

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Cloud Data Platform Migration and Implementation

Provider:	Zartis
Framework:	G-Cloud 15 – Lot 3: Cloud Support
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1. Executive Summary

Zartis provides Cloud Data Platform Migration and Implementation to public sector organisations through the G-Cloud 15 framework. Our data platform expertise enables organisations to unlock the value of their data through modern cloud-based architectures. From data migration and warehousing through to analytics and reporting, we help organisations build the foundations for data-driven decision making.

Our service is delivered by experienced consultants who combine deep technical expertise with proven delivery experience across regulated industries. We hold ISO 27001 and Cyber Essentials certifications, and our methodologies align with NCSC Cloud Security Principles.

Key service highlights:

- Proven delivery methodology with defined phases and deliverables
- Experienced team with regulated industry track record
- Flexible engagement models including Time & Materials and fixed-price options
- Comprehensive knowledge transfer ensuring client self-sufficiency
- ISO 27001 and Cyber Essentials certified delivery

This document provides a complete description of the service, including our delivery methodology, team structure, case studies demonstrating relevant experience, support arrangements, and governance framework.

2. Service Overview

2.1 Service Description

Zartis provides Cloud Data Platform Migration and Implementation to public sector organisations seeking to modernise their data infrastructure and unlock the value of their data assets. Our service covers the complete data platform lifecycle from strategy and architecture through to implementation and governance.

We help organisations migrate data workloads to cloud platforms, implement modern data architectures, and establish the foundations for analytics and AI. Our consultants bring experience with data warehousing, data lakes, ETL/ELT pipelines, and the governance frameworks needed to manage data responsibly.

The service is designed for organisations seeking to improve their data capabilities, whether starting from legacy systems or evolving existing cloud data platforms. We help teams build scalable, governed data infrastructure.

Our consultants bring experience across multiple sectors including healthcare, financial services, education, utilities, and logistics. This cross-sector experience enables us to apply proven patterns and avoid common pitfalls, while respecting the specific regulatory and operational requirements of each industry.

2.2 Target Audience

This service is designed for:

- Central government departments
- Local authorities and councils
- NHS trusts and healthcare organisations
- Educational institutions
- Arm's length bodies and agencies
- Any public sector organisation seeking cloud capabilities

2.3 Key Features

The service encompasses the following capabilities:

Data platform assessment and strategy

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Data warehouse migration (Redshift, Synapse, Snowflake)

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Data lake design and implementation (S3, ADLS)

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

ETL/ELT pipeline development (Glue, Data Factory, dbt)

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Data governance and cataloguing (Purview, Glue Catalog)

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Real-time streaming (Kinesis, Event Hubs)

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Data quality and validation frameworks

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Platform training and knowledge transfer

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

2.4 Benefits

Organisations engaging this service can expect:

Unified data platform for analytics and reporting

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Reduced data silos and improved data quality

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Scalable infrastructure for growing data volumes

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Faster time to insight with modern tooling

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Improved data governance and compliance

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

3. Delivery Methodology

3.1 Overview

Our delivery follows a structured data platform methodology designed for cloud data engineering implementations. This approach ensures data quality, governance, and scalability throughout the engagement.

3.2 Phase 1: Data Discovery

The discovery phase maps the current data landscape and defines platform requirements.

Activities

- Data source inventory and connectivity assessment
- Current data pipelines and ETL/ELT process review
- Data quality and governance maturity assessment
- Stakeholder interviews to understand reporting and analytics requirements
- Compliance and data security requirements identification

Gate Criteria

Phase 1 concludes with the Data Discovery Report presented to stakeholders for approval.

3.3 Phase 2: Architecture and Design

The design phase creates the target data platform architecture and migration approach.

Activities

- Data platform architecture design (lake, warehouse, lakehouse)
- ETL/ELT pipeline design and tool selection
- Data modelling and schema design
- Data governance framework and catalogue design
- Security and access control design

Gate Criteria

Phase 2 concludes with architecture approval. Data models and pipeline designs require sign-off before implementation.

3.4 Phase 3: Implementation

The implementation phase builds the data platform and migrates data pipelines.

Activities

- Data platform infrastructure provisioning
- ETL/ELT pipeline development and testing
- Data migration and validation
- Data quality rules implementation
- Governance tooling and catalogue population

Gate Criteria

Implementation milestones include data validation checkpoints. Phase completion requires data quality acceptance.

3.5 Phase 4: Validation and Handover

The validation phase ensures data integrity and transfers platform knowledge to client teams.

Activities

- End-to-end data pipeline validation
- Data quality and reconciliation testing
- Performance tuning and optimisation

- Knowledge transfer on platform operations and data governance
- Documentation and runbook handover

Gate Criteria

Phase 4 concludes with data validation sign-off and operational handover acceptance.

3.6 Deliverables

The engagement produces the following tangible deliverables:

Documentation Deliverables

- **Data Discovery & Requirements Report:** A comprehensive report detailing the current data landscape, data source inventory, a review of existing ETL/ELT processes, and formally documented requirements for the target cloud data platform (Phase 1 Gate Criteria).
- **Architecture Diagrams** – High-level system overviews and detailed component designs documenting the "as-built" environment
- **Operational Runbooks** – Comprehensive procedures for routine operations, troubleshooting, and incident management
- **System Management Procedures** – Step-by-step guides for configuration, patching, backup/recovery, and change control

Technical Deliverables

- **Infrastructure as Code (IaC)** – Version-controlled templates (Terraform, CloudFormation, or Bicep) for repeatable infrastructure provisioning
- **Data Models & Pipeline Design Documentation:** Detailed documentation of the target data models, schema designs, and specifications for all developed and migrated ETL/ELT pipelines.
- **Validated Data Migration:** The complete, reconciled dataset successfully migrated from the on-premise or legacy source to the new cloud data platform, with formal data quality acceptance.
- **CI/CD Pipelines** – Automated deployment workflows with testing gates and rollback capabilities
- **Monitoring Dashboards** – Custom observability solutions tracking system health and performance
- **Support Handover Package** – Complete transition documentation and training materials for internal teams.

4. Team Structure and Roles

4.1 Engagement Team

Engagements are staffed with experienced consultants in defined roles. Team composition scales based on engagement size and complexity.

Data Architect

Leads technical design and ensures architectural decisions align with business requirements and best practices. Responsible for technical quality assurance.

Data Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Solution Architect

Leads technical design and ensures architectural decisions align with business requirements and best practices. Responsible for technical quality assurance.

Cloud Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Project Manager

Manages engagement delivery including planning, risk management, stakeholder communication, and governance. Ensures delivery against agreed scope, timeline, and budget.

4.2 Client Team Requirements

Successful delivery requires client participation. We typically request:

- Executive Sponsor with authority to make decisions and remove blockers
- Technical Lead with knowledge of current systems
- Subject Matter Experts for relevant business areas
- Operations representatives who will support systems post-implementation
- Security and compliance representatives for reviews and approvals

5. Case Studies

5.1 Healthcare: Data Platform Implementation

Client Context

A healthcare technology company providing data-driven solutions for primary care physicians required implementation of their cloud data platform to support population health management and analytics.

Challenge

The client needed to design and implement data pipeline orchestration, establish standard development and testing patterns, and create a scalable repository structure for all data platform components.

Our Approach

Zartis data engineers designed the data platform orchestration using AWS Step Functions, established standardised development, testing, and code packaging patterns, and drove the setup of a mono repository acting as the central library for all data platform deployable components. Infrastructure was codified using Terraform.

Outcomes

- Data platform orchestration successfully implemented
- Standardised development patterns established across teams
- Mono repository structure enabling consistent deployment practices
- Foundation created for scalable data pipeline development

5.2 Digital Health: Real-Time Data Pipelines

Client Context

A UK-based digital mental health company providing services to healthcare organisations required enhancement of their data platform to support clinical operations and insights.

Challenge

The client needed to process real-time event streams at scale, manage a data warehouse supporting both real-time and batch events, and deploy production machine learning models for clinical insights.

Our Approach

Zartis engineers implemented streaming data pipelines using Kafka for real-time event processing. We managed the data warehouse using DBT for transformation and governance, integrated with BigQuery for analytics, and deployed machine learning models into production environments.

Outcomes

- Real-time streaming pipelines processing events at scale
- Data warehouse implemented with DBT for consistent transformations
- Production ML models deployed supporting clinical insights
- Scalable data platform supporting continued growth

6. Tools and Technologies

We utilise industry-standard tools and cloud data platforms native services:

We utilise a modern stack of ETL/ELT tools tailored to the cloud provider, including AWS Glue, Azure Data Factory, and dbt (data build tool) for robust transformations. We also support integration with third-party tools like Fivetran and Airbyte for high-volume automated data ingestion from a wide variety of source systems.

7. Service Capabilities

This section provides detailed answers to common questions about our service capabilities, technical approach, and delivery practices.

What ETL/ELT tools do you use? (Glue, Data Factory, dbt, Fivetran, Airbyte)

We utilize a modern stack of ETL/ELT tools tailored to the cloud provider, including AWS Glue, Azure Data Factory, and dbt (data build tool) for robust transformations. We also support integration with third-party tools like Fivetran and Airbyte for high-volume automated data ingestion from a wide variety of source systems.

What data governance tools do you implement? (Purview, Glue Catalog, Collibra)

Our implementations focus on ensuring high data governance and compliance using native cloud tools such as Microsoft Purview and AWS Glue Catalog. We can also implement third-party governance platforms like Collibra to provide enterprise-wide data discovery, lineage, and metadata management across complex data estates.

Can you migrate from on-premise data warehouses? Which ones? (Oracle, SQL Server, Teradata)

Yes, we provide secure and compliant migrations from a wide range of on-premise data warehouses, including Oracle and SQL Server. Our methodology includes assessing legacy schemas and logic to ensure a seamless transition to a modern cloud-native architecture on AWS or Azure.

What data quality tools/approaches do you use?

We implement automated data quality and validation frameworks that utilize validation rules, data cleansing algorithms, and error detection mechanisms to ensure accuracy and reliability. Our approach often incorporates tools like Great Expectations or custom automated monitoring scripts integrated directly into the ETL/ELT pipelines to detect and alert on data anomalies in real-time.

Do you implement real-time/streaming data? What tools?

Yes, we implement real-time data streaming solutions using high-performance tools such as Amazon Kinesis and Azure Event Hubs. These tools allow for the immediate ingestion and processing of data, enabling real-time analytics and faster time-to-insight for mission-critical operations.

How do you handle sensitive data during migration?

Sensitive data is protected using high-level encryption both in transit and at rest, alongside strict access controls and physical media encryption. We maintain ISO 27001 and Cyber Essentials certifications, ensuring all data handling complies with stringent security standards, and we typically utilize UK data centers for all public sector migrations.

8. Pricing

Services are priced on a Time and Materials basis using SFIA-aligned day rates. Fixed-price engagements are available for well-defined projects with clear scope and acceptance criteria. All rates are quoted in GBP excluding VAT.

Please refer to the separate Pricing Document for the full rate card and engagement pricing details.

9. Support Arrangements

9.1 Delivery Model

Services are delivered remotely by UK and EU based teams. Our consultants follow ISO 27001 standards and connect to client environments via secure VPN with multi-factor authentication.

9.2 Working Hours

Standard delivery is conducted during UK business hours: 09:00 to 17:30 GMT/BST, Monday to Friday, excluding UK public holidays. Extended support including 24/7 coverage is available by prior agreement subject to commercial terms.

9.3 Support Channels

Channel	Availability	Use Case
Email	Yes – included	General queries, non-urgent issues, documentation requests
Ticketing System	Yes – included	Issue tracking, change requests, formal support requests
Phone	Yes	–
Web Chat	No	–

9.4 Support Levels

Standard support includes Priority 1–5 incident management with response times from 1 business hour (P1 Critical) to 5 business days (P5 Service Requests). Enhanced support with accelerated response times and dedicated resources available at additional cost. Support operates via monthly retainer; unused hours roll over monthly but forfeit at engagement end.

9.5 Hypercare

Following go-live, we provide a standard hypercare period. During hypercare, the delivery team remains engaged to monitor systems, resolve issues, optimize performance, complete knowledge transfer, and support transition to client operations.

10. Security and Compliance

10.1 Our Certifications

Zartis maintains the following certifications relevant to secure service delivery:

Certification	Status	Reference
ISO 27001:2013	Certified	34/5700/19/10070
Cyber Essentials	Certified	7f243da7-4b18-402f-973d-90fe65086dc2
Microsoft Solutions Partner	Active	Data & AI, Infrastructure, Digital & App Innovation

10.2 Compliance Frameworks

Our delivery approach aligns with:

- NCSC Cloud Security Principles
- ISO 27001 Information Security Management
- Cyber Essentials
- UK GDPR and Data Protection Act 2018

10.3 Data Handling

During delivery:

- All client data remains within client-controlled environments
- We do not extract or retain client data beyond engagement requirements
- Any data used for testing is anonymised or synthetic
- Data handling procedures are documented and agreed at engagement start
- Data is encrypted in transit and at rest

10.4 Insurance

Zartis maintains appropriate insurance coverage:

Insurance Type	Cover Level	Provider
Professional Indemnity	£10,000,000	Hiscox SA
Public Liability	£10,000,000	Hiscox SA
Employer's Liability	£13,000,000	Hiscox SA
Cyber Insurance	£5,000,000	Hiscox SA

11. Engagement Governance

11.1 Onboarding

New engagements begin with a structured onboarding process:

- Kick-off meeting to confirm scope, objectives, and ways of working
- Access provisioning for required systems and environments
- Introduction to key stakeholders on both sides
- Communication channels and meeting cadence established
- Project governance framework agreed

11.2 Governance and Reporting

Throughout delivery, we maintain governance through:

Weekly Status Reporting

Written status reports covering progress against plan, risks and issues, upcoming activities, and decisions required.

Steering Committee

Regular steering meetings with senior stakeholders to review progress, address escalated issues, and make strategic decisions.

Risk Management

RAID (Risks, Assumptions, Issues, Dependencies) log maintained throughout delivery. Risks are assessed for probability and impact, with mitigation actions tracked.

11.3 Change Control

Changes to agreed scope are managed through a formal Change Request process:

- Change Requests documented with description, rationale, and impact
- Impact assessment covering timeline, cost, risk, and dependencies
- Client approval required before change implementation
- Changes tracked and reflected in project documentation

11.4 Acceptance and Sign-Off

Deliverables are accepted through formal sign-off at defined milestones:

- Phase gate reviews with documented acceptance criteria
- Technical deliverables validated against requirements
- Sign-off required before proceeding to next phase
- Final acceptance upon successful hypercare completion

11.5 Exit and Termination

Engagement conclusion includes:

- Knowledge transfer to client teams or successor provider
- Documentation handover
- Access revocation and security credential rotation
- Project closure meeting and lessons learned

12. Social Value

Zartis is committed to delivering social value through our G-Cloud engagements. Our approach addresses the five social value themes defined in the Social Value Model.

12.1 Tackling Climate Change and Reducing Waste

Cloud adoption inherently supports environmental sustainability by enabling organisations to leverage hyperscale providers with strong renewable energy commitments.

Our delivery model further reduces environmental impact through:

- Remote-first delivery reducing travel-related emissions

- Digital-first documentation and collaboration eliminating paper waste
- Optimisation services reducing compute resource consumption
- Guidance on sustainable architecture patterns that minimise energy usage

12.2 Creating Jobs, Skills and Growth

We contribute to skills development and employment through:

- Knowledge transfer programmes that build client team capabilities
- Training and coaching as part of engagement delivery

12.3 Tackling Economic Inequality

As an SME ourselves, we understand the importance of supporting smaller businesses:

- We actively engage SME and VCSE subcontractors where appropriate
- We support local economies through distributed team employment across UK and Europe
- Our services help public sector organisations deliver more efficient services to citizens

12.4 Equal Opportunity

Zartis is committed to diversity and inclusion:

- We maintain inclusive hiring practices and actively work to increase diversity in technology roles
- Our remote-first model enables participation from individuals who may face barriers to traditional office-based work
- We provide equal opportunities regardless of background, disability, or personal circumstances

12.5 Wellbeing

We prioritise wellbeing:

- Flexible working arrangements supporting work-life balance
- Mental health support and employee assistance programmes
- Public sector digital transformation enables better citizen access to essential services

13. About Zartis

13.1 Company Overview

Zartis is a technology consultancy established in 2009, with over 280 professionals delivering cloud transformation, software development, and digital services to organisations across Europe and North America. We combine deep technical expertise with practical delivery experience to help organisations achieve their technology objectives.

Zartis UK Limited is our UK-registered entity (Company Number: 11207666), through which we deliver services to UK clients.

13.2 Our Expertise

We have particular depth in:

- Cloud platforms: AWS, Microsoft Azure
- Cloud-native development: Kubernetes, containers, microservices
- Data platforms: Data engineering, analytics, machine learning
- DevOps and platform engineering: CI/CD, Infrastructure as Code, SRE
- Application development: Full-stack, mobile, API development

13.3 UK Client Experience

We serve a range of UK-based clients including:

- Kaluza (OVO Group) – Energy technology platform development
- Kooth – NHS-partnered digital mental health services
- SMS Group – Smart metering and energy services
- EcoOnline – Environmental health and safety software
- Nourish Care – Digital care planning software
- EML Payments – Payments technology platform

13.4 Contact Information

Legal Entity	Zartis UK Limited
Company Number	11207666
Registered Address	128 City Road, London, EC1V 2NX

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We welcome the opportunity to discuss how Zartis can support your requirements.
Please contact us to arrange an initial consultation.