



# Agentic AI Analytics and Data Engineering Platform

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G-Cloud 15 – Lot 2 (Cloud Software)





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# Agentic AI Analytics and Data Engineering Platform

## Service Definition G-Cloud 15 – Lot 2 (Cloud Software)

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### 1. Service overview

Adappt's Real-Time Analytics and Data Engineering Platform is a cloud software service that enables organisations to ingest, process, analyse, and query data in real time. The service supports streaming and batch analytics, knowledge graph modelling, search and discovery, and secure data access for analytical applications operating in public, private, or hybrid cloud environments. .

### 2. Service classification

This service is provided as cloud software under G-Cloud Lot 2. It is accessed via web interfaces and APIs. Configuration and onboarding activities are limited to enabling use of the software and do not constitute managed services, bespoke development, or consultancy.

### 3. Intended users

- Public sector data and analytics teams
- Operational intelligence and monitoring teams
- Policy, research, and reporting functions
- Engineering teams building data-driven services
- Governance, assurance, and audit stakeholders

### 4. Core platform capabilities

#### 4.1 Data ingestion and transformation

The platform provides configurable software components for ingesting structured and unstructured data from databases, APIs, event streams, and file-based sources. Transformation pipelines support validation, enrichment, normalisation, and schema management for both real-time and batch processing.

#### 4.2 Real-time analytics and processing

Real-time processing capabilities enable low-latency analytics on streaming data, including event processing, aggregations, windowed analytics, and alerting. These capabilities support operational monitoring and near-real-time decision-making.

#### 4.3 Knowledge graphs and data relationships

The service supports modelling, storage, and querying of knowledge graphs to represent relationships between entities, events, and datasets. Knowledge graphs enable connected analytics, causal reasoning, and advanced search and discovery use cases.

#### 4.4 Data access, APIs, and integration

Secure, role-based APIs provide controlled access to analytical results, datasets, and graph queries. The platform integrates with downstream applications, dashboards, and reporting tools, supporting reuse of analytics across multiple services.

#### 4.5 Search and knowledge discovery

Search and discovery capabilities allow users and applications to explore datasets and knowledge graphs using structured and semantic queries across real-time and historical data.

### 5. Security and data protection

The service implements appropriate technical and organisational measures to protect buyer data. Controls include encryption in transit (TLS 1.2 or higher), encryption at rest where supported by the underlying platform, role-based access control, segregation of customer data, and logging and monitoring of access and processing activities.

### 6. Deployment models

- Public cloud
- Private cloud (buyer-controlled)
- Hybrid cloud

The service may be deployed within Adappt-managed environments or into buyer-controlled cloud environments, subject to buyer requirements for data residency, security, and governance.

### 7. Onboarding and configuration

Standard onboarding is included to configure data sources, ingestion pipelines, access controls, and integrations. Onboarding activities enable buyers to use the software as intended and do not include bespoke software development or ongoing operational management unless separately agreed.

## 8. Support and service management

Support is provided via email or online ticketing during Working Hours (09:00–17:30 UK, Monday to Friday). Requests are prioritised by severity. Enhanced support options, including extended hours or 24/7 support for production workloads, may be agreed at additional cost.

## 9. Service constraints

Service performance and latency depend on data quality, source system characteristics, network connectivity, and deployment configuration. Real-time analytics capabilities require suitable event sources. Planned maintenance for platform updates may be required and will be communicated in advance.

## 10. Offboarding and data export

During an agreed offboarding period, buyers can export their data, schemas, and configurations using available tools or APIs. Data can be provided in commonly used, machine-readable formats. Secure deletion of buyer data is supported following contract termination.

## 11. Benefits to buyers

- Access to real-time insights from streaming data
- Improved understanding of complex data relationships
- Reusable analytics and data services across applications
- Support for evidence-based operational and policy decisions
- Scalable analytics aligned to cloud environments
- Secure and controlled access to analytical outputs
- Reduced effort to build and maintain analytics pipelines
- Supports governance, assurance, and audit requirements

## 12. Alignment to G-Cloud Lot 2

This service is offered as cloud software under Lot 2. It does not include managed services, consultancy, or bespoke development. Buyers requiring implementation, migration, or operational support may procure additional services separately under G-Cloud Lot 3.