

Valcon G-Cloud Lot 3 Service Definition

Data Catalogue Managed Service

[Set Up and Migration | Data auditing and organising, Data/Information structure design]

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 delivers rapid business value via AI-enabled enterprise data governance, data catalogue, and data marketplace managed services. UK-based, Developed Vetting (DV) and Security Check (SC)-cleared experts provide technology-agnostic, best-practice solutions that complement your preferred vendors and cloud architectures, enabling secure, efficient delivery of business objectives.

Features

- Rapid, streamlined setup of secure cloud-based data platforms
- Scalable architecture supporting growing data volumes and complexity
- Compliance with international data protection and privacy standards
- Accelerated delivery of measurable business value
- Optimised costs using flexible pay-as-you-go pricing
- Technology-agnostic guidance across all major cloud providers
- Ongoing product fixes, patches, and version upgrades
- Service management reporting, forecasting, and capacity planning
- Structured incident and problem management with defined SLAs
- End-to-end service strategy and design, aligned to business needs

Benefits

- Rapid delivery of measurable business value
- AWS and Azure hosted models supporting secure, flexible cloud deployments
- Proactive monitoring using best-of-breed tools and alerts
- Flexible, evolving service portfolio to meet changing needs
- Quick access to the wider Valcon service offerings
- Expertise in cloud migration and transformation
- Dedicated Service Lead for customer accountability
- Tailored incident portal with integrated knowledge base
- DevOps / ITIL hybrid delivery model
- Shared service evolution across customers

3. Approach

Our approach to delivering secure, scalable data governance, data catalogue and data marketplace cloud hosting managed service follows Information Technology Infrastructure Library (ITIL) v4 best practice,

supports AI-ready data, and aligns with UK Government standards and regulations, including, UK GDPR, ISO/IEC 20000, ISO/IEC 27001, and NCSC Cloud Security Principles.

Phase 1 – Service Mobilisation & Onboarding

We establish the managed service through secure cloud provisioning (Azure, AWS or GCP), environment baselining, configuration adoption, and knowledge transfer. Key deliverables include a customer-specific Runbook, IT Service Management (ITSM) onboarding, escalation model, and service governance framework. Security controls, access management, and Data Protection Impact Assessment (DPIA) alignment are embedded from day one.

Phase 2 – Service Design & AI-Ready Data Enablement

The data catalogue is configured to support metadata management, data lineage, business glossaries, and data quality rules, enabling trusted, and reusable AI-ready data. Industry best practices for data governance and interoperability are applied to support analytics, automation, and AI use cases across your organisation.

Phase 3 – Service Transition & Change Management

Structured change, release, and configuration management ensures controlled evolution of the service. Monthly release cycles (where relevant), impact assessments, and audit trails maintain compliance and service stability.

Phase 4 – Service Operation & Assurance

We deliver proactive incident, problem, capacity, availability, and security management, targeting 99.99% availability. Continuous monitoring, Service Level Agreement (SLA) reporting, and supplier management ensure resilient operations.

Phase 5 – Continual Service Improvement

Using Plan–Do–Check–Act (PDCA), root cause analysis, and Continual Service Improvement (CSI) backlogs, we continuously enhance service performance, data quality, and AI readiness, ensuring long-term value for UK government digital and data transformation programmes.

Key Deliverables:

- Managed Cloud Hosting
- Secure Data Catalogue Platform
- Service Reports
- SLA Dashboards
- CSI Backlog
- Compliance-ready Documentation

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).