

The background of the entire page is a close-up photograph of a person's finger touching a digital screen. The screen displays a complex data visualization, likely a financial or technical chart, featuring multiple lines in shades of blue, green, and red. The lighting is dramatic, with strong blue and purple hues, creating a high-tech, digital atmosphere.

Claranet

Data Platform Modernisation Service

Service Description v1.00

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1. Introduction

This Service Description describes the Service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Claranet Master Services Agreement ("MSA") set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the MSA.

Claranet provides the following services as part of its Data Platform Modernisation Service ("Service"). The Service components and features are set out below along with the related responsibilities for that Service component/feature.

2. Scope of Service Description

The Customer acknowledges that any services, activities, or deliverables not expressly described in this Service Description are out of scope for the Service. Any components identified as optional or additional will be chargeable at an additional cost and must be purchased separately. Notwithstanding the foregoing, if Claranet performs any additional services, activities, or deliverables at the request or direction of the Customer, the Customer shall be liable for all associated Fees and expenses, whether or not a formal Order Form or Change Request has been executed.

3. Service Overview

The Data Platform Modernisation professional service is designed to help organisations transform their data platforms to align with modern technologies, processes, and operational demands.

This Service can be provided in two (2) tiers to address varying business needs and maturity levels:

- **Proof of Value Service:** The Proof of Value Service provides a lightweight implementation focused on quickly validating the strategic value of modernising the data platform. It allows organisations to test new capabilities with minimal investment and assess impact before committing to a full transformation effort.
- **Modernisation Service:** The Modernisation Service is a comprehensive transformation service that refactors legacy systems, integrates cutting-edge tools and frameworks, and rebuilds data workflows to enable scalability, performance, and alignment with business priorities. It provides a complete overhaul of the data platform, ensuring long-term readiness for advanced analytics and operational growth.

4. Service Tiers

Each of the following Service Tiers may be purchased individually or combined as part of a bundled Service offering.

4.1 Proof Of Value Service

The Proof of Value Service creates an operational Proof of Value ("**PoV**") data platform that enables Customers to explore core functionalities, train their teams, and validate the potential of a modern data platform.

The PoV data platform is not intended to be a full production implementation, but rather a sandbox-like environment that demonstrates scalability, performance, and business impact in response to select high-value use cases. This enables Customers to evaluate platform features and workflows, empowering them to make informed decisions about longer-term investments in modern data infrastructure.

Phases	Description
	Collaboration with the Customer to identify and analyse a high-value use case for Proof of Value implementation. Clearly define expected outcomes, metrics, and success criteria for the Proof of Value.
Use Case Identification	Two workshops will be provided to select, define and understand the use case(s) to be implemented: - Workshop 1: High Level Objectives & Use-case selection; - Workshop 2: Use-case detailed discovery.
Proof of Value Implementation	This will include the following: - Design, set up, and configuration of the core components of a scalable, modern data platform. - Implementation of the foundational elements such as data ingestion pipelines, storage, analytics, and visualisation tools for the selected use case.
Testing and Validation	This will include the following: - Validation of workflows, integrations, and platform performance for the selected use case. - Conduct detailed testing scenarios to ensure platform reliability, functionality, and scalability.
Training & Enablement	Claranet will provide training and onboarding materials to empower the Customer's team to explore and learn from the platform. Claranet will support hands-on learning and adoption of modern data tools and techniques. This will be provided in the form of a handover/ enablement workshop.

4.1. Modernisation Service

The Modernisation Service helps organisations modernise existing data platforms or implement new ones to create scalable, high-performance systems that support advanced analytics and operational goals. Whether transforming legacy systems or building from scratch, this Service ensures a structured approach to create a future-ready platform tailored to business needs.

Phases	Description
Discovery	The Discovery phase focuses on understanding the Customer's current state and defining the desired future state. This phase creates the blueprint for a successful platform modernisation effort, ensuring the subsequent stages are based on well-defined strategies and actionable outcomes designed for business success. This phase covers the following: • Data Assessment: This step involves understanding the Customer's data requirements to prepare the groundwork for designing a modern data platform. It includes evaluating data sources, their accessibility and quality, and defining data workflows needed to support business processes. The assessment focuses on identifying gaps in current capabilities, such as integration needs, transformation processes, and scalability requirements, to inform the design of the new data architecture. A Data Assessment Document is created, detailing data requirements and the current architecture. • Data Platform Inventory: This step involves creating an inventory of the Customer's current data infrastructure, data assets and processes. This inventory provides a high-level overview and will be used for design and planning purposes in the subsequent phases. • Stakeholder Alignment: Internal and external stakeholders are identified and consulted to gather insights on expectations, use-cases, and specific requirements. This alignment ensures all strategic priorities are reflected in the roadmap and project deliverables. • Use-case Discovery: This deep dives into the organisation's analytics and operational priorities ensures the platform is designed to address high-value use-cases. Specific use-cases are identified and prioritised based on business goals, such as improving decision-making, enabling advanced analytics, automating workflows, or enhancing customer experiences. One of these use-cases may be selected as part of a Minimum Viable Product (MVP) deployment at a later stage. • Success Metrics Definition: Clear KPIs, benchmarks, and detailed targets are established to measure the success of platform modernisation efforts and keep track of progress and performance outcomes.
Design	The Design phase is where key documentation is created to provide the high-level technical specifications for the design of the data platform which will be used to deploy and provision the required data platform resources and assist in the planning and prioritisation of use-cases. This phase includes the following:

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- **Solution Design:** The technology stack, including cloud platforms, databases, business intelligence (BI) tools, and data integration processes are evaluated to ensure the infrastructure can support future scalability and reliability. Resources such as servers, databases, and any necessary software licensing are provisioned as part of this foundational setup. A Solution Design Document is created, providing detailed documentation of tools, architecture, and operational requirements.
 - **Conceptual Data Modelling:** Create a conceptual data model based on the information captured in the Discovery phase.
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Planning

The Planning phase is focused on establishing a clear execution plan with all foundational elements in place for successful delivery of data platform modernisation. This includes the following:

- **Project Planning:** A roadmap is developed, outlining project milestones, deadlines, dependencies, and delivery phases. Where applicable following an Agile approach, sprint schedules and iteration plans are created to focus on incremental deliverables.
- **Resource Planning and Resourcing Strategy:** The resource requirements for the full project delivery are scoped out, including skill sets, and roles needed for successful execution. The resource plan includes sourcing strategy, timelines for onboarding resources, and budget considerations.
- **Risk Identification:** A review of risks across technical, operational, security, and compliance areas, along with mitigation strategies. Risks such as data security concerns, compliance challenges, or stakeholder management issues are assessed and strategies to mitigate these are documented. This is captured in a Risk Register.
- **MVP Selection:** A key use-case is prioritised from the candidates identified from the Discovery phase as a Minimum Viable Product (“MVP”) to ensure tangible value from the platform is showcased at an early stage. The MVP is chosen based on business goals to validate the platform’s performance, capabilities, and alignment with strategic objectives. Clear metrics and success criteria for these use-cases are established. Claranet may include more than one use case in the MVP at its own discretion, otherwise additional use cases can be included in the deployment at additional cost (see Additional Use-Case Delivery in section 4.2).

Platform Deployment

The Platform Deployment phase focuses on initialising the project and setting up the foundational elements of the data platform and operational workflows, allowing the project to progress effectively into full delivery.

The following activities are included:

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- **Environment Setup:** Provision and configure the underlying infrastructure for the data platform. This includes cloud environment setup, networking, storage solutions, and database configurations, all tailored to meet performance, scalability, and security requirements.
 - **CI/CD Pipeline Setup:** Deploy and configure continuous integration/continuous deployment (“**CI/CD**”) pipelines to enable automated builds, testing, and deployments. This setup establishes efficient workflows for future code development and iterative updates.
 - **Framework Deployment & Configuration:** Implement critical frameworks, such as data orchestration pipelines, analytics tool configurations, and governance frameworks. These frameworks are configured to align with business objectives and enable seamless integration with operational requirements.
 - **Integration & Validation:** Conduct initial validation and testing of the provisioned environment, deployed resources, and frameworks. Key integrations are verified to ensure components communicate effectively and operate as expected.
 - **Project Plan Implementation:** Launch the operational roadmap by translating the project plan into actionable boards or workflows. Assign roles and responsibilities to team members to ensure clear accountability, and establish collaboration tools and processes, such as sprint boards or task management systems, for ongoing project execution.
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The MVP Delivery Phase is focused on demonstrating the capabilities and value of the data platform with a targeted, high-impact use-case identified during Discovery.

This phase includes the following:

MVP Delivery

- **Use-case Implementation:** Execute the selected MVP use-case(s), focusing on delivering tangible results that align with business objectives.
 - **Performance Validation:** Measure platform performance under the demands of the MVP use-cases, focusing on metrics such as processing speed, data accuracy, scalability, and system reliability.
 - **Feedback Gathering:** Conduct workshops and interviews with stakeholders to review MVP outcomes, gather feedback on use-case delivery, and identify opportunities for improvement in subsequent projects or phases.
 - **Refinement and Scalability Assessment:** Evaluate the platform’s ability to scale the MVP use-cases beyond the initial scope. This phase identifies steps to adapt workflows for larger datasets, wider organisational use, or increased complexity.
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4.2. Additional Features

The following features can be purchased on top of the standard Service and will be subject to additional charges:

Feature	Description
Additional Use-case Delivery	The Additional Use Case Delivery Feature is designed to iteratively develop, test, and deliver high-value analytics and data processing use-cases. This feature ensures rapid delivery cycles and prioritises flexibility to adapt to evolving requirements, stakeholder feedback, and business needs. This includes the following: 1) Discover & Prioritise: a) Define the objectives and functionality of the use-case. b) Collaborate with stakeholders to finalise requirements and acceptance criteria. c) An in-depth discovery is performed of the use-case, detailing and designing the technical scope for development. d) Tasks are broken down and prioritised and a detailed delivery plan for the use-case is formed. 2) Develop: Build and configure the use-case, leveraging the data platform's tools and frameworks to implement the solution. 3) Test: Rigorous testing of the use-case workflows and outputs against predefined success metrics and performance benchmarks. 4) UAT & Handover: Conduct User Acceptance Testing ("UAT") with stakeholders to ensure functionality meets their requirements. Once approved, the use case is promoted to production operations with documentation and training provided.
Managed Data Platform Service	This Managed Service provides ongoing support for the Customer's data platform, providing: • Monitoring & Alerting; • Optimisation Reporting; • Backup & Disaster Recovery; • Platform Administration; • Release & Change Management. Please refer to the Managed Service – Data Platform Service Description for more detail.
Data Strategy	The Data Strategy feature provides structured guidance for the definition, planning, and implementation of data-related initiatives. Claranet partners with

	stakeholders to define data objectives, assess current capabilities, and design a tailored roadmap that aligns analytics initiatives with business goals. The service includes the following activities: • Assessing existing data assets, data management processes, and technical capabilities; • Establishing data governance guidelines and compliance requirements; • Outlining a strategic roadmap for data architecture, tooling, and analytics integration; • Aligning data operations with organisational objectives and applicable regulations. This feature is intended to support consistent, compliant, and purpose-driven use of data within the organisation.
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Data Maturity Assessment	This feature provides a survey of the Customer’s workforce to benchmark current data maturity across strategy, skills, and culture. This can be provided either as is a high-level assessment or as an in-depth assessment. The advanced assessment provides the following: • A detailed analysis of the survey results; • An in-depth workshop to explore the results in more detail and facilitate high quality discussion about the Customer’s current and target data maturity; and • Customised report outlining the findings, suggested priorities, and related recommendations to reach the target maturity.
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5. Roles and Responsibilities

The Customer, or any appointed third parties, acknowledges and agrees to perform its responsibilities. Claranet’s delivery, implementation, and performance of the Service depend on the timely and effective completion of these Customer’s responsibilities and/or adherence to Claranet’s reasonable instructions. If the Customer fails to meet these responsibilities and this results in an impact on any Service Levels set forth herein, Service Credits shall not be payable:

Responsibility	Description
Primary Contact Provision	The Customer must assign a primary contact with appropriate knowledge to support service delivery and coordination.

Stakeholder Access

The Customer must ensure availability of its key internal and external stakeholders for workshops, meetings, and technical reviews.

Working Environment

If on-site presence is required, the Customer must provide a safe and suitable working environment for delivery personnel.

Information Provision

The Customer must supply requested information in the format specified within five (5) Working Days, unless otherwise agreed.

Project Request Response

The Customer must respond to project-related requests within five (5) Working Days, unless otherwise agreed.

Timely Cooperation

The Customer must cooperate reasonably and follow Claranet's instructions to support service delivery.

Maintenance Notification

The Customer must notify the service provider of any scheduled or emergency maintenance that may impact service performance.

Information Updates

The Customer must keep technical and contact details up to date and notify Claranet of any changes.

Data Access Provisioning

The Customer must provide secure access credentials for all relevant data sources and systems.

Governance Oversight

The Customer is responsible for defining and reviewing data governance policies to ensure compliance.

Audit Coordination

The Customer must support audit activities by providing documentation and access to relevant teams.

Security Requirements

The Customer must share applicable security policies and notify Claranet of any changes and/or updates to compliance requirements.

Infrastructure Management

The Customer must maintain infrastructure components required for service execution.

Change Approval	The Customer must approve and communicate any changes that may affect the operational environment.
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5.1. Pre-Requisites

Before Claranet can commence the Services, the Customer is required to fulfil or complete the following pre-requisites to ensure that the Services can be delivered successfully. If such pre-requisites are not met by the Customer, then this may have consequential adverse impact on the delivery of Services and may prevent Claranet from delivering on its obligation and/or require changes in a Change Request Form to remediate any impact.

Pre-requisites	Description
Network Access	The Customer will ensure Claranet is able to access the network(s) in which the platform is deployed. For example, VPN access or IP whitelisting.
Credentials & User Access	The Customer will provide Claranet with necessary credentials and relevant role assignments to be able to monitor and manage the data platform resources and repositories.

Note: In the event a Pre-requisite is not fulfilled, the delivery of Service may be delayed, quality of Service may be impacted and/or additional costs may be incurred to deliver the Services. In addition, the Service shall not be subject to the SLAs or Service Credits (if applicable) and shall be provided on a reasonable endeavours basis until the above activities are completed.

6. Delays and Cancellation Terms

1. Professional Services must be used within 6 months from the date of Customer's signature of the Order Form and at expiry of this period, Claranet may invoice the full remaining Professional Services Fees and the Customer will pay those Fees in accordance with the Agreement. Thereafter, the Customer will have a further 6 months to use those remaining Professional Services, after which they will expire on such date if unused. Unless agreed otherwise, Professional Services are non-refundable.

2. The Customer agrees and acknowledges that Claranet will estimate the time required to complete the Services and that additional days of Professional Services may be required to complete the Services. Claranet shall notify the Customer where it determines in good faith additional days are required to complete the Services and such additional days may then be authorised by the Customer in accordance with Change Request Form or an additional Order Form.
3. If the Customer postpones a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement	Postponement Fee
Less than 15 working days but greater than 10 working days	50% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	75% of the Fees associated to the booking
Less than 5 working days	100% of the Fees associated to the booking

4. If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet will automatically invoice and the Customer shall pay for cancellation charges equivalent to the total Fees that would otherwise have otherwise be payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise.
5. Once the cancellation has been processed by Claranet, the Customer shall follow Claranet's reasonable instructions to decommission any hardware and to cease access to relevant systems that the Customer received as part of the Service.

7. Assumptions and Exceptions

Service delivery may be affected if the following occur below. Where relevant and to the extent any Service Levels set out herein are impacted by the below, Service Credits will not apply as a result:

1. It is assumed that where required as part of the Service, access to the Customer's IT infrastructure is quickly established and retained for the duration of the Service. Any issues relating to access and permissions may result in work being halted or delayed until such access is resolved.

2. Where software licences are not provided as part of the Service, it is the Customer's responsibility to ensure they have the appropriate subscriptions and licences as required to benefit from the Service. The costs of such licences and subscriptions are not included in the price of the Service as set out in this Service Description unless otherwise provided in the Agreement.
3. Claranet shall not be responsible for any failure of any component for which Claranet has no control over.
4. Claranet shall not be responsible for the Service to the extent that the Service or its performance is impacted by the exceptions set out below:
 - a. if the Customer is in default under the Agreement;
 - b. in the event that the Service is unavailable due to any component, event or situation not wholly within Claranet's control, including, but not limited to, a failure of a component that Claranet is not responsible, or issues with electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer;
 - c. in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
 - d. in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers;
 - e. in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf;
 - f. in the event that the Service is unavailable as a result of the Customer exceeding system capacity;
 - g. in the event that the Service is unavailable due to viruses, not arising from the failure or breach of Claranet or Claranet's Service;
 - h. in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
 - i. in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise;
 - j. in the event that the Service is unavailable due to Customer's third party contractors or vendors or anyone instructed by the Customer gaining access to Claranet's network, control panel or to the Customer's website at its request;
 - k. in the event that the Service is unavailable due to a force majeure event;
 - l. in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;

- m. in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct, or that of any person authorised by the Customer to use the Services provided by Claranet;
- n. in the event that the Service is unavailable due to any failures that cannot be remedied because the Customer is unreachable or Claranet personnel are unable to access the Customer's relevant systems, assets and/or sites.

8. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the Master Service Agreement, unless otherwise expressly stated herein. Set out below are a description of key technical terms used in this Service Description.

Terms	Definition
CI/CD (Continuous Integration/Continuous Delivery)	A set of automated workflows that streamline the development, testing, deployment, and release of code changes for infrastructure and application configurations. CI ensures code changes are integrated into a repository regularly, while CD automates the deployment process to deliver updates efficiently and quickly.
Customer Experience for Managed Services (CXMS) Document	The CXMS document provides a framework for Claranet's core managed support experience and describes what a Customer can expect from any standard Managed Service provided by Claranet. It outlines the responsibilities of both Claranet and the Customer, including how to log and escalate cases, how SLA targets are prioritised, set, and achieved, as well as the tools used to perform these functions.
Data Assessment Document	Document provided in the Discovery phase of the Modernisation Service.
Key Performance Indicator (KPI)	Key Performance Indicators are metrics designed to show progress towards a specific business objective.
Master Service Agreement (MSA)	A contract that outlines the terms and conditions under which Claranet provides managed Services to its Customers.
Minimum Viable Product (MVP)	A Minimum Viable Product is a use case (or set of use cases) which are delivered and fully functional, targeted to show early value from the solution.
Service Level Agreement (SLA)	A documented agreement within the MSA that specifies the levels of Service to be provided and the metrics by which the Services are measured.
User Acceptance Testing (UAT)	User Acceptance testing is a phase of testing performed by end users of a service/product to ensure that their requirements have been met.