigned Service Delivery Manager and are engaged in our processes, especially Change & Release Management.

Dot Collective teams are trained and skilled in the disciplines required to support the Clients and Services and are aligned to a Competency Matrix and training planning to uphold their knowledge and our high standards.

Service Constraints

Services operate in alignment with ISO/IEC 20000-1 and other relevant frameworks and standards (ISO 9001, ISO 27001, ITIL v4).

Performance, availability and support hours, maintenance windows, roadmaps, change schedules, and scope of services are outlined as part of the Service Design & Transition phase. Standard SLAs and KPIs are included in Service Scoping and alignment with our Client's teams can be seen in our RACI matrices.

Additionally, customisation is permitted when establishing responsibility and accountability across the services, and when identifying business drivers denoting P1 or P2 scenarios.

Service Levels

Standard SLAs and KPIs are built into each Service and reviewed with the Clients through regular Service Reporting and in Service Reviews.



Performance, availability and support hours, maintenance windows, roadmaps, change schedules, and scope of services are outlined as part of the Service Design & Transition phase. Standard SLAs and KPIs are included in Service Scoping and alignment with our Client's teams can be seen in our RACI matrices.

Our Managed Service Statements of Work reference SLAs, KPIs, and Service Design & Transition deliverables which form the basis of the Managed Service agreements per Client.

Outage and Maintenance Management

Performance, availability and optimisation maintenance and checks are proactively managed by the DataOps and Managed Service team.

Dot Collective partners with cloud providers, e.g. AWS, Azure, and GCP, utilising robust infrastructure underpinned by partner agreements.

Planned downtime is communicated via the Change Management process, including back out planning.

Unplanned downtime is managed via our Major Incident process and Communication plans include key contacts internally and externally.

Service Hours are tracked for ad-hoc service needs and resource alignment is managed by the Service Delivery Manager, utilising Escalation Management where necessary.

Financial Recompense Model for not Meeting Service Levels

Service Credits are agreed per Client, per Service depending upon business criticality and Service Levels, and is generally a percentage of the monthly Service fee.

Priority	Criticality	Definition	Response Target	Resolution Target
1	Urgent	Total loss of service rendering the solution unusable	30 business minutes	4 business hours fix or workaround
2	High	Partial loss of service, system running slowly but still	60 business minutes	8 business hours fix or workaround

		usable, some business impact		
3	Medium	Cosmetic error or minimal business impact	4 business hours	16 business hours or workaround
4	Low	Very low impact issue, request for advice	8 business hours	5 business days fix or workaround

Financial Recompense Model for SLA Breaches

- Each ticket is assigned a priority (P1–P4) based on business impact.
- Service Credits apply only when agreed SLA response or resolution targets are not met.
- SLA clock excludes periods outside our control (e.g., waiting for user/vendor). Credits vary by priority, number of breaches, and client agreement.
- Specific calculation, thresholds, and application are defined in the Statement of Work.

4. Provision of the service

Customer Responsibilities

The Client will provide:

- Timely access to appropriately skilled resources.
- Access to third-party incident reports for any historical incidents requiring resolution by Dot Collective.
- Infrastructure access - provisioned as part of the Service Transition.
- Platform hosting charges will be the responsibility of the Client and will be billed directly from the relevant platform provider.

Should any of the dependencies not be met for any reason, and a delivery delay is a likely result, the Supplier will notify the Client promptly, and remediation activity will be coordinated through project governance and mutual agreement between the parties.

Technical Requirements and Client-Side Requirements

Technical and Client-Side requirements would be part of the initial discovery and proposal process per Client, per deliverable and would also inform detailed sections of the associated Statement of Work.

Outcomes/Deliverables

Outcomes and deliverables are outlined in the Client Statement of Work depending upon the nature of the engagement.

An example could be;

Service Design Package	Full SDP including, service scoping, service model, support processes, RACI, SLAs, roadmaps, hypercare plan, and Managed Service contract/SOW
Knowledge Articles	Tier 1 and Tier 2 troubleshooting guides
Technical Documentation	Slides, technical guides, and walkthrough for Service Desk and support team
Service Transition Plan	Detailed transition plan

Handover Sign-off	Evidence of acceptance into live service
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After-sales Account Management

Services operate in alignment with ISO9001:2015 and other relevant frameworks and standards (ISO 20000-1, ISO 27001, ISO14001, Cyber Essentials Plus).

ISO9001 criteria provides a Quality Management System (QMS) including, but not limited to, customer satisfaction, and feedback/complaints, as well as a communication policy.

The intended outcomes of the QMS are to enable streamlining of operating standards across business processes and ensure delivery quality in services.

5. Our experience

Case Studies

Designing a robust HR data mart for a leading charity

We partnered with one of the UK's leading charities to transform their HR data capabilities from a fragmented, manual reporting environment to a unified data mart enabling strategic workforce insights. Through comprehensive data integration, quality frameworks, and self-service analytics, we delivered a £400k annual value solution that eliminated manual PII handling and established data-driven decision making across HR and Finance functions.

Challenge

- Critical data visibility gap with teams unable to confidently report basic workforce metrics, undermining strategic decision making
- 300+ days annually lost to manual data reconciliation across fragmented systems, with 80% analysis time consumed by data preparation
- Extensive manual PII processing creating compliance risks and operational inefficiencies across gender pay gap, budget reconciliation, and quarterly reporting cycles
- 28% confidence level in Workday data quality with substantial time lost reconciling inconsistent data outside core systems
- Siloed reporting ecosystem preventing unified analysis of HR and Finance data, limiting ability to optimise and demonstrate ROI on workforce investments

Solution

- Implemented enterprise data warehouse using existing infrastructure with secure ingestion patterns from Workday API and Excel based files
- Established comprehensive data quality framework with exception reporting, automated monitoring, and business rule validation to restore confidence in workforce data
- Created unified analytics platform combining HR and Finance data through medallion architecture with role-based access controls and PII masking policies
- Built automated reporting suite covering gender pay gap, national living wage, salary reviews, and budget reconciliation with PowerBI dashboard integration
- Developed self-service capabilities enabling HR teams to access curated datasets directly while maintaining enterprise security and governance standards

Delivery model:

- Applied comprehensive discovery methodology including workshops, surveys, and process analysis to understand current state challenges
- Implemented phased delivery approach prioritising data quality foundations, followed by exception reporting, self-service capabilities, and advanced analytics enablement
- Established data governance framework with clear ownership models and quality standards
- Create change management programme including technical training, process transformation, and cultural shift to embed data-driven decision making

Impact

- Delivered £400k annual value across operational efficiency, workforce optimisation, and compliance risk reduction
- Cut 300+ days of annual manual data processing, enabling HR Analytics team to move from operational reporting to strategic insights and predictive modeling
- Achieved enterprise data confidence with automated data quality monitoring, exception reporting, and single source of truth for all workforce analytics
- Established self-service analytics improving data literacy in HR and Finance teams
- Built scalable analytics foundation for predictive models, rewards optimisation, and training ROI analysis
- Enabled compliance excellence through automated gender pay gap reporting, national living wage analysis, and secure PII handling with audit trails



Dot Collective builds a foundation for data-driven growth

Over a 12-week engagement, we worked with a healthcare provider to define a clear data strategy and delivery roadmap—laying the foundations for a modern data platform, improved governance, and long-term scalability.

Challenge

- Data was spread across multiple systems, spreadsheets, and offline sources
- Reporting was inconsistent, manual, and time-consuming
- Poor data quality and siloed systems limited insight and trust
- With planned growth, these gaps posed a strategic risk

Solution

- Delivered a clear, outcome-driven data strategy and roadmap in 12 weeks
- Designed a Microsoft Fabric-based Enterprise Data Platform
- Aligned architecture with the organisation's existing Microsoft ecosystem
- Defined governance artefacts: taxonomy, quality standards, access matrix

Delivery model

- Applied our Steel Thread delivery methodology: use case driven, deliver end-to-end, scale fast
- Prioritised business value and cross-team engagement from day one
- Addressed use cases across reporting, migration, and governance
- Created a scalable, risk-aware foundation for long-term change

Impact

- Identified opportunity to save over 14,700 hours pa
- Identified £80,000+ in licence-related savings from legacy retirements
- Broader value in enabling digital transformation, improved governance, and cost-neutral growth
- Positioned data as a strategic asset to drive agility, compliance, and smarter decision-making

Clients



Contact Details

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