

Service Definition Document

Data Strategy, Data Analytics & Business Intelligence

Supplier	Francioni Limited
Service ID	FRAN-DATA-012
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Design and deliver scalable data strategies to transform raw data into actionable insights. Our service encompasses everything from cloud data architecture and BigQuery implementation to self-service analytics dashboards. We help public sector organisations build sustainable data capabilities that drive evidence-based decision making and operational efficiency.

2. Service Features

- Cloud data strategy aligned to organisational goals
- BigQuery data warehouse design and optimisation
- Secure data ingestion from multiple sources
- Automated data pipelines using cloud-native tooling
- Data modelling for analytics and reporting
- Business intelligence dashboards using leading platforms
- Real-time and batch analytics capabilities
- Data governance and compliance frameworks
- Advanced analytics including forecasting and trends
- Knowledge transfer and team enablement support

3. Service Benefits

- Faster evidence-based decision-making across departments
- Improved data accuracy, reliability, and trust
- Reduced reporting time through automation
- Clear visibility into performance and outcomes
- Lower data processing and storage costs
- Enhanced compliance and data security
- Better forecasting and planning capabilities
- Increased productivity for analysts and stakeholders
- Long-term data capability within organisation
- Scalable analytics without infrastructure overhead

4. Approach and Methodology

Discovery: We assess your current data landscape, identify key data sources, and understand reporting and analytics requirements.

Strategy: We develop a data strategy aligned to your organisational goals, defining architecture, governance, and roadmap.

Architecture: We design and implement cloud data infrastructure using BigQuery, Dataflow, and modern ETL tools.

Analytics: We build self-service dashboards and reports using tools like Looker, Tableau, or Power BI.

Enablement: We provide training and documentation to ensure your teams can maintain and extend the solution.

Optimisation: Ongoing support includes performance tuning, cost optimisation, and capability enhancements.

Example Use Cases

- Local authority building central data warehouse for performance reporting
- NHS Trust implementing real-time operational dashboards
- Government department consolidating departmental data for cross-cutting analysis
- Public body establishing data-driven approach to service improvement

5. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

6. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

7. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

8. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

9. Contact

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