G-CLOUD 15 SERVICE DEFINITION

# Data Integration & Interoperability Services

Connect data across cloud platforms, applications and legacy systems.

Cloud Support Service | Lot 3 | Service ID 250438180860318

Scout Consultancy Ltd (trading as Scout AI) | v1.0 | 13 November 2026 | Classification: Public

01 WHO WE ARE

# Senior people, hands-on delivery.

LED BY

## Stuart Arthur

Co-founder and Chief Executive

**20+ years of government transformation**

Head of Digital and Data, UK Civil Service

CTO or CIO in financial services, utilities, civil service

Group CTO at TPXimpact. CTO at Pivotl

Interim CTO, Monmouthshire Council

Co-author, Government Service Standards and Technology Code of Practice

Lead author, Common Technologies Strategy

Adviser to the UN and the Cabinet Office

**CIO 100, BCS Top 5 CIO, BIMA Hot 100**

## What the team brings

| | |
|---|---|
| **Data and integration** | Azure, Synapse, Power BI, Dataverse |
| **AI in regulated settings** | Claude and Microsoft AI inside client controls |
| **Cloud engineering** | Azure, .NET, TypeScript, React |
| **Service design to GDS** | UX, accessibility, design systems |
| **Content-managed web** | CMS with custom block libraries |
| **Power Platform** | Dynamics 365 and Dataverse builds |

## Live Scout contracts

| | |
|---|---|
| **A Welsh social housing provider** | 28 systems, one Azure platform |
| **A national charity regulator** | Managed data platform |
| **A Welsh national transport body** | AI in its own tenant |
| **A UK research funding body** | National research assessment platform |
| **A Welsh environmental charity** | Bilingual awards and schools programme platforms |
| **A private sector social media business** | Fully managed service and CTO service |

## The team's wider track record

In earlier roles, our senior team has delivered government transformation for NHS Jobs, ONS, the Ministry of Justice, UKRI, Ofgem, the Royal Mint, DLUHC, the Food Standards Agency, the Planning Inspectorate, UK IPO, Digital Health and Care Wales and Wales & West Utilities. That includes GDS assessments: ONS passed Alpha and Beta at first attempt, and NHS Jobs passed Alpha, Beta and Live.

02 THE SERVICE IN BRIEF

# What this service is.

**Scout AI provides Data Integration and Interoperability services to help organisations connect data across cloud platforms, applications, and legacy systems.**

We design and enable secure, scalable integration approaches that support consistent data exchange, interoperability, and improved access to trusted data across the organisation.

## Service at a glance

| | |
|---|---|
| **Service name** | Data Integration & Interoperability Services |
| **Service ID** | 250438180860318 |
| **Framework and lot** | G-Cloud 15 (RM1557.15), Lot 3 Cloud Support Service |
| **Format** | Primarily remote. On-site technical sessions by agreement. |
| **Audience** | Data, architecture and technology leaders |
| **Scope** | Integration design and enablement. Operating live production integrations is excluded unless explicitly agreed. |
| **Outputs** | Integration architecture, patterns, data mappings, test and validation results, documentation |
| **Sector focus** | UK public sector and regulated organisations |
| **Supplier** | Scout Consultancy Ltd (trading as Scout AI), company number 16168386 |
| **Registered office** | 4 Usk Vale Court, Pontypool, Torfaen, Wales, NP4 8AS |
| **Website** | wearescout.ai |

03 WHO IT IS FOR

# Is this you?

The service is for teams who recognise one or more of these situations:

- Data sits in systems that do not talk to each other.
- Legacy systems need to connect to cloud platforms.
- Point-to-point integrations are fragile and hard to change.
- Data exchange between organisations must be secure and consistent.
- Analytics needs reliable access to data from many sources.

The service is for public sector and regulated organisations. Education pricing is available.

04 FEATURES AND BENEFITS

# What you get.

| FEATURE | WHAT IT MEANS FOR YOU |
|---|---|
| **Data integration architecture and design** | An integration design that fits your estate. |
| **Cloud and legacy system integration support** | Old and new systems connected. |
| **API and event-driven data integration** | Modern integration patterns where they fit. |
| **Secure data exchange design** | Data exchanged under proper controls. |
| **Integration pattern selection and guidance** | The right pattern for each need. |
| **Data mapping and transformation design** | Data translated accurately between systems. |
| **Interoperability standards and best practices** | Recognised standards applied. |
| **Dependency and interface analysis** | Dependencies understood before change. |
| **Integration testing and validation support** | Integrations proven before go-live. |
| **Integration documentation and artefacts** | Documentation your team can use. |

## Benefits

- Improves data access across systems
- Reduces data silos and duplication
- Enables consistent and reliable data exchange
- Improves interoperability between platforms
- Reduces integration complexity and risk
- Supports scalable cloud data architectures
- Improves data availability for analytics
- Accelerates delivery of integrated services
- Improves visibility of system dependencies
- Supports future digital and cloud adoption
- Education pricing available

05 HOW WE DELIVER

# Five steps, agreed with you.

Every engagement follows the same shape. Scope and duration are set with you in the Call-Off.

| STEP | WHAT HAPPENS | WHAT YOU RECEIVE |
|---|---|---|
| **1 Understand** | We review systems, interfaces and documentation, and agree scope and acceptance criteria. | Agreed scope and acceptance criteria |
| **2 Assess** | We analyse dependencies and interfaces and assess integration options. | Current-state findings |
| **3 Design** | We design the integration architecture, patterns and data mappings with your team. | Draft design and recommendations |
| **4 Validate** | We support testing against the agreed criteria. Your named approver records acceptance. | Validated findings and recorded acceptance |
| **5 Hand over** | We deliver documentation and walk your team through it. | Documentation and a team able to act on it |

## Acceptance

Acceptance criteria are agreed at the start of each phase and written so they can be demonstrated. A named client approver records acceptance.

## Defect correction

Every work package carries a 90 day defect correction period from acceptance, running beyond contract end where needed. A defect is anything that fails the agreed acceptance criteria. We correct defects at no cost: within one working day where a defect blocks a release

or a user task, and within five working days otherwise. A change is estimated and agreed separately.

### Accessibility

Where we build user interfaces, we work to WCAG 2.2 AA. Our online ticketing and web chat interfaces are tested with assistive technologies such as screen readers and keyboard-only navigation, and reasonable adjustments are agreed with you in advance.

06 SCOPE

## What is and is not included.

| INCLUDED | NOT INCLUDED |
|---|---|
| Integration architecture and pattern design | Operating live production integrations, unless explicitly agreed |
| Cloud and legacy integration support | Software licences and cloud consumption charges |
| API and event-driven integration design | Material changes to agreed scope without a change agreed in writing |
| Data mapping and transformation design | Support beyond the agreed engagement unless a support level is ordered |
| Secure data exchange design | |
| Integration testing and validation support | |
| Documentation and Standard Support for the duration of the engagement | |

07 WHAT YOU RECEIVE

## Outputs, and who owns them.

| OUTPUT | WHAT IT IS |
|---|---|
| **Integration architecture** | The agreed design for connecting your systems. |
| **Pattern guidance** | Which pattern to use, where, and why. |
| **Data mappings** | How data moves and transforms between systems. |
| **Test and validation results** | Evidence the integrations work. |
| **Documentation** | What your team needs to extend and maintain the design. |

All outputs belong to your organisation once delivered. There is no ongoing commitment and no dependency on Scout to use them.

08 BUYER RESPONSIBILITIES AND DELIVERY CONSTRAINTS

## What we need from you.

- A named sponsor who receives progress reports and removes blockers.

- A named contact for access and information requests.
- Timely access to systems, interfaces, documentation and technical stakeholders.

The service is delivered primarily remotely. On-site technical sessions are provided by agreement. The service supports integration design and enablement activities and does not include responsibility for operating live production integrations unless explicitly agreed.

09 GOVERNANCE AND REPORTING

## Named people, regular reporting.

Each engagement has a named Scout lead and a named buyer sponsor. Scout reports progress at the end of each phase, covering work completed, issues raised and next steps. Reporting format and cadence are confirmed at the start of the engagement.

10 SUPPORT

## Support during the service.

Standard Support is included. It gives email and online ticketing support during UK business hours, with an initial response typically within one working day, covering advisory queries, clarification requests and scheduled check-ins aligned to agreed delivery activities. Requests outside business hours are acknowledged on the next working day. Phone support is available 9 to 5 (UK time), 7 days a week. Web chat is available at extra cost. Enhanced Support, with extended availability, faster response or increased engagement, is agreed during onboarding and priced transparently. Where appropriate, a named cloud architect or senior support engineer is assigned, and larger engagements have a dedicated point of contact.

11 SECURITY AND DATA PROTECTION

## Security built into the work.

| AREA | POSITION |
|---|---|
| **Certification** | Cyber Essentials Plus, whole organisation scope, certified February 2026. |
| **Secure development** | Aligned to OWASP ASVS Level 2, as a practice. Every change is peer reviewed. Dependencies are scanned automatically, and known vulnerabilities are triaged on severity and patched before merge, or escalated to you where the fix is outside our scope. |
| **Test and development data** | We do not use production data in development or test. Where realistic data is needed, it is masked at the point of extract. |

| | |
|---|---|
| **Access to your data** | We access only the data and environments needed for the agreed work, under your identity and controls. Information you share is used only to deliver your service. |
| **Data protection** | UK GDPR compliant. Registered with the Information Commissioner's Office (ZC079576). A named Data Protection Officer owns our policies. We notify personal data breaches within 72 hours. |
| **Encryption and location** | Scout systems encrypt data at rest with AES-256 and in transit with TLS 1.3, and use UK data centres only. |
| **Policies** | Scout maintains an information security policy, a data protection and UK GDPR policy, and a business continuity and disaster recovery plan, reviewed at least annually. They are available to you on request. |
| **Vetting** | BPSS standard. Security-cleared specialists can be supplied where a Call-Off requires them, with clearance confirmed for each engagement. |

12 DELIVERY AND EXPERIENCE

# Who delivers, and what it draws on.

## Delivery for this service

A senior data and integration architect leads delivery. Scout holds the contract directly and uses associates engaged directly by Scout. We do not subcontract.

## Work this service draws on

- A Welsh social housing provider: we consolidated 28 legacy systems into one governed Azure platform. Parallel runs with reconciliation before each cutover meant no service interruption. Twenty five legacy reports became three governed Power BI dashboards. The platform brought together data from those systems into one governed environment.
- A national charity regulator: we run an ITIL-aligned managed data platform service on Azure and Dynamics 365, in a blended team with the client's own data function, with severity-based incident handling and a regular governance cadence.

13 ORDERING, PRICING AND EXIT

# Working with Scout AI.

| TOPIC | DETAIL |
|---|---|
| **Ordering** | Ordered through the Digital Marketplace under a G-Cloud 15 Call-Off Contract (RM1557.15). |
| **Pricing** | Pricing is published with this service on the Digital Marketplace. A discount is available for educational organisations. The price for a Call-Off is agreed with you, based on the published rates. |
| **Onboarding** | A scoping conversation, a Call-Off agreed with you, access arranged under your identity and controls, and a kick-off with your team. |
| **Exit** | Documentation and knowledge transfer are part of the service. All outputs belong to you, with no dependency on Scout. |
| **About Scout AI** | A digital delivery and AI consultancy based in Torfaen, South Wales. Appointed to Digital Outcomes and Specialists 7, G-Cloud 15 and the Artificial Intelligence DPS (RM6200). |