GCloud15

Service Definition

Data Platform

Digital Marketplace: GCloud15
Version: 1.0 Epimorphics Ltd
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Epimorphics
CONNECTING DATA

Data Platform - Service Overview

Summary

Our data platform enables organisations to transform, manage and integrate data from a wide variety of systems, then make that integrated data available for consumption through easy to use modern APIs and data applications. Customised data-transformations can be used to ingest data from lots of sources including near-real-time data streams.

<Sharp, intelligent, adaptable, customer-focused people/>

CIO, at a UK Client

Features

- flexible, high performance data storage replicated for fault-tolerance and scalability
- fully standards-compliant linked data and FAIR data publication
- codelist, vocabularies and other reference data publication and management
- Data Catalog, Concept Store, Measurement Store and other optional components
- examples include publishing near-real time data
- ingest data from a wide variety of sources
- data quality, validation and data quality integrated with data flows
- data integration - high-performance with large data volumes
- hosted and managed enterprise Data Platform Service
  - enable advanced front-end app interfaces beyond the standard UI

Benefits

- robust, reliable publication of sustainable, trusted and usable 5-star data
- adaptive/flexible platform can be grown to meet changing needs
- deployment flexibility on the cloud or within your own infrastructure
- provide customers with integrated, live updates twenty-four hours a day
- build data integration into your transforming organisation
- bring data from your legacy systems into one place
- publish high-quality data that is actually used
- enable teams to start integrating, managing, curating and using data
- data sharing via flexible APIs and bulk download
  - Improved data governance for architecture and data custodians

<I wish more of our suppliers were like you guys/>

Digital Lead, at a public sector client

About us

At **Epimorphics** we deliver impactful data solutions to organisations that care about their data. We help you make the most of your data by:

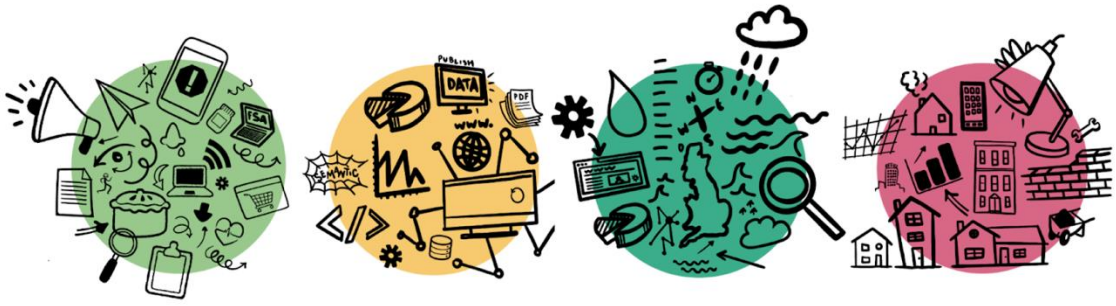
- helping you understand what you have and how to measure, improve and maintain the health, strength and effectiveness of your data ecosystem

- creating applications and data visualisations designed to deliver information into the hands of those who need it

- providing new clarity of your existing data, helping you make better business decisions

- designing approaches and tools that support a rich data ecosystem, so that you can take advantage of emerging technologies and support new priorities

- bringing together skills, capabilities, knowledge and a wealth of experience to make a bigger impact for our clients and your users



What we do

We are proud of our work and the great feedback it receives. We build data technology solutions, we build and support data services and we help organisations understand and make the most of their data.

Our work has included a wide variety of projects across the public and private sector. We help organisations connect data, making more effective use of your information through open, standards-based linked data tools and techniques.

Our work includes:

- Over 100 projects for over 30 customers
- 10s of 1000s of people using our systems every day
- 100s of live data collections maintained with updates from hourly to monthly

To find out more about us, our work and our approach see: www.epimorphics.com.
Our website's project section describes many of the services we have built and run alongside other project work: www.epimorphics.com/projects.
We also publish a range of technical and project focused articles and blog posts at: www.epimorphics.com/blog

<Working with Epimorphics is easy. You are adaptable, personable and professional. You deliver a very high quality service that offers good value for money. You don't make it hard to be a customer/>

Service Owner, at one of our public sector clients

Our Story

Epimorphics Ltd is a 100% employee owned company that was formed in 2009. We're an alumnus of the business incubator and enterprise partnership SetSquared. We've grown from that small base as a tech start-up to an exciting, innovative tech scale-up company close to Bristol in south west England.

<with Epimorphics we get trusted advice helping us to develop and deliver our strategy. They have been working closely with us as a valued partner, helping us to deliver our data driven organisation vision. As a result, our data is more accessible, usable, and enables us to better deliver our priorities/>

Director, at one of our public sector clients

We love working with data and creating technology which makes a difference – whether in small or ground breaking ways.

We are a team of passionate people who love solving interesting challenges. Our team includes accomplished computer scientists and data experts who helped define the standards in the Semantic Web and Linked Data, and co-developed Apache Jena.

We've built ground-breaking linked-data services for the public sector here in the UK and elsewhere. Many of our public sector and Open Data projects have a direct positive benefit for society.

We've grown from that small base as a tech-startup to an exciting, innovative tech scale-up company.

For more on our history see:
www.epimorphics.com/about

<All the time the team are striving to add value for their clients, and I greatly respect and admire that mindset/>

Product Manager,
at a public sector client

Our Values

We aim to be a sustainable, thriving company that successfully balances the needs of our clients, our team, our shareholders and the wider community. It is important to all of us that we all have a place to work where we enjoy what we do and feel valued and respected. This ethos underpins everything that we do.

For example we:

- work with integrity and honesty
- have a commitment to our customers
- take ownership for our work
- look for adaptability and continuous improvement in what we do
- innovate in our work
- look to build diversity into the company as we grow
- treat people as we'd like to be treated ourselves

Mission Statement

At Epimorphics, we help organisations make the most of their data with trusted, well designed, accessible data and technology. We are an organisation that is socially and environmentally responsible, that embraces creativity and diversity and is financially rewarding for our employees and shareholders.

Vision Statement

We believe passionately in the power of data to help organisations make a positive difference to the world. Everything that we do is focused on helping organisations make the most of their data through the better use of design and technology.

Social Value

Social responsibility is at the core of our culture, practices and processes at Epimorphics.

Our Sustainability Policy includes our Carbon Zero commitments and our broader commitments to our staff, our community, the environment and our supply chain. We are on a path to have reduced our Scope 1 and 2 emissions to zero by the Autumn of 2024, to have our emissions data audited annually by Carbon Footprint Ltd and to publish our Carbon reduction plan on our website.

We are proud to be a signatory of the Tech Talent Charter. Being a signatory means that as an organisation we have made a commitment to work together to increase the inclusion and diversity of the tech workforce in the UK in a measurable way. We will be building plans and learning and sharing best practice with other like minded organisations.

We are a Prompt Payment Code signatory. We believe in prompt payment of suppliers and high standards of payment practice between organisations.

How we work

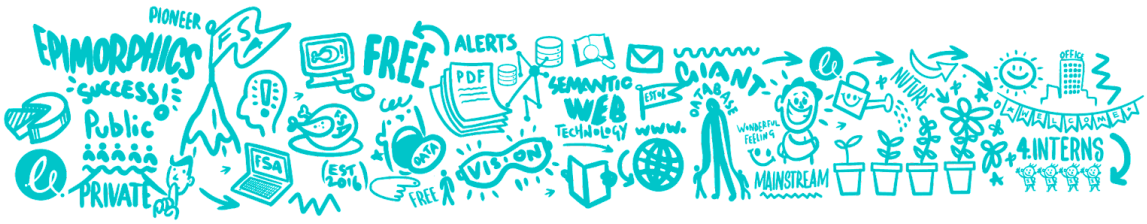
Epimorphic are a flexible delivery partner. Our team works with you to deliver cloud support projects that meet your business objectives. We tailor our approach to meet your specific needs. Right from the start of onboarding our team is focused on achieving a clear project scope, understanding the desired outcomes, governance, responsibilities, required resources and wider needs.

For our Cloud Software solutions we work with you to get the right set of components and a service that meets your needs, so that you are not paying for components that you don't need and have a solution that is right for your needs.

For initial strategy and architectural principles activities we help you understand needs, develop strategies and then implement them.

We work with you on projects from beginning to end, to develop effective strategies that make sense and use of your data. With our expertise in user-experience design, data design, manipulation and management, alongside a depth of experience in software development you can be assured of a good digital service design and strategies and approaches that make best use of your data.

We are committed to support the up-skilling of the organisations we work with, we do this through knowledge sharing within projects, open working practices and our ethical approach in how we work. We also offer and deploy training in key areas to support leaders and technical experts build the skills they need to make the most of data.



Service Description

Overview

Our **data platform** enables organisations to transform, manage and integrate data from a wide variety of systems, then make that integrated data available for consumption through easy to use modern APIs and data applications. Customised data-transformations can be used to ingest data from lots of sources including near-real-time data streams

Our **Data Platform** is widely used for publishing linked data on data.gov.uk, including data at: **data.food.gov.uk**, **landregistry.data.gov.uk**, **environment.data.gov.uk**, and many others.

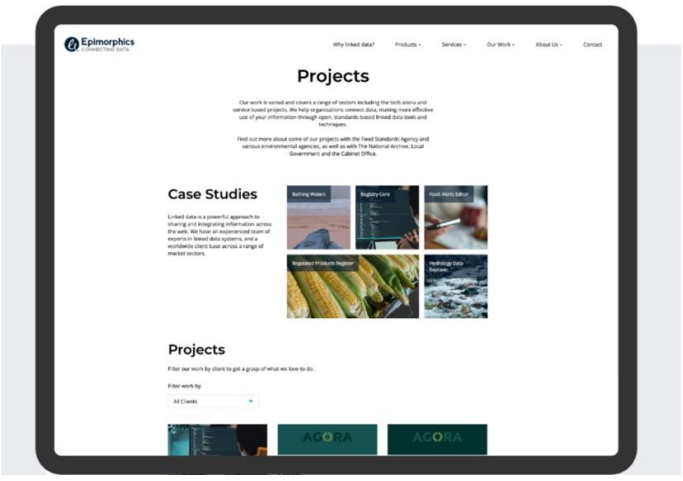
We offer the platform as a fully hosted and managed service for managing, integrating and publishing data; the system is by default implemented and hosted on public cloud infrastructure (using Amazon Web Service).

Our approach is generally cloud-agnostic but we have chosen AWS as our cloud provider due to cost, green credentials and ease of use of some specific components. Because of the many components of the platform, to ensure effective and reliable maintenance, we follow the 'infrastructure as code' approach, meaning that each part of the system can be easily rebuilt through automated processes and infrastructure definitions can be managed as version-controlled artefacts in a similar way to software.

Our platform is made up of a **Data Platform Base Service environment** (dedicated to the customer) and then one or more **Core Services** and a number of **Optional Extras**.

There are a number of options for pricing **hosting**, but the most commonly used by customers is the flexible system, where the AWS hosting charges are passed on at-cost, a month in arrears.

Details of the options, annual or monthly unit costs are provided in our **pricing document**.



See our projects and case studies: www.epimorphics.com/projects

Onboarding and Offboarding

Our **Linked Data Publishing** support service provides setup and support services for the **Data Platform**, including data modelling and preparation, platform configuration and custom data presentations, as well as migration, testing and ongoing support.

We provide setup and support services for the planning, setup, migration, testing and ongoing support of our **Platform** offerings.

We also offer training courses for people wishing to develop their own skills in data publishing and design (see our **Cloud Support Training service**).

Our offboarding includes our broader approach to portability and a commitment to provide fair COTS licensing of any minimal specific code or API libraries that are not already open source. These components are also listed in our **Pricing Document**. We provide documentation and guides to some of our tools through our website (www.epimorphics.com) and our code documentation on Github (github.com/epimorphics). In building skills, awareness and supporting the design of data we offer a number of training options.

If no customisation of the web interfaces etc. is required, then we will provide the client access to the data management system so they can have data loaded onto and published by the platform within 5 business days after contracts have been signed. We can provide expedited on-boarding at extra cost if desired.

No user data is collected by the system – the only data stored on the data platform is data supplied by the client or server logs. On termination of the contract all client data will be securely deleted. During the life of the contract clients can request access to a copy of all the data stored on the system. We have also supported public sector clients in transitioning the technology to their own infrastructure.

On termination of the contract all client data will be securely deleted. We can support clients in transitioning the technology to their own infrastructure or alternatives at additional cost.

The service is designed to export data - as a data publishing platform.

Service details

As a hosted service, our platform is currently typically accredited to store and process IL0 information only. We are in the process of seeking enhanced accreditation for the future.

All data loaded onto the platform is backed up at the time the data is loaded, so the backup is always an accurate reflection of the data in the system. The replicated nature of the platform means that a hardware failure will not cause data from the running system to be lost. In the event of catastrophic infrastructure failure which takes out all the replicated instances the data will be restored from backup as quickly as possible.

As the system is fully replicated routine maintenance can be carried out without taking the system off-line; there is no need for scheduled maintenance windows when the system is out of service.

We do not offer a trial service though we offer an entry level offering for fewer than 10M triples – see our separate **pricing document** for details.

Support

Our hosting support for the full system includes all regular maintenance, monitoring and backups. We will provide reports to the clients on the usage of the system – the precise details of the data reported will be agreed with the client during the setup phase. We also provide an incident reporting service.

The basic incident response service is available during normal business hours (09.00 – 17.30 Mondays – Fridays, excluding public holidays).

We provide an email address for incident reporting and will respond to any notification within 4 hours. If an incident results in loss of service we will restore the service within 1 business day; in all other cases we will use reasonable efforts to resolve the incident as quickly as possible.

The replicated nature of our architecture is such that we need not take the system down to perform regular maintenance and system updates.

For the entry-level system, running on a single dedicated machine, we will still provide an email address for incident reporting and will respond to any notification within 4 hours; however, if an incident results in a loss of service we will use reasonable efforts to restore the service as quickly as possible, but will not offer a guarantee we will restore the service within 1 business day.

Compliance with Open Standards

As a linked-data focused company we have a passion for open standards. We've been key in designing and developing many of the web standards and vocabularies around linked data. For more information on our open standards work see our website at: www.epimorphics.com

Specifically, the platform enables organisations to meet the UK Open Standards Board adopted standard for persistent resolvable identifiers (http 1.1 URIs), and supports wider adoption of best practice in the publication of reference data through URIs and aligns with the developing best practice in meeting the FAIR data principles.

In addition, we use the following open standards for data access and upload:

- RDF syntaxes: Turtle, RDF/XML, N-Triples, JSON-LD
- SPARQL 1.1 Query, SPARQL 1.1 result set formats (XML, JSON, CSV, TSV) and in some cases SPARQL 1.1 Update

Our platform also uses other data standards including:

- CSV
- CSVW
- TTL
- XML
- geoJSON

Our API documentation approach includes OpenAPI conformance and aligns with the CDDO's API technical and data standards principles. Our APIs are typically RESTful APIs although we have specialist BatchAPI and the use of SPARQL and GraphQL in certain circumstances.

We have worked with the Government in the development of Open standards for government including adopting open technology and data standards and W3C standards initiatives around data standards and ontology and vocabulary data modelling standards.

The services that we build meet or exceed the level AA of the Web Content Accessibility Guidelines (WCAG 2.1 and 2.2 through 2024) and follow the Gov.uk service design principles around accessibility. We work with client teams to highlight and resolve accessibility issues in implementing client pattern libraries for data services.

Use of Open Source software

Our data platform includes significant use of open source software, notably:

- UKGovLD Registry Core
- Apache Jena, including ARQ, TDB
- Apache Tomcat
- Apache Lucene
- Nginx web server

Some of which we are contributors, the ongoing maintenance of.

In addition, as part of the data platform we use some of our own licensable software technology that are also available as a Commercial-Off-The-Shelf (COTS). These include:

- Agora Catalog
- Agora Concept Store
- Agora Measurement Store
- SAPI-NT API Library
- Podium
- Data Management Server (DMS)

Core Service Components

In addition to the **Data Platform Base Service** we offer one or more core services:

- **Linked Data Publishing Platform Service** - Our most popular core service providing a fully standards-compliant linked data publication service, for publishing high volumes of linked data and associated applications at scale

- **Data Integration and Publishing Platform Service** - A variant of our data publishing with a focus on data integration, a fully standards-compliant linked data (and other formats) publication service for internal and external use, for publishing high volumes of data and associated applications at scale to support other systems, data science, AI and other business priorities

- **Reference Data Management Service (Registry)** - The Reference Data Management Service is a solution that builds upon the open source registry software that we developed. The service and software is trusted and used internationally by organisations needing to manage their reference data. It provides a range of reference management tools and services such as controlled, authoritative lists of identifiers as URIs. This supports good data governance, data standards, data collaboration and data use.

- **Agora Concept Store** - A data standards and data governance tool providing a concept Store and associated controlled vocabulary (CV) browser for managing, curating and sharing vocabularies and vocabulary standards.

- **Agora Data Catalog** - A simple to use data catalog that helps people find, understand and access your data. It allows your teams to catalogue the datasets and services they create and manage. It provides ways to join datasets together, to share them, and to create communities around data. The simplest implementation has reduced resilience and data replication

- **Agora Measurement Store** - Manage very high volumes of data from environmental, or other, sensor networks while providing the high quality metadata needed to make the data findable, accessible, interoperable, and reusable.

Optional Extras

- **Enhanced Onboarding Support** - bundled onboarding: Onboarding may include brand alignment, data loading, configuration and other set up tasks

- **Advanced Server Log Analysis and regular reporting** - Set-up activities to build additional automated reports and set up report templates as agreed, plus to define any summary statistics required

- **Single Sign-on Integration / OAuth Access Controls** - Setup is SFIA rate card based support, due to the variety of setup arrangements and requirements within different organisations

- **Data Explorer app (basic and Advanced)** - We offer tailored data explorer applications on top of the platform, in particular for the Linked Data and Data Integration and Publishing Platform Services

- **Geospatial indexing** - we offer an additional Geospatial indexing option

- **Batch APIs** - in some situations, a Batch API provides specialist access to the data

- **URI reverse proxy service** - the URI reverse proxy service may be required to support URI management where there are growing or larger numbers of services

- **SPARQL endpoint** - some specialist services supporting specialist users require an accessible SPARQL endpoint

- **GraphQL endpoint** - we offer a GraphQL endpoint option for exposing the data

- **SAPI-NT data API endpoint (Simple and Typical implementations)** - we often provide our SAPI-NT API endpoint to support application development, exposing this more widely is an additional option

- **Data Conversions and Data Update Automation** - Data conversion, data update automation, integration with existing workflows: these may require the use of components of our proprietary Data Management System for which we charge an annual licence fee

Our Other Services

For GCloud15 Epimorphics offers our Cloud Software service: **Data Platform** and a range of Cloud Support services: **Linked Data Training**, **Data Publishing** (setup, migration and ongoing support) and **Data Architecture and Strategy** (cloud migration). These can be found on the Digital Marketplace or from our website: www.epimorphics.com/procurement

How to get in touch

If you have any questions then we'd love to talk. Please contact us via:

E mail: gcloud@epimorphics.com
Phone: 01275 399069
Website: www.epimorphics.com/about

Epimorphics Ltd is headquartered in Bristol, in south west England. We operate with flexible home working, as part of our approach to limiting employee commuter and business travel.

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