

Service Definition

Erisna Platform (Data Governance, Cataloguing & Observability)

G-Cloud 15 - Lot 2b: Software as a Service (SaaS)

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Service overview

The Erisna Platform is a cloud software service that helps organisations understand their data, monitor and fix data quality issues, and use data with confidence while moving faster and staying compliant. It brings together data cataloguing, data observability, lineage, compliance tagging, ownership and stewardship, business rules, and a business glossary within a single unified platform.

The service supports public sector organisations in improving trust in data for operational and analytical use cases, reducing data downtime, strengthening audit readiness, and enabling consistent interpretation of business terms across teams.

Service scope and intended outcomes

Erisna is designed for organisations that need to:

- Create a single source of truth for data assets and their meaning
- Continuously monitor data quality and anomalies
- Understand how data moves and transforms via data lineage and mapping
- Improve governance through ownership, stewardship, rules, and glossary
- Support compliance by classifying datasets and identifying sensitive data

Who the service is for

Typical user groups include:

- Data engineering and platform teams
- Data governance leads, stewards, and custodians
- BI/analytics teams and operational reporting users
- Information assurance, risk, compliance, and audit stakeholders
- Delivery teams working on data migration, integration, and transformation programmes



Key service benefits

1. Faster discovery of trusted datasets through a central catalogue and dictionary
 2. Fewer incidents and reduced rework by detecting issues earlier through observability
 3. Improved audit readiness through classification and compliance tagging
 4. Reduced privacy and security risk through sensitive data detection (e.g., PII, PCI)
 5. Faster root cause analysis through lineage, mapping and relationship context
 6. Higher confidence reporting via validation checks and data health scoring
 7. Improved accountability through ownership and stewardship assignment
 8. Reduced ambiguity via an organisation-wide business glossary
 9. Lower integration friction through broad connector support
 10. Greater automation and repeatability through a documented developer API
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Service features and functionalities

1. Data Cataloguing

Erisna provides a data catalogue as a single source of truth, holding structured context such as schema/structure, meaning, ownership, classifications, and usage of data elements. The platform also supports data contract sharing to securely share selected catalogue items externally while keeping the remainder private.

2. Data validation and cleansing reports

Users can run validation checks on the platform to identify common issues, such as duplicates, missing mandatory fields, and incorrect formats. When validation checks fail, Erisna generates a downloadable data cleansing report that pinpoints the invalid record(s).

3. Business rules

Erisna includes a business rule engine enabling data teams to define rules that restrict or guide actions within operations, which can be organisation-wide or industry-specific.

4. Query Editor

Erisna enables you to write custom SQL queries to validate your data against your data quality requirements. These queries can be run immediately or scheduled to run daily.



5. Data observability

Erisna provides end-to-end visibility into data quality across pipelines, monitoring and validating data and surfacing anomalies in near real time to help teams detect issues early, reduce downtime, and maintain integrity with reduced manual effort.

6. Ownership and stewardship

Erisna supports governance operating models by enabling organisations to define data owners, stewards, and custodians, as well as responsibilities, access controls, and compliance practices.

7. Business glossary

Erisna provides a business glossary to establish shared meaning for key business terms (for example, “customer”, “product”, “supplier”), reducing ambiguity and improving consistency in reporting and data usage.

8. Data mapping, lineage, and database diagrams

Erisna supports:

- **Data mappings** to visualise relationships and match fields between source and target systems (useful for standardisation and migrations)
- **Auto-generated data lineage** to show how data flows over time from origin to destination, with coarse and fine-grained views
- **Database diagrams** to visualise tables/datasets, columns, data types, keys, and relationships

9. Compliance tagging and sensitive data detection

Erisna enables teams to:

- **Classify and monitor datasets** by regulatory or organisational criteria (including retention periods, sensitivity and predefined categories) to support regulatory reporting and audit readiness
- **Auto-detect sensitive data** such as PII and confidential/classified data to support appropriate handling (e.g., masking/obfuscation decisions)

10. Data health checks and quality scoring

Erisna provides a data health check capability that tracks dataset quality and reports flagged issues, failed business rules, completeness score, and trust score.



11. Alerts and notifications

Erisna supports operational collaboration by sending alerts via Microsoft Teams, Slack, and email.

12. Database integrations and connectors

Erisna is data source/database-agnostic and supports connecting to databases/files to scan structures and import them into the catalogue.

Erisna provides connectors across common public sector and enterprise stacks, including (non-exhaustive): BigQuery, Microsoft Fabric, Amazon Redshift, Databricks, Snowflake, SQL Server, PostgreSQL, Oracle, Azure SQL, Azure Cosmos DB, MongoDB, SAP HANA, CSV/JSON/Parquet/Excel, plus communications and identity integrations (e.g., Microsoft Teams, Slack, Microsoft Entra ID, Google SSO).

13. Developer API

Erisna provides a developer API to automate data validation and integration processes, with documentation covering endpoints, parameters, schemas, and examples, and support for multiple programming languages.

Service delivery model

Service type

- Cloud-hosted SaaS, accessed via a web browser and APIs.
- The Erisna sign-in supports Microsoft sign-in, Google sign-in, email authentication methods and multi-factor authentication.

Service regions/data residency options

Erisna provides a UK region for the platform.

Implementation and integration

Erisna provides implementation and integration services to help buyers deploy the platform and integrate it into their ecosystem, including configuration, authentication, environment provisioning, and rollout support. Implementations can be tailored to cloud, hybrid, or on-prem environments (where applicable and agreed).

Integration support includes connectivity to warehouses/lakehouses, relational/document databases, ETL/ELT tools, BI platforms, communications tools, and security/SSO providers, plus custom workflows and automations where required.



Onboarding, training and service enablement

Getting started

Erisna supports onboarding through:

- A structured implementation approach (discovery, configuration, integrations, rollout planning)
- Online/virtual training for administrators and users (role-based where required)
- User guidance and “getting started” materials (provided during onboarding)
- Optional onsite training as a chargeable add-on (where required by the buyer)

Service configuration and customisation

Buyers can customise:

- Which sources and connectors are enabled
- Catalogue scope and organisational structure (domains, ownership/stewardship)
- Validation checks and business rules
- Alerts and notification routing (Teams/Slack/email)
- Compliance tagging criteria and sensitive data handling workflow

Customisation can be performed by:

- Buyer administrators and nominated data teams for standard configuration
 - Erisna implementation specialists for bespoke integrations, automations, and complex workflow requirements (e.g., custom ingestion pipelines, webhook/event workflows, API orchestration, automated policy enforcement)
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Service management and support

Support levels

LEVEL	WHAT'S INCLUDED	COST (EX. VAT)
1. Basic	• Email	£0
2. Standard	• Basic support • Phone • Chat	£25/user/month £2,500/month minimum
3. Enhanced	• Standard support • Shared support team • Agreed SLA • Reporting • No named technical account manager • No named cloud support engineer	£4,500/month
4. Dedicated	• Enhanced support • Dedicated technical support manager • Fractional cloud support engineer	£14,000/month
5. Mission-Critical	• Dedicated support • Dedicated cloud support engineer • Higher response-time commitments • Rota • Greater reserved engineering time	£32,500/month



Incident management

Erisna operates an incident management process covering detection, triage, containment, resolution, recovery and post-incident review. Pre-defined runbooks can be used for common events (e.g., service degradation, integration failures, access issues, suspected security incidents, data quality incidents). Users report incidents via agreed support channels, and incident reporting is provided for material incidents (including timeline, impact, root cause, and corrective/preventative actions).

Service metrics

Service usage metrics can be provided through dashboards and exportable reports (as agreed), including catalogue usage, validation activity, connector/job health, API utilisation, and support performance metrics.

Security, governance and compliance (service capabilities)

Erisna supports governance and compliance outcomes through platform capabilities, including:

- Compliance tagging for classification, retention and audit readiness
- Sensitive data detection (including PII) to identify data requiring additional controls
- Ownership/stewardship constructs to support governance operating models
- Integration with identity providers such as Microsoft Entra ID and Google SSO (where enabled), and multi-factor authentication as the default.

Security requirements and buyer-specific controls (e.g., administrative access model, support access procedures, logging/audit expectations, and tenancy isolation requirements) are agreed upon during onboarding and documented for the contract.



Data handling and interoperability

Data processed by the service

Depending on the buyer configuration and integrations, the platform may process:

- Metadata (schemas, structures, dataset/table and field information)
- Governance context (ownership, stewardship, glossary terms, classifications/tags)
- Quality outputs (validation results, anomalies, health checks/scores)
- Lineage and mappings (relationships and data flow representations)

Interoperability

The service is designed to integrate with buyer systems via:

- Native connectors across common databases/warehouses/lakehouses and file formats
 - Notifications integration via Teams/Slack/email
- A documented developer API for automation and orchestration
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End-of-contract and exit management

End-of-contract data extraction

At contract end, buyers can request an export of their service data (including catalogue content, governance metadata, rules, glossary content, lineage/mapping outputs and service configuration information). Exports are provided in commonly used, machine-readable formats (e.g., CSV, JSON, and Excel, where appropriate) and delivered via a secure, buyer-approved transfer method. Where required, exports can be provided as an encrypted archive with key/password shared out-of-band.

End-of-contract process

End-of-contract activities are managed through a controlled offboarding plan agreed with the buyer, typically including:

1. Agreement of export scope, delivery method and timelines
2. Completion of export(s) and confirmation of delivery
3. Removal of user access and disabling integrations/tokens on the agreed final day
4. Decommissioning of the buyer environment/tenancy



5. Secure deletion in line with contractual retention and buyer requirements, with confirmation on request

Included in contract price: standard offboarding coordination and one export (scope agreed).

Additional cost: repeated exports, bespoke transformations/migrations, extended retention, or post-contract support.