

Data and Fabric Transformation

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud services and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

This service is designed for UK public sector organisations including local and central government, NHS Trusts, emergency services, and education bodies that are seeking to modernise their data ecosystems and adopt a unified data and analytics platform. These organisations often face challenges such as:

- Fragmented data estates with siloed systems and inconsistent governance.
- Legacy infrastructure that limits scalability and innovation.
- Compliance obligations under GDPR, UK Data Protection Act, and NHS DSP standards.
- Operational inefficiencies caused by manual processes and lack of automation.

Our Data and Fabric Transformation Service addresses these challenges by providing an end-to-end approach to modernisation, enabling organisations to unlock the full potential of their data, integrate digital platforms, and deliver secure, compliant, and future-ready services.

3 Fabric and Data Adoption and Transformation – an Overview

Agilisys offers a comprehensive portfolio of services that combine data strategy, platform modernisation, and implementation of unified data platform architectures and integrations. This holistic approach ensures that technology, people, and processes are aligned to deliver sustainable transformation.

Key pillars of our service include:

- **Data Strategy & Operating Model Design:** Establishing a clear vision, governance framework, and roadmap for data-driven decision-making.
- **Fabric Implementation:** Architecture design and implementation of Fabric unified data platform in a phased manner.
- **Platform Modernisation:** Migrating legacy data platforms into modern, unified and lakehouse centric Fabric architecture.



- **DataOps Enablement:** Implementing automated pipelines, monitoring, data and process orchestration for continuous operational improvement.
- **Governance, Compliance & Security by Design:** Embedding governance, ethical frameworks, and security controls throughout the transformation lifecycle.

This service empowers organisations to move from fragmented, legacy environments to integrated, agile ecosystems, enabling real-time insights, improved citizen outcomes, and cost efficiencies.

4 Service Description

The Data and Fabric Transformation Service is a holistic, end-to-end offering designed to help UK public sector organisations modernise their data ecosystems and implement a modern fabric data and analytics platform that connects people, processes, and technology. This service is not a single-point solution; it is a structured programme that spans strategic planning, technical design, implementation, optimisation, governance, and cultural adoption. It is underpinned by industry best practices, proven methodologies, and deep domain expertise gained from decades of delivering transformation across local government, healthcare, emergency services, and education.

Our approach ensures that data becomes a strategic asset, enabling organisations to make evidence-based decisions, improve operational efficiency, and deliver better citizen outcomes. We combine cloud-native technologies, advanced integration frameworks, and automation with robust governance and compliance controls to create a secure, scalable, and future-ready environment.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Strategy & Readiness Assessment

This initial phase establishes the foundation for successful transformation. We begin by conducting strategic alignment workshops with senior stakeholders to understand organisational objectives, regulatory obligations, and operational challenges. Our consultants then perform a comprehensive current-state assessment, examining:

- **Existing data architecture** and integration capabilities.
- **Governance frameworks** and compliance posture.
- **Infrastructure readiness** for cloud adoption.
- **Skills and cultural maturity** for data-driven operations.

We apply structured methodologies such as TOGAF® for enterprise architecture, DAMA-DMBOK for data governance, and ITIL for service alignment, ensuring that every recommendation is grounded in recognised best practice. The output of this phase includes:

- A Readiness Report detailing gaps, risks, and dependencies.
- A Prioritised Remediation Plan to address critical issues.
- A Strategic Roadmap outlining phased delivery, timelines, and resource requirements.



This roadmap provides clarity and confidence, enabling organisations to move forward with a controlled, risk-managed approach.

4.2 Design & Implementation

The Design & Implementation phase is where strategic intent is translated into a tangible, operational reality. This is not simply about deploying technology; it is about architecting a future-ready ecosystem that aligns with organisational objectives, regulatory obligations, and user needs. Our approach begins with collaborative design workshops, engaging stakeholders from IT, governance, and business units to validate requirements and ensure alignment with strategic priorities.

We produce high-level and low-level designs that define every component of the data and integration fabric. These designs encompass:

- **Data Architecture:** Structuring data flows, storage layers, and analytics capabilities to support real-time insights and advanced modelling.
- **Fabric Platform deployment:** Implementing and configuring Microsoft Fabric capabilities - including Data Engineering, Data Warehousing, and Business intelligence to deliver a unified, governed analytics platform.
- **Security and Compliance Frameworks:** Embedding zero-trust principles, encryption standards, and GDPR-aligned policies into the architecture from the outset.
- **Scalability and Resilience:** Leveraging cloud-native services such as Azure Synapse, and Power Platform to ensure elasticity and fault tolerance.

Implementation is delivered using Agile methodologies for iterative progress, Prince2 for governance, and DevOps practices for automation and continuous delivery. This ensures transparency, adaptability, and rapid value realisation. Typical activities include:

- Configuring cloud environments and provisioning resources.
- Deploying integration services and validating interoperability.
- Implementing governance controls and compliance dashboards.
- Conducting pilot deployments to test functionality and user experience before full-scale rollout.

The outputs of this phase include architecture diagrams, operational models, governance frameworks, and adoption plans, providing a clear blueprint for ongoing management and optimisation.

4.3 DataOps and Automation

Modern data ecosystems demand agility, automation, and continuous improvement. Our DataOps service introduces a robust operational framework that transforms how data is ingested, processed, and delivered as actionable insights. This is not a static support model; it is a dynamic, iterative approach that evolves with your organisation's needs.

Key capabilities include:

- **Automated Data Pipelines:** We design and deploy pipelines that handle ingestion, transformation, and analytics with minimal manual intervention. This reduces latency, improves reliability, and accelerates time-to-insight.



- **Continuous Monitoring and Alerting:** Advanced tooling provides real-time visibility into pipeline performance, enabling proactive issue resolution and optimisation.
- **Proactive Maintenance and Resilience Testing:** Scheduled health checks and automated failover mechanisms ensure uninterrupted service and compliance with SLAs.
- **Innovation Enablement:** By embedding automation and orchestration, we create capacity for innovation, whether that means integrating AI-driven analytics, predictive modelling, or advanced visualisation tools.

The result is a self-healing, highly responsive data environment that supports real-time decision-making and continuous improvement. Organisations benefit from reduced operational overhead, improved data quality, and enhanced agility in responding to changing business demands.

4.4 Compliance and Ethical Frameworks

In the public sector, compliance is non-negotiable. Our service embeds regulatory adherence and ethical considerations into every layer of the transformation process. We go beyond tick-box compliance to create a culture of **responsible data stewardship**.

Our approach includes:

- **GDPR and UK Data Protection Act Alignment:** Implementing retention policies, classification schemes, and audit trails to ensure lawful processing and transparency.
- **Automated Governance:** Leveraging tools such as Microsoft Purview to enforce policies, monitor compliance, and provide real-time dashboards for assurance.
- **Data Ethics Framework:** Establishing principles and processes to mitigate risks related to bias, misuse, and reputational harm. This includes ethical impact assessments, stakeholder engagement, and ongoing monitoring.
- **Security Accreditation:** Aligning with ISO27001, Cyber Essentials Plus, and NHS DSP standards to provide confidence in the integrity and resilience of your data environment.

These measures ensure that your organisation not only meets statutory obligations but also builds trust with citizens and stakeholders through transparency, accountability, and ethical practice.

4.5 Adoption & Knowledge Transfer

Technology alone does not deliver transformation, people do. Our adoption services focus on cultural change and capability uplift, ensuring that new ways of working are embraced and sustained. We recognise that resistance to change is a common barrier, so we employ proven frameworks such as Prosci ADKAR to manage the human side of transformation.

Activities include:

- **Persona Mapping and Change Impact Analysis:** Understanding user needs and tailoring adoption strategies accordingly.
- **Champions Network:** Creating advocates within the organisation to drive engagement and support peers.
- **Training and Enablement:** Delivering workshops, e-learning modules, and hands-on sessions covering data literacy, governance, and platform usage.



- **Knowledge Transfer:** Embedded from day one, ensuring that internal teams gain the skills and confidence to manage and evolve the solution independently.

We measure success through adoption dashboards, engagement metrics, and feedback loops, refining strategies to maximise impact. The outcome is a workforce that is not only equipped to use new tools but empowered to innovate and drive continuous improvement.

4.6 Platform Optimisation & Modernisation

Transformation is not a one-time event; it is an ongoing journey. Our optimisation services ensure that your data platform continues to deliver value as business needs evolve. This involves:

- **Cost Optimisation:** Rightsizing resources, eliminating waste, and leveraging automation to reduce total cost of ownership.
- **Performance Tuning:** Identifying bottlenecks and implementing configuration changes for optimal throughput.
- **Architecture Evolution:** Introducing advanced capabilities such as serverless computing, containerisation, and AI-driven orchestration.
- **Continuous Improvement Roadmap:** Providing a structured plan for iterative enhancements aligned with strategic objectives.

By combining proactive monitoring with strategic foresight, we help organisations maintain peak performance, maximise ROI, and stay ahead of technological change.

4.7 Master Data Management (MDM)

Data quality and consistency are critical for effective decision-making. Our MDM services create a single, trusted view of key entities such as citizens, patients, suppliers by:

- **Establishing a centralised repository** with real-time integration into business processes.
- **Implementing automated cleansing** and matching algorithms to eliminate duplicates and errors.
- **Enabling multi-agency data sharing** in a secure, compliant manner.
- **Providing governance models** and stewardship workflows to maintain integrity over time.

The outcome is improved service delivery, reduced operational risk, and enhanced citizen experience. MDM is not just a technical solution; it is a strategic enabler that underpins everything from policy development to frontline service provision.

4.8 Internet of Things (IoT) Integration

As organisations seek to harness real-time data from devices and sensors, our IoT integration services extend the fabric data platform to the edge. We design and implement:

- **Secure IoT Architectures:** Covering devices, gateways, stream processors, and user interfaces.
- **Edge Computing Solutions:** Minimising latency and enabling rapid decision-making.
- **Use Cases:** From smart health monitoring to environmental sensing, tailored to public sector needs.



- **Governance and Security Controls:** Ensuring compliance and resilience in highly distributed environments.

By integrating IoT data streams into your core analytics platform, we can enable richer insights, faster response times, and more personalised services for citizens.

4.9 Support & Service Management

Our commitment does not end at go-live. We provide comprehensive support aligned to ITIL v4 standards, including:

- **24x7 Service Desk Access:** Via a secure portal for incident logging and tracking.
- **Proactive Monitoring:** Automated alerts and resilience testing to prevent issues before they impact operations.
- **Regular Service Reviews:** Monthly and quarterly sessions to assess performance, identify improvement opportunities, and update roadmaps.
- **Early Lifecycle Support:** Dedicated resources during the initial transition to ensure stability and confidence.

These are available through our Lot 3 service offer. Our structured approach ensures continuity, compliance, and a smooth handover to in-house teams, supported by robust governance and knowledge transfer.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for each programme, scaled to provide the appropriate support for the programme.

5.1 Programme Onboarding

We onboard programmes through a structured mobilisation phase that establishes a shared understanding of scope, objectives, and success criteria; this includes collaborative discovery workshops, environment review, and the creation of a tailored delivery plan aligned to your priorities.

We define governance structures, communication protocols, and decision-making frameworks from day one, confirming access requirements and any necessary staff security clearances (e.g., SC) to ensure a secure, low-risk start as well as the Exit Plan. Our approach aims to integrate delivery with business change and training so that customer adoption is rapid, measurable, and successful.

5.2 Programme Offboarding

At the conclusion of a professional services engagement, we execute a structured offboarding process that ensures continuity, compliance, and a clean handover. At programme commencement, we agree an Exit Plan that sets out roles, timelines, acceptance criteria, training/handover requirements and governance so the transition is controlled and visible to all stakeholders.

6 Support

Our professional services are delivered with robust governance and effective management throughout each programme, integrating with your programme governance processes where required.



We guide customers through service transition, ensuring all necessary governance frameworks and compliance measures are established as services are handed over to in-house teams.

We include Early Lifecycle Support phases, following each service cutover. During these, our project team remains actively involved, for a period of time, following the initial service take-on, providing expert guidance and troubleshooting to facilitate a smooth ramp up and empower customer teams to confidently manage their new systems and environments.

In addition, we offer tailored training programmes that can be scoped as part of the overall project, equipping your teams with the knowledge and skills required to maintain compliance, optimise cloud resources, and uphold governance standards independently. This approach ensures that, as ownership transitions, your organisation is fully prepared to sustain high standards of service delivery and operational integrity.

7 Pricing

Pricing is based on the specific programme requirements using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed to align with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.