

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Cloud Analytics and BI Platform Implementation

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

Zartis provides Cloud Analytics and BI Platform Implementation to public sector organisations through the G-Cloud 15 framework. Our analytics and business intelligence expertise enables organisations to transform data into actionable insights. We help teams implement modern analytics platforms that democratise data access while maintaining appropriate governance and security.

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 Analytics and BI Platform Implementation to public sector organisations seeking to improve their analytics and business intelligence capabilities. Our service covers the implementation of modern analytics platforms that enable data-driven decision making across the organisation.

We help organisations implement cloud-based analytics solutions, from data integration and warehousing through to visualisation and self-service reporting. Our consultants bring experience with leading analytics platforms and the change management needed for successful adoption.

The service is designed for organisations seeking to democratise data access while maintaining appropriate governance. We help teams implement analytics capabilities that deliver genuine business value.

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:

BI platform implementation (Power BI, QuickSight)

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.

Dashboard and report development

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.

Self-service analytics enablement

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 modelling for analytics (star schema, dimensional)

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.

Semantic layer design and implementation

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.

Embedded analytics integration

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.

Performance optimisation and tuning

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.

User training and adoption support

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:

Data-driven decision making across the organisation

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

Reduced reliance on IT for reporting

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

Consistent metrics and single source of truth

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

Interactive, real-time dashboards

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

Improved data literacy across teams

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

Faster time to insight for stakeholders

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 analytics methodology designed for business intelligence and reporting implementations. This approach ensures actionable insights and user adoption.

3.2 Phase 1: Requirements Discovery

The discovery phase captures reporting requirements and assesses the current analytics landscape.

Activities

- Stakeholder interviews to understand reporting and analytics needs
- Current BI tools and reports inventory
- Data source assessment and availability review
- User personas and self-service requirements identification
- KPI and metrics definition workshops

Gate Criteria

Phase 1 concludes with the Analytics Requirements Document presented for approval.

3.3 Phase 2: Design

The design phase creates the analytics architecture and dashboard designs.

Activities

- Data warehouse/mart dimensional modelling
- ETL/ELT pipeline design for analytics
- Dashboard and report wireframe design
- Self-service analytics architecture design
- Row-level security and access control design

Gate Criteria

Phase 2 concludes with data model and dashboard design approval before implementation.

3.4 Phase 3: Implementation

The implementation phase builds the analytics platform and develops dashboards.

Activities

- Data warehouse/mart implementation
- ETL/ELT pipeline development
- Dashboard and report development
- Self-service analytics configuration
- User acceptance testing coordination

Gate Criteria

Implementation includes iterative dashboard reviews. Phase completion requires user acceptance of key reports.

3.5 Phase 4: Validation and Handover

The validation phase ensures report accuracy and enables user adoption.

Activities

- Data validation and reconciliation with source systems
- Performance testing and optimisation

- End user training and adoption support
- Self-service enablement and documentation
- Operational handover and support transition

Gate Criteria

Phase 4 concludes with user acceptance sign-off and training completion.

3.6 Deliverables

The engagement produces the following tangible deliverables:

Platform and Data Assets

- **Production-Ready BI Platform:** Fully configured cloud-native BI instance (e.g., Power BI Service, QuickSight) with defined environments (Development, Test, Production).
- **Cloud Data Model (Dimensional):** Implemented Star/Snowflake schema data marts and a validated semantic layer (Facts and Dimensions) in the cloud data warehouse.
- **Data Integration Pipelines:** Production-ready ETL/ELT scripts (codified and automated) to load and transform data from source systems into the dimensional model.
- **Key Dashboard Suite:** A set of high-impact custom executive dashboards and core operational reports, developed and deployed on the BI platform.

Documentation and Operations

- **Analytics Architecture Blueprint:** High-level and granular technical diagrams illustrating the cloud data flow, security model, and BI platform topology.
- **Self-Service Governance Model:** Documentation outlining the approved semantic layer, data refresh schedules, user permissions, and best practices for self-service report authoring.
- **Operational Runbooks:** Comprehensive guides for daily system management, data pipeline monitoring, and troubleshooting BI platform incidents.
- **User Training and Adoption Kit:** Custom user guides, recorded training sessions, and materials for different user levels (report consumers and self-service 'Super Users').
- **Handover Package:** Formal transition kit for the client's internal support teams, including access credentials and final sign-off documentation.

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.

BI Developer

Provides expertise and delivery capability for the engagement.

Data Analyst

Supports requirements gathering, stakeholder engagement, and documentation. Facilitates workshops and ensures business requirements are captured and traced through delivery.

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.

Trainer

Provides expertise and delivery capability for the engagement.

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 Media Analytics: Viewership Intelligence Platform

Client Context

A US-based media analytics company providing TV viewership analytics to major networks including AMC and Discovery required enhancement of their analytics dashboards.

Challenge

The client needed to improve and future-proof their analytics dashboard platform, making it more scalable, flexible, and capable of handling growing data volumes while providing actionable insights to media clients.

Our Approach

Zartis engineers worked on the React/TypeScript dashboard platform, implementing improvements to scalability, performance, and user experience. We collaborated seamlessly with the client's engineering team to deliver a more robust and flexible analytics interface.

Outcomes

- Analytics dashboard platform enhanced for scalability
- Improved performance handling larger data volumes
- User experience improvements increasing client adoption
- Platform positioned for continued growth and feature development

5.2 Risk Intelligence: Analytics Dashboard

Client Context

An AI company serving financial services enterprises required development of their risk intelligence analytics platform providing insights into emerging financial risks.

Challenge

The client needed to develop a user-facing analytics platform enabling enterprises to assess and visualise emerging financial risks derived from news and content analysis.

Our Approach

Zartis engineers developed the RADAR risk intelligence platform as a UI-first product, implementing analytics dashboards using React and TypeScript. We integrated the

frontend with backend ML services processing news intelligence data stored in BigQuery and Bigtable.

Outcomes

- Risk intelligence dashboard successfully launched
- Analytics platform adopted by enterprise customers
- Visualisation capabilities enabling risk assessment
- Product contributing to company acquisition

6. Tools and Technologies

We utilise industry-standard tools and analytics and business intelligence platforms native services:

Our standard approach utilizes dimensional modeling, specifically Star Schemas and Snowflake Schemas, to ensure optimal query performance and ease of use in BI tools. We focus on creating clear "Facts" and "Dimensions" to provide a single source of truth and consistent metrics across all organizational reporting.

7. Service Capabilities

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

Do you develop custom dashboards/reports or enable self-service?

We provide a hybrid approach by developing high-impact, custom executive dashboards while simultaneously implementing a "Self-Service Analytics" model. This involves building a robust semantic layer and providing the necessary user permissions and training to empower non-technical staff to build their own reports safely and accurately.

What data modelling approaches do you use?

Our standard approach utilizes dimensional modeling, specifically Star Schemas and Snowflake Schemas, to ensure optimal query performance and ease of use in BI tools. We focus on creating clear "Facts" and "Dimensions" to provide a single source of truth and consistent metrics across all organizational reporting.

Can you implement embedded analytics?

Yes, we have extensive experience in embedding BI dashboards and reports directly into custom internal applications or public-facing portals. We utilize the native APIs of platforms like Power BI Embedded or Looker to provide a seamless, white-labeled experience that brings insights directly into the user's workflow.

What training do you provide to end users?

We offer structured "Data Literacy" and platform-specific training sessions tailored to different user levels, from basic report consumers to advanced "Super Users". Our training covers dashboard navigation, data exploration, and self-service report authoring, supplemented by recorded sessions and custom user guides to ensure long-term adoption.

How do you handle row-level security and data access?

We implement granular Row-Level Security (RLS) to ensure that users only see the data they are authorized to view, integrated with Microsoft Entra ID (Azure AD) or AWS IAM for centralized identity management. For complex organizations, we implement Dynamic RLS, which automatically filters data based on the user's role, department, or hierarchy within the organization.

Do you offer ongoing report development support?

Yes, we offer flexible post-delivery support through monthly retainers, providing ongoing report development, performance optimization, and assistance with new data source integrations. This ensures the BI platform continues to evolve alongside your changing business requirements and data sources.

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, optimise 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
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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.