

MINDERA Public Sector

Mindera Data Management Services

OVERVIEW OF THE MINDERAS DATA MANAGEMENT SERVICES

Mindera helps public sector organisations Mindera helps public sector organisations collect, manage, and analyse data to support evidence-based decision making.

Our services deliver comprehensive data management and analytics services, covering data profiling, governance, integration, and business intelligence, enabling organisations to generate actionable insights and maintain secure, high-quality, and compliant data operations.

We provide advanced data management

capabilities, including data profiling, transformation, integration, and quality assurance, to support accurate reporting, risk mitigation, compliance, and operational efficiency. Our processes ensure data is reliable, well-governed, and fully auditable, enabling organisations to make informed, evidence-based decisions with confidence.

We work with Buyers to define data requirements, quality metrics, and insights aligned to organisational goals. Training and knowledge transfer support adoption, with all services following G-Cloud principles, open standards, and government best practice for security, data protection, and accessibility.

OUTCOMES

- **Data migration activities** are secure and fully compliant with public sector regulations. We apply governance and security controls, validate data quality, and carefully plan migrations to minimise risk and disruption.
- **Reduces migration risk** through structured data assessment and validation, identifying and resolving issues early to ensure accurate, reliable datasets and a smoother, more predictable cloud transition.
- **Enhances data quality and integrity** before migration by cleansing, validating, and standardising datasets, ensuring accurate, reliable, and consistent data for a seamless cloud transition.
- **Enables informed decision-making** by providing clear visibility of data estates, including data sources, structures, dependencies, and quality. This transparency supports better planning, prioritisation, and risk management throughout cloud migration and ongoing data operations.
- **Minimises service disruption** by using carefully planned cutover and rollback strategies that maintain continuity during migration. These controls ensure services can be restored quickly if issues arise, reducing downtime and operational impact.
- **Mindera embeds UK GDPR and data governance** standards into all data management and migration activities, ensuring data is handled securely, lawfully, and in line with regulatory requirements.
- **Designs and optimises cloud data architectures** to deliver high performance, scalable growth, and cost efficiency, ensuring data platforms can adapt to changing demand while avoiding unnecessary cloud spend.
- **Accelerates** cloud adoption by identifying and resolving data readiness issues early, reducing delays and enabling a smoother, more confident transition to cloud-based data platforms.
- **Mindera protects sensitive information** by applying robust data classification, access controls, and security measures across all data management activities. This ensures sensitive and personal data is identified, handled appropriately, and protected throughout its lifecycle, supporting regulatory compliance and reducing the risk of unauthorised access or data loss.
- **Builds stakeholder confidence** by delivering transparent, auditable data migration plans with clear governance, documentation, and decision trails. This visibility demonstrates control, compliance, and risk management, providing assurance that migrations are well-planned, accountable, and aligned with organisational and regulatory expectations.

SERVICE LEVELS

Our Data Management service is designed to deliver high availability, resilience, and rapid recovery to support the secure and reliable operation of public sector data platforms.

Using cloud-native architectures, built-in redundancy, and automated recovery controls, we minimise disruption, protect data integrity, and maintain performance during incidents or periods of increased demand.

Availability

Standard SLA is 99.9%–99.99% uptime. High availability is ensured through redundant storage, database replication, and automated failover, providing continuous access to data, reports, and management platforms even if individual components fail.

Recovery Time Objective (RTO)

Recovery Time Objective (RTO) is typically 15 minutes to 4 hours, depending on the criticality of the data service. Rapid restoration procedures ensure minimal downtime for databases, data pipelines, and management platforms.

Recovery Point Objective (RPO):

Typically 1–4 hours, defining the maximum acceptable data loss. Databases, data pipelines, and critical datasets are backed up frequently, ensuring that recent changes are preserved and recoverable in the event of an incident.

Data Redundancy

Data redundancy is ensured through geo-replicated storage and database replication, maintaining continuity during failures or outages.

Backup & Integrity

Regular backups with automated integrity checks ensure data is accurate, complete, and recoverable, protecting critical datasets and supporting reliable recovery.

Monitoring

Continuous monitoring tracks database performance, data pipelines, and system health, detecting anomalies early to prevent issues and maintain service reliability.

Incident Response:

Incidents are prioritised and managed through structured processes, ensuring rapid detection, escalation, and resolution.

Scalability

Data platforms automatically scale resources to handle increased workloads, ensuring consistent performance during peak demand or growing data volumes.

Performance:

Data Management systems are optimised for fast query response, efficient processing, and reliable throughput, ensuring smooth access and timely insights even under heavy workloads.

Our Data Management service

includes comprehensive Disaster Recovery (DR) and Business Continuity (BC) arrangements to ensure critical data, databases, and pipelines remain available and recoverable during disruptive incidents.



Cloud Hosting & Redundancy

Data Management platforms are hosted on cloud infrastructure with built-in redundancy across compute, storage, and networking, ensuring continuous availability and resilience against hardware or network failures.

Automated Backups & Replication

Data and configurations are automatically backed up and replicated across multiple locations, ensuring recoverability and continuity in the event of failures or data loss.

High Availability Design

Data Management systems are designed for high availability, using redundant architectures, failover mechanisms, and distributed components to ensure continuous access and reliable performance.

Alignment with Industry Standards

The DR and BC arrangements are rigorously aligned with a comprehensive set of recognised national and international public sector standards and guidance.

- ISO 22301 (Business Continuity Management)
- ISO 27001 (Information Security Management)
- NIST SP 800-34 (Contingency Planning)
- UK Government Business Continuity Guidance
- NHS Digital DSP Toolkit (for relevant health sector deployments)
- GDPR Security Requirements
- G-Cloud Service Continuity Requirements

ACCESSIBILITY, SECURITY, ETHICS, COMPLIANCE AND SOCIAL VALUE

Accessibility

- **Mindera supports accessibility:** Requirements are discussed and agreed with the Buyer, including reasonable adjustments and alternative documentation formats where required. Where applicable, services are designed to align with WCAG 2.2 AA standards, and accessibility considerations are reviewed throughout delivery.

Security, Ethics & Compliance

- **Secure operation:** Data Management platforms are operated in line with UK GDPR, public sector security requirements, and recognised best practices.
- **Data protection:** All datasets, databases, and pipelines are handled securely, with access controls, encryption, and audit trails in place to protect sensitive information.
- **Responsible AI:** Data services are designed for transparency, accountability, and compliance, ensuring governance, auditability, and ethical handling of information in line with Buyer policies and regulatory obligations.

Social Value

- Mindera has always contributed to our communities regardless of location. Activities include our school (we pay young adults to learn how to code for 10 months) and tech camps (for kids without any parents). We run Mindera Foundations (UK, Portugal and Romania) to channel our charitable activities in these locations, but also work with local communities across all our locations.
- We have measured our carbon emissions since 2021, developing an emissions reduction plan which aims to halve scope 1 & 2 emissions before 2030, reaching net zero before 2050, in line with the Government's 25 Year Environment Plan (25YEP)
- Progress is shared with staff, suppliers, and customers, and annual public communication will highlight achievements. We encourage sustainable practices in the supply chain via bi-annual supplier environmental surveys, and integrating climate-related targets and performance as a purchasing selection criterion.
- Explore more at https://mindera.com/foundation_global

At Mindera, we are more than just a global tech company.

We are a bunch of geeks, all 1,300 of us, who are innovative thinkers, problem solvers and application developers grounded by our sense of community..



Founded in 2014, our roots are deeply embedded in the passion for technology, the belief in the power of collaboration and to give back to society.

Today, we have a global presence in over 10 countries. Some clients like us on site, some want our best people across the world, and others seek the most affordable option. As such a hybrid approach is common, offering a balance of industry expertise, close collaboration and cost efficiency.

Constant technology evolution keeps us busy particularly in the UK Public Sector technology requirements, social value and ethics as we build in stronger security, focus on assurance by design, embed greater accessibility with a significant focus on giving back to the community.

Plus, from a technology perspective, we build more 'outcome driven' solutions maximising public benefit in line with the 2023 Procurement Act.

We stand as a beacon of technical excellence in the technology, software engineering and consultancy landscape.

Our journey began with a simple yet powerful idea: to create a space where collaboration, a people-first approach and self-organisation are not just encouraged but are the very foundations of how we operate.

This ethos has allowed us to not only build a strong internal culture, but also to foster lasting relationships with our clients.

At Mindera, every project is a shared endeavour; where the whole team takes ownership, ensuring that we're not just service providers but true partners in our clients' success.

As a Crown Commercial Services (CCS) approved supplier we extend this expertise and experience to our Public Sector buyers.

This service can be delivered as a standalone engagement or combined with other Mindera services available under G-Cloud Lot 2b and Lot 3.

Associated services support public sector organisations across the full cloud lifecycle, from planning and assurance through to implementation, optimisation, and ongoing operational support, enabling secure, resilient, and high-performing cloud solutions.

Contact us:

Please contact us if you would like to learn more about this service or any of our listings on G-Cloud, Technology Services 4, or Digital Outcomes 6. Please email paul.brown@mindera.com

As all enquiries are initially handled through a single point of contact, please include your name, organisation, contact details, and the service you require support with.

Further information about our service capabilities is available on our website at www.mindera.com or on our blog at www.mindera.com/blog