



Data Integration & Exploitation Enablement

Service Definition Document

G-Cloud 15

morson **EDGE**

Data Integration & Exploitation Enablement

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Data Integration & Exploitation Enablement

We help public sector organisations to integrate, manage, and unlock the value of their data using cloud-based data platforms and analytics services. We enable secure data integration and reporting across operational systems, enabling organisations to turn data into trusted insights that inform decision making.

- **Discovery:** Discovery and preparation activities assess the current data landscape, source systems, data flows, and reporting requirements, with outputs defining integration pipelines, platform configuration, and analytics scope aligned to organisational needs.
- **Configuration:** Configuration of data platforms to include Azure Data Factory, Microsoft Fabric, Synapse Analytics, AWS Glue, BigQuery, Snowflake, Databricks, and comparable technologies, encompasses data ingestion, transformation logic, orchestration, storage configuration, and analytics enablement.
- **Analytics enablement:** Analytics enablement supports the configuration of dashboards, reports, and datasets using tools such as Power BI and cloud-native analytics services. Outputs provide operational insight without introducing advisory performance management or decision-making services.
- **Integration enablement:** Integration enablement focuses on secure connectivity between data platforms and enterprise systems including ERP, case management, finance, HR, clinical, and operational systems. Configuration activities enable interoperability without introducing proprietary dependencies.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, role-based access configuration, audit logging, and secure handling of sensitive data in line with UK GDPR and public sector data protection requirements.
- **Adoption:** Adoption support is limited to enabling effective use of configured data platforms and analytics tools. This includes technical guidance, documentation, and knowledge transfer focused on sustainable operation.
- **Optimisation:** Delivery is structured around clearly defined service units aligned to data platforms, pipelines, or analytics components. Optimisation and reporting outputs drive improvements in data quality and reliability through continuous monitoring and refinement.

Our project management and delivery approach for Data Integration & Exploitation Enablement provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide management consultancy, performance improvement advisory services, or outsourced analytics functions. Ownership of data, decisions, and outcomes always remains with the customer.

Service Features

- Configuration and optimisation of cloud-based data integration and analytics platforms.
- Support for Azure Data Factory, Synapse Analytics, Microsoft Fabric, Power BI, AWS Glue, Redshift, BigQuery, Snowflake, Databricks, and equivalent technologies.
- Data ingestion, transformation, and pipeline configuration.
- Integration across ERP, case management, clinical, operational, and legacy systems.
- Data modelling and semantic layer configuration.
- Dashboard, reporting, and analytics enablement.
- Role-based access controls and secure data handling.
- Information governance, DPIA, and data protection alignment.
- Data quality monitoring and optimisation.
- Scalable architectures support enterprise and shared service environments.

Service Benefits

- Improved access to integrated, reliable data.
- Faster insight through automated data pipelines.
- Improved data quality and consistency.
- Better operational visibility across services.
- Reduced manual reporting effort.
- Secure use of sensitive public sector data.
- Improved compliance with data governance standards.
- Increased value from existing data platforms.
- Scalable analytics supporting organisational growth.
- Foundation for advanced analytics and AI use cases.

Exit, Transfer, and Portability

- All data remains the property of the customer.
- Data models, pipelines, and documentation can be exported in standard formats.
- The service does not restrict supplier change or internal enablement.
- Exit does not require ongoing paid support or proprietary tooling.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



Contact

Andy Wadsworth – G-Cloud Account Director
Andy.wadsworth@morson.com
 +44 (0) 7779 127 447
morson-edge.com/skills/technology/