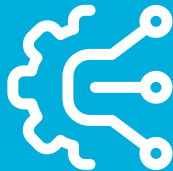




Data Engineering, Modernisation & Delivery Services



Service Definition

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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 Overview

Data Engineering, Modernisation & Delivery Services provide end-to-end delivery of cloud-based data engineering solutions, supporting organisations to modernise legacy data platforms and establish robust, scalable data foundations.

The service covers the assessment, design, build, modernisation and deployment of data platforms and data pipelines, enabling the transition from legacy, on-premise or incumbent environments to modern, cloud-native architectures. This includes refactoring or replacing existing data pipelines, data models and tooling to improve performance, reliability, maintainability and analytics readiness.

The service is suitable for organisations seeking to reduce technical debt, improve the reliability of data processing, enable analytics and reporting, or prepare data platforms to support advanced analytics, automation and AI use cases.

Service Features

The service may include:

- Assessment of existing data platforms, pipelines and engineering approaches, including legacy and cloud environments
- Modernisation and refactoring of data pipelines into scalable, cloud-native architectures
- Design and build of cloud-based data ingestion pipelines, including batch and scheduled workloads
- Development of transformation logic using modern ELT patterns, including DBT-based frameworks
- Implementation of automated data validation, reconciliation and data quality checks
- Deployment of modernised data solutions to live production environments



Service Benefits

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

- ✓ Reduced technical debt across legacy data environments
- ✓ Improved scalability, performance and resilience of data platforms
- ✓ Accelerated transition from outdated tooling to modern cloud services
- ✓ Faster delivery of reliable, analytics-ready data
- ✓ Improved stability and reliability of data processing workloads
- ✓ Greater flexibility to extend platforms for future requirements

Service Scope

The Data Engineering, Modernisation & Delivery Services provide end-to-end delivery of cloud-based data engineering solutions. The scope of this service includes:

Assessment of existing data platforms and pipelines, covering legacy, on-premise and cloud environments to identify improvement opportunities.

Design, build and modernisation of data pipelines, refactoring legacy workloads into scalable, cloud-native architectures.

Development of cloud-based ingestion pipelines, including batch and scheduled data movement.

Implementation of modern ELT transformation logic, including DBT-based patterns, to support reliable and repeatable data preparation.

Design of analytics-ready data models, supporting dashboards, reporting and analytical use cases across the organisation.

Deployment of modernised data solutions into live environments, including validation, performance tuning and readiness checks.

Production of technical documentation and structured handover materials to support ongoing operation.

This service focuses on the delivery of robust, scalable and future-ready data engineering solutions that enhance organisational data capability.

Service Constraints

Delivery of this service is dependent on the following:

- An agreed scope and statement of work, specifying required features, pipelines, integrations, and outcomes.

- Access to required source and target systems, including legacy environments, cloud platforms and integration points.

- Availability of appropriate customer stakeholders, including technical SMEs, data owners and approvers throughout design, build and testing.

- Condition and quality of legacy systems and data, which may affect delivery timelines or technical feasibility.

- Dependencies on third-party platforms and suppliers, which may influence integration or deployment activities.

What Is Not Supported

The service does not include the following unless separately contracted:

- Ongoing operational support, platform monitoring, or managed services

- Hosting or licensing of data platforms or cloud environments

- Post-go-live BAU support or enhancements beyond the defined delivery scope

Delivery concludes at handover to the customer's live environment. Any further changes, enhancements or operational responsibilities fall outside the scope of this service unless explicitly agreed in a separate commercial arrangement.

Support Delivery Model

Support for the Data Engineering, Modernisation & Delivery Services is designed to ensure customers receive clear, timely assistance throughout design, build, testing, and deployment. Support is focused on project delivery and does not extend into live operational support unless separately contracted.

Support Hours & Availability

Core Support Hours

Support is available during standard UK business hours:

- | Monday–Friday, 09:00–17:30 (UK time)
- | Excludes UK public holidays

During core hours, customers can access:

- | Email and ticketing support
- | Phone support
- | Web chat support
- | Scheduled remote calls for clarification, progress reviews & testing coordination

Out of Hours Availability

Out-of-hours support may be offered by prior agreement, typically for:

- | Critical deployment activities
- | High-priority blockers that affect delivery timelines
- | Time-sensitive UAT or migration events

Urgent Issue Handling

Urgent delivery-phase issues follow this response model:

- | P1 – Critical: Response within 4 hours; urgent escalation for resolution
- | P2 – High: Response within 4 hours; resolution typically within 2 business days

These reflect the delivery-focused nature of the service rather than an operational managed service.

How Support Requests Are Raised

Email

Used for general queries, clarifications, document sharing, and updates.

Online Ticketing System

The ticketing system enables:

- | Logging and tracking issues
- | Visibility of priorities and statuses
- | Attaching artefacts, logs or screenshots
- | Collaboration with engineers and delivery leads
- | The portal is WCAG 2.2 AA accessible.

Phone Support / Scheduled Calls

Used for:

- | Stand-ups
- | Sprint reviews
- | Design walkthroughs
- | Integration troubleshooting
- | Deployment and cutover planning

Named Contact or Service Desk

Depending on the engagement:

- | A Named Delivery Lead provides a single point of contact
- | A Pooled Technical Team supports specialist engineering activities

Issue & Escalation Management

Issue Identification & Logging

Issues may be identified by:

- | Customer technical stakeholders
- | Engineers during development or testing
- | Automated logs or build pipelines
- | All issues are logged via email or the ticketing system.

Severity Assessment

Issues are graded based on delivery impact:

- | P1 – Critical
- | P2 – High
- | P3 – Medium
- | P4 – Low

Escalation Routes

Escalation follows structured paths:

- | Engineer → Senior Engineer
- | Senior Engineer → Delivery Lead
- | Delivery Lead → Practice Lead / Engagement Lead

Escalation is triggered when issues:

- | Block delivery
- | Impact timelines
- | Require architectural or platform-level decisions

Communication During Incidents

Customers receive:

- | Acknowledgement of issue logging
- | Regular updates at agreed intervals
- | Requests for required inputs
- | Confirmation upon resolution

Post Incident Reporting

For P1 or significant P2 issues:

- | Summary of the issue
- | Root Cause Analysis (where appropriate)
- | Recommended preventative actions

Remote and On Site Support

Remote Support (Default)

Used for:

- | Workshops
- | Design sessions
- | Testing coordination
- | Integration troubleshooting
- | Deployment planning

On Site Support (Where Agreed)

Used for:

- | Discovery or process mapping sessions
- | High-priority migration or cutover support
- | In-person workshops with cross-functional teams

Resourcing Model

Named Delivery Lead

Provides:

- | Single point of contact
- | Coordination across engineering workstreams
- | Oversight of build, testing, and deployment

Pooled Delivery Team

May include:

- | Data engineers
- | Platform specialists
- | Integration engineers
- | QA/test analysts
- | Technical authors
- | Cloud specialists

Engagement Types

Ad Hoc Support

For targeted engineering tasks or focused investigations.

Time Boxed Engagements

Used for:

- | Discovery
- | Migration readiness checks
- | Rapid pipeline refactoring
- | Proof-of-concept builds

Project Based Support

Typical model covering:

- | Assessment
- | Design
- | Build
- | Testing
- | Deployment
- | Handover

Onboarding & Service Initiation

Onboarding ensures the engagement starts with full alignment on scope, technical requirements, access, and delivery timelines.

1. Kick Off & Engagement Mobilisation

- | Introductions and review of objectives
- | Agreement on communication channels and governance
- | Process and platform walkthroughs where needed
- | Confirmation of migration/deployment approach
- | Review of architecture, data sources, and integration requirements
- | Environment readiness checks
- | Planning of discovery, design and build milestones

2. Information Required From the Customer

To initiate delivery, customers must provide:

- | Access to environments, source systems and cloud platforms
- | Technical documentation (e.g., data models, integration specs, platform configurations)
- | SME availability for discovery and validation
- | Details of legacy workloads, dependencies or platform constraints
- | Confirmation of data access permissions and governance requirements

3. Confirming Scope, Timelines & Responsibilities

- | Revalidation of SOW scope
- | Agreement of sprints, milestones and acceptance gates
- | Validation of deployment strategy
- | Assignment of roles (product owner, SMEs, approvers, technical leads)
- | Escalation routes for blockers or environment issues

Offboarding & Exit Support

Offboarding ensures customers have full ownership of the modernised platform and pipelines, supported by documentation, knowledge transfer and access handover.

1. Offboarding Activities

- | Formal handover of code, pipelines, models, and configurations
- | Knowledge transfer sessions on architecture, pipelines, deployment patterns and maintenance
- | Review of deliverables against acceptance criteria
- | Deployment summary including improvements, optimisations and known dependencies
- | Full documentation package, including runbooks, diagrams, and configuration notes
- | Confirmation of access removal for all supplier accounts
- | Optional exit review meeting, including lessons learned and next-step recommendations

2. Information Required From the Customer

- | Final acceptance of deliverables
- | Approval for access removal
- | Identification of operational/BAU owners
- | Confirmation of any remaining risks requiring future support

3. Confirming Scope, Timelines & Responsibilities for Exit

- | Agreement of handover dates
- | Review of any outstanding items
- | Confirmation of future enhancement needs (if any)
- | Sign-off of scope completion

Security & Data Protection

The Data Engineering, Modernisation & Delivery Services are delivered in alignment with robust security and data protection practices to ensure the confidentiality, integrity and appropriate handling of customer information throughout the engagement.

Access Controls

Access to customer cloud platforms, development environments, data sources and configuration repositories is restricted to authorised members of the delivery team.

Permissions follow a least-privilege approach, ensuring engineers and specialists have only the access required for discovery, build, testing and deployment activities.

All access granted for delivery is time-bound and revoked during offboarding at the end of the engagement.

Role Based Permissions

Access rights are assigned according to each consultant's role (e.g., data engineer, platform specialist, integration engineer, QA/test analyst).

Elevated privileges such as deployment, pipeline administration or environment configuration access are granted only where necessary and explicitly approved by the customer.

Segregation of duties is maintained across design, build and deployment stages.

Secure Handling of Customer Data

Engineering work is performed within secure, customer-approved cloud environments. No customer data is transferred outside these environments.

Test data is handled in accordance with the customer's internal policies; where possible, anonymised or synthetic data is used for development and testing activities.

Any temporary artefacts (logs, extracts, configuration files or debugging output) are retained only for the duration of the engagement and securely deleted at offboarding once customer approval is provided.

Customer data is never stored on local devices or non-approved storage locations.

Alignment with UK GDPR

The service is delivered in accordance with UK GDPR requirements, ensuring:

- Lawful, fair and transparent processing of any customer information accessed during delivery.

- Purpose limitation, using data strictly for agreed data engineering activities.

- Data minimisation, accessing only the information required to build, test and deploy pipelines or models.

- Security and integrity, using secure development practices, encrypted communication channels and controlled access.

Throughout the engagement, 5Y operates as a data processor when handling customer-supplied data or metadata.

Secure Communication Channels

All communication, including exchange of architectural artefacts, pipeline documentation, configuration notes or logs, is conducted through:

- | Encrypted email
- | Secure ticketing systems
- | Approved document-sharing platforms
- | Managed virtual meeting tools

No customer artefacts are shared through unapproved channels or stored on personal devices.



Hosting & Data Location

Support for the Data Engineering, Modernisation & Delivery Services is delivered through secure, cloud-based systems used for project collaboration, documentation, and issue management.

As this service focuses on the design, build and deployment of data engineering solutions within the customer's own cloud environment, it does not involve hosting customer platforms, data pipelines, or production data on supplier infrastructure.

Customer Data Residency

Data engineering and modernisation work is performed inside the customer's approved cloud or on-premise environments, not on supplier systems.

No customer production data is extracted, hosted or processed outside the customer's environment.

Any customer-provided materials (architecture documents, sample datasets, metadata extracts, logs) are stored only within authorised systems for the duration of delivery.

Support System Hosting

Support channels — including email, ticketing, collaboration tools, and document-sharing — operate within secure, cloud-based environments managed by the supplier.

These systems use enterprise-grade security controls, including encrypted storage, secure authentication and region-appropriate hosting.

Delivery artefacts (e.g., diagrams, design notes, configuration instructions) are stored only within authorised project workspaces.

No Persistent Hosting of Customer Data

The service does not provide hosting, platform management, or cloud environment administration.

Any temporary files or extracts created for development, debugging or testing are retained only as long as necessary and are securely deleted during offboarding once the customer confirms no further retention is required.

Customer datasets, pipelines, schedules, or orchestration assets are never stored permanently on supplier infrastructure.

Data Residency for Support Logs & Artefacts

Support logs (e.g., ticket metadata, communication records, issue history) reside within secure support systems and may contain limited personal data such as stakeholder names or contact details — but never customer datasets or pipeline outputs.

All support log data is stored in UK or UK-aligned regions to meet public-sector residency expectations.

Logs and delivery artefacts are retained only for the period required for contractual, quality or audit purposes and are deleted in line with internal retention policies.

Pricing Information

Pricing for this service is provided in the G-Cloud pricing document.

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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