



GCloud15

Data and AI Services

Lot 3 Service Definition Document



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Introduction

This G-Cloud 15 Service Definition Document is intended to cover the catalogue of Data and AI platform and development services that Computacenter has included in Lot 3. The document provides a brief introduction to Computacenter and our services delivery approach, followed by an overview of our data and AI delivery capabilities and methods. This is followed by a full catalogue of the services.

Given the breadth of Data and AI across Information Technology today we will have additional services which are also covering aspects of this complex area. These include services around Microsoft Copilot adoption, AI ops, Power BI & the Power Platform and others – each of these services will be provide their own service definition document.

Computacenter Social Value and Legal Statements

Social Value Statement

Computacenter has a strong, long-standing commitment to delivering social value to the communities in which we operate. This is underpinned by our Sustainability Strategy, which focuses on the following 3 pillars:

- **People:** Supporting people and communities around the world
- **Planet:** Ensuring sustainable operations
- **Solutions:** Delivering sustainability through technology

While this strategy is in place across our global organisation, it aligns well to the 5 themes of the UK Government's Social Value Model and underpins our tailored approach to delivering social value through our government contracts in the UK. As a UK headquartered company and strategic supplier to UK government, Computacenter is proud of our strong track record in delivering social value within the UK specifically, but our global framework and reach provides us with opportunities to deliver social value on a much greater scale.

Our success in delivering social value through our global sustainability strategy is evidenced through the key recent achievements outlined below:

- TIME magazine has named Computacenter as one of the **World's Best Companies** where we have been recognised globally in three areas: employee satisfaction, revenue growth and sustainability (ESG). This highlights our commitment to our people, our planet and to delivering sustainable growth.
- The support we have provided to the Beyond Food Foundation through our joint '**Fresh Lives**' programme has included technology donations and funding to set up the programme as well as Computacenter employees volunteering their time to run CV and employability workshops. This is already having a demonstrable effect in reducing recidivism, with **60% of prison leavers** who take part in the programme gaining employment, with **86%** of those people still employed a year later.
- Our long-term carbon emissions reduction and net zero targets have been approved by the Science-Based Targets Initiative (SBTi) which, coupled with our A- rating from CDP for our latest Climate Change Survey disclosure demonstrates our strong commitment to fighting climate change and reaching **net zero emissions by 2050**.



- Our commitment to fighting climate change was further highlighted through our recognition as a Climate Leader in the Financial Times' Europe's Climate Leaders 2024 report, where we ranked **16th overall, 3rd of all UK-based organisations** and **1st in the UK technology sector**.
- Ecovadis have recognised our overall ESG performance by awarding us a silver rating at a global level, placing us within the **top 8%** of all organisations assessed
- We have been recognised as a 'Top Employer' by the Top Employers Institute for the last 2 years as being one of the UK's best places to work, as well as further recognition through our [Great Place To Work certification](#).
- Our people-led **Ethnic Diversity Employee Impact Group** has been nominated in the category of 'Network Group' in the 2024 Ethnicity Awards from Investing in Ethnicity, demonstrating our strong commitment to championing ethnic diversity within our organisation and the wider industry.
- Computacenter were highly commended in the CRN Sustainability in Tech Awards 2024 in the **Circular Economy Company of the Year** category.
- In 2025, Rate my Apprenticeship and the Department for Education recognised Computacenter as a Top 100 employer for apprenticeships.

Legal Statement

- 'Solutions may be subject to third party marketplace or end user terms and conditions as appropriate'

About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet.

We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.

Computacenter plc is a public company quoted on the London FTSE 250 (CCC.L) and employs over 20,000 people worldwide.

In United Kingdom, we are one of the leading technology & services providers in the country, employing over 4,000 people. At our Hatfield headquarters, we operate the largest technology Integration Centre in Europe and also have Service Centres in Hatfield, Milton Keynes & Nottingham, supported by engineering & consultancy services nationwide.

Computacenter overview

Financial strength & stability

Listed company since 1998; United Kingdom FTSE 250				
£254.0m	Adjusted profit before tax	£6,964.8m <i>Revenue</i>	£5,326.4m	Technology Sourcing
£482.2m	Adjusted net funds		£778.3m	Professional Services
			£860.1m	Managed Services
Reported numbers from the Annual Report and Accounts 2024.		£9,916.5m* <i>Gross invoiced income</i>	* This figure recognises standalone software and resold services as gross.	

Scale & resources

5,000 Engineers & Technicians	2,200 Project, Service & Delivery Managers	20,000+ People	3,700 Service Center Agents	1,600 Consultants
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Worldwide reach & customer focus

70+ We source, transform & manage technology for our customers in over 70 countries worldwide	We sell to customers in eight countries Belgium Canada France Germany Netherlands Switzerland United Kingdom United States
	We have near-shore and off-shore operations in another eight countries Hungary India Malaysia Mexico Poland Romania South Africa Spain
	We have support operations in another eight countries/territories Australia Brazil China Hong Kong (SAR) Ireland Japan Philippines Singapore

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Breadth of skills

Cloud & applications	Data Center	Networking	Security	Workplace
Source				
Transform				
Manage				





Computacenter Data and AI Services Approach

Introduction to Data and AI Services

Computacenter's Data & AI approach is outcome-led, platform-agnostic, and services-driven, designed to help large UK enterprises and public-sector organisations modernise, manage, and monetise data and AI safely at scale.

Rather than selling isolated tools or point solutions, Computacenter acts as a strategic delivery partner, combining advisory, engineering, and industry specific services across the full data-to-AI lifecycle.

Computacenter delivers Data & AI through modular, repeatable service offerings, allowing customers to engage at the right pace and maturity level.

Computacenter emphasises accelerators over bespoke one-off projects, enabling faster time-to-value.

Computacenter remains technology-agnostic, selecting platforms based on fit, risk, and value, not vendor bias.

This enables:

- Best-fit architectures for hybrid and regulated environments
- Reduced vendor lock-in
- Future-proofed AI and data estates

Computacenter's Data & AI Services Approach can be summarised as:

Outcome-led, accelerator-driven, platform-agnostic services that help UK organisations trust, activate, and scale data and AI responsibly, from strategy through to operation.



Data and AI Service Breakdown for GCloud 15

For GCloud 15 we have broken our services down into the following service families:

- **Strategy and Advisory Services** – these support customers with advise and definition of strategy and vision for navigating the complexities of this ever-evolving subject area. These include assessments, requirements and use case capture, and strategy creation.
- **Acceleration Services** – This help customers shorten their time to value for their data and AI initiatives. They include Public Sector aligned outcome accelerators as well services to support in driving efficiencies into AI and Data delivery processes.
- **Expert Services** – Sometimes customers just need to augment their existing data and AI capability with expert resources – we can support all of the roles for Data and AI in the Government Digital and Data Profession Capability Framework and will continue to do so should this framework evolve with the changes in technology and approach around data and AI.
- **Vendor Agnostic Technology Services** – These services help customers build data and AI platforms and capabilities with a vendor neutral approach and therefore support multi-vendor stacks and adoption of industry proven good practices.
- **Vendor Aligned Technology Services** – These are normally focussed versions of the vendor agnostic services for customers who have already decided on their technology for data and AI – for these services we optimise the platforms and solutions alongside our trusted vendor partners to deliver outcomes aligned to vendor defined patterns and good practices.

Data and AI Service Pricing for GCloud 15

All of our Data and AI Services in Lot 3 of GCloud 15 will be delivered by a team of resources aligned to the roles specified in the Lot and pricing will align to our Lot 3 rate card. We have included a list of the common and supporting roles for each service in the service catalogue listings in this document. The exact team size and duration of the delivery will be defined as part of an agreed statement of work.



Data and AI Strategy and Advisory Services

Strategy and approach definition

- AI Strategy and Advisory Services
- Data Strategy and Advisory Services
- Data Platform Strategic Planning Workshop
- Adoption of Data Products
- FinOps for Data and AI

Data and AI needs aligned to the organisation

- AI Requirements and Use Case Capture
- Data Requirements and Use Case Capture

Assessment services

- AI Lens - Technology and Tooling Review
- AI Readiness Assessment
- Data Lens - Technology and Tooling Review
- Computacenter Data & AI Services - Data Maturity Assessment
- Computacenter Data & AI Services - Data Readiness for AI

Architecture and platform advisory services

- AI and ML Architecture Advisory Service
- Data Architecture Advisory Service
- Data and AI Product Selection



Data and AI Acceleration Services

Domain Centric Solution Accelerators

- Data and AI Solution Accelerator For Central Government
- Data and AI Solution Accelerator For Education Providers
- Data and AI Solution Accelerator For Emergency Services
- Data and AI Solution Accelerator For Local Government
- Data and AI Solution Accelerator For The NHS

Use Case Centric AI Solution Accelerators

- AI Assisted Workforce and Service Augmentation
- AI Enabled Decision Support and Case Reasoning
- AI Enabled Scenario Modelling and Simulation
- AI Powered Knowledge Access and Information Services
- Intelligent Workflow Automation and Case Flow Management
- Operational AI Assurance and Control
- Predictive and Early Warning AI Systems

Digital Twin Solution Accelerators

- IT Infrastructure Digital Twin
- Service and Process Digital Twin
- Smart Building and Infrastructure Digital Twin

Process Accelerators

- AI Value Stream Accelerator
- Data Values Stream Accelerator



Data and AI Expert Services

Expert Service Provision

- Expert Services in Data and AI



Data and AI Vendor Agnostic Technology Services

AI Platform and Capability

- AI Governance and Management
- AI MLOps and ModelOps
- AI Solution Delivery
- Data Integration for AI Solutions

Data Platform and Capability

- Data Collection, Integration and Engineering
- Data Discovery and Classification
- Data Integration Modernisation
- Data Management And Governance
- Data Monetisation and Value Creation
- Data Observability
- Data Platform Modernisation
- Data Privacy, Protection and Security
- Data Quality Analysis and Remediation
- DataOps

Capability Augmentation

- Data Migration
- Digital Twin Foundry
- Synthetic Data Creation



Data and AI Vendor Aligned Technology Services

Amazon Web Services Aligned

- AI Solution Delivery with AWS
- Data Platform Modernisation with AWS

Databricks Aligned

- AI Solution Delivery with Databricks
- Data Platform Modernisation with Databricks

IBM Aligned

- AI Solution Delivery with IBM watsonx
- Data Platform Modernisation with Red Hat OpenShift AI Platform

Informatica Aligned

- Data Integration with Informatica IDMC
- Data Management And Governance with Informatica IDMC
- Legacy Powercenter to Informatica IDMC Migration

Microsoft Aligned

- Computacenter Data & AI Services - AI Solution Delivery with Microsoft Azure
- Data Governance, Security and Compliance with Microsoft Purview
- Data Platform Modernisation with Microsoft Azure

NScale Aligned

- Data Platform Modernisation with NScale

Snowflake Aligned

- AI Solution Delivery with Snowflake
- Data Platform Modernisation with Snowflake



Getting In Touch

To find out how your organisation can take advantage of Computacenter's Data and AI GCloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

<https://www.computacenter.com/en-gb/sectors/public-sector/GC15>



Computacenter Data and AI Services Catalogue

This part of the document provides a full catalogue of Computacenter's Data and AI services.

The services are listed alphabetically using the following template:

Service Name	The name of the service		
Service Description	Brief description of the service		
Service Features		Service Benefits	Typical Roles
Up to 10 features and capabilities of the service		Up to 10 benefits the service can bring the organisation	Core and supporting roles that can be used to deliver the service aligned to the Computacenter Lot 3 pricing



Service Name	Adoption of Data Products		
Service Description	Computacenter's Adoption of Data Products service helps UK public sector organisations shift from traditional data delivery to a product-led approach. We modernise processes, policies and governance, empowering data owners and developers to create autonomous, reusable data products that maximise sharing, value and impact.		
Service Features		Service Benefits	Typical Roles
Transition to product-led data operating models		Faster delivery of trusted data products	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Data product definition and design support		Increased reuse of data across organisation	
Modernised governance for autonomous data products		Greater ownership and accountability for data	
Empowerment of data owners and product teams		Reduced dependency on central data teams	
Reusable data product standards and templates		Improved scalability of data delivery	
Enablement of data product marketplaces		Stronger alignment of data curation to user needs	
Policy and process modernisation		Better value from data assets	
Data platform and tooling alignment		Sustainable, modern data ways of working	
Integration of data products with service management capabilities		Reduced risk of data misuse and data breach	
Full handover with capability uplift through adoption support and enablement			



Service Name	AI and ML Architecture Advisory Service		
Service Description	AI and ML Architecture service helps UK public sector organisations design robust, scalable architectures for AI adoption. We apply modern patterns—including RAG, agentic AI and computer vision—to enable secure, governed and reusable AI solutions aligned to organisational needs and public sector standards.		
Service Features		Service Benefits	Typical Roles
Assessment of current AI and ML architecture		Scalable, future-ready AI architecture to support AI solutions roadmap	Core Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Data – Data Governance Manager Data – Data Ethicist
Target AI architecture design aligned to latest good practices		Reduced risk in AI implementation	
Includes RAG, agentic AI and computer vision patterns and more		Faster adoption of advanced AI patterns	
Model, data and integration architecture design		Stronger governance embedded in AI design	
Scalable training and inference architecture		Improved reuse of AI capabilities	
Security, privacy and governance by design		Efficient investment in AI platforms	
Technology-agnostic recommendations aligned to AI strategy and use cases		Accelerated delivery of AI-enabled outcomes	
Handover and knowledge transfer of architecture principles, standards and documentation			



Service Name	AI Assisted Workforce and Service Augmentation		
Service Description	Computacenter's AI-Assisted Workforce & Service Augmentation service designs AI capabilities that support staff while performing day-to-day work. We enable in-task AI assistance that reduces administrative burden and supports information-heavy activities during task execution, while preserving human accountability and professional responsibility.		
Service Features		Service Benefits	Typical Roles
In-task AI assistance during routine and complex work		Reduced administrative burden on staff	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Drafting, summarisation and checking support for staff		Reduced variation in routine task handling	
Contextual prompts and guidance during task execution		Faster completion of routine activities	
Human accountability preserved throughout task execution		Increased confidence when handling complex information	
Secure deployment into government service environments		Improved staff experience during day-to-day work	
Integration with existing tools and working practices		Improved resilience of workforce-dependent services	
Usage safeguards and role-based access controls		Reduced fatigue from repetitive tasks	
Alignment with workforce policies and service models		Better alignment between tools and working practices	
		Supports staff capacity without removing human accountability	



Service Name	AI Enabled Decision Support and Case Reasoning		
Service Description	Computacenter's AI-Enabled Decision Support & Case Reasoning service designs AI systems that support complex human decision-making. We enable explainable, risk-aware and auditable AI assistance for policy, operational and case-based decisions, including AI assistants and agent-based reasoning systems operating within defined governance and assurance controls.		
Service Features		Service Benefits	Typical Roles
Decision support for policy, casework and operations		Improved consistency in case and policy decisions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Explainable AI recommendations with confidence indicators		Increased transparency for audit and scrutiny	
Human-in-the-loop controls and approvals		More efficient handling of complex decision cases	
Traceable decision logic and audit-ready outputs		Clear traceability of AI-supported decisions	
Secure deployment into government service environments		Lower ethical and operational risk in regulated environments	
Risk, bias and fairness assessment embedded		Better use of existing organisational knowledge	
AI assistants and agent-based reasoning where appropriate		Increased confidence in AI-assisted decision support	



Service Name	AI Enabled Scenario Modelling and Simulation	
Service Description	Computacenter's AI-Enabled Scenario Modelling & Simulation service supports organisations to explore potential futures, test interventions and understand impacts before acting. We design AI-supported models and simulations to assess policy, service and operational scenarios, enabling safer planning, stress testing and planning support with transparency and governance.	
Service Features		Service Benefits
AI-supported simulation of complex systems and interactions	Safer testing of ideas before real-world implementation	Typical Roles Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
What-if analysis and comparative scenario assessment	Improved understanding of potential impacts and trade-offs	
Stress testing under changing assumptions and constraints	Reduced risk of unintended consequences	
Transparent model logic and explainable outputs	Stronger evidence to support planning and investment decisions	
Human-led interpretation and review of simulation results	Greater confidence in complex policy or service changes	
Secure deployment into government service environments	Improved preparedness for uncertainty and disruption	
Integration with operational, performance and planning data	Better alignment between assumptions and outcomes	
Governance controls for model use and assumptions	Increased transparency in planning and scenario analysis	
Iterative refinement as data and conditions evolve	Reduced reliance on reactive decision-making	



Service Name	AI Governance and Management	
Service Description	Computacenter's AI Governance and Management Service helps UK public sector organisations implement proportionate, effective controls for responsible AI. We design and embed governance across people, process and technology thereby supporting ethical use, regulatory compliance and confident adoption of AI in public services.	
Service Features		Service Benefits
AI governance frameworks aligned to public sector standards		Reduced risk from AI adoption
Ethical, legal and risk management controls		Stronger ethical and regulatory compliance
AI policy, standards and guidance development		Increased organisational and public trust in AI-enabled services
Model oversight, assurance and approval processes		Clear accountability for AI decisions
Roles, responsibilities and accountability definition with full target operating model		Confident adoption of AI technologies
Integration with data governance frameworks		Improved AI transparency and explainability
AI lifecycle documentation and transparency		Sustainable, responsible AI operations
Compliance monitoring and reporting		Alignment with government AI expectations and guidance
Training and awareness for responsible AI		

Typical Roles

Core Roles:
 Data – Analytics Engineer
 Data – Data Analyst
 Data – Data Engineer
 Data – Data Scientist
 Data – ML Engineer
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager

Supporting Roles:
 Architecture – Data Architect
 Architecture – Solution Architect
 Data – Data Governance Manager
 Data – Data Ethicist



Service Name	AI Lens – Technology and Tooling Review		
Service Description	Computacenter's AI Lens service provides UK public sector organisations with a clear, independent view of their AI tooling and solution landscape. We assess coverage, gaps, duplication, inefficiencies and security compliance against recognised good practice, producing a practical report with prioritised recommendations for remediation, rationalisation and improvement.		
Service Features		Service Benefits	Typical Roles
Comprehensive assessment of AI tooling, platforms and solutions		Clear visibility of data technology coverage	Core Roles: Architecture – Data Architect Architecture – Solution Architect Architecture – Technical Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Data – Data Governance Manager
Coverage mapping against recognised good practice		Reduced cost through tool rationalisation	
Identification of capability gaps and risks		Improved alignment to organisational needs	
Detection of tool duplication and inefficiency		Identification of capability gaps and risks	
Validation of vendor support and patch level for security compliance		Better value from existing investments in data technology	
Validation of compliance against AI regulations		Informed decision making on future tooling	
Evidence-based findings and analysis		Stronger foundations for data and AI initiatives	
Clear, prioritised recommendations and roadmap		Practical roadmap for improvement	
Executive-ready reporting and visuals		Support for compliance with AI Regulations	
Support in business case creation to fund the recommendations			



Service Name	AI MLOps and ModelOps		
Service Description	Computacenter's MLOps and ModelOps service helps UK public sector organisations build, deploy, operate and govern machine learning and AI models at scale. We enable reliable pipelines, monitoring and assurance across the full lifecycle thereby supporting secure, compliant and sustainable AI in live services.		
Service Features		Service Benefits	Typical Roles
End-to-end AI and ML model lifecycle management		Reliable operation of AI and ML models in production	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Secure CI/CD model deployment and release processes		Reduced risk from unmanaged AI and ML models	
Performance monitoring and drift detection		Faster, repeatable deployment of AI and ML models	
Automated retraining and version control		Improved model performance and reliability	
Model validation and testing frameworks		Stronger transparency and auditability	
Governance, audit and assurance controls for AI models		Increased trust in AI and ML outputs	
Data and software engineering to Integrate with existing platforms		Scalable AI operations across programmes	
Scalable infrastructure and environment management		Better collaboration between data and engineering teams	
Documentation and operational runbooks with full handover and capability uplift		Sustainable AI and ML delivery aligned to standards	
		Compliance with public sector standards and regulation	



Service Name	AI Powered Knowledge Access and Information Services	
Service Description	Computacenter's AI-Powered Knowledge Access & Information Services enable staff to find, understand and apply organisational information more effectively. We design AI-enabled knowledge services, including assistants and agent-based components, that retrieve, synthesise and explain information from across documents, systems and guidance while maintaining governance, security and human oversight.	
Service Features		Service Benefits
AI-enabled search across documents and information sources		Faster access to relevant organisational information
Contextual retrieval and synthesis of relevant information		Improved consistency in information use
Natural language access to policies, guidance and records		Clear visibility of information sources and provenance
Knowledge structuring and curation for AI use		Reduced risk of outdated or incorrect information use
Confidence indicators and source attribution provided		Better use of existing organisational knowledge
Secure deployment into government service environments		Increased confidence when using complex guidance
Integration with document, content and records systems		Improved staff productivity in knowledge-intensive roles
Information access controls and governance embedded		

Core Roles:
 Data – Analytics Engineer
 Data – Data Analyst
 Data – Data Engineer
 Data – Data Scientist
 Data – ML Engineer
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager

Supporting Roles:
 Architecture – Data Architect
 Architecture – Solution Architect
 Data – Data Governance Manager
 Data – Data Ethicist



Service Name	AI Readiness Assessment		
Service Description	Computacenter's AI Readiness Assessment helps UK public sector organisations understand their maturity and ability to adopt and govern AI. We assess capability across people, process and technology to identify gaps, risks and opportunities, providing clear recommendations to enable responsible AI adoption and sustainable capability growth.		
Service Features		Service Benefits	Typical Roles
Assessment of AI readiness, maturity, and capability		Clear view of AI readiness across the organisation	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Evaluation across people, process and technology		Reduced risk in AI adoption	
Review of AI governance and ethics controls		Stronger AI governance and ethical assurance	
Skills, culture and operating model assessment		Accelerated development of AI capabilities	
Data and technology readiness for AI review		Better prioritisation of AI investments	
AI maturity benchmarking against latest good practice		Improved confidence in AI use and adoption	
Stakeholder interviews and evidence review to build consensus		Strong foundations for responsible AI delivery	
Clear scoring and evidenced based reporting		Alignment between AI ambition and capability	
Actionable recommendations aligned to objectives			
Prioritised improvement roadmap to achieve objectives			

Service Name	AI Requirements and Use Case Capture		
Service Description	Computacenter's AI Requirements and Use Case Capture service helps UK public sector organisations identify, define and prioritise AI opportunities. We work with stakeholders to capture requirements, align use cases to outcomes, and ensure ethical, feasible and governed foundations for successful AI delivery.		
Service Features		Service Benefits	Typical Roles
Structured stakeholder workshops to identify AI opportunities	Clear, prioritised pipeline of AI use cases	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist	
Clear capture of business and non-functional requirements for AI outcomes	Reduced risk of unsuccessful AI initiatives		
Use case definition aligned to organisational outcomes	Better alignment between AI and organisational goals		
Proven prioritisation frameworks for AI initiatives	Faster mobilisation of AI programmes		
Data, technology and skills dependency identification	Stronger ethical and governance foundations for AI solutions		
Governance and assurance alignment and risk identification	Reduced risk of delivery failure and rework of AI solutions		
Data, technology and skills dependency identification	Improved stakeholder confidence and engagement with AI initiatives		
Backlog creation aligned to organisational objectives and priorities			
Responsible and ethical AI considerations applied to each use case			



Service Name	AI Solution Delivery		
Service Description	Computacenter's AI Solution Delivery service supports UK public sector organisations across the full AI lifecycle, from idea and discovery through build, deployment and live operation. We deliver secure, ethical and effective AI solutions that improve services, decisions and outcomes.		
Service Features		Service Benefits	Typical Roles
End-to-end delivery across the AI SDLC		Faster delivery of AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Discovery, design and feasibility assessment		Reduced risk across the AI lifecycle	
Data preparation and feature engineering		Improved quality and reliability of AI models	
Model selection, development and validation		Ethical, compliant AI in production	
Ethical, risk and governance compliance integral to solution build		Better outcomes from AI investments	
Deployment into secure production environments		Increased confidence in AI delivery	
MLOps and ModelOps integration		Sustainable AI solutions deployed at scale	
Monitoring, support and continuous improvement		Alignment with public sector standards and guidance	
Agile, backlog driven delivery approach to accelerate AI benefits realisation			
Knowledge transfer and capability uplift			



Service Name	AI Solution Delivery with AWS		
Service Description	Computacenter's AI Solution Delivery on AWS service enables UK public sector organisations to design, build and operate cloud-native AI solutions on AWS. We use AWS AI and ML services and capabilities to deliver secure, scalable and governed AI outcomes, from idea through to production and run.		
Service Features		Service Benefits	Typical Roles
Cloud-native AI solution design on AWS		Faster delivery of AI solutions on AWS	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Use of AWS AI and ML services		Scalable, resilient cloud-native AI platforms	
Secure data preparation and feature engineering		Reduced operational and infrastructure overhead	
Model development, training and deployment		Secure, compliant AI in production	
Integration with AWS data and analytics platforms		Better use of AWS-native AI capabilities	
MLOps and ModelOps on AWS		Improved reliability and performance of AI models	
Security, governance and compliance by design		Strong alignment with public sector cloud standards	
Scalable training and inference architectures on AWS			
Knowledge transfer and capability uplift			



Service Name	AI Solution Delivery with Databricks		
Service Description	Computacenter's AI Solution Delivery with Databricks service enables UK public sector organisations to design, build and operate cloud-native AI solutions on the Databricks Data Intelligence Platform. Utilising Databricks capabilities including Databricks IQ, Mosaic AI Model Serving and MLFlow Integration we enable secure, scalable and governed AI delivery		
Service Features		Service Benefits	Typical Roles
End-to-end AI delivery using Databricks tools and features		Faster delivery of AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Unified analytics, data science and ML workflows		Unified platform for data and AI	
Feature engineering and training data pipelines		Improved collaboration across data teams	
MLflow based experiment tracking and model management		Scalable, production-ready AI models	
Scalable training and inference on Databricks		Reduced complexity of AI delivery	
Lakehouse architecture for AI workloads		Stronger governance and reproducibility	
MLOps and ModelOps implementation		Better reuse of data and features	
Security, governance and compliance by design		Increased confidence in AI outcomes	
Knowledge transfer and platform enablement			



Service Name	AI Solution Delivery with IBM watsonx		
Service Description	Computacenter's AI Solution Delivery with IBM watsonx enables UK public sector organisations to design, build and operate trusted AI solutions. Using watsonx.ai, watsonx.data and watsonx.governance, we deliver secure, scalable and governed AI from discovery through to production and run.		
Service Features		Service Benefits	Typical Roles
End-to-end AI delivery using IBM watsonx capabilities		Trusted, governed AI in production	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Model selection, tuning, and development with watsonx.ai		Reduced risk through built-in AI governance	
Data preparation and management with watsonx.data		Faster delivery of enterprise-grade AI solutions	
AI Governance, risk and compliance via watsonx.governance		Improved transparency and explainability	
Secure training and inference architectures		Better use of existing data assets	
Manage the full lifecycle of AI agents with AgentOps		Scalable, secure AI platforms	
Ethical, explainable AI controls		Increased confidence in AI outcomes	
Built in Trust and Transparency for AI		Alignment with public sector compliance requirements	
Knowledge transfer and capability uplift			



Service Name	AI Solution Delivery with Microsoft Azure		
Service Description	Computacenter's AI Solution Delivery with Microsoft Azure service enables UK public sector organisations to design, build and operate cloud-native AI solutions on Azure. We use Azure AI and ML services and capabilities to deliver secure, scalable and governed AI outcomes, from idea through to production and run.		
Service Features		Service Benefits	Typical Roles
Cloud-native AI solution design on Microsoft Azure		Faster delivery of AI solutions on Azure	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Use of Azure AI and ML services		Scalable, resilient cloud-native AI platforms	
Secure data preparation and feature engineering		Reduced operational and infrastructure overhead	
Model development, training and deployment		Secure, compliant AI in production	
Integration with Azure data and analytics platforms		Better use of Azure-native AI capabilities	
MLOps and ModelOps on Azure		Improved reliability and performance of AI models	
Security, governance and compliance by design		Strong alignment with public sector cloud standards	
Scalable training and inference architectures on Azure			
Knowledge transfer and capability uplift			



Service Name	AI Solution Delivery with Snowflake		
Service Description	Computacenter's AI Solution Delivery with Snowflake service helps UK public sector organisations design, build and operate AI solutions on the Snowflake Data Cloud. We enable secure, scalable and governed AI delivery using Snowflake’s data, ML and AI capabilities from discovery through to production and run.		
Service Features		Service Benefits	Typical Roles
End-to-end AI delivery using Snowflake		Faster delivery of AI solutions on Snowflake	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Secure data sharing and collaboration		Secure, governed data foundations for AI	
Training data pipelines on the Snowflake Data Cloud		Improved collaboration across organisations and partners	
AI delivery supported by Cortex AI capabilities		Scalable AI and analytics workloads	
AI and data delivery within a unified platform		Reduced data duplication and movement	
Scalable inference and analytics workloads		Better use of existing data assets	
Governance, security and access controls by design		Increased confidence in AI outcomes	
Knowledge transfer and platform enablement		Alignment with public sector security standards	



Service Name	AI Strategy and Advisory Services		
Service Description	Computacenter's AI Strategy and Advisory Service helps UK public sector organisations define clear, responsible AI aspirations and approach. We align AI opportunities to policy and service outcomes, providing expert advice, roadmaps and governance to enable confident investment, delivery and sustainable adoption of AI.		
Service Features		Service Benefits	Typical Roles
Define AI vision, principles and strategic objectives		Clear direction for AI investment	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
AI maturity and readiness assessment		Reduced risk in AI adoption	
AI use case identification and prioritisation		Better alignment between AI and organisational outcomes	
Ethical, legal and governance advice to support AI initiatives		Stronger ethical and governance foundations around AI adoption	
AI target operating model and capability design		Faster progress from AI ambition to delivery and benefits realisation	
Data and technology capability and behaviours uplift to ease adoption		Improved confidence in AI solutions and activities	
AI investment and benefits case development		Sustainable, responsible AI capability growth	
AI delivery roadmaps aligned to organisational priorities		Better value from AI initiatives	
Stakeholder engagement at all levels building AI literacy and skills			
Support organisational change driven by AI adoption			



Service Name	AI Value Stream Accelerator		
Service Description	Computacenter's AI Value Stream Accelerator Service helps UK public sector organisations understand how AI value is delivered across people, process and technology. We identify bottlenecks, eliminate unnecessary steps, and recommend automation and enablement opportunities to accelerate benefits realisation and improve delivery efficiency.		
Service Features		Service Benefits	Typical Roles
End-to-end AI value stream mapping		Faster realisation of AI-driven benefits	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Evaluation of the value stream across people, process and technology		Reduced delivery time and effort	
Identification of bottlenecks and waste		Elimination of unnecessary processes and approvals	
Automation and enablement opportunity analysis		Improved efficiency across AI delivery	
Benefits realisation maturity assessment		Better alignment between teams and outcomes	
Practical, prioritised improvement recommendations		Increased automation of AI delivery activities	
Alignment with organisational objectives		Greater transparency of value delivery	
Stakeholder engagement and workshops		Stronger return on AI investment	
Clear, actionable recommendations for Value Stream acceleration			
Adoption service to support actioning the recommendations			



Service Name	Data and AI Product Selection		
Service Description	Computacenter's Data and AI Product Selection service helps UK public sector organisations make informed, evidence-based technology choices. We assess options against requirements, architecture, governance, sustainability and value, ensuring selected products underpin effective data and AI platforms, delivery, and long-term compliance, scalability and security.		
Service Features		Service Benefits	Typical Roles
Requirements-led product evaluation		Confident, evidence-based technology decisions	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Market scanning, shortlisting and vendor engagement		Reduced risk of poor product selection	
Deep understanding of the data and AI technology landscape		Better alignment with organisational needs	
Ability to leverage our extensive network of technology vendor partners		Improved value for money	
Architecture and integration assessment		Stronger governance and compliance assurance	
Governance, security and compliance evaluation		Faster platform delivery	
Proof of concept design and support		Reduced long-term technical debt	
Total cost of ownership and vendor risk analysis		Scalable and sustainable foundations for data and AI	
Objective scoring and recommendation framework			
Clear decision documentation and business case support			



Service Name	Data and AI Solution Accelerator for Central Government		
Service Description	Computacenter's Data and AI Solution Accelerator for central government rapidly delivers proven data and AI solutions into production. Using recognised patterns, data models, standards and taxonomies, we enable agile delivery and adoption thereby maximising utilisation, value and improved citizen and operational outcomes across complex government organisations		
Service Features		Service Benefits	Typical Roles
Industry-recognised data and AI solution patterns		Faster delivery of data and AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Central government-aligned data models and taxonomies		Reduced cost and risk through reuse of proven solution patterns	
Integration with common government data sources		Better alignment to departmental needs and priorities	
Data enrichment to support data context and informed decision support		Improved utilisation of delivered solutions	
Agile delivery from discovery to production		Quicker realisation of benefits maximising ROI	
Access to a growing library of pre-defined, reusable use cases		Stronger consistency across services	
Standards-based architecture and interoperability		Better outcomes for citizens and government bodies	
Built-in governance, security and compliance			
Adoption, training and change support			
Accelerated deployment timelines			



Service Name	Data and AI Solution Accelerator for Education Providers		
Service Description	Computacenter's Data and AI Solution Accelerator for Education Providers rapidly delivers proven data and AI solutions into production. Using recognised patterns, data models, standards and taxonomies, we enable agile delivery and adoption thereby maximising utilisation, value and improved operational outcomes and services for both students and staff.		
Service Features		Service Benefits	Typical Roles
Industry-recognised data and AI solution patterns		Faster delivery of data and AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer
Education provider-aligned data models and taxonomies		Reduced cost and risk through reuse of proven solution patterns	
Integration with common education data sources and applications		Better alignment to the education provider's needs and priorities	
Data enrichment to support data context and informed decision support		Improved utilisation of delivered solutions	
Agile delivery from discovery to production		Quicker realisation of benefits maximising ROI	
Access to a growing library of pre-defined, reusable use cases		Stronger consistency across services	Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Standards-based architecture and interoperability		Better outcomes for students, staff and educational institutions	
Built-in governance, security and compliance			
Adoption, training and change support			
Accelerated deployment timelines			



Service Name	Data and AI Solution Accelerator for Emergency Services		
Service Description	Computacenter's Data and AI Solution Accelerator for Emergency Services rapidly delivers proven data and AI solutions into production. Using recognised patterns, emergency services data models, standards and taxonomies, we enable agile delivery and adoption thereby maximising utilisation, value and improved operational and public safety outcomes.		
Service Features		Service Benefits	Typical Roles
Industry-recognised data and AI solution patterns		Faster delivery of data and AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Emergency services aligned data models and standards		Reduced cost and risk through reuse of proven solution patterns	
Integration with command, control and operational systems		Better alignment to emergency service provider priorities	
Data enrichment to support data context and informed decision support		Improved utilisation of delivered solutions	
Agile delivery from discovery to production		Quicker realisation of benefits maximising ROI	
Access to a growing library of pre-defined, reusable use cases		Stronger consistency across services	
Interoperability aligned to national standards		Better outcomes for public safety	
Built-in governance, security and compliance			
Adoption, training and change support			
Accelerated deployment timelines			



Service Name	Data and AI Solution Accelerator for Local Government	
Service Description	Computacenter's Data and AI Solution Accelerator for Local and Regional Government rapidly delivers proven data and AI solutions into production. Using recognised patterns, data models, standards and local government taxonomies, we enable agile delivery and adoption thereby maximising utilisation, value and return on investment.	
Service Features		Typical Roles
Industry-recognised data and AI solution patterns	Faster delivery of data and AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Local government-aligned data models and taxonomies	Reduced cost and risk through reuse of proven solution patterns	
Integration with common local authority data sources	Better alignment to local and regional government needs	
Data enrichment to support data context and informed decision support	Improved utilisation of delivered solutions	
Agile delivery from discovery to production	Quicker realisation of benefits maximising ROI	
Access to a growing library of pre-defined, reusable use cases	Stronger consistency across services	
Standards-based architecture and interoperability	Better outcomes for citizens and communities	
Built-in governance, security and compliance		
Adoption, training and change support		
Accelerated deployment timelines		



Service Name	Data and AI Solution Accelerator for the NHS		
Service Description	Computacenter's Data and AI Solution Accelerator for the NHS rapidly delivers proven data and AI solutions into production. Using recognised patterns, healthcare data models, standards and taxonomies, we enable agile delivery and adoption thereby maximising utilisation, value and improved patient and operational outcomes.		
Service Features		Service Benefits	Typical Roles
Industry-recognised data and AI solution patterns		Faster delivery of data and AI solutions	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer
NHS-aligned data models, standards and taxonomies		Reduced cost and risk through reuse of proven solution patterns	
Integration with core clinical and operational systems		Better alignment to NHS needs and priorities	
Data enrichment to support data context and informed decision support		Improved utilisation of delivered solutions	
Agile delivery from discovery to production		Quicker realisation of benefits maximising ROI	
Access to a growing library of pre-defined, reusable use cases		Stronger consistency across services	Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Standards-based architecture and interoperability		Improved outcomes for patients and staff	
Built-in governance, security and compliance			
Adoption, training and change support			
Accelerated deployment timelines			



Service Name	Data Architecture Advisory Service	
Service Description	Computacenter's Data Architecture service helps UK public sector organisations adopt modern, scalable data architecture patterns. We design architectures aligned to latest good practices, including lakehouse, data mesh and data fabric. This enables resilient platforms, better governance and efficient data sharing across services and domains.	
Service Features		Service Benefits
Assessment of current data architecture	Scalable, future-ready, and well-architected data platforms	Typical Roles Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Data – Data Governance Manager Data – Data Ethicist
Target architecture design aligned to latest good practices	Improved data sharing across domains	
Includes lakehouse, data mesh and data fabric patterns	Reduced technical debt and complexity	
Domain-oriented, platform-centric, and outcome-focussed design	Stronger governance built into data architecture	
Integration, interoperability and scalability planning	Increased flexibility for evolving data and AI requirements	
Security, privacy and governance by design	More efficient data platform investment	
Technology-agnostic architecture recommendations	Accelerated delivery of data capabilities	
Alignment with organisational strategy and outcomes	Increased trust and security for data assets	
Handover and knowledge transfer of architecture principles, standards and documentation		
Extension of data architecture to support AI initiatives		



Service Name	Data Collection, Integration and Engineering		
Service Description	Computacenter's Data Collection, Integration and Data Engineering service helps UK public sector organisations reliably collect, integrate and engineer data at scale. We design and build robust pipelines that connect disparate sources, improve data quality, and enable timely, trusted insight for services, policy and operations.		
Service Features		Service Benefits	Typical Roles
Secure ingestion from multiple data sources		Trusted, timely access to integrated data	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
API, batch and streaming integration patterns		Reduced manual data processing effort	
Scalable data pipeline design and build		Improved data quality and consistency	
Data quality rules, validation and remediation		Faster delivery of analytics and insights	
Structured and unstructured data handling		Greater resilience of data pipelines	
Cloud and hybrid data platform support		Scalable foundations for future demand	
Performance optimisation and monitoring		Better use of new and existing data assets	
Integration with DevOps and DataOps practices		Increased confidence in operational reporting	
Full documentation of pipelines and lineage coupled with knowledge transfer		Time and effort savings in data collection	
Automation and validation of complex data collection scenarios			



Service Name	Data Discovery and Classification	
Service Description	Computacenter's Data Discovery and classification service helps UK public sector organisations understand their data landscape by analysing, classifying and tagging both structured and unstructured data. Using appropriate industry-leading tooling, we surface risk, value and insight, enabling stronger governance, better decisions and confident, compliant data use.	
Service Features		Service Benefits
Automated discovery of structured and unstructured data		Improved visibility of organisational data assets
Classification using industry-leading data discovery tools		Reduced data risk and exposure
Sensitive data identification and tagging		Stronger compliance with information governance requirements
Metadata capture and enrichment		More efficient data management and control
Data lineage and relationship mapping		Enhanced protection of sensitive information
Policy-driven classification rules		Better foundations for data modernisation initiatives
Scalable discovery across complex estates		Improved confidence in data use
Integration with existing data platforms		Identification of high-value data
Dashboards for visibility and reporting		

Core Roles:
 Architecture – Data Architect
 Data – Data Analyst
 Data – Data Engineer
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager

Supporting Roles:
 Data – Data Governance Manager
 Data – Data Ethicist



Service Name	Data Governance, Security and Compliance with Microsoft Purview	
Service Description	Computacenter's Data Governance, Security and Compliance with Microsoft Purview service helps UK public sector organisations realise value from their Purview investment. We configure and integrate the platform, create governance assets, and uplift capability thereby enabling effective, compliant data governance embedded in everyday operations.	
Service Features		Service Benefits
Purview configuration aligned to organisational governance requirements		Faster realisation of value from Purview investment
Integration of Purview with data platforms and sources		Improved visibility and control of data assets
Data cataloguing, classification and lineage setup		Stronger compliance with regulatory requirements
Sensitivity labels and policy configuration		Reduced data risk and exposure
Governance operating model alignment		Consistent governance across the data estate
Creation of governance assets within Purview		Increased confidence in data use
Security and compliance rule implementation		Empowered data owners and stewards
Capability uplift for data owners and stewards through knowledge transfer		Sustainable, tool-enabled governance practices

Typical Roles

Core Roles:
 Architecture – Data Architect
 Data – Data Analyst
 Data – Data Engineer
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager

Supporting Roles:
 Data – Data Governance Manager
 Data – Data Ethicist



Service Name	Data Integration for AI Solutions	
Service Description	Computacenter's Data Integration for AI Solutions service helps UK public sector organisations prepare and integrate data for AI and machine learning. We enable reliable training data pipelines, support RAG architectures, and integrate diverse sources thereby ensuring AI solutions are accurate, scalable, governed, and most importantly trusted.	
Service Features		Service Benefits
Training data pipeline design and engineering		Higher quality training data for AI models
Integration for RAG architectures and vector stores		Improved accuracy of AI and RAG solutions
Structured and unstructured data integration with AI solutions		Reduced risk from poorly integrated or low quality data
Data preparation and feature engineering support for AI needs		Faster development of AI capabilities and solutions
Metadata, lineage and provenance capture supporting AI transparency and governance		Better reuse of existing data assets
Data quality validation and remediation for AI use		Stronger governance of AI data inputs
Scalable integration for ML and AI workloads		Scalable foundations for future AI demand
Alignment with AI and data governance requirements		Increased confidence in AI outputs

Typical Roles

Core Roles:
Architecture – Data Architect
Data – Data Analyst
Data – Data Engineer
Product and Delivery – Business Analyst
Product and Delivery – Delivery Manager
QAT – Test Engineer

Supporting Roles:
Data – Data Governance Manager
Data – Data Ethicist
Data – Data Scientist
Data – ML Engineer
QAT – Test Manager
Software Development – DevOps Engineer



Service Name	Data Integration Modernisation		
Service Description	Computacenter's Data Integration Modernisation service helps UK public sector organisations transition from legacy integration platforms to modern, cloud-native solutions. We assess, migrate and modernise integration workloads to improve scalability, resilience and automation thereby reducing technical debt and enabling faster, more flexible data delivery.		
Service Features		Service Benefits	Typical Roles
Assessment of legacy data integration platforms		Reduced legacy platform risk and technical debt	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
Migration planning and dependency analysis		Improved scalability and cloud readiness	
Transition to cloud-native integration architectures		Lower infrastructure and operational costs	
Refactoring for modern integration patterns		Faster, more reliable data integration	
Support for batch, streaming and API integration		Increased automation and resilience	
Data quality and governance integration		Better support for modern data and AI workloads	
Parallel run, testing and validation		Simplified operations and maintenance	
Decommissioning of legacy integration tooling		Future-ready integration foundations	
Knowledge transfer and operational enablement		Integration with Observability platforms and DataOps processes	

Service Name	Data Integration with Informatica IDMC	
Service Description	Computacenter’s Data Integration with Informatica IDMC service helps UK public sector organisations build robust, cloud-native data pipelines. Using the Informatica toolset, we securely ingest, integrate and engineer data at scale thereby improving quality, governance and delivery of trusted data for analytics and AI.	
Service Features	Service Benefits	Typical Roles
Cloud-native data engineering using Informatica IDMC	Faster delivery of reliable data pipelines	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Secure ingestion from diverse data sources	Improved data quality and consistency	
Batch, streaming and API-based integration	Reduced integration risk and complexity	
Data quality, profiling and validation	Stronger governance and visibility of data flows	
Metadata, lineage and catalogue integration	Scalable foundations for analytics and AI	
Scalable pipeline design and optimisation	Better use of Informatica investment	
Integration with cloud data platforms	Simplified operations and maintenance	
Governance and security by design	Increased confidence in data availability	
Knowledge transfer and platform enablement		



Service Name	Data Lens – Technology and Tooling Review		
Service Description	Computacenter's Data Lens service provides UK public sector organisations with a clear, independent view of their data tooling landscape. We assess coverage, gaps, duplication, inefficiencies and security compliance against recognised good practice, producing a practical report with prioritised recommendations for remediation, rationalisation and improvement.		
Service Features		Service Benefits	Typical Roles
Comprehensive assessment of data tooling and platforms		Clear visibility of data technology coverage	Core Roles: Architecture – Data Architect Architecture – Solution Architect Architecture – Technical Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Data – Data Governance Manager
Coverage mapping against recognised good practice		Reduced cost through tool rationalisation	
Identification of capability gaps and risks		Improved alignment to organisational needs	
Detection of tool duplication and inefficiency		Identification of capability gaps and risks	
Validation of vendor support and patch level for security compliance		Better value from existing investments in data technology	
Alignment to data, analytics and AI needs		Informed decision making on future tooling	
Evidence-based findings and analysis		Stronger foundations for data and AI initiatives	
Clear, prioritised recommendations and roadmap		Practical roadmap for improvement	
Executive-ready reporting and visuals			
Support in business case creation to fund the recommendations			



Service Name	Data Management and Governance		
Service Description	Computacenter's Data Management and Governance service helps UK public sector organisations implement effective, proportionate governance across people, process and technology. Drawing on good practice from DAMA-DMBOK, we establish clear ownership, controls and standards that improve data quality, compliance and trust.		
Service Features		Service Benefits	Typical Roles
Governance frameworks aligned to DAMA-DMBOK		Improved trust in organisational data	Core Roles: Data – Data Analyst Data – Data Ethicist Data – Data Governance Manager Product and Delivery – Business Analyst Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Product and Delivery – Delivery Manager
Data ownership and stewardship models		Clear accountability for data assets	
Data policies, standards and controls definition		Stronger compliance with regulatory requirements	
Metadata, lineage and data quality management		Reduced information risk	
Information risk and compliance management		Consistent data standards and practices	
Data operating model across people, process, and technology		Better data quality across systems	
Tooling integration for governance automation		More confident data sharing and reuse	
Capability development and adoption to embed data behaviours		Date governed ready for AI consumption	
Governance measurement and continuous improvement frameworks and reporting			
Data foundation to support AI governance and compliance			



Service Name	Data Management and Governance with Informatica IDMC		
Service Description	Computacenter’s Data Management and Governance with Informatica IDMC service helps UK public sector organisations implement effective, tool-enabled data governance. We configure and embed Informatica capabilities to manage data quality, metadata, lineage and controls thereby supporting compliant, trusted and well-governed data across the enterprise.		
Service Features		Service Benefits	Typical Roles
Configuration of Informatica data governance and management capabilities		Improved trust in organisational data	Core Roles: Data – Data Analyst Data – Data Ethicist Data – Data Governance Manager Product and Delivery – Business Analyst Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Product and Delivery – Delivery Manager
Data quality rules, profiling and remediation setup		Stronger, tool-enabled data governance	
Metadata management and enterprise data cataloguing		Better data quality across the estate	
End-to-end data lineage implementation		Increased visibility through metadata and lineage	
Data ownership and stewardship enablement		Reduced compliance and information risk	
Policy, standards and controls configuration		Clear accountability for data assets	
Integration across data platforms and sources		Faster adoption of governed data practices	
Security, privacy and compliance alignment		Maximised value from Informatica investment	
Knowledge transfer and capability uplift			



Service Name	Data Maturity Assessment		
Service Description	Computacenter's Data Maturity Assessment helps UK public sector organisations understand current data capabilities and define a clear path forward. We assess people, process and technology to benchmark maturity, identify gaps, and provide practical, prioritised recommendations that support confident investment and sustainable improvement.		
Service Features		Service Benefits	Typical Roles
Holistic assessment across people, process and technology		Clear understanding of current data capability	Core Roles: Data – Data Analyst Data – Data Ethicist Data – Data Governance Manager Product and Delivery – Business Analyst Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Product and Delivery – Delivery Manager
Maturity benchmarking against recognised good practice		Evidence-based prioritisation of improvements	
Capability gap and risk identification		Stronger foundations for data backed transformation programmes	
Stakeholder interviews and evidence review to build consensus		Increased confidence and trust in data capabilities	
Data governance and management assessment		Consistent view of data capability across the organisation	
Technology and platform capability review		Improved alignment between strategy and delivery	
Data process and value stream review		Faster progress towards target maturity	
Clear scoring and visual reporting		Reduced risk in data investment decisions	
Actionable recommendations aligned to objectives			
Prioritised improvement roadmap to achieve objectives			



Service Name	Data Migration	
Service Description	Computacenter's Data Migration service supports UK public sector organisations to securely and efficiently move data from legacy systems to modern platforms. We minimise risk, ensure data quality and continuity, and enable improved performance, compliance and insight, laying strong foundations for future digital services and transformation.	
Service Features		Service Benefits
Secure migration of sensitive public sector data		Reduced risk when migrating critical public sector data
Data discovery, assessment, and classification pre migration		Enables consolidation to remove redundant and expired data
Comprehensive data quality evaluation and remediation with anonymisation capabilities		Provides improved data quality, accuracy and trust post migration
Migration readiness assessment and planning		Reduced costs of legacy platforms and an enabler for decommissioning
Automated and repeatable migration processes		Enables faster access for data consumers to the data
Robust migration testing and reconciliation		Ensures compliance to data regulations and reduces risk
Scalable approach for migrating from complex legacy data estates		Enables classification of data during migration with suitable controls
Compliance with UK Government standards where applicable		
Clear migration governance and assurance		
Minimises service disruption during migrations		
Typical Roles		
Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer		



Service Name	Data Monetisation and Value Creation	
Service Description	Computacenter's Data Monetisation service helps UK public sector organisations extract value from data through decision support, reporting, AI and advanced analytics. We identify and enable practical monetisation strategies that improve outcomes, efficiency and insight, turning data assets into measurable and repeatable public value.	
Service Features		Service Benefits
Identification of high-value data use cases		Improved decision making through actionable insight
Decision support and performance reporting design		Greater value from existing data assets
AI and advanced analytics solution design and build		Enhanced service efficiency and effectiveness
Data product adoption and development		Accelerated adoption of analytics and AI
Monetisation roadmap and prioritisation		Clear return on data investment
Ethical and responsible AI assurance		Better outcomes for citizens and services
Integration with existing data platforms		Increased organisational data maturity
Benefits realisation and value tracking		Sustainable, value-driven data use
Skills transfer and adoption support		

Typical Roles

Core Roles:
 Architecture – Data Architect
 Data – Analytics Engineer
 Data – Data Analyst
 Data – Data Engineer
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager
 QAT – Test Engineer

Supporting Roles:
 Data – Data Governance Manager
 Data – Data Ethicist
 Data – Data Scientist
 Data – Machine Learning Engineer
 QAT – Test Manager
 Software Development – DevOps Engineer



Service Name	Data Observability		
Service Description	Computacenter's Data Observability Service helps UK public sector organisations gain confidence in their data through proactive monitoring and insight. We support product selection, implementation and adoption of data observability platforms. Helping customers to embed the processes and culture needed to detect issues early and maintain trusted data at scale.		
Service Features		Service Benefits	Typical Roles
Data observability platform product selection		Early detection of data issues	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Observability platform implementation and integration with data pipelines		Improved reliability of data products	
Data freshness, volume and schema monitoring		Reduced downtime and data incidents	
Automated anomaly detection and alerts		Faster root cause identification	
Data lineage and impact analysis		Increased trust in data across teams	
Process and operating model change support		Proactive, rather than reactive, data management	
Cultural adoption and ways-of-working enablement		Improved collaboration between data and operations teams	
		Scalable, sustainable data observability practices	



Service Name	DataOps		
Service Description	Computacenter's DataOps service helps UK public sector organisations improve the speed, quality and reliability of data delivery. We embed collaborative, automated practices across data engineering, analytics and operations thereby enabling trusted data pipelines, faster insight and continuous improvement at scale.		
Service Features		Service Benefits	Typical Roles
End-to-end DataOps operating model design		Faster delivery of data and analytics value	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Automated data pipeline testing and deployment		Improved data quality and reliability	
CI/CD for data and analytics assets		Reduced operational incidents and failures of data workloads	
Data quality monitoring and observability		Greater transparency of data pipelines	
Builds collaboration between data, analytics and operations		Scalable, repeatable data delivery practices	
Version control and environment management for the data estate		Increased collaboration across data consumers, owners, engineers and operators	
Incident management and rapid issue resolution		Sustainable data operations at scale	
Integration with cloud and hybrid platforms			
Continuous improvement and optimisation of data workloads and processes			



Service Name	Data Platform Modernisation		
Service Description	Computacenter's Data Platform Modernisation service helps UK public sector organisations transform legacy data estates using our proven 3 M’s methodology: Modernisation, Management and Monetisation. We modernise platforms to improve resilience and insight, strengthen data management, prepare for Artificial Intelligence, and unlock value that supports better policy, services and outcomes.		
Service Features		Service Benefits	Typical Roles
Capture requirements and use cases for data platforms		Enables cost saving through legacy data platform decommissioning	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Create data platform high level and detailed design documents		Enables organisations to provide a data platform ready for AI	
Provide a roadmap and detailed plan to build the platform		Improves organisational resilience through modern data technology and patterns	
Support in tool and technology selection for data platforms		Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the modern data platform		Provides a platform of trusted and secure data	
Data Engineering to create pipelines to and from the platform		Supports advanced analytics, AI, reporting and operational workloads	
Data migration from legacy platforms		Enables best in class multi-vendor platforms	
Suitable for analytical and operational data platforms			
Full documentation and handover of the platform provided			
Adoption services to help data consumers move to the platform			



Service Name	Data Platform Modernisation with AWS	
Service Description	Computacenter's Data Platform Modernisation with AWS service helps UK public sector organisations migrate legacy data estates to the AWS public cloud. We modernise platforms to improve resilience and insight, strengthen data management, prepare for Artificial Intelligence, and unlock value that supports better policy, services and outcomes.	
Service Features		Service Benefits
Capture requirements and use cases for data platforms	Enables cost saving through legacy data platform decommissioning	Typical Roles Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Create an AWS data platform high level and detailed design	Enables organisations to provide a data platform ready for AI	
Provide a roadmap and detailed plan to build the platform	Improves organisational resilience through modern data technology and patterns	
Selection of AWS components to meet data and AI needs	Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the modern data platform on AWS	Provides a platform of trusted and secure data	
Data Engineering to create pipelines to and from the platform	Supports advanced analytics, AI, reporting and operational workloads	
Data migration from legacy platforms	Simplification of the complex AWS products and services for data	
Full documentation and handover of the platform provided		
Adoption services to help data consumers move to the platform		



Service Name	Data Platform Modernisation with Databricks	
Service Description	Computacenter's Data Platform Modernisation with Databricks service helps UK public sector organisations migrate legacy data estates to the Databricks platform. We modernise platforms to improve resilience and insight, strengthen data management, prepare for Artificial Intelligence, and unlock value that supports better policy, services and outcomes.	
Service Features		Service Benefits
Capture requirements and use cases for data platforms	Enables cost saving through legacy data platform decommissioning	Typical Roles Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Create a Databricks data platform high level and detailed design	Enables organisations to provide a data platform ready for AI	
Provide a roadmap and detailed plan to build the platform	Improves organisational resilience through modern data technology and patterns	
Support in tool and technology selection for augmenting Databricks	Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the modern data platform with Databricks	Provides a platform of trusted and secure data	
Data Engineering to create pipelines to and from the platform	Supports advanced analytics, AI, reporting and operational workloads	
Data migration from legacy platforms		
Full documentation and handover of the platform provided		
Adoption services to help data consumers move to the platform		



Service Name	Data Platform Modernisation with Microsoft Azure	
Service Description	Computacenter's Data Platform Modernisation with Azure service helps UK public sector organisations migrate legacy data estates to the Azure public cloud. We modernise platforms to improve resilience and insight, strengthen data management, prepare for Artificial Intelligence, and unlock value that supports better policy, services and outcomes.	
Service Features		Service Benefits
Capture requirements and use cases for data platforms	Enables cost saving through legacy data platform decommissioning	Typical Roles Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Create an Azure data platform high level and detailed design	Enables organisations to provide a data platform ready for AI	
Provide a roadmap and detailed plan to build the platform	Improves organisational resilience through modern data technology and patterns	
Selection of Azure components to meet data and AI needs	Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the modern data platform on Azure	Provides a platform of trusted and secure data	
Data Engineering to create pipelines to and from the platform	Supports advanced analytics, AI, reporting and operational workloads	
Data migration from legacy platforms	Simplification of the complex Azure products and services for data	
Full documentation and handover of the platform provided		
Adoption services to help data consumers move to the platform		

Service Name	Data Platform Modernisation with NScale	
Service Description	Computacenter's Data Platform Modernisation with NScale service helps UK public sector organisations migrate legacy data and AI estates to the NScale Sovereign AI Cloud. We modernise platforms to improve resilience and insight, strengthen data management, prepare for Artificial Intelligence, and unlock value that supports better policy, services and outcomes.	
Service Features	Service Benefits	Typical Roles
Capture requirements and use cases for data platforms	Enables cost saving through legacy data platform decommissioning	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Create an NScale data and AI platform design	Enables organisations to provide a data platform ready for AI	
Provide a roadmap and detailed plan to build the platform	Improves organisational resilience through modern data technology and patterns	
Tool and technology selection for delivering AI outcomes on NScale	Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the modern data platform on NScale	Provides a platform of trusted and secure data	
Data Engineering to create pipelines to and from the platform	Ideal for cost effective AI and Advanced Analytic workloads	
Data migration from legacy platforms	Aligns to data regulation through a UK Sovereign data centre	
Full documentation and handover of the platform provided		
Adoption services to help data consumers move to the platform		



Service Name	Data Platform Modernisation with Red Hat OpenShift AI Platform		
Service Description	Computacenter's Data Platform Modernisation with Red Hat OpenShift AI Platform helps UK public sector organisations modernise data platforms using cloud-native, container-based architectures. We enable scalable, secure and governed data and AI platforms thereby accelerating modernisation while supporting hybrid and on-premise environments.		
Service Features		Service Benefits	Typical Roles
Platform accelerator based on Red Hat OpenShift AI		Accelerated modernisation of data platforms	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Cloud-native, containerised data platform design		Greater flexibility across hybrid environments	
Hybrid and on-premise deployment support		Scalable foundations for data and AI	
Integration with data, analytics and AI services		Improved platform resilience and portability	
Scalable compute and storage enablement		Stronger security and governance controls	
Security, governance and compliance by design		Faster delivery of data and AI capabilities	
Automation using Kubernetes-native patterns		Increased confidence in platform sustainability	
DevOps, DataOps and MLOps alignment			
Knowledge transfer and platform enablement			



Service Name	Data Platform Modernisation with Snowflake		
Service Description	Computacenter's Data Platform Modernisation with Snowflake service helps UK public sector organisations migrate legacy data estates to the Snowflake platform. We modernise platforms to improve resilience and insight, strengthen data management, prepare for Artificial Intelligence, and unlock value that supports better policy, services and outcomes.		
Service Features		Service Benefits	Typical Roles
Capture requirements and use cases for data platforms		Enables cost saving through legacy data platform decommissioning	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Create a Snowflake data platform high level and detailed design		Enables organisations to provide a data platform ready for AI	
Provide a roadmap and detailed plan to build the platform		Improves organisational resilience through modern data technology and patterns	
Support in tool and technology selection for augmenting Snowflake		Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the modern data platform with Snowflake		Provides a platform of trusted and secure data	
Data Engineering to create pipelines to and from the platform		Supports advanced analytics, AI, reporting and operational workloads	
Data migration from legacy platforms			
Full documentation and handover of the platform provided			
Adoption services to help data consumers move to the platform			



Service Name	Data Platform Strategic Planning Workshop		
Service Description	Computacenter's Data Platform Strategic Planning Workshop is a structured planning engagement to define the vision and approach for a modern data platform. The service aligns business objectives with the latest good practices and patterns in data architecture, governance, sustainability, and enterprise scaling delivering a foundation for data and AI initiatives.		
Service Features		Service Benefits	Typical Roles
Structured, facilitated strategic planning workshop for data platform strategy		Clear vision for a modern data platform	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Solution Architect Architecture – Technical Architect Data – Data Governance Manager Data – Data Ethicist
Alignment of business objectives and data ambitions		Strong alignment between organisational strategy and data delivery	
Modern data architecture patterns and options		Reduced risk in data platform investment decisions	
Data governance, security and operating model considerations		Faster mobilisation of data programmes	
Sustainability and cost efficiency planning		Scalable foundations for data and AI	
Enterprise scalability and interoperability design		Improved governance and sustainability of the data platform	
Technology-agnostic platform recommendations		Clear roadmap for data platform implementation	
Prioritised roadmap and next steps			
Clear, documented strategic outputs and expected benefits			
Support in business case preparation for data platform investment			



Service Name	Data Privacy, Protection and Security	
Service Description	Computacenter's Data Privacy, Protection and Security service helps UK public sector organisations safeguard data throughout its lifecycle. We support product selection, implementation and adoption. Working with customers to embed the people, process and technology changes needed to protect sensitive data, meet regulatory obligations and maintain public trust.	
Service Features		Service Benefits
Data privacy protection and security capability assessment		Reduced risk of data breaches
Product selection for data security, protection, and privacy tooling		Stronger compliance with data protection regulations
Secure implementation and integration of the chosen tooling		Improved protection of sensitive and personal data
Data classification and protection controls		Accelerated recovery from attacks by bad actors
PII discovery, masking and anonymisation		Increased confidence in data sharing and use
Access control, identity, and secrets management		Clear accountability for data security
Policy, process and operating model design		Embedded security by design
Cultural change and adoption support		Improved organisational awareness and behaviours
		Sustained trust in public services

Typical Roles

Core Roles:
 Architecture – Data Architect
 Data – Data Analyst
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager

Supporting Roles:
 Architecture – Solution Architect
 Architecture – Technical Architect
 Cyber security audit and assurance
 Cyber security governance and risk management
 Cyber security monitoring
 Cyber security incident response
 Cyber security vulnerability management
 Cyber security digital forensics
 Cyber security testing
 Cyber security secure design
 Data – Data Governance Manager



Service Name	Data Quality Analysis and Remediation		
Service Description	Data Quality Analysis and Remediation service helps UK public sector organisations understand, improve and sustain data quality. We assess data issues at source, identify root causes, and implement practical remediation and controls—enabling trusted data for operations, reporting, analytics and AI.		
Service Features		Service Benefits	Typical Roles
Data profiling and quality assessment		Improved trust in organisational data	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps Engineer
Identification of root causes and systemic issues impacting data quality		Reduced operational and reporting errors	
Data quality rules, metrics and thresholds definition		Better decision making from reliable data	
Data cleansing, standardisation and enrichment activities		Lower risk from poor data quality	
Data quality issue prioritisation based on risk and impact		Increased effectiveness of analytics and AI	
Integration of quality processes with data pipelines and platforms		Clear accountability for data quality	
Ongoing data quality monitoring and reporting		Stronger foundations for digital transformation	
Alignment with data owners, stewards, and governance policies		Automated, scalable data quality remediation	
Creation of data standards and building cross organisational consensus			



Service Name	Data Readiness for AI		
Service Description	Computacenter's Data Readiness for AI service helps UK public sector organisations prepare data for successful AI adoption. We assess, improve and align data quality, availability, governance and integration thereby ensuring data is fit for training, inference and responsible AI use.		
Service Features		Service Benefits	Typical Roles
Assessment of data fitness for AI use		Improved AI accuracy through better data preparation	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
Data quality and completeness evaluation and remediation		Reduced risk of privacy and compliance breaches	
Bias, representativeness and risk assessment		Faster readiness for AI solution development	
Alignment with AI use cases, regulatory frameworks and ethical usage		Higher quality training and inference data	
Provision of data lineage and provenance for transparency		Increased confidence in AI outputs	
Anonymisation and protection of PII data prior to AI ingestion		Stronger foundations for responsible AI adoption	
Chunking and structuring data for AI consumption			
Clear readiness scoring and reporting			



Service Name	Data Requirements and Use Case Capture		
Service Description	Computacenter's Data Requirements and Use Case Capture service helps UK public sector organisations clearly define data needs and priority use cases. We engage stakeholders to capture requirements, align data to outcomes, and create a clear, governed foundation for effective data platforms, analytics and AI initiatives.		
Service Features		Service Benefits	Typical Roles
Structured stakeholder workshops and interviews		Provides clear alignment between data and organisational objectives	Core Roles: Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Data – Data Governance Manager Data – Data Ethicist
Clear capture of business and data requirements		Improved stakeholder engagement and confidence	
Use case definition aligned to organisational outcomes		Faster mobilisation of data programmes	
Proven prioritisation frameworks for data initiatives		Better prioritisation of data investments	
Data source and dependency identification		Clear roadmap for data platform delivery	
Non-functional requirements capture		Consistent, repeatable approach across programmes	
Governance and assurance alignment and risk identification		Reduced delivery risk and rework	
Reusable use case and requirement templates, and prioritisation matrices		Strong foundations for analytics and AI	
Backlog creation aligned to organisational objectives and priorities			



Service Name	Data Strategy and Advisory Services		
Service Description	Computacenter's Data Strategy and Advisory service supports UK public sector organisations to define clear, actionable data strategies. We align data ambition with policy and service outcomes, providing expert advice, roadmaps and governance models that enable confident investment, delivery and long-term value from data.		
Service Features		Service Benefits	Typical Roles
Data maturity and capability assessments		Clear direction for data investment	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Data – Data Governance Manager Data – Data Ethicist
Target data operating model design		Improved alignment between data and policy outcomes	
Strategic data vision and principles		Reduced risk across data programmes	
Roadmaps for data delivery aligned to organisational priorities		Better prioritisation of initiatives and funding	
Definition of data governance and ownership frameworks		Stronger governance and accountability	
Data technology and platform product selection assistance		Accelerated delivery of data-enabled services	
Investment and benefits case development		Increased confidence in strategic decisions	
Policy, risk and compliance alignment		Sustainable, future-ready data capabilities	
Executive and senior stakeholder engagement		Adoption of latest good practices in data management and architecture	
Alignment to latest good practices such as data product adoption			



Service Name	Data Value Stream Accelerator	
Service Description	Computacenter's Data Value Stream Accelerator Service helps UK public sector organisations understand how data value is delivered across people, process and technology. We identify bottlenecks, eliminate unnecessary steps, and recommend automation and enablement opportunities to accelerate benefits realisation and improve delivery efficiency.	
Service Features		Service Benefits
End-to-end data value stream mapping		Faster realisation of data-driven benefits
Evaluation of the value stream across people, process and technology		Reduced delivery time and effort
Identification of bottlenecks and waste		Elimination of unnecessary processes and approvals
Automation and enablement opportunity analysis		Improved efficiency across data delivery
Benefits realisation maturity assessment		Better alignment between teams and outcomes
Practical, prioritised improvement recommendations		Increased automation of data activities
Alignment with organisational objectives		Greater transparency of value delivery
Stakeholder engagement and workshops		Stronger return on data investment
Clear, actionable recommendations for Value Stream acceleration		
Adoption service to support actioning the recommendations		
		Typical Roles Core Roles: Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist



Service Name	Digital Twin Foundry	
Service Description	Computacenter's Digital Twin Foundry service helps UK public sector organisations build internal capability to design, deliver and operate digital twins. We enable the technology, data, people and processes required, embedding governance, integration and benefits tracking to ensure sustainable adoption and measurable return on investment.	
Service Features		Service Benefits
Digital twin platform and technology enablement	Sustainable in-house digital twin capability	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
Data integration and modelling for digital twins	Faster creation of new digital twins	
Twin development frameworks, patterns, and standards	Reduced dependency on external suppliers	
Skills, roles and operating model definition for twin delivery	Consistent, governed digital twin delivery and operation	
Governance and lifecycle management for twins	Clear visibility of benefits and value	
Digital Twin use case identification and prioritisation	Improved return on digital twin investment	
Benefits realisation and ROI tracking models	Better alignment between digital twins and organisational needs	
Tooling selection and implementation support	Scalable foundations for future evolution of digital twin capabilities	
Knowledge transfer and capability uplift		



Service Name	Expert Services in Data and AI	
Service Description	Computacenter's Expert Services in Data and AI provide UK public sector organisations with experienced specialists aligned to the Government Digital and Data Profession Capability Framework. We augment teams and programmes with trusted data and AI experts, accelerating delivery, reducing risk and building sustainable capability.	
Service Features		Service Benefits
Specialists aligned to Government Digital and Data roles		Rapid access to scarce data and AI skills
Expertise across data, analytics and AI disciplines		Accelerated delivery of data and AI programmes
Rapid mobilisation into teams, projects, and programmes		Reduced delivery and capability risk for data and AI initiatives
Knowledge transfer and capability uplift for the in house teams		Improved quality of data and AI solutions
Experience with public sector environments, data, standards, and processes		Flexible scaling of data and AI teams
Support across discovery, delivery and operations		Increased confidence in programme delivery
Integration with existing teams and suppliers		Sustainable capability through knowledge transfer
Flexible engagement models		
Offshore capability available where appropriate for the engagement		
This service can provision any role listed within our Lot 3 pricing document.		



Service Name	FinOps for Data and AI		
Service Description	Computacenter's FinOps for Data and AI service helps UK public sector organisations control, optimise and forecast data and AI costs. We align financial management with data and AI delivery, embedding governance, automation and accountability to maximise value, efficiency and transparency across cloud and platform spend.		
Service Features		Service Benefits	Typical Roles
Data and AI cost visibility and allocation		Improved transparency of data and AI costs	Core Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Analyst Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Data – Data Governance Manager Data – Data Engineer Data – Data Ethicist Data – Data Scientist Data – ML Engineer
Cloud spend analysis and optimisation recommendations		Reduced waste and unnecessary spend	
Unit economics for data products and AI models		Better value from the data and AI estate	
Budgeting, forecasting and financial controls for data and AI		Predictable, controlled data and AI investment	
Cost-aware architecture and platform design		Stronger fiscal accountability across teams	
Automation of cost controls and alerts		Informed trade-offs between cost, performance, and value	
Governance, policies and accountability models		Sustainable scaling of data and AI ecosystem	
Integration with delivery and operating models		Increased confidence in financial decision making	
Training and FinOps capability uplift			



Service Name	Intelligent Workflow Automation and Case Flow Management		
Service Description	Computacenter’s Intelligent Workflow Automation & Case Flow Management service designs AI-enabled workflows that support the movement, handling and completion of work across services. We introduce controlled AI assistance, including agent-based components, to automate defined steps, reduce handoffs and improve flow while maintaining human oversight and accountability.		
Service Features		Service Benefits	Typical Roles
AI-assisted workflow design and optimisation		Reduced processing time across end-to-end workflows	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Automation of defined process steps and handoffs		Improved consistency in task handling and execution	
Intelligent triage, routing and prioritisation		Fewer manual handoffs between teams	
Human approval points embedded in workflows		Reduced backlog pressure in high-volume services	
Traceable task execution and action logging		Greater visibility of work in progress	
Secure deployment into government service environments		Improved auditability of automated task steps	
Integration with case, service and workflow systems		Better prioritisation of urgent or complex work	
Operational safeguards and exception handling built-in		More time for staff to focus on complex cases	



Service Name	IT Infrastructure Digital Twin		
Service Description	Computacenter's IT Infrastructure Digital Twin service creates a living model of cloud, edge, and on-premise estates. It enables simulation of user journeys, application dependencies, failures and recovery scenarios thereby supporting proactive monitoring, resilience planning and informed decision making across complex public sector environments.		
Service Features		Service Benefits	Typical Roles
Digital twin modelling of cloud, edge, and on-premise infrastructure		Improved resilience and service continuity	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
Application and system dependency mapping		Reduced impact of system failures	
User journey and service flow modelling		Better understanding of infrastructure dependencies	
Failure, outage and recovery scenario simulation		Faster incident response and recovery	
Resilience and disaster recovery planning		Proactive identification of risks and bottlenecks	
Proactive monitoring and impact analysis		More informed infrastructure investment decisions	
Capacity, performance and change modelling		Improved planning for change and growth	
Integration with monitoring and CMDB tools		Increased confidence in service reliability	
Visualisation and executive dashboards providing near real time insight			
Interactive simulation modelling and what if analysis			



Service Name	Legacy Powercenter to Informatica IDMC Migration		
Service Description	Computacenter's legacy PowerCenter to Informatica IDMC Migration service helps UK public sector organisations modernise legacy data integration estates. We securely migrate workloads to Informatica IDMC, reducing technical debt, improving scalability and enabling cloud-native data integration, governance and automation.		
Service Features		Service Benefits	Typical Roles
Assessment of existing PowerCenter estates		Reduced legacy platform risk and technical debt	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Migration planning and dependency analysis		Improved scalability and cloud readiness	
Automated and manual workload migration		Lower infrastructure and operational costs	
Refactoring for cloud-native IDMC patterns		Faster, more resilient data integration	
Data integration, quality and governance alignment		Access to modern IDMC capabilities	
Parallel run and validation testing		Improved data governance and observability	
Performance optimisation post-migration		Simplified operations and maintenance	
Decommissioning of legacy PowerCenter environments		Future-ready data integration foundations	
Knowledge transfer and operational enablement			



Service Name	Operational AI Assurance and Control	
Service Description	Computacenter's Operational AI Assurance & Control service provides practical oversight of AI systems operating within government services. We design controls, monitoring and assurance mechanisms that manage risk, support accountability and ensure AI-enabled capabilities remain safe, transparent and compliant throughout live operation.	
Service Features		Service Benefits
Operational oversight of AI systems in live use		Greater assurance for senior responsible owners
Monitoring, drift detection and operational risk signal alerting		Reduced operational and reputational risk
Runtime controls and safeguard mechanisms		Improved transparency of AI behaviour and outcomes
Human review and escalation pathways defined		Stronger accountability for AI-enabled activities
Secure deployment into government service environment		Faster identification of issues in live operation
Audit-ready logging and operational reporting		Improved readiness for audit and scrutiny
Alignment with organisational risk and assurance processes		Safer scaling of AI-enabled services
Incident response support for AI-related issues		Supports responsible AI adoption across services

Typical Roles

Core Roles:
 Data – Analytics Engineer
 Data – Data Analyst
 Data – Data Engineer
 Data – Data Scientist
 Data – ML Engineer
 Product and Delivery – Business Analyst
 Product and Delivery – Delivery Manager

Supporting Roles:
 Architecture – Data Architect
 Architecture – Solution Architect
 Data – Data Governance Manager
 Data – Data Ethicist



Service Name	Predictive and Early Warning AI Systems		
Service Description	Computacenter’s Predictive & Early-Warning AI Systems service designs AI capabilities that identify emerging risks, trends and pressures before they escalate. We enable proactive monitoring and early-warning signals across services, using predictive and pattern-based techniques to support timely intervention while maintaining transparency, governance and human oversight.		
Service Features		Service Benefits	Typical Roles
Predictive analysis of trends, risks and service pressures		Earlier identification of upcoming risks and issues	Core Roles: Data – Analytics Engineer Data – Data Analyst Data – Data Engineer Data – Data Scientist Data – ML Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager Supporting Roles: Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist
Early-warning indicators and alert design		Reduced likelihood of service failures or escalation	
Continuous monitoring of key operational signals		Improved preparedness for demand surges	
Proactive alert thresholds and escalation triggers		Better prioritisation of preventative actions	
Explainable predictive outputs and confidence indicators		Increased visibility of future service pressures	
Secure deployment into government service environments		More informed planning and resource allocation	
Integration with operational, case and performance data		Reduced reactive workload for frontline teams	
Governance controls for predictive use and escalation		Greater confidence in proactive service management	



Service Name	Service and Process Digital Twin		
Service Description	Computacenter's Service and Process Digital Twin service creates dynamic digital twins of public sector services and operational processes. We model and monitor citizen interactions end-to-end, enabling simulation, performance insight and resilience testing to support continuous service improvement and more reliable, user-centred public services.		
Service Features		Service Benefits	Typical Roles
Digital twin modelling of services and operational processes		Improved understanding of citizen experiences	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
End-to-end citizen journey mapping		Data-driven service improvement decisions	
Real-time monitoring of service performance		Increased service resilience and continuity	
Process flow and dependency modelling		Faster identification of process bottlenecks	
Simulation of demand, disruption and failure scenarios		Reduced impact of service disruptions	
Bottleneck and inefficiency identification		Better planning for demand changes	
Resilience and continuity modelling		Improved operational efficiency	
Integration with operational data sources		Provide a foundation for automation through agentic AI	
Visualisation and performance dashboards			
Simulate agentic workflows for automation prior to implementation			



Service Name	Smart Building and Infrastructure Digital Twin	
Service Description	Computacenter's Service and Process Digital Twin service creates dynamic digital twins of public sector services and operational processes. We model and monitor citizen interactions end-to-end, enabling simulation, performance insight and resilience testing to support continuous service improvement and more reliable, user-centred public services.	
Service Features		Service Benefits
Digital twins for buildings and physical infrastructure	Improved efficiency of buildings and infrastructure	Typical Roles Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
Integration of IoT, sensor and asset data	Reduced operational and maintenance costs	
Real-time monitoring of performance and condition	Enhanced resilience and safety	
Energy, utilisation and sustainability modelling	Better use of estate and assets	
Predictive maintenance and asset health analysis	Improved sustainability and energy performance	
Scenario modelling for failures and disruptions	Proactive maintenance and reduced downtime	
Safety, compliance and resilience monitoring	Data-driven investment and planning decisions	
Integration with facilities management systems	Increased visibility across physical assets	
Visualisation and interactive dashboards		



Service Name	Synthetic Data Creation	
Service Description	Computacenter's Synthetic Data Creation service helps UK public sector organisations generate realistic, privacy-preserving datasets. We create synthetic data to test data and AI applications, support model training, and reduce reliance on sensitive data thereby enabling safe innovation while maintaining regulatory compliance.	
Service Features		Typical Roles
Synthetic data generation for structured and unstructured data	Reduced reliance on sensitive or personal data	Core Roles: Architecture – Data Architect Data – Data Analyst Data – Data Engineer Product and Delivery – Business Analyst Product and Delivery – Delivery Manager QAT – Test Engineer Supporting Roles: Data – Data Governance Manager Data – Data Ethicist Data – Data Scientist Data – ML Engineer QAT – Test Manager Software Development – DevOps Engineer
Privacy-preserving data modelling techniques	Faster testing and development of Data and AI solutions	
Support for AI training and testing	Lower privacy and compliance risk	
Validation of statistical fidelity and utility of the generated datasets	Safer AI model training	
Bias and representativeness assessment of the generated datasets	Better coverage of rare or edge cases	
Automation of data generation and integration into data pipelines	Increased confidence in testing outcomes	
Documentation and governance controls for generated datasets	Accelerated data and AI experimentation	