G-Cloud 15

Trusted Data Sources

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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 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 to be 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 them:

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

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

G-Cloud Trusted Data Services

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

G-Cloud Trusted Data Services

Trusted Data helps organisations maximise the use of their data, treating it as a value-generating asset. It brings sustainable business value using a framework where Data is not simply viewed as an IT issue, but something that requires the right culture, capabilities and behaviours spanning across an organisation. Our Trusted Data services include:

1. **Insight as a Service:** A full outsourced delivery option for clients looking to develop Data as a Service, Analytics as a Service and managed reporting services

2. **Data Driven Solutions:** Out of the box solutions which deliver actionable insight based on common use cases e.g. Procurement, Finance, Supply Chain

3. **Industry Data Platforms:** End-to-end Data Acquisition, Data Processing and Analytics tailored to the requirements of industries such as Health & Local Government

4. **Intelligent Data Access:** A managed service providing complete data empowerment for an organisation, managing disparate and complex data estates

5. **Monetised Data:** We will ethically support organisations to maximise the value of their data asset, creating opportunities to generate new revenue streams.

G-Cloud Trusted Data Features

- Data Architecture and Quality improvements aligned to measurable business benefits
- Articulates the potential cost impact of poor data quality management
- A service framework that works with an organisation's strategic aims
- Data as a Service, Insight as a Service, Analytics as a Service
- Builds a sustainable solution embedded within the organisation or as a managed service

G-Cloud Trusted Data Benefits

- Improved insight basing decisions on accurate data driving competitive advantage
- Reduces business risk with quality data that stands up to scrutiny
- Data Strategy Analytics driven insight, vision and roadmap
- Gains financial benefits and value through improved understanding of data
- Promotes trust in data collaboration across the business

- Strategically aligned against regulatory and market environments
- Information Governance services and organisational data protection
- Master Data Management to provide a single point of reference
- Data Integration design and build within a data operating model
- Enterprise data sets migrated to cloud are fit for purpose

- Improves the quality, accuracy and accessibility of key underlying data
- Business reputation preservation through effective data management
- Reduced total cost of ownership of information
- Improved Customer experience through a 'single view of customer data'
- Ability to more accurately and quickly fulfil regulatory reporting obligations

Our view on the service features and benefits within this service definition document are presented below:

1. What is Trusted Data?

The Trusted Data framework helps to make sure that enterprise data sets that have been migrated to a cloud environment are fit for purpose and trusted.

2. Common delivery issues

Clients who require assistance using the Trusted Data Service framework typically experience several common issues:

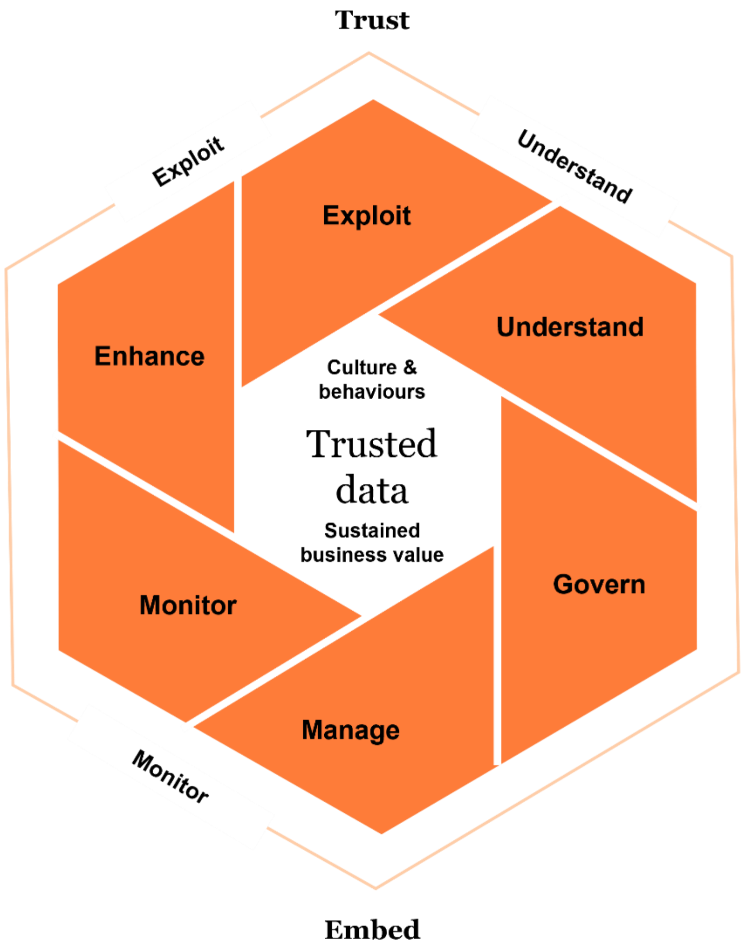
- No 'joined up' or 'single view' of information
- High cost of data due to inefficiencies
- Lack of capability and capacity in data
- Lack of agility and flexibility in gaining business insight
- Lack of trust in information
- Difficulty reconciling data across systems
- Constrained ability to accurately report
- Lack of effective ownership around data
- Conflicting data definitions

3. How does Trusted Data work?

Our Trusted Data approach focuses on the business drivers of data improvement and delivers it by embedding cultural and behavioural change.

It consists of multiple data assets which can be quickly deployed and configured for clients in a managed service model. It also includes reference frameworks which are tailored to align with the strategic priorities of our clients. We focus on the business value of data and deliver a pragmatic set of activities required to understand, govern, manage, monitor, enhance and exploit data.

Although we are technology agnostic our team have experience of a wide range of offerings from the market and we work collaboratively with clients to enable the best use of their existing data & technology.



4. How Trusted Data helps

By using the Trusted Data framework to embed cultural and behavioural change in an organisation, the following benefits can be realised:

- Consistent aggregated internal reporting based upon a “single source of truth”
- Better customer experience
- Appropriate risk management and liability matching
- Reduction in costs by integration of data and processes
- Maintain compliance with regulatory reporting obligations
- Accelerate timing of aggregated risk and compliance reporting
- Increase accuracy of data and improve decision effectiveness
- Significantly improve different processes for Management Reporting
- Improve data quality and data governance
- Improve efficiencies and meaningful reduction in documentation
- Increased integration and traceability between different environments, allowing for effective management, impact analysis, and lineage analysis of enterprise data.