G-Cloud 15

Quantexa Implementation Partner Services

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Contents

Transforming Business using the Cloud

Enabling business and enterprise transformation using cloud is a complex, strategic consideration facing many private and public sector organisations. We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications
- Smarter use of public cloud infrastructure for optimising existing business functions
- Using cloud for implementing new business services or digital operations
- Reducing cost by moving to consumption-based pricing models that only charge for the actual IT capacity and services used.

Migration or adoption of cloud must be properly choreographed for success. We understand the realities and the business and technical risks that should be fully considered, understood and mitigated before such a move. Critical considerations include:

- **Alignment of business and technology objectives.** This is essential to fully realise the targeted benefits of any cloud transformation or any refinement of existing cloud services. There can be a tendency to adopt cloud systems to fit current ways of working, rather than adopt and standardise processes where possible. The trade-offs between business, customer and technology requirements must be considered to make informed design decisions
- **Availability and reliability of services.** The avoidance of operational downtime to mitigate in lost revenue, unnecessary operational cost or reputational damage that can disrupt a business’ operations
- **Decentralised support structures.** The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information
- **Data handling practices.** Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data

- **Data privacy.** Compliance with GDPR to understand where and how information can be stored or processed. The cloud model enables data to bounce swiftly around the world by using available server capacity in various geographic locations, but this must be within the bounds of what is permissible. This is ever more of a concern as organisations review their front office, back office and out of office experiences

- **Future Technology Trends.** Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required, enabling concerns to be addressed and the correct path to the cloud is selected.

As a trusted advisor, PwC provides the framework, and the wealth of private and public sector experience, to consider the combination of Business, customer experience and Technology activities outlined above. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support clients:

- As a partner through the complete lifecycle of strategy through to execution

- With point business issues encountered during implementation or running the business.

Quantexa Implementation Partner Service

This section describes in more detail the service features and benefits included within this service definition document

PwC provides Quantexa implementation and configuration services to help clients to maximise the value of the cloud based Quantexa platform. We work collaboratively with clients and offer integration and implementation services.

Quantexa Implementation Partner Service Features

PwC offers an extensive range of services to facilitate the implementation of the Quantexa platform. The following are the enhanced details of the core features provided by PwC:

- **Expert Infrastructure Architects:** PwC boasts a team of infrastructure architects who possess deep expertise in deploying Quantexa technology solutions. These professionals have a proven track record of successful implementations and are adept at creating robust, scalable, and secure infrastructures that align with client-specific requirements. Their vast experience allows the Quantexa platform to be integrated seamlessly into the client's existing technology landscape
- **Deployment Flexibility:** PwC provides flexible deployment options to meet diverse business needs. Clients can choose to have the Quantexa platform deployed on their private cloud, which allows for greater control and customisation. Alternatively, PwC offers a Hosted & Managed service, where the platform is hosted on PwC's cloud environment. This managed service includes comprehensive maintenance and management of the platform to relieve clients of the hosting technical complexities
- **Continuous Support:** Clients can benefit from daily support that covers both user issues and technical challenges. This support is designed to provide smooth platform operation, address any concerns that may arise during daily use, and provide technical assistance to maintain optimal performance.
- **Certified Professionals:** PwC's team includes Quantexa-certified professionals across various disciplines, including Data Engineers, Data Scientists, Technical

Quantexa Implementation Partner Service Benefits

The core benefits of PwC acting as your Quantexa Implementation partners include:

- Extensive experience in Quantexa deployments across multiple use cases, including:
  - Fraud & Financial Crime
  - Supply Chain Integrity
  - Third Party Risk Management & Monitoring
  - Customer intelligence.
- **Strategic Alignment with Policy Objectives:** We ensure that the implementation of Quantexa aligns with the broader policy objectives and strategic goals of government departments. By doing so, we help these entities not only to manage risks and improve operations but also enhance service delivery to the public to support the achievement of policy outcomes.
- **Advanced Analytics and Data Insights:** Our team is adept at leveraging Quantexa's advanced analytics capabilities to transform vast amounts of data into actionable insights. This enables government departments to make informed decisions, optimise resource allocation, and anticipate and respond to emerging threats and opportunities.
- **Customised Training and Support including Knowledge Transfer and Upskilling:** We provide comprehensive training and support tailored to the specific needs of government personnel to enable knowledge transfer and upskilling of government staff. This equips staff to maximise the benefits of the Quantexa platform, leading to improved efficiency and effectiveness in their roles.

Business Analysts, and Project Managers. These certified experts have undergone rigorous training to develop a deep understanding of the Quantexa platform, enabling them to deliver high-quality implementation services and provide valuable insights to clients.

- **Tailored Design and Scoping:** The service includes detailed design and scoping to develop functional and non-functional requirements that are custom-fit for the client's specific business needs. This meticulous planning ensures that the Quantexa platform is configured to deliver maximum value, with features and capabilities that align with the client's strategic objectives.
- **Data Source Profiling and Identification:** PwC conducts thorough profiling and identification of data sources to ensure that the Quantexa platform leverages the most relevant and high-quality data. This process is critical for generating comprehensive insights and enabling clients to make informed decisions based on accurate and complete information.
- **Scoring Scenario Development:** The service involves defining and refining scoring scenarios in the Quantexa platform to accurately assess risks and opportunities. These scenarios are crucial for the platform's decision intelligence capabilities and allows clients to apply context-driven analytics to their data for more nuanced and effective outcomes.
- **Sustainable Operating Models for Transformation:** In cases where clients are undergoing broader business transformations, PwC provides strategic guidance to define scalable and sustainable operating models. This allows the Quantexa platform and other analytics tools to be effectively integrated into the business, supporting long-term growth and adaptability.
- **Robust Security and Compliance Frameworks:** Understanding the critical importance of data security and privacy, especially in the government sector, PwC implements Quantexa with robust security measures and compliance frameworks. This protects sensitive information in accordance with the highest standards, maintaining public trust and safeguarding national interests.
- **Innovative Solutions for Complex Challenges:** PwC is known for its innovative approach to solving complex problems. By partnering with us, government departments can leverage our creative solutions designed to address the multifaceted challenges they face, using Quantexa's dynamic data analytics platform.
- **Scalability and Flexibility:** Our implementation strategy is designed to be scalable and flexible, accommodating the evolving needs of government departments. As the scope of operations expands or shifts, the Quantexa platform can be adapted to continue providing optimal support for decision-making processes.
- **Collaborative Approach:** We believe in a collaborative approach to implementation, working closely with government stakeholders to ensure that the solutions provided are fully integrated into existing systems and processes. This partnership fosters a seamless transition and operational continuity.
- **Long-Term Value and Continuous Improvement:** Our relationship with government departments does not end with implementation. We focus on delivering long-term value and support continuous improvement efforts to enable the Quantexa platform to remain effective and relevant in the face of changing demands and technological advancements.
- **Global Network and Best Practices:** As part of a global network, PwC has access to a vast repository of best practices and insights from Quantexa implementations around the world. This knowledge is invaluable in providing government departments with proven strategies and avoiding common pitfalls.

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