

MINDERA Public Sector

Analytics and Business Intelligence

OVERVIEW OF THE MINDERAS ANALYTICS AND BUSINESS INTELLIGENCE SERVICES

Mindera helps public sector organisations collect, analyse, and present data to support evidence-based decision making. We deliver analytics and business intelligence services across descriptive, diagnostic, advanced, and predictive analytics.

Our services cover the design, build, and operation of cloud-based BI solutions, including dashboards, reports, and data visualisations, integrating data from multiple sources in line with information governance, security, and quality standards.

We provide advanced analytics such as statistical analysis, machine learning, and predictive modelling to support forecasting, performance management, risk identification, and service optimisation, using transparent and explainable approaches.

We work closely with Buyers to define requirements, metrics, and insights aligned to organisational objectives, and can provide training and knowledge transfer to support adoption. All services follow G-Cloud principles, open standards, and government best practice for security, data protection, and accessibility.

OUTCOMES

- **Improved access** to timely, accurate, and trusted data across the organisation. Staff and decision makers can reliably access up-to-date information from multiple sources, reducing delays, eliminating data silos, and supporting coordinated operations.
- **Clear visibility of performance** through dashboards, reports, and visualisations. Interactive and customisable reporting provides insight into KPIs, service delivery, and operational performance, enabling informed monitoring and rapid response to emerging issues.
- **Decision-making** is guided by robust, evidence-based analytics, including statistical analysis, predictive modelling, and machine learning, enabling organisations to act with confidence, optimise outcomes, and minimise risk.
- **Improved forecasting of demand, risk, and future outcomes** by using predictive models and trend analysis support resource planning, risk management, and scenario planning, helping organisations prepare for future challenges and optimise service delivery.
- **Better understanding of trends, patterns, and drivers of performance** by using advanced analytical techniques, identify underlying factors, influencing outcomes, enabling targeted interventions and continuous improvement.
- **Analytics embedded** into operational and strategic processes. Insights are integrated directly into workflows, planning, and governance, ensuring that analytics actively informs day-to-day operations and long-term strategy.
- **Increased analytical capability** and confidence among users - Training, documentation, and knowledge transfer build skills and understanding, empowering staff to explore data, interpret results, and take informed action.
- **Secure, compliant use of data aligned** with government standards - Data management and analytics adhere to GDPR, NHS DSP Toolkit, and other relevant public-sector frameworks, ensuring privacy, integrity, and regulatory compliance while enabling secure collaboration.
- **Align insights with organisational objectives** by collaborating with stakeholders and mapping analysis to strategic and operational goals, ensuring findings deliver actionable value and support evidence-based outcomes.
- **Increases internal capability** by providing training and knowledge transfer, enabling teams to independently use and maintain analytics solutions, supporting long-term sustainability.

SERVICE LEVELS

Our Analytics and Business

Intelligence service is designed to deliver high availability, resilience, and rapid recovery to support the reliable operation of data platforms and insight services in public sector environments.

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

Availability

Standard SLA is 99.9%–99.99% uptime, high availability is achieved through redundancy and automated failover, ensuring continued access to dashboards, reports, and analytics services in the event of component failure.

Recovery Time Objective (RTO)

Typically 15 minutes to 4 hours, depending on service criticality, defining the maximum downtime to restore analytics platforms, data pipelines, and reporting services.

Recovery Point Objective (RPO):

Generally 1–4 hours, defining the maximum acceptable data loss. Data warehouses, datasets, and reporting layers are backed up (at least hourly) to preserve analytical continuity and decision-making capability.

Data Redundancy

Geo-redundant storage with automatic failover across multiple regions ensures business continuity during a regional outage.

Backup & Integrity

Analytical data, metadata, and reporting configurations are backed up hourly with regular integrity checks, ensuring reliable recovery and consistent insights.

Monitoring

Continuous, real-time monitoring of data pipelines, platforms, and reporting services with automated alerts enables early detection of failures or data issues.

Incident Response:

Under 30 minutes for critical and 1 hour for non-critical incidents ensures immediate mitigation and prevents downtimes.

Scalability

The platform scales resources automatically to handle peak loads, ensuring uninterrupted service, especially during or high-demand periods.

Performance:

Optimised query processing and caching deliver responsive dashboards and reports, supporting timely insights and effective decision making, even during recovery or high-load scenarios.

Our Analytics and Business Intelligence service is designed with built-in resilience, high availability, and disaster recovery to ensure continuous access to insights and uninterrupted decision-making during any disruption..



Cloud Hosting & Redundancy

Secure, highly resilient, geo-redundant cloud infrastructure with multi-level redundancy ensures continuous access to dashboards, reports, and datasets.

Automated Backups & Replication

Hourly backups and automated replication enable rapid restoration after system failures, outages, or data corruption.

High Availability Design

BI services continue operating seamlessly despite component or site failures, minimising disruption to reporting and decision-making.

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.

- o ISO 22301 (Business Continuity Management)
- o ISO 27001 (Information Security Management)
- o NIST SP 800-34 (Contingency Planning)
- o UK Government Business Continuity Guidance
- o NHS Digital DSP Toolkit (for relevant health sector deployments)
- o GDPR Security Requirements
- o 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:** Analytics and BI platforms are operated in line with UK GDPR and relevant public sector or organisational security standards.
- **Data protection:** Data used for reporting, modelling, and analysis is handled securely and in accordance with agreed policies and governance frameworks.
- **Responsible AI:** BI and analytics solutions are designed to support transparency, auditability, and responsible use of data in line with stakeholder and regulatory requirements.
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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 7. 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