



Service Definition Document for G-Cloud 15 Services

Supplier: DataMC UK Limited – t/a DataMC

Service: Data Migration Services – Platform Agnostic

Version: 1.0

30 January 2026

1. Service Overview

DataMC provides end-to-end data-migration, transformation, and quality-assurance services that enable organisations to move from on-premise or legacy systems to modern cloud applications.

Our work is underpinned by the BIDM methodology and powered by our proprietary tooling suite, DM REVOLVE, which automates data profiling, mapping, validation, reconciliation, and audit reporting.

The service is designed to reduce migration risk, accelerate implementation timelines, and ensure that all transferred data is accurate, secure, and fully traceable.

Support, permissions, and technical queries are managed via the Zoho Desk Help Desk to provide transparent ticket tracking, prioritisation, and resolution.

2. Data Backup, Restore, and Disaster Recovery

Data Backup & Restore

- **Frequency & Retention:** All critical artefacts - scripts, mappings, configuration files – are backed up daily and retained for a minimum of 30 days or longer as per client or project requirements.
- **Storage:** Backups are stored within encrypted Azure or Microsoft 365 environments with geo-redundant replication.
- **Testing:** Restore procedures are periodically tested to validate recovery speed and data integrity.

Disaster Recovery & Business Continuity

- DataMC maintains a documented and tested DR Plan aligned with ISO 27001:2022.
- The Business Continuity Plan (BCP) ensures operations can continue or be restored within 24 hours of a major disruption.
- Staff are authorised to operate extended hours during trial loads, cut-overs, and go-live weekends to maintain service continuity.

3. Onboarding and Offboarding Support

Onboarding

- Kick-off and discovery workshop to confirm scope, access, and environment setup.
- Secure credential exchange and creation of user accounts in DM REVOLVE and Zoho Desk.
- Initial data-quality assessment and delivery-plan approval.

Offboarding

- Delivery of final migration logs, reconciliation reports, and full audit trail.
- Secure removal of user access and credentials.
- DM REVOLVE Extract and staging database is backed up and saved to a secure customer location
- All generated load files are copied to a secure customer location
- All DM Package documents are downloaded and copied to a secure customer location

4. Service Constraints

- Service is delivered primarily remotely, on-site attendance available by agreement.
- Dependent on timely access to client data, environments, and validation resources.
- Maintenance Windows: Planned maintenance occurs outside UK business hours with a minimum of 48 hours' notice.
- All automation and scripts conform to DataMC secure-coding standards.

5. Service Levels

Metric	Standard	Notes
Support Hours	09:00 – 17:00 local time, Mon–Fri	Standard cover
Response Time (P1)	<= 4 working hours	via Zoho Desk
Availability	>= 99.5 % for cloud-hosted tooling	Monitored via Azure/Zoho
Escalation	Technical Lead > PM > Regional Director	As defined in SOW

Hypercare support (2–4 weeks) and out-of-hours coverage available by agreement (at standard day-rates). Planned maintenance occurs outside Business Hours with >= 48 hours' notice.

6. Technical Requirements

- Supported browsers: Chrome, Edge, Firefox (latest versions).
- An OpenVPN connection is set up to allow secure SSL traffic between the client network and a DataMC DM REVOLVE instance. A full network architecture diagram is available on request.
- MFA enforced on all user accounts.
- Clients must nominate technical and business contacts for validation sign-off.

7. Outage and Maintenance Management

- **Planned Outages:** Communicated => 48 hours in advance.
- **Unplanned Incidents:** Detected via monitoring and communicated within 1 hour of confirmation.
- **Response Procedure:** Detection > Assessment > Containment > Recovery > Post-Incident Review.
- Root-cause analysis and lessons learned recorded in the ISMS risk register.

8. Hosting Options and Locations

- Hosted on Microsoft Azure (UK South)
- Data processing remains within the UK or EEA, ensuring GDPR compliance.
- No data is transferred outside these regions without explicit written client consent.
- On-premises or hybrid deployments supported when client infrastructure requires it.

9. Access to Data (Upon Exit)

- Clients retain full ownership of their data.
- On exit, DataMC provides final datasets, audit logs, and documentation in agreed open formats.
- Secure deletion of all copies occurs within 30 days of contract completion, validated by internal audit.

10. Security

- **Standards & Certifications:** ISO 27001:2022 certified/aligned ISMS and Cyber Essentials compliance.
- **Personnel Security:** All staff screened to BPSS level; higher clearances arranged if required.
- **Data Protection:** GDPR and UK Data Protection Act 2018 compliant.
- **Access Controls:** Role-based permissions and least-privilege principles.
- **Encryption:** AES-256 at rest, TLS 1.2+ in transit.
- **Monitoring & Vulnerability Management:** Regular patching, scanning, and logging through Purview/Security/Compliance Centres + Intune
- **Incident Response:** Potential compromises triaged within 1 hour, contained within 4 hours, and reported per the ISMS procedure.

11. Continuous Improvement and Collaboration

DataMC applies a continuous-improvement cycle to all delivery and support processes, incorporating client feedback and post-project reviews.

Our team collaborates closely with client stakeholders through regular checkpoints and steering sessions to ensure alignment, transparency, and measurable outcomes.

12. Contact Information

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