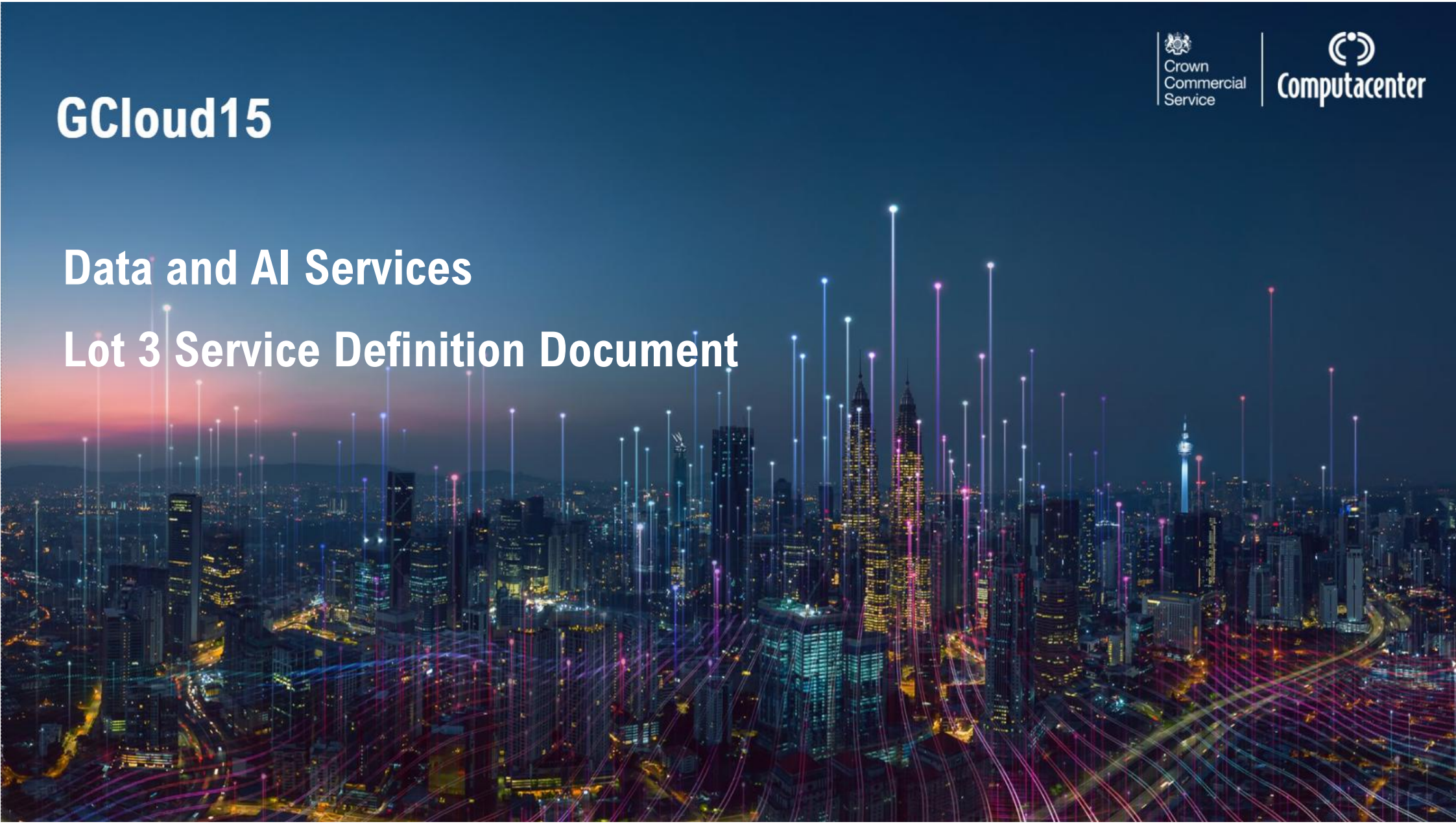

GCloud15

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.

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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.**

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- 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'

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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 Revenue	£5,326.4m Technology Sourcing
£482.2m Adjusted net funds		£778.3m Professional Services
		£860.1m Managed Services
	£9,916.5m* Gross invoiced income	

Reported numbers from the Annual Report and Accounts 2024.

* This figure recognises standalone software and resold services as gross.

Group Headquarters - Hatfield, United Kingdom

Scale & resources

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

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

Breadth of skills

Cloud & applications | Data Center | Networking | Security | Workplace

Source

Transform

Manage

1

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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.

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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.

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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

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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

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Data and AI Expert Services

Expert Service Provision

- Expert Services in Data and AI

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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

Neocloud Selection and Deployment

- Data Platform Modernisation on Neoclouds

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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

Snowflake Aligned

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

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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

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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

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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		

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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		

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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	

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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	

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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	Typical Roles
AI-supported simulation of complex systems and interactions	Safer testing of ideas before real-world implementation	**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	

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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	Typical Roles
AI governance frameworks aligned to public sector standards	Reduced risk from AI adoption	**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
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		

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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		

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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	

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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	Typical Roles
AI-enabled search across documents and information sources	Faster access to relevant organisational information	**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
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		

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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		

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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		

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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		

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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		

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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		

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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		

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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		

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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	

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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 advise 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		

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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		

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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		

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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		

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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 **Supporting Roles:** Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps 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	
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		

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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		

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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	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
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		

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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 **Supporting Roles:** Architecture – Data Architect Architecture – Solution Architect Data – Data Governance Manager Data – Data Ethicist QAT – Test Manager Software Development – DevOps 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	
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		

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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	Typical Roles
Assessment of current data architecture	Scalable, future-ready, and well-architected data platforms	**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		

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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		

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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	Typical Roles
Automated discovery of structured and unstructured data	Improved visibility of organisational data assets	**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
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		

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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	Typical Roles
Purview configuration aligned to organisational governance requirements	Faster realisation of value from Purview investment	**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
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	

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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 impotently trusted.

Service Features	**Service Benefits**	**Typical Roles**
Training data pipeline design and engineering	Higher quality training data for AI models	**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 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	

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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	

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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		

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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		

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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		

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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		

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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		

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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	Typical Roles
Secure migration of sensitive public sector data	Reduced risk when migrating critical public sector 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
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		

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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	Typical Roles
Identification of high-value data use cases	Improved decision making through actionable insight	**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
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		

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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	

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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		

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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		

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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	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 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		

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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	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 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		

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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	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 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		

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Service Name	Data Platform Modernisation On Neoclouds
Service Description	Computacenter's Data Platform Modernisation on Neoclouds service helps UK public sector organisations to select a Neocloud provider and build a modern data and AI platform there. We modernise platforms to improve resilience and insight, strengthen data management, support Artificial Intelligence, and unlock value that underpins 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 Neocloud 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 Neoclouds	Supports data lakehouse, fabric or mesh architectures	
Platform build to setup the data platform on a Neocloud	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	Can align to UK Sovereign data needs where required	
Full documentation and handover of the platform provided	Enables organisations to select the correct Neocloud provider with confidence	
Adoption services to help data consumers move to the platform		
Neocloud procurement advice and support for vendor selection and purchase		

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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		

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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		

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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		

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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	Typical Roles
Data privacy protection and security capability assessment	Reduced risk of data breaches	**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
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	

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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		

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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		

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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		

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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		

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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	Typical Roles
End-to-end data value stream mapping	Faster realisation of data-driven benefits	**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
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		

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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	Typical Roles
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		

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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	Typical Roles
Specialists aligned to Government Digital and Data roles	Rapid access to scarce data and AI skills	**This service can provision any role listed within our Lot 3 pricing document.**
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		

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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		

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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	

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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		

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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		

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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	Typical Roles
Operational oversight of AI systems in live use	Greater assurance for senior responsible owners	**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
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	

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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	

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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		

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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	Typical Roles
Digital twins for buildings and physical infrastructure	Improved efficiency of buildings and infrastructure	**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		

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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	Service Benefits	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	

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