



**GLOBAL COMPUTING & TELECOMS**  
*infinite solutions, infinite possibilities*

## **Business Intelligence Managed Services**





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# 1 Business Intelligence Managed Services

We are pleased to offer you our Business Intelligence Services, which will provide your organization with comprehensive and efficient solutions to manage your data and leverage the power of AI technologies and help your organization to address the challenges associated with data management, analytics, AI implementation by offering expertise. Our services include:

- **Data Visualization and Reporting:** We will develop intuitive dashboards and reports to visualize your data and present key findings effectively. Our visualization experts will ensure that complex information is presented in a clear, actionable manner, enabling you to make data-driven decisions.
- **Advanced Analytics and Insights:** We will employ advanced analytics techniques to extract valuable insights from your data. Our team will develop predictive models, perform data mining and segmentation, and conduct exploratory data analysis to uncover hidden patterns and trends.
- **Data Governance and Management:** We will establish robust data governance frameworks, implement data quality management processes, and ensure compliance with relevant data regulations. Our experts will also design and manage data integration pipelines, data warehouses, and data lakes.
- **Machine Learning and Artificial Intelligence:** We will build and deploy machine learning models and AI systems tailored to your business needs. Our data scientists will develop algorithms, perform model training and evaluation, and create scalable solutions for automated decision-making.
- **Performance Monitoring and Optimization:** We will continuously monitor the performance of your data and AI systems, proactively identify bottlenecks, and optimize system configurations to ensure maximum efficiency and reliability.
- **Security and Privacy:** We will implement robust security measures to protect your data assets and ensure compliance with data privacy regulations. Our team will conduct regular audits, vulnerability assessments, and implement data encryption and access controls.

We look forward to hearing from you and discussing how we can help you achieve your business goals with our Business Intelligence managed services, please contact us today. We would be happy to provide you with a free consultation and a customized proposal that outlines the scope, deliverables, and pricing of our service offering.

## 1.1 Problem Statement:

Organizations face various challenges such as low efficient & effective provision of Business Intelligence services, managing and leveraging data assets, and implementing AI solutions to solve complex problems. Organizations are increasingly relying on Business Intelligence technologies to gain insights, improve decision making, and drive innovation. Global Computing and Telecoms can assist your organization to address these challenges that will enable your organization to harness the power of Business Intelligence services to make informed decisions, automate process, enhance customer experience, and drive for innovation in various domains.

## 1.2 Benefits:

By choosing Global Computing and Telecoms as your Business Intelligence managed services partner, you will benefit from:

- Expertise and Access to Specialized Skills
- Improved Scalability, Flexibility & Reduced IT Costs
- Improved Data Governance and Security
- Continuous Support and Maintenance
- Innovation and Access to Microsoft Advanced Technologies

## 1.3 Technologies:

Global Computing and Telecoms can provide managed support services for Microsoft Azure technologies that provide various benefits such as collaboration, security, advanced analytics, AI capabilities, and data compliance. Some of the Microsoft Azure technologies that can be supported through a managed services contract are:

- **Microsoft Power BI:** It is business intelligence and data visualization platform which allows organizations to connect to various data sources, transform and model the data, and create interactive visualizations and reports
- **Azure Synapse Analytics:** It is analytics service that brings together big data and data warehousing capabilities and allows organizations to ingest, prepare, manage, and serve data for immediate business intelligence and machine learning needs.
- **Azure Machine Learning:** Azure Machine Learning is a cloud-based service that simplifies the process of building, training, and deploying machine learning models.
- **Azure Cognitive Services:** Azure Cognitive Services offers pre-built AI models and APIs that enable organizations to add intelligent capabilities to their applications without extensive AI expertise.
- **Azure Data Factory:** Azure Data Factory is a fully managed data integration service that allows organizations to orchestrate and automate the movement and transformation of data from various sources to data stores and analytics systems.

## 1.4 Deliverables

Business Intelligence managed services involve providing comprehensive support and management for your organizations data and artificial intelligence infrastructure. Deliverables for this service typically revolve around ensuring data quality, availability, security, and leveraging AI to derive valuable insights. Global Computing & Telecoms will help your organization achieve your business objectives through the following deliverables:

### 1. **Workshops:**

We will provide educational workshops which will help the organization to achieve its business needs and goals by defining use case scenario definitions. The workshops will be Power BI Hands on Workshop, and Infrastructure/Database Migration workshop, which will empower your organization to make insightful decisions, improve your operational efficiency and foster a culture of continuous learning.

The Workshops which will be delivered are:

- Azure Infrastructure and Database Migration workshop - The Azure Migration Master Plan (AMM) for Infrastructure and Database Migration outlines the comprehensive approach and steps for migrating infrastructure and databases to Microsoft Azure. This plan covers assessment, planning, execution, and post-migration activities to ensure a successful migration process.

Workshop Objective:

- Train your employees on post-migration activities and optimization techniques.
  - Highlight the importance of continuous improvement.
- Power BI Hands-On Workshop - The primary objective of this workshop is to equip your organization with the proficiency to utilize Power BI effectively, enabling you to create insightful visualizations, generate comprehensive reports, and drive data-driven decision-making within your organization.

The workshop will cover the following activities:

- Introduction to Power BI: We will help your organization explore the features and capabilities of Power BI and understand how it fits into the analytics landscape.
- Data modeling best practices: We will help your organization understand the fundamentals of data modeling and creating relationships between data tables.
- Advanced Analytics and Visuals: We will help your organization delve into advanced analytics features and custom visualizations to derive deeper insights from your data.
- Power BI Best Practices: We will help your organization discover best practices for report design, data preparation, and optimizing performance for large datasets.

## **2. Assessments:**

We will provide a detailed report outlining the assessment of the existing applications and databases for compatibility with the Cloud Adoption framework. We will provide Recommendations based on the assessment report for modifications or updates which are needed for a seamless integration. The assessment phase will include the following deliverables:

### **a. Stakeholder Alignment:**

Establish a cross-functional migration team and define roles and responsibilities.

### **b. Requirements Gathering:**

Engage stakeholders to understand business and technical requirements for the migration.

### **c. Current State Assessment:**

Assess existing infrastructure, applications, and databases to determine readiness for migration.

### **d. Risk Analysis and Mitigation:**

Identify potential risks and develop risk mitigation strategies.

## **3. Deployment/migration:**

We will help you migrate your databases, services, and assets by creating a comprehensive plan, preparing a landing zone for migration, deploy & release the workloads.

The process of deployment and migration will be aligned to Microsoft Cloud Adoption Framework, and consists of the following activities:

- Assess workloads: We will help your organization assess workloads to evaluate cost, modernization, and deployment tooling. This process focuses on validating or challenging assumptions.
- Deploy workloads: After we assess workloads, the existing workload functionality is replicated or improved in the cloud. This replication could involve a lift and shift or rehost to the cloud.
- We will help your organization identify, configure, and deploy a landing zone to meet the needs of the near-term cloud adoption plan.
- Release workloads: Once functionality is replicated to the cloud, workloads can be tested, optimized, documented, and released for ongoing operations.

## **4. Dashboard & Support Maintenance:**

We will help you improve your business life cycle management, by providing resources who will assist your organization with the development of Power BI reports & Dashboards, and Power BI support on Demand. Our proposed dashboard support and maintenance package includes the following key components:

### ○ Business Life-cycle Management:

The process effectively manages and governs Power BI assets, reports, dashboards, and data models throughout your lifecycle within your organization. It ensures that Power BI solutions are developed, deployed, maintained, and retired in a structured and controlled manner. It



follows an approach which we will help your organization understand your specific business requirements and goals for Power BI usage. We will define the scope, objectives, and key performance indicators for Power BI implementations.

- Power BI Technical Support on Demand:  
We will provide 24/7 access to our support team for issue resolution and technical assistance. The support will include rapid response and incident resolution to minimize downtime.
- Development of Power BI Reports & dashboards:  
A requirement gathering and analysis will be conducted where we will engage with stakeholders to understand their reporting needs and expectations, identify data sources, KPIs (Key Performance Indicators), and metrics to be visualized.

## 1.5 Investment

Our pricing and engagement model will be customized based on your specific requirements, including the scope of services, the complexity of the project, and the expected duration. We offer flexible pricing options, including fixed-price contracts, monthly retainer models, and outcome-based pricing structures. Our goal is to provide you with a transparent and cost-effective solution that maximizes the return on your investment.

The following table represents the investment options for the Business Intelligence Managed Service Subscription, the recommended package is the Premier package:

Level	Services	Hours	Monthly Investment	Annual Investment
<b>Premier Package</b>	<ul style="list-style-type: none"> <li>○ 24/7 Support</li> <li>○ Dedicated Account Manager</li> <li>○ Business Data Architect</li> <li>○ Senior Data Consultant</li> <li>○ Project Manager</li> </ul>	Unlimited Number of hours	R400 000	R4 800 000 (Excl VAT)
<b>Advanced</b>	<ul style="list-style-type: none"> <li>○ Remote &amp; Hybrid services</li> <li>○ Intermediate Data Consultant</li> </ul>	160	R104 000	R1 248 000 (Excl VAT)
<b>Foundation</b>	<ul style="list-style-type: none"> <li>○ Remote services</li> <li>○ Consultant</li> </ul>	80	R48 000	R576 000 (Excl VAT)



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## 1.6 Contact Us

**Take the next step today!**

Contact Global Computing and Telecoms for more information at [info@globalcomputing.co.za](mailto:info@globalcomputing.co.za)

