

PROPOSAL FOR THE CITY OF COLUMBUS

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Executive Summary

Talend is pleased to present this proposal to the City of Columbus (COC) in response to the Talend Professional Services RFSQ. Talend solutions provide our customers world-class capabilities for simplifying the integration of data and applications without the challenges associated with proprietary systems.

Based on information provided in this RFSQ by COC, Talend proposes Talend Professional Services to assist the COC in their organizational needs to provide additional software, technical support, training and professional services related to the further development and support of data integrations using our Talend Data Fabric. The Talend Team will provide implementation and training services as part of this deployment.

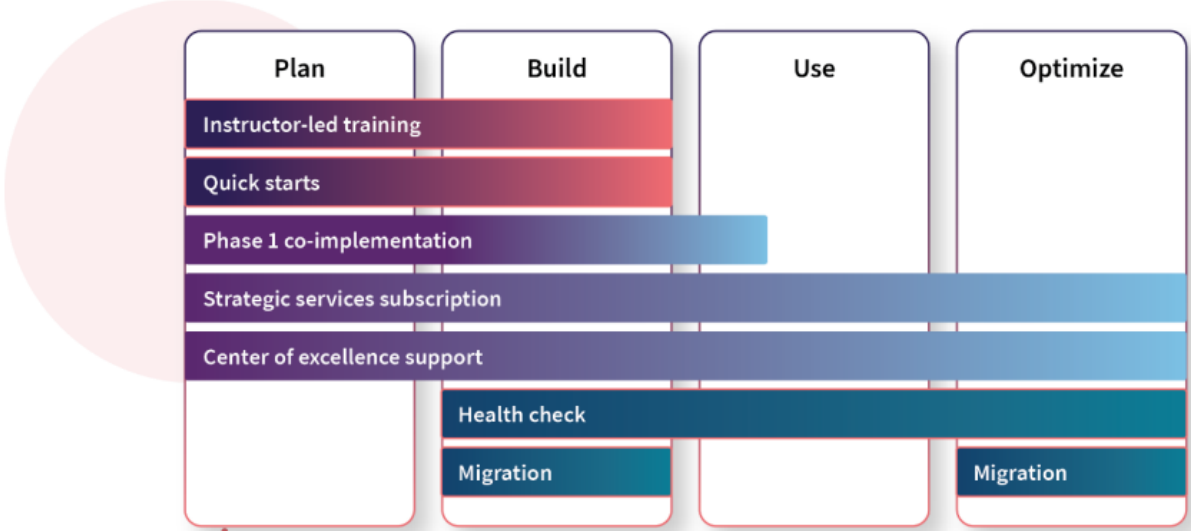
Moreover, Talend's commitment to leadership in the open source community and our product innovations provides COC a platform that will handle future application integration, additional MDM domains, data integration and management needs.

Why Talend professional services?

The Talend Professional Services team's mission is to make sure that your organization gets the most out of your implementation. We provide ongoing strategic architectural guidance and work closely with all of our customers to successfully build organizational and business solutions. We also assist with major new initiatives, hands-on problem solving, periodic technology refreshes and use case expansions, and cloud driven migration initiatives. Talend Professional Services provide both strategic and technical consulting services, making sure that you get the most from our Talend Data Fabric platform solutions. From a rapid phase 1 release to building out your HA environment and DataOps capabilities, Talend is here to help assist COC to get them most from Talend Data Fabric!

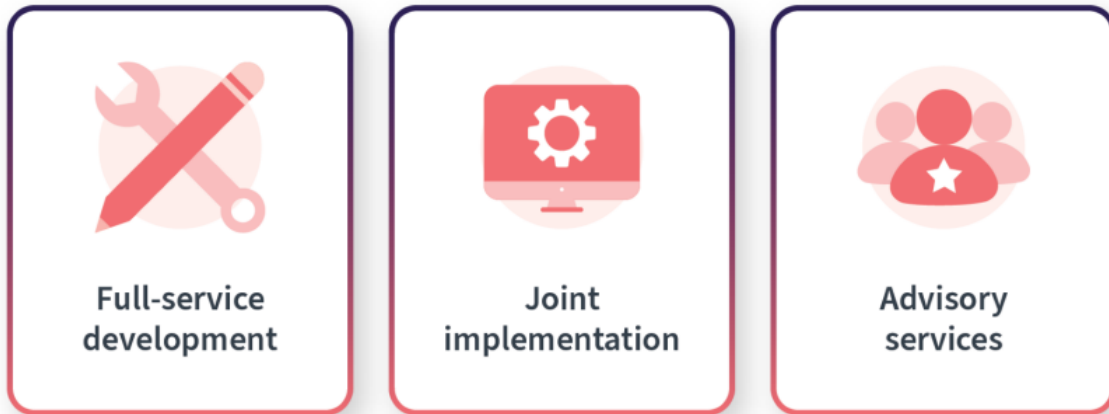
Professional Services Through Your Adoption Journey

Talend Professional Services is here to help you no matter where you are in your individual Talend journey. Whether you are planning or designing your Talend implementation, building or rolling it out for wider use, or looking to optimizing your existing Talend deployment, Talend Professional Services provides the right level of guidance and assistance as depicted in the figure below:



Our Model for Implementation Success

Talend’s objective is to enable you optimize the value of your Talend investment while assisting you to get your solution into production in the shortest amount of time possible. We find that joint development during the initial implementation is the best way to accomplish this. If you think about the ways that you might engage with a services provider, it ranges from full-service application development at one extreme to “phone a friend” type advisory services at the other extreme as depicted in the figure below.



In the early stages of new technology adoption, Advisory Services fall short because you don't know what you don't know. By the time an issue or gap is recognized, we're all in reactive or correction mode, which is inefficient, costly & time consuming. On the other extreme, we don't typically provide full-service application development, because at the end of the engagement your team won't have had the opportunity to gain the skills needed to maintain and extend your solution.

Our Collaboration Approach

Our aim is to provide guidance and advice at the beginning of every project, so that we can ensure that the project is set up for success in terms of system and solution architecture and design. Joint implementation, by allowing our team to collaborate with yours, enables us to accomplish this. Initially our team will be doing much of the heavy lifting to implement your initial use case functionality while your team shadows and learns. As your team gains more experience, our Professional Services team takes a step back into a more advisory role.



Throughout your Talend journey, you'll have support from a number of resources, including Customer Success Managers, Strategic Architects, Talend Academy, and Technical Support. In addition, if needed, we collaborate with partners from our ecosystem or preferred partners by our customers to ensure a successful implementation.

Professional Service Resources

Roles and Activities

For the COC project, Talend consultants will be engaged in the different roles defined in the table below:

Role / Profile	Typical Activities
Talend Consultant	Deliver Talend training, Installation and Configuration of Talend environment, Design and Implementation of medium-complexity Talend jobs, Trouble-shooting, Engagement as an individual contributor
Talend Senior Consultant	System design and architecture guidance, Installation, Configuration and Deployment of Talend environment. Implementation of the developed code. Roadmap exploration and planning.
Talend Principal Consultant	Provide Talend expertise for highest complexity engagements, Lead Talend teams with multiple resources, Provide thought leadership within areas of expertise, Collaborate across Talend business units for future product improvements through engagements.
Talend Strategic Architect	Act as a technology advisor, Design Solutions for customers, Architect enterprise-wide data integration and/or Data Governance solutions, Assist customers to Architect, design, build, deploy, manage and audit the best practices use of our software, Develop a Talend Education Services plan according to customer needs
Talend Delivery Manager	Delivery management services related to the customer's Talend project

However, Talend's extensive bench of skilled professional services resources and their qualifications are listed below in full detail.

Consultant	
Education & Certifications	<ul style="list-style-type: none"> * College degree with 3+ years experience * Masters with 1+ years experience * Certified on a minimum of 2 Talend Products
Skills & Experience	<ul style="list-style-type: none"> * Experience in Data Management or Solution development & deployment in the areas of data migration, data integration, application integration or data quality * Working knowledge of Data Quality, MDM, ESB or similar technologies * Good in RDBMS, SQL, Java, and Unix * Good written and verbal communication skills * Advanced problem-solving skills and technical aptitude * Basic experience of the full SDLC cycle * Delivered multiple onsite Customer engagements * Proven interactions with cross functional group members

Responsibilities	<ul style="list-style-type: none"> * Deliver Talend training * Install & Configure Talend Software * Documentation of Talend solutions and work delivered * Design and development of Talend solutions of medium complexity * Adapt to customer’s work culture and establish an excellent working relationship * Contribute to solution implementation confidently as individual contributor * Project status reporting * Trouble shooting
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Senior Consultant	
Education & Certifications	<ul style="list-style-type: none"> * College degree with 6+ years experience * Masters with 4+ years experience * Certified on a minimum of 3 Talend Products
Skills & Experience	<ul style="list-style-type: none"> * Demonstrated Experience in Data Management or Solution development & deployment in the areas of data migration, data integration, application integration, MDM or data quality * Expertise on Data Integration, Data Quality, MDM, ESB, cloud and or similar technologies * Good experience in the full SDLC cycle and basic experience in CI/CD deployments * Experience from direct contribution to several end to end deployments in different industries
Responsibilities	<ul style="list-style-type: none"> * Performance optimization of Talend environments and solutions * Design and development of complex Talend solutions * Provide Talend expertise consulting on projects of mid to high level of complexity * Guide / coordinate multi-FTE efforts for data management or application integration solution development * Define technical specification for custom developments * Assist pre-sales engagement estimates * Trouble shooting of complex problems * Contribution to knowledge base and community

Principal Consultant	
Education & Certifications	<ul style="list-style-type: none"> * Bachelor's or a Master's degree * 10+ years of experience in Technology Consulting * Certified on a minimum of 3 Talend Products * Certified on a minimum of 1 technology partner product
Skills & Experience	<ul style="list-style-type: none"> * 8+ years experience consulting in data management or application integration field * Developed expertise in complex Data Management or Application integration solution design and deployment * Expertise on at least 3 Talend modules/products * Within region acknowledged as the primary go to expert on at least one Talend product * Has regularly taken on mentoring/coaching roles to assist colleagues * Has demonstrated ability to deliver, manage and lead full lifecycle projects * Has regularly identified additional business opportunities and extensions * Demonstrated expertise in providing advisory and guidance on large enterprise deployments and complex applications • Ability to influence others to achieve results • Exceptional verbal, presentation, written, Interpersonal communication skills
Responsibilities	<ul style="list-style-type: none"> * Provide Talend expertise consulting on projects of highest complexity * Deliver engagements with minimal supervision or direction * Take lead role in multi resource engagements * Serve as the regional primary go to expert for peers within at least one of the expertise areas * Regularly assist services pre-sales activities * Regularly produce and publish documentation and white papers within areas of expertise * Provide thought leadership within areas of expertise * Gathering of product improvement inputs from engagements and provisioning to and collaboration with Product Management/R&D

Strategic Architect	
Education & Certifications	<p>Bachelor's or a Master's degree</p> <p>10+ years of experience in Technology Consulting</p> <p>Minimum 8 years of Services/Consulting experience across various Industry verticals</p> <p>Experience working with Enterprise customers in strategic advisory role</p>
Skills & Experience	<ul style="list-style-type: none"> • Advanced knowledge and implementation experience in at least 3 areas including Data Integration, Data Management, Data Warehousing, Data Quality, Data Governance, Data Architecture, Big Data and Cloud, preferably with Talend's products (extra credit for more than one) • Strong RDBMS skills. Database appliance skills is a plus including Netezza, Greenplum, Teradata and Exadata • Architecture and working knowledge with any one Columnar or No SQL Database • Enterprise Scale Big Data Solution Architecture with at least one leading on-premise or Cloud Hadoop distributions (Cloudera, Hortonworks, MapR or AWS, Azure, Google) • Able to understand complex architectures involving multiple products to achieve a solution and present Talend value proposition to meet customers Architecture needs • Knowledgeable on Linux or Unix based Platform • Ability to analyze Platform Architecture and performance issues and define a plan to address those issues • Experience designing solutions for customer's business requirements using Talend and drive business-aligned strategic change within their organization • Experience Architecting enterprise-wide data integration and/or Data Governance solutions for Talend customers • Experience working with customer staff at all levels of the organization, from executives to implementation resources, to build a roadmap for their Data Management or Data Governance initiatives • Demonstrated creative problem-solving ability • Ability to influence others to achieve results • Exceptional verbal, presentation, written, Interpersonal communication skills • Ability to work effectively independently in a fast-paced environment as well as in a team environment • Experience in defining Enterprise Scale reference and implementation architectures • Strong understanding of integration design patterns & best practices • Experience in designing and building integrations between multiple on premises and/or cloud hosted systems

<p>Responsibilities</p>	<ul style="list-style-type: none"> • Act as a technology advisor to Talend’s Strategic and Enterprise customers • Design solutions for customer’s business requirements using Talend and drive business-aligned strategic change within their organization • Architect enterprise-wide data integration and/or Data Governance solutions for Talend customers • Work with customer staff at all levels of the organization, from executives to implementation resources, to build a roadmap for their Data Management or Data Governance initiatives • Build an Engagement Plan, manage and deliver as per the plan • Develop a Talend Education Services plan, working with customer resources to ensure a strong working knowledge of Talend products • Work with enterprise architecture and governance teams, business line IT architects, and data management leadership to drive adoption of Talend platform capabilities • Guide projects using Talend methodology and best-practices to ensure customer success and a high return on Talend software investments • Assist customers to Architect, design, build, deploy, manage and audit the best practices use of our software <ul style="list-style-type: none"> • Develop Best Practices based on field experience • Serve as a Trusted Advisor and ensure architecture and design principles are upheld throughout the implementation • Participate in governance team discussions and provide a strong voice on critical decisions • Communicate complex technical concepts effectively to a broad group of stakeholders • Build collaborative relationships with Regional Professional Services Managers and Sales Account Executives to assist them with effective positioning of the strategic services to our Enterprise customers • Provide Pre-Sales support for clients with complex requirements (deep technology / high risk) • Provide an understanding of what is needed to implement Talend Technologies to help drive new solutions and assist in creating custom SOWs
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Professional Services Pricing

The Services for this COC project will be provided on a Time and Material (“T&M”) basis and the scope of the engagement will be limited by what may be reasonably accomplished within the agreed upon hours as set forth in the table below.

Project Description	Hourly Rate List Price USD
Talend Consultant	\$247.50
Talend Senior Consultant	\$275.00
Talend Principal Consultant	\$295.00
Talend Strategic Architect	\$295.00
Talend Delivery Manager	\$235.00

All services under this proposal will be performed remotely by staff within North America. **Talend Professional Services can provide offshore staff for the delivery of portions of this project, at a reduced cost.** Note that such staff will operate in their local time zone. To mitigate potential communication challenges, all Delivery Manager and Strategic Architect support will be staffed within North America.

Talend Professional Services resources meet and exceed COC’s service provider requirements/needs to handle the following:

- Experienced in supporting enterprise configurations of Talend leveraging both Windows and Linux host operating systems.
- Experienced in scaling Talend Data Integration jobs and Enterprise Service Bus routes.
- Proficient in installing and configuring Talend Enterprise Service Bus in enterprise environments.
- Experienced in developing Data Integration Jobs that leverage a combination of web services and traditional RDMS.
- Experienced in developing Web Services, and Routes using Talend Studio that leverage Talend Enterprise Service Bus.
- Experienced in developing Data Integration Jobs that leverage Cloudera/HDFS.
- Experienced in using Talend Studio to design, develop, and deploy Data Integration jobs that leverage industry best practices for reusability and contextualization.
- Experienced in delivering Talend Data Integration Jobs, Talend Enterprise Service Bus jobs on time and within budget.
- Experienced in developing implementation plans and test plans.
- Experienced in producing / providing clear documentation for all deliverables

References

Talend has over 6500 customers as well as 300,000+ registered open source users. Below is a sampling of customers realizing business benefits through the use of Talend solutions. Under NDA and upon request Talend will provide additional reference contact info to COC.

