

Valcon G-Cloud Lot 3 Service Definition

Data Observability

[Set Up and Migration | Data auditing and organising, Data/information structure design, Service optimisation/right sizing]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Valcon has up-to-date knowledge of the Data Observability landscape and have relationships with all leading vendors including: Alation, Atlan, Collibra, data.world/ServiceNow, Informatica and Microsoft. These vendors offer a range of solutions and implementation approaches that complement Valcon's discover to live approach.

Features

- Monitoring: Real-time tracking of data quality, freshness, and performance metrics
- Tracing: Visualising transaction paths, dependencies, and data lineage
- Logging: Capturing system events and data for observability and analysis
- Metrics Collection: Gathering quantitative data for reliability and performance monitoring
- Alerting: Notifying stakeholders of anomalies or abnormal system behavior
- Visualization: Presenting data, metrics, and KPIs in intuitive dashboards
- Distributed Tracing: Tracking transactions across microservices and distributed data architectures
- Anomaly Detection: Identifying deviations in data, metrics, or system behavior
- Root Cause Analysis: Investigating and diagnosing data and system issues
- Scalability: Supporting large-scale data systems with efficient processing and storage

Benefits

- Proactive detection and resolution of data and system issues
- Enhanced reliability, performance, and uptime of systems
- Faster and more efficient troubleshooting processes
- Reduced incident response and resolution times
- Improved understanding of system behavior and dependencies
- Optimised resource allocation and capacity planning
- Increased user trust and satisfaction
- Greater operational efficiency and cost savings
- Facilitated compliance with SLAs and regulatory requirements
- Support for innovation, continuous improvement, and data-driven decisions

3. Approach

Our approach to delivering Data Governance, Data Catalogue, Data Marketplace, and Data Quality & Observability services is structured, outcome-focused, and aligned to UK Government Digital Service (GDS) principles, and recognised industry best practice.

Phase 1 – Discovery & Data Health Assessment

We begin by assessing the organisation's data estate, governance maturity, and readiness for analytics and AI. Through stakeholder interviews and artefact reviews, we identify capability gaps, data risks, and opportunities. Key deliverables include a Data Health Check, findings report, prioritised roadmap, and recommendations aligned to UK GDPR.

Phase 2 – Technology Selection & Proof of Value

Using a vendor-agnostic approach, we support tool comparison and selection across leading platforms (e.g. data catalogues, marketplaces, data quality tools). Proof of Concept (PoC) or Proof of Value (PoV) deployments demonstrate how AI-ready data, metadata, lineage, and quality controls enable trusted reuse and automation. Deliverables include scoring models, demos, and business cases.

Phase 3 – Implementation & Adoption

We implement and configure selected platforms using agile, product-centric delivery, integrating metadata management, data lineage, business glossaries, and observability. Deliverables include configured environments, connected data sources, operating models, and knowledge transfer to internal teams.

Phase 4 – Operate & Continual Improvement

Where required, we provide managed services aligned to ITIL, ISO/IEC 20000, and ISO/IEC 27001, ensuring secure, resilient operations. Continuous improvement cycles enhance data quality, governance effectiveness, and AI readiness over time.

Key outcomes: Trusted, compliant, and interoperable data foundations that accelerate analytics, AI adoption, and public value delivery.

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals

- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).