Business Intelligence (BI) and Management Information (MI) Consultancy
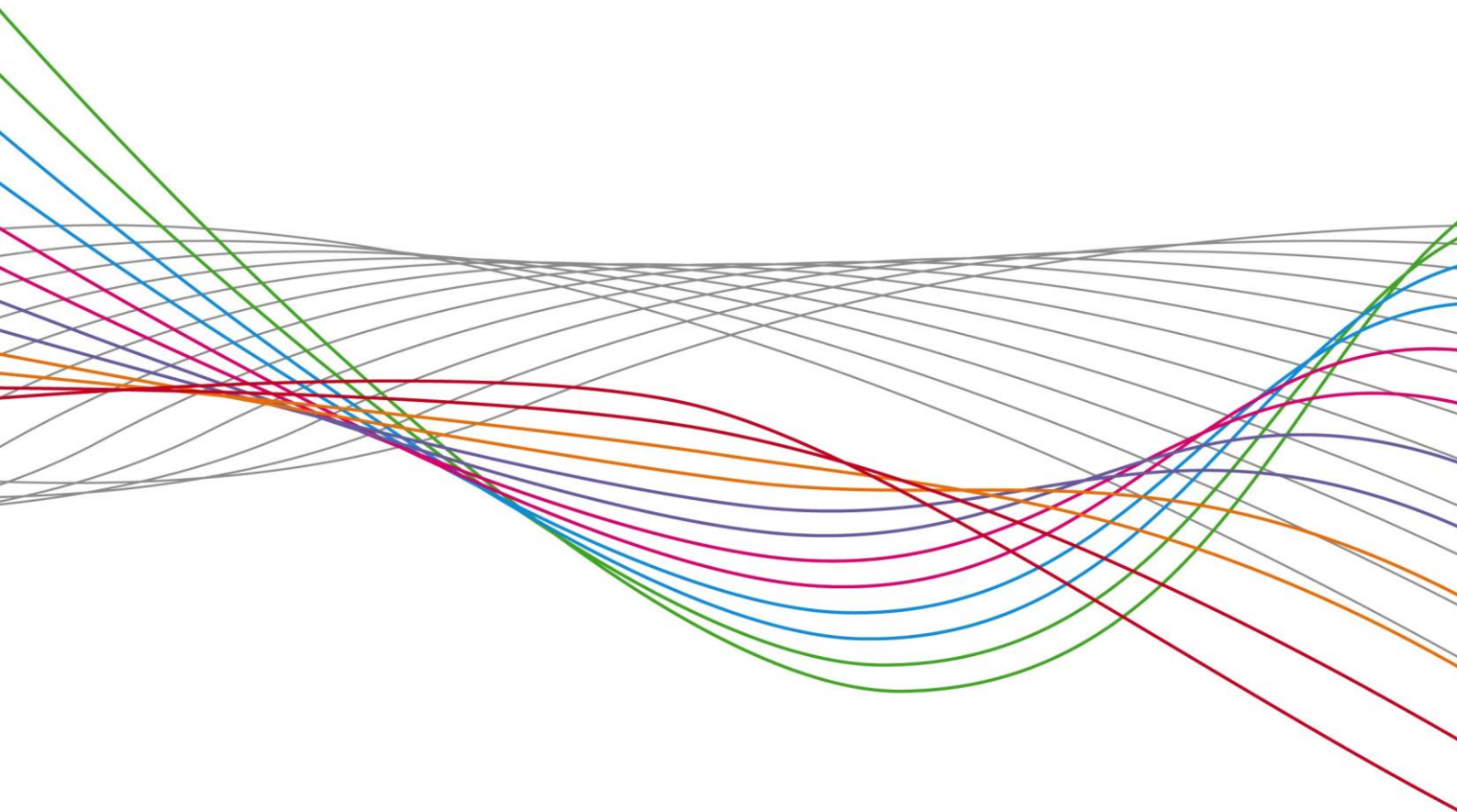
G-CLOUD 8 SERVICES

June 2016

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1. Service Overview

Introduction

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 are referenced experts in the fields of management information systems and business intelligence projects.

CDS has significant experience of implementing a range of solutions to develop complex business intelligence solutions that deliver business goals. In particular our experience supports the transition to Cloud based solutions where customers are able to 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.

M.I. and B.I. Consultancy

Services

CDS' Business Intelligence Solution delivers business intelligence that allows all staff to take direct action to affect change as a result 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, inclusive of:

- Requirement Definition: What questions need to be answered?
- User Requirements: Defining who the different user groups are and what they have to achieve.
- Service Specifics: Mobile or desktop? In the field or at the desk? Real-time or review time?
- Technology: Software and when necessary, hardware recommendations to deliver the requirement.
- Data schema and warehouse design and build
- High performance tuning for "Big Data" sets.
- UX design
- Security design and certification
- Extraction, transformation and load (ETL) tasks to bring in disparate data sources into a common warehouse.
- Report, dashboard, alert and other report presentation options
- Project management – agile and waterfall methodologies
- Testing
- ISO 20000 Service Management

The above services will be charged for based on effort required and our SFIA rate card.

Features and benefits of our service

Features

- We provide end to end services for delivering BI solutions
- Award-winning design and UX capability
- Engaging and interactive dashboard design
- Data schema, warehouse design, data management and ETL processes
- ISO27001 certified for information security
- Responsive, device-agnostic solutions including mobile
- Support via ITIL and ISO20000 compliant Service Desk
- Quick and cost effective deployment

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
- Our solutions can be accessed via browser, tablet and mobile
- Quickly see return on investment
- Quickly become experts in your own data

Expertise

CDS are long term implementation partners for a series of products and services in use by Government and private sector customers alike including:

- Gartner magic quadrant leader Microstrategy
- Microsoft Reporting, Integration and Sharepoint Reporting services
- Logi Analytics dashboarding services
- Apple device reporting (CDS are Enterprise developers on Apple devices using the above products)

2. On-boarding and off-boarding processes

On-boarding

On boarding of data will involve an analysis phase. Working with the customer, we will identify the data sources the customer has or wishes to access as part of the proposed solution. Once agreed, CDS will work with the customer to extract data from the identified sources into a number of staging data sources.

On-boarding costs will be charged based on our SFIA standard rate card and estimated effort based on the analysis of the requirements. All rates exclude VAT.

Off-Boarding

Ownership of the data contained in the solution belongs and rests with the client/customer. As the service is decommissioned the data will be extracted in its native format and transferred to the client via trusted hand.

The service offering will hold data in a fully relational database (sql server) and all data held as part of the service will be made available to the customer in the following options.

- Disconnected copy of the database
- Full data extract into csv file format
- A full documented data dictionary to define the data structure

Our reporting structure means that the data is always maintained separately from the reporting and metadata layer. This guarantees that it is always possible to move customer data to and from our service or utilised in tandem with another service.

CDS are ISO27001 certified for data security and would adhere to these standards at all times including data removal and destruction

3. Service management

CDS operates a dedicated support helpdesk service via email and telephone, based upon ITIL Service Management Methodology and managed using an industry leading call logging, service tracking and resolution reporting system. Our service desk forms a key part of our ISO20000 accredited service management process.

Emails and calls are automatically logged and directed to support staff. Resolution is fully logged and reports are available detailing number of contacts, performance against support targets and speed of resolution.

Where possible, support issues are dealt with remotely by our helpdesk staff to maximise speed of resolution and minimise cost, however CDS support staff can be located on-site for tasks where local access is required.

CDS' support desk service includes:

- Helpdesk support Monday - Friday, 9.00am - 5.00pm

- 24hr Access to email hotline

- An ITIL standard service level agreement for target response and resolution

- On-line access to support incidents

- Email updates

- Options for out of hours support, up to 24x7 cover

- Monthly performance reporting

- Service reviews

Support and Maintenance Agreement

Access to the service desk is subject to establishing a Support and Maintenance Contract with us. We aim to establish a support contract with a minimum level of provision per month, appropriate to the size and complexity of your project. This provision enables us to maintain the level of resources required in order to provide an efficient and responsive service across all aspects of your delivered system, to the agreed service levels.

The monthly support fee entitles you to the equivalent in hours of support time at standard daily rates, and any additional time required is charged at the same daily rate.

As support requirements vary, the provision can be reviewed every six months to ensure it fully meets your requirements.

Details of Response Times

The support times are given below, with CDS' definition of the faults:

Priority	Description of task/problem	First contact	Feedback frequency	Target resolution time
1	Business Critical Business critical problem e.g. the CMS is un-operational, database error etc.	15 minutes	Every 30 minutes	2 hours
2	Critical A major site function not working, e.g. Users cannot register, content not displaying	30 minutes	Every 2 hours	4 hours
3	High Priority Significant site function not working, e.g. Search, site admin tools	1 hour	Every 4 hours	1 day
4	Medium Priority A minor error limited to one page or area of the site that that does not affect the rest of the website e.g. broken link, display error	4 hours	Daily	3 days
5	Low Priority Does not affect website operations e.g. technical support, content author help/set up	1 day	Daily	10 days

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.);

Please refer to SLA extract contained in service management

4. Training

CDS is also able to provide bespoke training to help support the deployment. All training is "hands-on", delivered by one of CDS' experienced BI experts. Training sessions can be delivered either on-site or at one of CDS' offices in Leeds, Cheltenham or London.

Professionally written user documentation can be provided at an additional cost which will include step-by-step instructions and screenshots of your delivered system. This provides excellent post-training support and supports knowledge sharing.

5. Testing

CDS operates a dedicated test team with ISEB qualified test analysts. We can provide a structured test approach that is aligned with either agile or waterfall approach, in order to prove your success criteria have been met.

Our testing services comprise:

- Test strategy and planning – Developed at the outset of the project, confirming how testing will be undertaken through development, pre and post-go-live, and the customer's participation.

- Test plans – development for each sprint or development stage

- Test execution – Testing and defect reporting

- Manager customer UAT – we assist with the customer's testing activities

- Security (perimeter/application) testing

- Performance & Stress testing

6. Ordering and invoicing process

CDS recommend contacting our sales team prior to placing your order with G-Cloud. Invoices are issued monthly in arrears with payment terms of 30 days.

Termination terms

By consumers (i.e. consumption)

3 month termination notice in writing. E-mail termination by approved contact is sufficient

By the Supplier (removal of the G-Cloud Service)

3 month termination notice in writing. E-mail termination by approved contact is sufficient.

Contact Details

Company Name:	CDS
Correspondence Address:	7 Eastgate Leeds LS2 7LY
Registered Address:	As above
Telephone Number:	0113 399 4000
Fax Number:	0113 399 4200
Website:	www.cds.co.uk
Name of Contact:	James Davis / Jonathan Astin
Telephone Number:	0113 399 4076 / 4023
Fax Number:	0113 399 4200
Email Address:	sales@cds.co.uk

Certificate of Quality Assurance

A copy of CDS' quality accreditation to BS EN ISO9001:2000 is provided below.