



Cloud Data & Analytics Training Service Definition



Service Definition

Contents

Why 5Y?	03
Service Description	05
Service Features	06
Service Benefits	07
Training Outcomes	08
Public Sector-Focused, Applied Training Approach	10
Support Model	12
Service Scope and Constraints	13
Client Success Stories	14
Our Social Commitments	16

Why 5Y?

We take a different approach to data transformation

We believe transformation starts with insight, not systems. We're disrupting the traditional landscape with a suite of platforms, services and solutions that get you from raw data to insights faster and more cost-effectively than ever before.



Faster Insights. Lower Costs. Better Outcomes. Guaranteed.

We empower organisations to become data-centric by accelerating access to data from any system or application. We transform this data into actionable insights that guarantee to drive improved business outcomes and enable sustainable growth.

We're confident we can deliver these outcomes because we've done it for others—turning data chaos into clarity and inefficiencies into savings.

80%

of your BI analytics ready out of the box from day one

50%

faster implementation, freeing up your team's time and budget

50%

reduction in data engineering costs

*The "80% analytics-ready" figure applies specifically to engineering tasks such as data ingestion, integration, and preparation. The 50% faster implementation and 50% reduction in engineering costs are based on our observed averages across typical client projects. Actual results may vary depending on project scope, data quality, and unique business requirements.

We believe in a data-centric future.

Everything we do is driven by the following four principles...

Build systems, deliver outcomes.

Our aim is always to go beyond technology, helping organisations use data to drive meaningful, lasting change.

Insight should be embedded, not episodic.

We designed our platforms to not only unify data but also empower people to act on it every day.

Independence over dependency.

Our goal is to enable customers to self-serve, not to lock them into long-term service contracts.

Enablement, not ownership.

We built a modular platform so customers could scale at their own pace. Where customers need additional support, we offer a managed service model to help them succeed.

The 5Y way

We believe organisations shouldn't have to choose between speed, quality and cost when becoming data-driven. The world is constantly evolving and businesses that build systems from scratch or rely on slow, expensive consultancies will get left behind.

Service Description

Cloud Data & Analytics Training Services provide structured training and enablement to help organisations build capability, confidence and self-sufficiency in the use of cloud-based data and analytics platforms.

The service supports technical and non-technical users through role-based, practical training programmes focused on analytics adoption, data literacy and effective use of analytics tools. Training is designed to embed consistent practices, improve decision-making, and maximise the value of data and analytics investments.

This service is suitable for organisations introducing new analytics platforms, upskilling existing teams, or seeking to support wider adoption of self-service analytics alongside delivery and transformation initiatives.

Service Features

The service may include:

- | Instructor-led training sessions, delivered remotely or on-site
- | Role-based training curricula, tailored to analysts, engineers, business users and leaders
- | Hands-on practical exercises and guided labs
- | Interactive workshops and knowledge-sharing sessions
- | Development of tailored training materials and learning content
- | Analytics and reporting training, including Power BI dashboards and self-service analytics
- | Data engineering foundations training, covering ingestion, transformation and modelling concepts
- | Data modelling and analytics engineering training, including DBT-based approaches
- | Training to improve data literacy and analytics adoption across user groups
- | Ongoing coaching and enablement support during agreed periods
- | Provision of post-training reference materials and guidance



Service Benefits

By engaging this service, organisations may realise the following benefits:

- ✓ Improved capability and confidence of users and technical teams
- ✓ Increased self-sufficiency in the use of data and analytics platforms
- ✓ Reduced reliance on external support and consultancy
- ✓ Faster and more effective adoption of analytics and reporting tools
- ✓ Improved consistency and quality of analytics usage
- ✓ Better return on investment from cloud data and analytics platforms
- ✓ More effective interpretation and use of analytics outputs
- ✓ Improved data literacy and data-informed decision-making
- ✓ Support for upskilling internal resources across roles
- ✓ Sustainable, long-term development of analytics capability

Training Outcomes

Following completion of the Cloud Data & Analytics Training Services, participants will be able to independently apply the skills, concepts and practices covered during the programme. The training is designed to build real, practical capability across technical and non technical roles. On completion, users will be able to:

For Analysts and Business Users

- Confidently access, navigate and use cloud based analytics platforms to source, explore and analyse data.
- Build, edit and share Power BI reports and dashboards, applying good practice in visual design, filtering, drill through and data interpretation.
- Apply data literacy principles to interpret analytical outputs accurately and make evidence based decisions.
- Use self service analytics tools to answer business questions without reliance on technical teams.

For Data Engineers and Technical Users

- Understand and apply foundational data engineering concepts, including ingestion, transformation and data modelling in cloud environments.
- Build and maintain ELT style data pipelines using modern cloud native tooling and frameworks.
- Develop and maintain analytics ready data models, including DBT based modelling approaches.
- Apply data quality, validation and reconciliation techniques to ensure accuracy and reliability of datasets.

For Leaders and Non Technical Stakeholders

- Understand how cloud analytics platforms support organisational objectives and decision making.
- Apply data governance and data quality principles in their teams.
- Champion consistent, responsible use of data and analytics across the organisation.

Cross Role Outcomes

- Across all user groups, the training enables participants to:
- Work more self sufficiently within cloud based data and analytics environments.
- Reduce reliance on external consultancy or support for routine analytics tasks.
- Apply standardised, repeatable practices aligned to organisational data strategy.
- Embed data informed thinking into day to day operations.
- These outcomes ensure training goes beyond tool usage, building long term

Public Sector–Focused, Applied Training Approach

Our Cloud Data & Analytics Training Services are tailored specifically for public sector organisations, ensuring training reflects the realities, constraints and priorities of government data use. Rather than generic cloud training, our programmes embed scenarios, examples and exercises that mirror the environments, pressures and responsibilities faced across public services.

Public Sector Relevant Scenarios

Training includes applied examples aligned to typical government datasets and use cases, such as:

- Performance reporting across service lines (e.g., housing, adult social care, public health)
- Operational analytics for casework driven services
- Citizen facing demand and activity insights
- Monitoring compliance, auditability and data quality across distributed teams
- Using Power BI and self service analytics to support statutory or regulatory reporting cycles

These scenarios help learners understand how cloud analytics capabilities directly support public outcomes, policy implementation and frontline decision making.

Designed for Government Data Contexts

Training is shaped around common public sector characteristics, including:

- Legacy systems moving to cloud platforms
- Highly variable data quality
- Multi agency data sharing and clarity of ownership
- Governance expectations such as GDPR, transparency, audit readiness
- The need for consistent analytics skills across mixed capability teams

This ensures training is not only technically relevant but contextually accurate.

Hands On, Applied Learning

Learners apply concepts through guided labs and real world practice, such as:

- Building analytics ready data models representative of public sector data structures

- Designing dashboards used for service performance, operational oversight or executive briefing

- Applying data quality, transformation and validation approaches suited to government processes

- Interpreting analytics outputs to support policy, service planning and resource allocation

This approach builds capability that is immediately transferable to live organisational environments.

Outcome Led Enablement

Training is structured to enable public sector teams to confidently operate, extend and govern cloud based analytics platforms beyond the training period. Participants leave with the skills to improve data informed decision making, reduce reliance on external support, and embed consistent analytics practices across their organisation.

Support Model

Support for the Cloud Data & Analytics Training Services is intentionally lightweight and proportionate to a training led engagement.

It is designed to help learners access, understand and apply the training effectively, without implying the operational complexity of a managed service.

Support Scope

Support covers only the following areas:

- | Course access issues (login problems, environment access, broken links)
- | Learning and content related queries
- | Clarification of training materials
- | Scheduling, session access and attendance support

Support does not include operational platform support, live system troubleshooting, or any incident management outside the training environment.

Response Model

- | Learning queries or access issues:
Response within 1 business day
- | Course material clarification:
Response within 2 business days

This model provides clarity for buyers without introducing incident tiers or service levels inappropriate for a training offering.

Support Channels

- | Email
- | Ticketing system
- | Web chat (for quick queries; accessibility tested and suitable for short form learner support)

Escalation Route

For queries that remain unresolved through standard support channels, learners may escalate to the Named Training Lead, who will coordinate resolution and ensure continuity of the learning experience.

Service Scope and Constraints

Delivery is subject to the agreed scope and statement of work, access to required systems or training environments, and availability of appropriate customer stakeholders.

The service includes training, coaching and enablement activities but does not include formal certification, accreditation, or assessment unless explicitly agreed. Ongoing support beyond the agreed training period is not included unless separately contracted.



Client Success Story

From Fragmentation To a Unified Patient Experience



The Challenge:

Our client, a leading global healthcare group in the hearing care sector faced significant challenges after a major acquisition program in North America, inheriting fragmented and unstable legacy systems. These included customer relationship management (CRM) tools, patient management platforms, and heavily customised ERP systems, all containing overlapping and inconsistent B2C data. The challenge was immediate and complex: How do you consolidate private patient data across fragmented, unstable legacy systems into a single, trusted view—without disrupting ongoing operations or breaching regulatory compliance frameworks such as GDPR?

The Solution:

Deployment of the 5Y Unified Data Platform addressed these challenges by unifying data across legacy systems through a modular, Azure-native framework. With pre-built logic for mastering, survivorship, and recovery, the platform enabled seamless integration between modern front-end applications (CMS, AC App) and backend systems like NAV 17 and Dynamics CE. This solution maintained patient data, enhanced patient engagement across their care journey through stable omnichannel experiences and provided a scalable foundation for future growth—all while maintaining full compliance and operational continuity.

Business Impact

- Transformed disconnected patient records into a single trusted view
- Eliminated costly system outages

-70%
Duplicates

+85%
Matching

2×
Processing

12+
Countries

Client Success Story

From complex reporting requirements to actionable insights



The Challenge:

How do you give every team timely access to operational insights when manual reports are slowing you down? That was the challenge facing one of the UK's largest providers of affordable and social rent housing. While they had implemented Microsoft Dynamics 365 across the organisation, reporting remained slow, fragmented and heavily reliant on manual processes. A traditional system upgrade hadn't resolved the problem. Without a consistent, centralised reporting environment, decision-making was delayed and operational oversight was limited.

The Solution:

We deployed the 5Y Business Transformation Platform to centralise reporting, improve operational oversight and simplify access to key metrics across the business. By integrating Dynamics 365 with internal systems and applying a pre-built data model, we created a templated, cloud-based reporting and analytics environment aligned with the organisation's strategic goals. The outcome enabled teams to achieve real-time access to critical data through a single source of truth, replacing slow, manual reporting with governed, consistent insights.

Business Impact

Seamless integration of Dynamics 365 and other core systems

A secure, scalable environment designed for long-term transformation

80+
Self-Serve KPIs

Our Social Commitments

At 5Y, we believe business success goes hand in hand with responsibility. Our social commitments reflect our dedication to people, communities, and the planet.



Fair Work & Well-being

- | Fair pay above the National Living Wage.
- | Flexible working and open culture.
- | Health and well-being initiatives, including mental health support and certified Mental Health First Aiders.



Equality & Inclusion

- | Gender and ethnicity pay gap monitoring.
- | Active Women in Tech group and DEI training.
- | Recruitment practices promoting diversity and accessibility.



Skills & Growth

- | Personal Development Plans for every employee.
- | Annual training allowance and access to global certifications.
- | Apprenticeships and graduate programmes to nurture talent.



Community & Charity

- | Two paid volunteering days per year.
- | Annual charitable giving: A percentage of profit before tax donated to employee-chosen charities.
- | Partnerships with local charities and associations.



Environmental Action

- | Commitment to biodiversity initiatives such as tree planting
- | Working towards Net Zero through carbon offsetting initiatives

Together, we create a positive impact – for our people, our communities, and our planet.



Ethics & Responsibility

- | Mandatory modern slavery, sexual harassment and ethics training.
- | Whistleblowing and grievance policies.
- | Strong safeguarding and compliance processes.





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