



Secure Analytics and Insights

Service Definition | G-Cloud 15 | Lot 2b

morson PRAXIS

Secure Analytics and Insights

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for Secure Analytics and Insights

Morson Praxis's Secure Analytics & Insight (Public Sector) service provides the delivery and operation of secure analytics capabilities to enable trusted insight, reporting, and decision-making across public sector organisations. The service is designed for environments where data sensitivity, regulatory compliance, and governance are critical, and where analytics must operate securely across organisational and supplier boundaries.

The service enables organisations to consume analytics and insight as a secure, cloud-based service, without the need to manage underlying infrastructure or security controls directly. It supports operational, performance, and strategic analytics use cases, while ensuring appropriate data protection, access control, and auditability.

The service may be used to establish new secure analytics environments, extend existing analytics capabilities, or operate and enhance live analytics services in regulated public sector contexts.

1. What the service includes

The service typically includes:

- Delivery of secure analytics and insight environments
- Configuration of analytics, reporting, and insight capabilities
- Secure access control, role-based permissions, and audit logging
- Support for operational, performance, and management reporting
- Integration of analytics with governed data sources
- Enablement of cross-team or cross-organisation insight sharing
- Alignment with public sector security and data governance requirements
- Ongoing operation and enhancement of analytics services
- Support for onboarding new analytics use cases and users

The service is delivered in a manner appropriate to regulated public sector environments.

2. What the service does not include

The service does not include:

- Procurement or licensing of analytics software
- Independent analytics strategy or advisory services
- Data platform build or non-secure analytics environments
- Bespoke application development outside the analytics service
- Long-term managed services beyond the agreed scope

- Independent audit or assurance activities

These activities may be delivered through separate Lot 3 or complementary Lot 2 services where required.

3. How the service is delivered

The service is delivered as a secure, cloud-based software service, with Morson Praxis responsible for configuring, operating, and supporting analytics capabilities within the agreed scope. Delivery follows a structured approach covering environment setup, analytics configuration, access control, and service operation.

The service is designed to operate within complex public sector delivery landscapes, including multi-supplier environments, and supports controlled access to sensitive or restricted data. Security and governance controls are embedded throughout delivery to ensure compliance and auditability.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Delivering and operating secure analytics environments
- Configuring analytics, reporting, and insight capabilities
- Implementing access controls and governance mechanisms
- Supporting analytics use case onboarding
- Maintaining secure service operation within scope

The Buyer is responsible for:

- Providing access to approved data sources
- Defining reporting and insight requirements
- Approving access, governance, and data sharing arrangements
- Retaining ownership of business decisions and outcomes

5. Service outputs and deliverables

Typical outputs may include:

- Operational secure analytics and insight environments
- Configured dashboards, reports, and analytics views
- Access-controlled analytics services for authorised users
- Documentation covering analytics configuration and usage
- Ongoing service enhancement outputs

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Appropriate analytics software licensing arrangements
- Availability of governed data sources
- Defined security, access, and governance requirements

- Engagement from business, analytics, and security stakeholders

7. Alignment with G-Cloud 15 Lot 2b

This service aligns with G-Cloud 15 Lot 2b as a Software as a Service (SaaS) offering, providing secure analytics and insight capabilities consumed by public sector organisations without requiring them to manage underlying infrastructure. The service includes associated cloud support activities necessary to operate the analytics environment.

8. Exit and transition

The service supports transition through documented configurations, knowledge transfer, and agreed handover arrangements. Where appropriate, the service can transition into alternative support models, complementary Lot 2 services, or related Lot 3 advisory services, subject to appropriate commercial and procurement arrangements.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



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