



REPORTING & ANALYTICS MANAGED SERVICES

PARTNER ONLY

NODE4 LIMITED

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1 INTRODUCTION

1.1 OVERVIEW

Node4's Reporting & Analytics Managed Services enables our clients to leverage the technical expertise within our Data Practice to ensure all aspects of data reporting and analytics are fully optimised on a continuous basis. The Node4 service model negates the need for our clients to hire and retain these skills internally thereby offering an attractive operational and commercial model.

1.2 THE BUSINESS CASE FOR AN OUTSOURCED ANALYTICS & REPORTING MANAGED SERVICE

The availability and performance of critical data and reporting is intrinsically linked to the applications used by employees and clients. Choosing to outsource or co-source the day-to-day management of the data reporting and analytics to a specialist organisation such as Node4 provides clear benefits not only in reduced risks and cost but also in improving business agility and overall quality of service.

2 SERVICE OVERVIEW

The Node4 Reporting & Analytics managed Service provides the following features:

Service Feature	
Support Hours	Mon-Fri, 9-5
Severity One Response Time	30 Mins
Customer On – Boarding	✓
Event & Incident Management	✓
Request Fulfilment	✓
Report Minor Modifications	✓

Note: Changes to the environment under management, through modifications to reports or minor additions to data pipelines which we appraise can be implemented within an hour's effort, we will deliver at no extra charge under the managed services agreement. Changes which require scoping, requirements gathering, a test and deployment plan, and in general additional effort, will be documented through our standard scope of work process.

2.1 CUSTOMER ON BOARDING

Prior to the service live date, Node4 will deliver an on-boarding review and report to create an accurate baseline and documentation set for the client's reporting environment.

The core element of the On-Boarding Service is to benchmark the reporting configuration for future environment management and to optimise the system from the outset of the Managed Services. The result of the Node4 On-Boarding service is a documentation set which provides recommendations for any remedial work and enables an optimal reporting environment.

2.2 EVENT & INCIDENT MANAGEMENT

Node4 operate a mature event and incident management methodology to sustain our solutions, enabling management of issues within the client’s environment. There is no limit on the number of incidents that may be raised since Node4 consider it part of the Managed Service operational remit to manage out persistent issues and thereby drive down the number of anticipated incidents.

Our Data experts are available on a Monday to Friday, 09:00 to 17:00 basis to pick-up any incidents and requests. Telephone support is available via a single helpdesk number within the agreed SLA hours and events / incidents are categorised in by Impact Severity as follows:

Severity	Description
Severity 1 (Critical)	<ul style="list-style-type: none"> Supported software inaccessible. There is a critical need and a total inability to deliver or use a required business function of a Service.
Severity 2 (Major)	<ul style="list-style-type: none"> Supported software component degraded. A Report, system, component or application is not available but a temporary fix may be available. Where there is not a critical need to resolve but there is an impact to the delivery or use of the Service.
Severity 3 (Low)	<ul style="list-style-type: none"> Where there is not a critical need and no impact to the delivery or use of the Service.

2.3 REQUEST FULFILLMENT

The request fulfillment service module allows our clients to request reporting environment changes and enhancements without any additional fees. The below table provides an overview of the included service requests within our standard SLA:

Service Facet	Included
Review data pipeline	✓
Review report refresh process	✓
Source DB connection check	✓
Check Data Gateway	✓
ETL process failures	✓
Dataset refresh	✓
Data Model queries	✓

2.4 CONSULTING SERVICES

Node4 delivers Reporting and Analytics Consulting Services which may be used on an ad-hoc basis or for longer-term project delivery. Consulting Services may be delivered either remotely or onsite and are applicable where a pre-defined piece of Consulting is required, for example adding a new data source, building a new report or adding pages to an existing report.

The Consulting engagement will be documented through our standard Scope of Work process and is based on a time and material basis with prior agreement from the customer.

3 COMMERCIAL MODEL

Prior to providing a formal quotation for a Reporting & Analytics Managed Service, Node4 will qualify the environment and service expectations with the client. To provide an indicative guide, Node4 categorizes client environments into three options.

Commercial Option	Environment Details	Indicative Fee
Small	<ul style="list-style-type: none"> - Power BI reports pertaining to direct data sources only - Up to 5 data sources and 3 reports 	£350/mth
Medium	<ul style="list-style-type: none"> - Includes Datawarehouse and pipelines support, typically as part of a Fabric deployment - Up to 10 data sources and 20 reports 	£750/mth
Large	<ul style="list-style-type: none"> - Enterprise architecture with end-to-end support of environment including advanced analytics components (i.e., python notebooks, machine learning models and streaming analytics). - Greater than 10 data sources and 20 report 	£1,750/mth

Notes:

- Final proposal and fees to be agreed further to qualification with the client and confirmation of the environment inventory.