
ANALYTICS AND BUSINESS INTELLIGENCE (BI) SOLUTIONS

Service Definition



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TRIDENT INTELLIGENT SOLUTIONS

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Service overview

The Analytics and Business Intelligence (BI) Solutions service provides end-to-end design, build, deployment, and operationalisation of analytics platforms and reporting solutions. The service enables organisations to generate actionable insights, track performance, and support decision-making through structured, semi-structured, and unstructured data.

The service covers data preparation and integration, development of BI dashboards, reporting frameworks, advanced analytics, and integration with AI or agentic AI solutions. Capabilities include:

- Data integration, cleansing, and transformation for analytics readiness
- Development of dashboards, reports, scorecards, and interactive visualisations
- Advanced analytics including predictive modelling, trend analysis, and anomaly detection
- Integration with AI and generative AI outputs to augment insights or trigger automated recommendations
- Self-service BI enablement for business users
- Performance optimisation, scalability, and platform security

Solutions are designed to be reliable, secure, auditable, and aligned with organisational governance and compliance requirements.

The service is delivered through a structured, project-based engagement model.

Activities may include requirements definition, data source assessment, data modelling, dashboard and report development, analytics pipeline creation, platform configuration, system integration, testing, deployment, and transition to operational use. Solutions may be deployed in customer-managed, service provider-managed, or third-party cloud environments, depending on agreed requirements and constraints.

Data, platform, and solution backup, restore, and disaster recovery

Backups of analytics datasets, dashboards, pipeline code, configurations, and platform metadata are performed at predefined intervals and protected through access controls and encryption in line with ISO/IEC 27001 standards. Backup intervals and retention periods are defined on a project-by-project basis according to business, regulatory, and contractual requirements.

Disaster recovery and business continuity plans define roles, responsibilities, and recovery procedures for BI solutions and are reviewed periodically to reflect changes in service scope, platform updates, or risk profile. Where third-party BI platforms or cloud services are used, their resilience and continuity controls are incorporated under a shared responsibility model.

For each project, the following is documented:

- Data, code, and configurations included in backups
- Backup frequency and retention period
- Storage location
- Restoration and failover procedures
- Backup and restore testing schedule
- Roles and responsibilities

Onboarding and offboarding support

Onboarding

Following contract agreement, a Delivery Manager and appropriate BI delivery team are assigned. A kick-off workshop is held to introduce key stakeholders, confirm the agreed scope, and establish governance, communication, and delivery arrangements. A Project Initiation Document is produced, defining aims, objectives, scope, delivery plan, roles, responsibilities, governance, risks, and dependencies.

During onboarding, secure access to required data sources, systems, tools, and environments is provisioned. Alignment is achieved on data governance principles, security expectations, and any relevant legal, regulatory, or compliance considerations.

Offboarding



At the conclusion of the engagement, a formal offboarding workshop and handover session is conducted. This covers platform architecture, data flows, analytics models, dashboards, operational considerations, and next steps. Training may be provided for relevant customer teams.

All solution artefacts, including pipeline code, data models, dashboard definitions, configurations, and technical and operational documentation, are handed over, except where the platform is hosted and operated by the service provider under an ongoing agreement.

In the event of early termination, a closure workshop is held to assess the status of all in-scope items and agree required actions. A Project Closure Document is provided to support an orderly exit.

Service constraints

Service delivery depends on access to client systems, datasets, and subject-matter experts. Platform performance and dashboard responsiveness are influenced by data quality, volume, and source complexity. Cloud infrastructure costs may vary depending on client requirements. Scheduled maintenance, platform upgrades, or analytics optimisation may temporarily affect availability. Large-scale deployments or integration with legacy systems may require phased delivery. Ongoing support, monitoring, and optimisation are provided under separate agreements unless specified.

Service levels

Unless otherwise agreed in writing, the service and ongoing support shall be provided during standard business hours (9-5), Monday to Friday. Support outside of these hours, including 24/7 support, may be provided subject to a separately agreed arrangement.

Support levels are defined per engagement:

Standard Support: Remote assistance during business hours for troubleshooting, guidance on dashboards, reports, and pipelines. Suitable for development or non-critical environments.

Enhanced Support: Extended business-hours coverage, defined response times, proactive monitoring, optimisation of analytics pipelines, and named technical contact familiar with the client's BI platforms.

Premium Support: Designed for mission-critical analytics solutions, offering priority response, extended or 24/7 coverage, proactive monitoring, and rapid escalation.



Dedicated BI Lead and access to technical specialists. Premium SLAs are bespoke and agreed per client.

Severity Classifications:

- **Severity 1 (Critical):** Platform failure or loss of reporting capability impacting operations; immediate response
- **Severity 2 (High):** Major issues affecting analytics delivery; rapid resolution required
- **Severity 3 (Medium):** Partial functionality limitations; addressed during standard response times
- **Severity 4 (Low):** Minor queries or adjustments; handled during normal business hours

Support is primarily delivered remotely, with onsite assistance available by arrangement.

After-sales support

Following delivery of the BI solution, a formal handover is conducted, including documentation covering platform architecture, dashboards, data pipelines, configurations, and operational procedures. Knowledge transfer sessions may be provided to ensure customer teams are able to operate, monitor, and maintain the solution.

Ongoing maintenance and support services are available on a case-by-case basis. This may include pipeline enhancements, dashboard updates, performance optimisation, platform upgrades, and minor schema or integration changes.

Technical and client-side requirements

The customer is responsible for identifying business, technical, security, and governance stakeholders. Required access to environments, data sources, BI platforms, and on-premises infrastructure is provisioned in line with security policies. Network connectivity, identity and access integration, and any third-party tools required are agreed during onboarding.

Outage and maintenance management

In the event of a service outage attributable to the service provider's deliverables, remediation is undertaken at no additional cost. Planned maintenance, updates, or optimisations are scheduled in coordination with the customer to minimise disruption. Roles, responsibilities, escalation paths, and service boundaries are defined per engagement.

Hosting options and locations

BI platforms may be deployed within the customer's infrastructure, including cloud or on-premises environments. The service provider supports design, deployment, and configuration within scope, while the customer retains responsibility for the underlying infrastructure under a shared responsibility model.

Where required, the service provider can host BI platforms on behalf of the customer. Hosted deployments utilise cloud-based infrastructure selected to meet functional, security, regulatory, and data residency requirements. Hosting provider, geographic location, resilience characteristics, and security controls are agreed per engagement.

Data access on exit

Customers retain full ownership of all datasets, dashboards, pipeline code, configurations, and artefacts developed during the engagement. Upon service exit, all agreed artefacts are provided in industry-standard formats. Residual customer data retained by the service provider is securely deleted or anonymised in accordance with agreed retention schedules and applicable regulations.

Security and governance

Security and governance are embedded throughout the service lifecycle, aligned with ISO/IEC 27001 and applicable cloud shared responsibility models. This includes:

- **Information Security Governance:** Roles, responsibilities, and authority per engagement
- **Access Control:** Role-based access and least-privilege principles
- **Data Protection and Encryption:** Encryption in transit and at rest where appropriate



- **Monitoring, Logging, and Auditability:** Logging of security-relevant events
- **Supplier and Shared Responsibility Management:** Clear allocation of responsibilities with third-party platforms
- **Lifecycle Management:** Secure handling, retention, and deletion of data and artefacts on service exit

Responsibilities are shared between the service provider, the customer, and any third-party infrastructure or platform providers. Control ownership is agreed per engagement.