Service Definition Document: Data Warehousing & Archiving Solutions

Service Overview

This service provides scalable, cloud-based data warehousing and archiving for structured and unstructured data. It supports advanced analytics, business intelligence reporting, and regulatory compliance within the UK public sector. Hosted exclusively in UK data centres, it ensures secure, cost-effective long-term storage with easy retrieval, data integrity, and seamless integration to enable informed decision-making across enterprises.

The service is designed for G-Cloud 15 compliance, offering flexible, sovereign data management solutions that align with UK government standards for data sovereignty and security.

Features

- Scalable storage for structured and unstructured data volumes.
- Integrated analytics for business intelligence and reporting.
- Ensures compliance with UK regulations and standards.
- Advanced security with encryption and access controls.
- Cost-effective long-term data archiving solutions.
- Quick and easy data retrieval mechanisms.
- Maintains data integrity throughout lifecycle.
- Seamless integration with existing enterprise systems.
- High availability and disaster recovery options.
- Hosted in UK data centres for sovereignty.

Benefits

- Accelerates insights with near-real-time analytics delivery.
- Reduces storage costs by up to 70% through tiering.
- Ensures compliance effortlessly with built-in UK regulatory controls.
- Speeds data retrieval from years to seconds.
- Minimises business risk with immutable audit trails.
- Streamlines reporting and eliminates manual reconciliation delays.
- Scales automatically without procurement or hardware delays.
- Strengthens security posture using UK-sovereign encryption standards.
- Cuts deployment time from months to days.
- Lowers operational overhead via fully managed service model.

How the Service Works

The service operates on a fully managed cloud platform, utilising tiered storage architectures to handle data ingestion, processing, and archiving. Users can upload data via secure APIs or integrations with

existing systems. Analytics tools process data in near-real-time, generating reports and insights. Archiving moves inactive data to cost-optimised storage tiers while maintaining accessibility.

The service supports hybrid deployments, integrating with on-premises systems if required, and uses automated scaling to handle varying workloads without manual intervention.

Onboarding and Offboarding Support

Onboarding includes a dedicated setup phase with data migration assistance, configuration of integrations, and training sessions. A project manager guides the process, typically completing in 5-10 business days.

Offboarding provides data export in standard formats (e.g., CSV, SQL dumps), secure data deletion upon request, and transition support to new providers. All data is returned within 30 days of contract end, with no retention unless specified.

Service Constraints

- Maintenance windows: Scheduled monthly, notified 7 days in advance, typically 2-4 hours during off-peak times (00:00-04:00 GMT).
- Customisation: Limited to configuration options; no custom code development.
- Data volume limits: Scalable up to petabyte-scale, but initial setups capped at 100TB without additional review.
- Supported data types: Structured (SQL/NoSQL), unstructured (files, blobs); no real-time streaming ingestion in base tier.

Service Levels

- Availability: 99.95% uptime SLA, measured monthly.
- Performance: Query response times under 5 seconds for 95% of operations; data retrieval from archive within 60 seconds.
- Support hours: 24/7 for critical issues; standard support 08:00-18:00 GMT, Monday-Friday.
- Response times: Critical (P1) - 15 minutes; High (P2) - 1 hour; Medium (P3) - 4 hours; Low (P4) - 1 business day.

After-Sales Support

Support is provided via a dedicated portal, email, and phone. Includes proactive monitoring, quarterly performance reviews, and access to knowledge base articles. Escalation paths to senior engineers for complex issues. Optional premium support adds dedicated account management.

Technical Requirements

- Client-side: Web browser (Chrome, Firefox, Edge latest versions); API access requires RESTful clients.
- Integration: Compatible with AWS S3-compatible APIs, ODBC/JDBC for queries.
- Network: Secure HTTPS connections; VPN optional for enhanced security.
- No specific hardware required on user end; service is fully cloud-based.

Outage and Maintenance Management
Outages are managed through redundant UK data centres with automatic failover. Users receive real-time notifications via email/SMS. Maintenance is planned to minimise disruption, with options for custom scheduling in enterprise tiers. Post-incident reports provided within 48 hours.

Hosting Options and Locations
Hosted in certified UK data centres ensuring data sovereignty. Options include public cloud, private cloud, or hybrid models. All data remains within the UK, compliant with GDPR and UK data protection laws.

Access to Data Upon Exit
Upon contract termination, all data is accessible for export via secure portals or direct transfers. Formats include native database exports, file archives, or API pulls. Data is retained for 30 days post-exit for retrieval, then securely deleted in line with standards like ISO 27001.

Security
- Encryption: Data at rest (AES-256), in transit (TLS 1.3).
- Access controls: Role-based access (RBAC), multi-factor authentication (MFA).
- Compliance: ISO 27001, Cyber Essentials Plus, GDPR, NIS Directive.
- Auditing: Immutable logs, regular penetration testing, and vulnerability scans.
- Incident response: 24/7 monitoring with breach notification within 72 hours.