

Management information and business information consultancy services

G-Cloud 15

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Management information and business intelligence consultancy services

CDS provides management information and business intelligence solutions across the whole software delivery lifecycle. From data architecture, through ETL design and implementation to dashboards and visualisation. We support our clients to access key insights about their organisations and derive greater value from their data. Our experience and expertise spans business intelligence and management information systems including:

- Self Service Visualisation Tools
 - Power BI
 - Tableau
 - QlikSense
- Enterprise Grade BI Platforms
 - Qlikview
 - MicroStrategy, now Strategy
- Embedded AI analytics Tools Pyramid Analytics.

We provide consultancy and development from BI/MI consultants to identify your current data maturity and provide a detailed roadmap. This helps you either get more from your existing toolset or identify the most appropriate architecture and tooling to suit your business strategy.

We provide both technical and business change services to support your BI initiatives, recognising that data and BI are more than just technical services. We support the vision of enabling the organisation to derive the maximum value from its data estate and creating a data driven culture supported by intelligent decision making.

Case study

Royal Mail needed a solution to manage the performance of its facilities management (FM) supplier and provide real-time visibility of reactive and planned maintenance across its 1700 properties, with granular reporting and forecasting capabilities, in a way that was convenient and provided daily actionable insights for staff in the field. The solution needed to process and surface data from internal systems and a third-party FM supplier.

CDS was perfectly positioned to meet Royal Mail's requirement, drawing on our recent experience delivering Electronic Property Information Mapping System (EPIMS) for the Office for Government Property, the biggest estate management database of its kind in Europe. Our aim was to:

- Improve performance of Royal Mail's FM supply chain
- Provide dynamic dashboards, linked to KPI performance, on mobile devices
- Provide visibility of reactive maintenance
- Enable proactive performance management
- Help investment budgeting through accurate insights
- Provide an interface into our data warehouse, to create a client-side data set and mitigate data/supplier 'lock-in'.

CDS met Royal Mail's objectives through a combination of off-the-shelf software (after considering tools including PowerBI, Sisense and Panintelligence, we selected MicroStrategy SaaS as the most suitable) with design, configuration, and data integration services. We provided end-to-end services including data analysis and modelling, database design, dashboard design and implementation of a data warehouse.

The solution aggregates estates and facilities data to visualise FM supplier performance and health and safety compliance. It allows regional teams to make early intervention to maintain operations, avoid risks and prevent service levels falling. It mitigates risks by providing alerts that facilitate early intervention.

Service overview

CDS delivers business intelligence and management information reporting services for public sector organisations including government departments and health and social care organisations as well as private sector with significant sector expertise in property and facility management, financial services, warehousing and logistics, healthcare (including pharmacovigilance) and utilities. We provide consultancy covering all major self-service and enterprise grade BI tools, with an end-to-end service including data schema and data warehouse design, ETL, dashboard design, and full BI and MI service implementation and support.

The goal of great management information and business intelligence projects is to deliver actionable intelligence that can affect change and allow decision-makers to make faster and more effective decisions. We understand that information is the energy that powers today's businesses, and this information is being consumed and utilised through multiple devices and channels.

CDS is expert in the fields of management information systems and business intelligence projects, with significant experience of implementing a range of solutions to develop complex business intelligence solutions that deliver business goals.

Our experience supports the transition to cloud-based solutions where customers can take advantage of an entire BI platform, without any upfront investment or infrastructure required. CDS' business intelligence solution is provided via our shared secure private cloud on a managed service/SaaS model.

CDS' delivers business intelligence that allows all staff to take direct action to affect change because of the reports, alerts, dashboards and applications we put in our customers' hands.

CDS provides end-to-end services for the delivery of management information and business intelligence solutions for the cloud, including:

- Requirements definition
- User requirements
- Service specifics
- Technology
- Data Architecture, data model design and build
- High performance tuning for 'big data' sets
- UX design
- Security design and certification
- Extract, transform, load (ETL) tasks to bring disparate data sources into a common warehouse
- Report, dashboard, alert and other report presentation options
- Project management – agile and waterfall methodologies
- Testing.

Features and benefits

Features

- End-to-end business intelligence (BI) and management information (MI) services
- Award-winning design and UX capability for responsive data visualisation
- Engaging and interactive dashboard design with 'drag and drop' functionality
- ISO27001 certified for information security
- Responsive, device-agnostic solutions including mobile for BI in the field
- Support via ITIL and ISO20000 compliant Service Desk
- Quick and cost-effective deployment
- Dedicated testing team certified to ISO20000 service management
- White label solutions.

Benefits

- Designed to empower non-technical users to explore their data
- Our solutions deliver actionable analytics to drive change
- Start small and scale up based on effectiveness
- Secure handling of sensitive or personal data is assured
- Device-agnostic solutions can be accessed via browser, tablet and mobile
- Quickly see return on investment
- Quickly become experts in your own data
- Data-driven decision making through business insights.

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.
- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

Training

As well as continual ‘on the job’ knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a ‘train-the-trainer’ model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client's context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning
- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps
- Performance and stress testing.

Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

Ongoing support

Our service model is designed to provide comprehensive, proactive support that operates to

ISO20000:2018 Service Management and ITIL best practices, covering the full-service management lifecycle.

We deliver a fully managed service that encompasses application support, platform maintenance, incident management, problem management, change management, supplier management, and out-of-hours support for major incidents. This approach ensures that business-critical systems remain operational and performant whilst maximising customer value through continuous service improvement.

All CDS Service Delivery team are ITIL-certified.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.

- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays).
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the preferred service support tier. Additional time is chargeable at the day rates listed on the rate card.

SLA Incident response

Service	Bronze	Silver	Gold
Incident response			
P1 - To be called in	15 minutes	15 minutes	15 minutes
P2	1 hour	1 hour	1 hour
P3	1 hour	1 hour	1 hour
P4	4 hours	4 hours	1 hour
P5	1 working day	1 working day	1 hour
P6	1 working day	1 working day	1 hour
Target incident resolution - core hours			
P1	8 hours	6 hours	4 hours
P2	15 hours	11 hours	8 hours
P3	5 working days	3 working days	1 working day
P4	7 working days	5 working days	3 working days
P5	N/A	14 working days	10 working days
P6	N/A	N/A	N/A
Major Incident Report	N/A	10 working days	5 working days

Hosting managed services

CDS provides a range of consultancy and management services for design, implementation and management of application infrastructure, including:

- Technical architecture and implementation
- Infrastructure management and maintenance including:
 - Critical security patches
 - OS (operating system) patches: testing and deployment

- Application and platform availability
- Anti-virus & Malware updates
- Obsolescence management
- Proactive monitoring and alerting of Infrastructure & solution performance and function.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

Contact details

Matt Johnson,
Head of Public Sector
CDS, Yorkshire House, Greek Street, Leeds, LS1 5SH
Email: bidteam@cds.co.uk
Telephone: 07939 866831
Website: www.cds.co.uk