

SPRINT REPLY: ACCELERATE PERFORMANCE ECOSYSTEM OPTIMISATION

Service Definition Document

ACCELERATE PERFORMANCE

BUILDING RESILIENT, CONNECTED DIGITAL PROCESS

Our mission is to transform how you interface with your business systems, colleagues, and customers through transformation and optimisation of business processes with the latest automation technology.

Our consultants help clients achieve excellence in their end-to-end operations. **Building resilient, connected services to turbo-charge efficiency, agility, and performance improvements.** We deploy a unique blend of industry, digital, and process expertise to accelerate results while building capabilities tailored to each client's unique needs.



ABOUT REPLY

- An introduction to Reply
- Reply competencies
- Cloud capabilities
- Size, scale and location
- Clients





ABOUT REPLY

INTRODUCTION TO REPLY

Introduction to
Reply

About Sprint Reply

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Reply is a Group composed of a **network of companies that specialises in consulting, system integration and digital services**, with a focus on the conception, design and development of solutions based on new communication channels and digital media. With **Global Operations** and Main Offices in Germany, Italy and the UK, Reply achieved **in excess of €1,480 million revenue in 2021**.

We partner with key industrial groups in defining and developing business models made possible by new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking.

We help our customers optimise and integrate processes, applications and devices - fostering our customers success through the introduction of innovation across the whole economic digital chain.



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REPLY COMPETENCIES

INTRODUCTION TO REPLY

Reply's core offer focuses on three areas of competence:

Processes	Applications	Technologies
Reply builds resilient, connected process that leverage technology to turbo-charge efficiency, agility and performance improvements	Reply designs and develops application solutions aimed at meeting core business needs	Reply optimises the use of innovative technologies, creating solutions that are capable of guaranteeing maximum operational efficiency and flexibility for end users.

Within the three areas Reply offers:

- **Consultancy** on strategy, communications, processes and technologies;
- **Systems Integration** to use the full potential of technology by combining business consulting services with innovative technical solutions and high levels of added value;
- **Application Management** the management, monitoring and continuous development of software assets.



REPLY DNA

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ENGINEERS **75%**
Software Engineering & design is at the core of our organisation

COMPANIES **150+**
Network of highly specialised and agile companies

PROJECTS **5K+**
Delivered in 2020

AGILE **70%**
Projects being delivered using Agile methodologies



2K+ **CLIENTS**
Delighting our clients across industries

1.5K **GRADUATES**
Each year attracting tomorrow's leaders in today's key areas

10% **SECURITY**
Of our staff have deep security expertise

15 **COPs**
Active Communities of Practice being led within our organisation

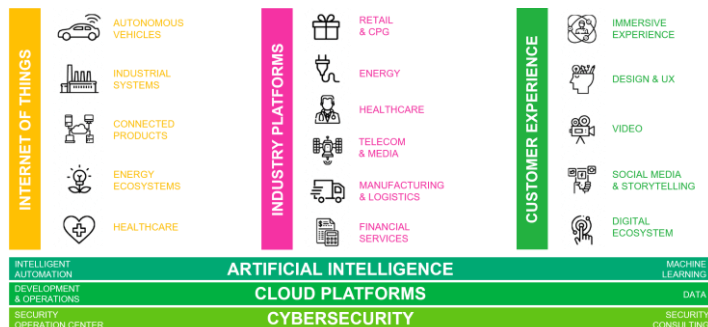


REPLY IN A NUTSHELL



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Founded in 1996, Reply is a company that specialises in **consulting**, **system integration** and **digital services** with a focus on the **design** and **implementation** of solutions.





CLOUD CAPABILITY

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Repls network of specialist companies are recognised leaders in the Cloud Professional and Managed Service market. Our teams have experience in successfully delivering large scale Cloud projects for public and private sector clients. We are proud to share the industry recognition for our experience and expertise:

 PLATINUM PARTNER Open Reply	 SAP RECOGNIZED EXPERTISE DESIGNATION FOR UTILITIES, CONSUMER PRODUCTS AND RETAIL Syskoplan Reply, 4brands Reply, Power Reply, Portaltech Reply	 PREMIER CLOUD SOLUTION PARTNER Blue Reply	 SALESFORCE CONSULTING PARTNER AND EXPERT IN SALES & SERVICE CLOUD, AUTOMOTIVE & MANUFACTURING Arianis Reply	 PARTNER Reply	 GREAT PLACE TO WORK CERTIFIED™ Airwalk Reply	 BEST INTRANET, BEST DIGITAL EMPLOYEE COMMUNICATION WM Reply
2021 6 MICROSOFT ADVANCED SPECIALIZATIONS STATUS Cluster Reply, Solidsoft Reply, Valorem Reply, WM Reply, Business Elements	2021 FRAUNHOFER VALIDATION FOR MATERIAL FLOW AND LOGISTICS (ILM) Click Reply, LEA Reply	2021 ADOBE EXPERIENCE MANAGER - FORMS SPECIALIZED PARTNER Aktive Reply	2021 AWS COMPETENCY IN SECURITY, FINANCIAL SERVICES, RETAIL, ENERGY Airwalk Reply, Data Reply, Retail Reply, Sense Reply, Spike Reply, Storm Reply	2021 SAP QUALITY AWARD – RAPID TIME TO VALUE Syskoplan Reply	PARTNER Reply 2021 NIELSEN NORMAN INTRANET DESIGN ANNUAL AWARD 2021 Bitmama Reply, Cluster Reply	2021 BEST DIGITAL AGENCY Bitmama Reply
2021 NETSUITE FY21 TOP INNOVATION AWARD Air Reply	2021 BEST GROWTH STRATEGY Threepipe Reply	2021 LEADER IN MAGIC QUADRANT FOR CRM AND CX IMPLEMENTATION SERVICES WORLDWIDE Reply	2021 LEADER IN THE IDC MARKETSCAPE REPORT ON SMART MANUFACTURING IN EUROPE Reply	2021 INTERACTIVE KEY AWARD Triplesense Reply	2021 14 ORACLE SERVICE EXPERTISE CERTIFICATIONS Reply	2021 ENGINEERING EXCELLENCE AWARD Go Reply
2021 BVDW INTERNET AGENCY RANKING 1st PLACE Reply Digital Experience	2021 PARTNER Reply	2021 FINALIST OF THE EMPLOYEE EXPERIENCE 2021 MICROSOFT PARTNER OF THE YEAR AWARD WM Reply	2021 VISIONARY IN MAGIC QUADRANT FOR WMS, VENDOR IN CRITICAL CAPABILITIES FOR WMS Reply	2021 BEST SOCIAL CAMPAIGN Bitmama Reply	2021 EUROPEAN SEARCH AWARD - BEST LOW BUDGET CAMPAIGN Like Reply	2021 DIAMOND LEVEL PARTNER Reply



CLIENTS

A SELECTION OF REPLY CLIENTS

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ABOUT SPRINT REPLY

- An Introduction to Sprint
- Problems we Solve
- Our Specialisms
- Building Resilient, Connected Digital Services
- Why we're Different
- Organisations we Help



WE'RE SPRINT REPLY

ABOUT SPRINT

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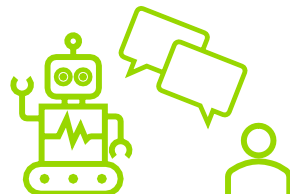
Contact Sprint

We are Sprint Reply. We are the **Business Process, Change and Automation Specialist within Reply's network of specialist companies**. We build resilient, connected services to turbo-charge efficiency, agility, and performance improvements. We deploy a unique blend of industry, digital, and process expertise to accelerate results while building capabilities tailored to unique needs.



Building **connections** for greater value

Bridging silos as a catalyst for performance excellence and accelerated innovation.



Building **capability** for a competitive edge

Creating a digital workforce using the most efficient, connected, and scalable technology, to help you get ahead of the game.



Building **resilience** for an uncertain future

Enabling better responses to future disruption including supply chain issues, technology shifts and economic shocks.



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PROBLEMS WE SOLVE

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We help unlock potential by empowering staff. Our experienced, professional Consultants leverage tailored approaches, toolkits and accelerators to quickly convert discovery findings into new ways of working that exploit automation technology to accelerate business performance.

We work with our customers to:

- help design, develop, modernise and streamline operations
- increase capabilities, deliver efficiencies and future-proof organisations
- deploy automation technology to realise your vision

Which means...

Enabling Strategy Deployment	Improving Colleague Engagement	Accelerating Change	Technology Delivery	Supporting Growth	Reducing Cost
Enabling the implementation of top-down, bottom-up change and continuous improvement initiatives.	Securing organisation wide commitment to business critical change.	Driving faster and more profound change in customer experience and ways of working.	Blending lean process disciplines and automation tooling to transform performance.	Unlocking constraints and exploiting innovation to accentuate growth.	Ensuring sustained performance and enduring value for money.



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OUR SPECIALISMS

ABOUT SPRINT

We work with our customers across **six specialist areas**:

Agile Analysis

Tying strategy to value.

Business Optimisation

***Driving efficiency,
productivity and
performance.***

Enabling a Digital Workforce

Automated Conversations

***Improving and
automating channel
communications at
scale.***

Intelligent Automation

***Shaping, enabling and
leading automation at
scale.***

Ecosystem Optimisation

***Ensuring that supplier
service levels and
value for money
endure.***

Change Management

Adopting change fuller and faster to accentuate the benefit of change.

BUILDING RESILIENT, CONNECTED DIGITAL OPERATIONS

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Agile Analysis

Business Optimisation

*Driving efficiency, productivity
and performance.*

End-to-end (E2E) operational excellence can deliver impressive value for companies—including a 5% to 15% boost to EBITA; cost reductions of 5% to 10% in third-party procurement spending, 15% to 30% in operations overhead, and 10% to 25% in warehousing and distribution; and a 50% to 80% reduction in carbon footprint.

Our consultants help clients achieve these gains by turbo-charging efficiency and effectiveness of work methods - enhancing service and quality, reducing costs, and mitigating risk.

Automated Conversations

*Improving and automating
channel communications at scale.*

Engage with colleagues and customers on any communications channel to improve customer experience, reduce training times, and increase agent efficiency. Automated experiences delivery low cost, rapid and measurable enhancements that complement and extend your existing systems.

Our consultants help clients achieve these gains by leveraging our accelerator solutions that leverage industry knowledge to reduce the time to deployment and enhance personalisation.

Intelligent Automation

*Shaping, enabling and leading
automation at scale.*

By building new connections, and leveraging tech, organisations can achieve dramatic increases in productivity and cost reduction – achieving better outcomes (delivering better services) faster... whilst giving back time to employees to focus on turbo charging growth.

Our consultants help clients achieve these gains by re-thinking business process with automation in mind, creating a digital workforce with an agile and transparent approach, rapidly moving from project to digital service through the adoption of a digital first operating model.

Ecosystem Optimisation

*Ensuring that supplier service levels
and value for money endure.*

Supply chains are increasingly diverse, complex, and volatile – with evolving needs and poor contract management wasting money through value leakage. Deploying a robust governance framework across an agile, adaptive, and sustainable supply chain ensures that service is protected and value for money maintained.

Our consultants help clients achieve these gains by applying proven best practice to contract and supplier management, ensuring that service levels and value for money endure for the duration of contracts.

Change Management



OUR OFFERS

SERVICE CATALOGUE



Our Specialisms
Our Services
Agile Analysis
Business Optimisation
Automated Conversations
Intelligent Automation
Ecosystem optimisation
Contact Us



Agile Analysis		
- Business Analysis Service - Process Analysis and Modelling	- Business Analysis and Requirements Management - Building a Business Analysis Centre of Excellence	
Business Optimisation	Enabling a Digital Workforce	
- Business Process Review & Pilot - Process Design, Optimisation and Automation - Business Process Improvement - Process Mining - Lean Six Sigma - Cost Management Diagnostics & Pilot - Mitigating Value Leakage - Cost Surgery: Cost-out Tactics - Reducing DD&T Overheads	Automated Conversations	Intelligent Automation
	- Chatbot / Virtual Assistant Proof of Value Pilot - Conversational Design - Virtual Agent / Chatbot Delivery - Live chat enhancement - Natural Language Processing - Line of Business System Integration - Enhancing Agent Experience - Data Visualisation and Management - Value Measurement and Growth - Strategy, roadmap & deployment support for Twilio - Strategy, roadmap & deployment support for Dialogflow	- Automation Roadmap Assessment and Proof of Value Pilot - Establishing an Automation Centre of Excellence - Growing a process Backlog and Scaling Robotics Process Automation (RPA) - Intelligent Automation (RPA) Delivery - Intelligent Document Processing / OCR / ICR - Proactive and Continuous Service Improvement - Securing Value from (existing/failed) Automation - Strategy, roadmap & deployment support for UiPath - Strategy, roadmap & deployment support for Blue Prism
	Ecosystem Optimisation	
	- Contract and Supplier Management Diagnostics & Pilot - Enhancing Value from Existing Contracts - Implementing Good Practice Contract and Supplier Management - Developing Supplier Relationships that Drive Performance - Creating Shared Value from Improved Supplier Performance - Developing Mutually Beneficial Relationships with Strategic Partners	
Change Management		
- Business Planning - Business Case Development - Portfolio Management - Demand Management	- Enabling Incremental Improvement - Adopting New Ways of Working - Accelerating Change Adoption - Achieving Cultural Change - Benefits Management	



WHY WE'RE DIFFERENT

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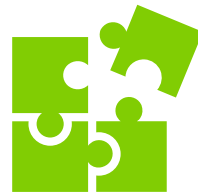
Reply's DNA

Our Software Engineering DNA enables us to solve challenges using software mindset



Lean Specialists

Consultants focused on optimising value for you and your customers by eliminating waste, unlocking automation and enabling continuous improvement



Technology Agnostic

Vendor and technology agnostic means your requirements will always come first, implementing best of breed technology fit for you



Cross Pollinating

Ability to combine specialists skills, broad industry knowledge and proven experience to accelerate change and accentuate value



You Keep IPR

Any IPR developed during our engagement for you remains with you



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ORGANISATIONS WE HELP

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easyJet

WHITBREAD

Cadent

Your Gas Network

DIAGEO

A.S. Watson Group

A member of CK Hutchison Holdings



OT Group Limited
Part of Paragon Group

CHRISTIE'S



OUR SERVICES

- Our Service Map
- Introduction to Ecosystem Optimisation
- Contract and Supplier Management Diagnostics and Proof of Value Pilot
- Enhancing Value From Existing Contracts
- Implementing Good Practice Contract & Supplier Management
- Developing Supplier Relationships that Drive Performance
- Creating Shared Value from Improved Supplier Performance
- Developing Mutually Beneficial Relationships with your Strategic Partners



ECOSYSTEM OPTIMISATION

ENSURING SERVICE LEVELS AND VALUE FOR MONEY ENDURE

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Ecosystem Optimisation

Supply chains are increasingly diverse, complex, and volatile – with evolving needs and poor contract management wasting money through value leakage. Deploying a robust governance framework across an agile, adaptive, and sustainable supply chain ensures that service is protected and value for money maintained.

- Our consultants help clients achieve these gains by applying proven best practice to contract and supplier management, ensuring that service levels and value for money endure for the duration of contracts.

- Contract and Supplier Management Diagnostics and Proof of Value Pilot
- Enhancing Value from Existing Contracts
- Implementing Good Practice Contract and Supplier Management
- Developing Supplier Relationships that Drive Performance
- Creating Shared Value from Improved Supplier Performance
- Developing Mutually Beneficial Relationships With Your strategic Partners



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SUPPLIER MANAGEMENT OPTIMISATION CONTRACT AND SUPPLIER MANAGEMENT DIAGNOSTICS AND PROOF OF VALUE PILOT



Description	What's included?	Why?	Sprint Reply Resource
- The Contract & Supplier Management Diagnostics and Proof of Value Pilot clearly identifies where your business has a high risk of value leakage through the current contract and supplier management practices, and mitigates this value leakage on a pilot contract. - We assess the current contract and supplier management maturity against recognized best practice, and provide a prioritized improvement plan to mitigate value leakage and release additional value from your contracts and suppliers. - On a pilot contract we undertake a detailed review of management processes and contracted transactions and provide a prioritized plan to release value through cost savings and/or performance improvements.	Analysis based on an industry standards with associated benchmarks.	Evaluate process performance against recognised standards	- Business Optimisation Manager - Business Optimisation Consultant - Data Analyst
	A structured process review applied across organisation boundaries and levels.	Highlight variance across organisation, departments and teams.	
	Current state (as-is) process analysis, maturity and process criticality assessment.	Highlight gaps between performance needs and business reality.	
	Prioritised improvement plan.	Focus on immediate value release and addressing long term root causes.	Customer Resource
	Process analysis on agreed pilot contract.	Identify specific improvement opportunities on the pilot contract.	- Sponsor - Project Lead - Process Subject Matter Expert(s)
	Transaction analysis on agreed pilot contract.	Identify specific cost saving opportunities.	
	Performance analysis of agreed pilot contract.	Identify specific performance improvement opportunities.	
	Develop case for change (5-case HMRC Greenbook business case).	Secure approval for onward investment.	Deliverables
			<i>Subject to customer agreement:</i> Contract & Supplier Management maturity report, Contract & Supplier Management prioritized improvement plan, pilot contract value enhancement report.
			Duration
			<i>Subject to scope.</i> From 4 weeks.



SUPPLIER MANAGEMENT OPTIMISATION ENHANCING VALUE FROM EXISTING CONTRACTS



Description	What's included?	Why?	Sprint Reply Resource
- Value enhancement enables you to release value from your contracts by directly addressing value leakage on specific contracts. - We undertake a detailed review of management processes and contracted transactions and provide a prioritized opportunities to release value through cost savings and/or performance improvements. - Our consultants work with your team to create an action plan to realise the benefits and to address the causes of value leakage to assure value in the future.	Process analysis on the agreed contract.	Identify specific improvement opportunities on the agreed contract.	- Business Optimisation Manager - Business Optimisation Consultant - Data Analyst
	Transaction analysis on the agreed contract.	Identify specific cost saving opportunities.	
	Performance analysis of the agreed contract.	Identify specific performance improvement opportunities.	Customer Resource
	Value enhancement opportunity prioritisation.	Identify specific opportunities and the potential value associated with each.	
	Value enhancement action plan development.	Specific action to be taken to realise the value opportunities.	- Sponsor - Project Lead - Process Subject Matter Expert(s)
	Value leakage identification.	Identify the causes of value leakage on the identified contract.	
	Value assurance action plan.	Prioritised actions to assure the contract value for the future.	Deliverables
			Duration
			Subject to scope. From 4 weeks.



SUPPLIER MANAGEMENT OPTIMISATION IMPLEMENTING GOOD PRACTICE CONTRACT & SUPPLIER MANAGEMENT

Description	What's included?	Why?	Sprint Reply Resource
- Good contract and supplier management helps to ensure your contracts deliver the expected service to the organization, and creates the opportunity to deliver additional value through optimizing supplier relationships. - We use industry good practice and our in house experts to develop a contract and management operating model, supported by detailed processes and tools which will unlock value for your business. - Our consultants collaborate with your team to ensure the processes and tools work for your business, and that they are effectively deployed and utilized to realise value.	Analysis based on an industry standards with associated benchmarks.	Evaluate process performance and maturity against recognised standards	- Business Optimisation Manager - Business Optimisation Consultant - Business Architect
	A structured review applied across organisation boundaries and levels.	Highlight variance across organisation, departments and teams.	
	Segmentation of your supply base.	Identification of Strategic & Critical suppliers for your business.	Customer Resource
	Development of contract and supplier management treatment strategies.	Tailored contract and supplier management strategies dependant on supplier criticality.	- Sponsor - Project Lead - Process Subject Matter Expert(s)
	Development of a to-be contract and supplier management operating model.	Define how the contract and supplier management function delivers value.	
	Development of a detailed organization model for contract and supplier management.	Define the roles and responsibilities to implement the operating model.	Deliverables
	Define a capability development model.	Support recruitment and development of supplier and contract management talent.	<i>Subject to customer agreement:</i> As-Is Operating Model Capability Analysis Report, Supplier Segmentation & Treatment Strategy Model, To-Be Contract & Supplier Management Operating Model, To-Be Contract & Supplier Management Capability Model, To-Be Contract & Supplier Management Organization Design, To-Be Contract & Supplier Management Processes and Tools
	Development of detailed processes and tools.	Equip the team with tools to assure and enhance value.	
			Duration
			<i>Subject to scope.</i> From 8 weeks.



SUPPLIER MANAGEMENT OPTIMISATION DEVELOPING SUPPLIER RELATIONSHIPS THAT DRIVE PERFORMANCE

Description	What's included?	Why?	Sprint Reply Resource
- Efficient and effective operational processes with your suppliers leads to benefit for both you and your supplier. The opportunities to release additional value from supplier relationships often rely on strong collaboration between client and supplier operational teams. - We use a proven methodology to enable you to identify and deliver collaborative improvements which deliver a benefit to you and your supplier. - Our consultants act as a trusted advisor to both you and the supplier, helping to elevate the relationship from transactional to one which delivers mutually beneficial continuous improvement.	Identification of a pilot supplier opportunity.	As a proof of concept and accelerator for your business.	- Business Optimisation Manager - Business Optimisation Consultant - Business Architect
	Joint scoping and objectives workshop.	Client and supplier objectives agreed to ensure mutual commitment.	
	Current state (as-is) process analysis, maturity and process criticality assessment.	Highlight gaps between performance needs and business reality.	
	Future state (to-be) design.	Support analysis of organizational change and new ways of working.	Customer Resource
	Gap analysis and design of transition states.	Ensure processes are underpinned by the right performance indicators.	
	Develop process improvement roadmaps to deliver value fast.	Provide input into the scope and scale of change required.	
	Evaluate effectiveness of governance of continuous improvement approach.	Identify risk in controls, assurance and improvement practices.	Deliverables
	Develop process improvement roadmaps to deliver value fast.	Optimise early release of value.	
	Develop case for change (5-case HMRC Greenbook business case).	Secure approval for onward investment.	
	Use of accelerators and the Reply Business Optimisation tool kit.	Deliver at pace, leveraging proven assets.	Duration
			Subject to scope. From 6 weeks.



SUPPLIER MANAGEMENT OPTIMISATION CREATING SHARED VALUE FROM IMPROVED SUPPLIER PERFORMANCE

Description	What's included?	Why?	Sprint Reply Resource
- Great supplier performance aligned to your business objectives is key to maintaining your competitive advantage and that of your suppliers. - Clear performance KPIs based on accurate data removes eliminates subjective emotive performance discussions and enables logical, data based decision making. - Our consultants work with your teams to develop supplier performance KPIs linked to your strategic objectives, and the processes and tools to report and continually improve supplier performance., unlocking value for your business and the supplier.	Current state supplier performance management and improvement capability.	Highlight gaps between current capability and business objectives.	- Business Optimisation Manager - Business Optimisation Consultant - Data Analyst (BI Expert))
	Development of supplier KPIs	Establish KPIs which support business objectives.	
	Supplier / contract prioritization.	Determine prioritized implementation strategy.	
	Performance management processes and tools.	Equip the team with tools to assure and enhance value.	Customer Resource
	Pilot contract / supplier implementation.	Proof of concept and knowledge transfer.	
	Develop implementation roadmap	Clear pathway to implementation across your supplier base.	- Sponsor - Project Lead - Process Subject Matter Expert(s) - Supplier Sponsor - Supplier Project Lead - Supplier Subject Matter Expert(s)
	Develop case for change (5-case HMRC Greenbook business case).	Secure approval for onward investment.	
			Deliverables
			<i>Subject to customer agreement:</i> Current State Capability Gap Analysis, Contract & Supplier Management KPI Framework, Prioritised Pilot Recommendation, Process & Tooling, Proof Of Concept Implementation, Implementation Roadmap and Business Case
			Duration
			<i>Subject to scope.</i> From 12 weeks.



SUPPLIER MANAGEMENT OPTIMISATION DEVELOPING MUTUALLY BENEFICIAL RELATIONSHIPS WITH YOUR STRATEGIC PARTNERS



Description	What's included?	Why?	Sprint Reply Resource
- Building mutually beneficial relationships with your most strategic suppliers unlocks additional value for both parties and is key to maintaining your competitive advantage and that of your suppliers. - Creating a partnership based on shared objectives and supported by shared financial risk and reward unlocks next level performance and drives true innovation.. - Our consultants work with you and your strategic supplier as a trusted advisor, developing a joint business plan supported by an enhanced commercial relationship which delivers real value to both parties.	Review of business strategy and objectives.	Ensure clarity and alignment with business strategy and objectives.	- Business Optimisation Manager - Business Optimisation Consultant - Commercial Contract Lawyer
	Segmentation of your supply base.	Identification of Strategic suppliers suitable for partnering.	
	Establishment of joint objectives and business plan.	Alignment of client and supplier to mutually beneficial objectives and plan.	
	Commercial model recommendation.	Commercial model which delivers joint value aligned to the shared objectives.	Customer Resource
	Joint business plan delivery.	Realisation of the shared business plan and objectives.	
	Develop implementation roadmap	Clear pathway to implementation across other strategic suppliers.	
	Develop case for change (5-case HMRC Greenbook business case).	Secure approval for onward investment.	Deliverables
			<i>Subject to customer agreement:</i> Strategy and Objectives Summary, Supplier Segmentation Report, Pilot Supplier Identification, Joint Objectives and Business Plan, Commercial Model Recommendation Report, Facilitation Of Joint Business Plan Delivery, Implementation roadmap and Business Case <i>Subject to scope.</i> From 12 weeks.



GENERAL INFORMATION

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- Quality
- Standards
- Social Value
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PLANNING

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Section 1. Planning

- When making changes at pace, it's important to plan effectively.
- We offer a full range of planning services designed to shape, enable and lead your Journey to Cloud. Our collaborative, agile planning approach has been developed from a wealth of knowledge and experience in delivering complex integrated business and technology programmes.
- The process takes into consideration current and target state environment, feature needs and availability, application dependencies, investment appetite and your business calendar.
- Our Consultants work with you to formulate plans through onion based planning approach. This results in 6-levels of plans: strategic, portfolio, product, release, sprint and daily.

Strategy	Portfolio	Product
Understanding and shaping how business goals and objectives can be achieved.	Being clear about which solutions, products and services are necessary to help achieve the strategy, by when.	Defining high level requirements to inform the backlog (including non-functional requirements, e.g.: security).



Release	Sprint	Daily
Agreeing the priority of features / capabilities to be delivered within each release.	Committing to value adding outcomes within each iteration.	Driving progress, removing impediments and assuring quality.



QUALITY

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Section 2. Set-up and Migration

- Our significant group wide experience in cloud allows us to combine the value of our optimisation and automation services with the correct cloud infrastructure to accentuate return on investment.
- We are able to leverage our significant experience in building resilient, connected services to shape, enable and lead the integration of our services with any Cloud platform.

Section 3. Ensuring Quality

- Our Quality Assurance approach ensures every engagement is delivers a quality outcome.
- We appoint a named delivery lead to manage each engagement. The delivery lead is accountable for delivering the agreed customer outcomes. This is achieved through a combination of personal accountability, effective processes, focused quality controls, quality assurance and continuous improvement.
- We provide pro-active quality and risk management, embedding quality practices and instilling strong quality oriented behavior throughout our teams. Senior leadership team members conduct regular Quality Assurance Assessments enabling the prompt identification and resolution of any issues.

Section 4. Skills Transfer

- We ensure enduring value from our engagements by embedding skills transfer from the start.
- Our consultants work with your teams to identify the skills that are relevant to the transfer process and the specific teams or individuals that need to hold them. Where appropriate, we use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness of the process.
- Throughout the engagement, our Consultants will assess needs, plan interventions and drive learning and development. Interventions are tailored to the engagement need and typically involve a combination of formal and informal learning approaches including on-the-job training, coaching/mentoring, technology based learning and instructor-led learning.



STANDARDS

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Section 5. Training

- By enabling employees to achieve their potential, we help our clients meet their objectives.
- We offer a range of training depending on the solution implemented, from instructor led to online paced learning. For more generic out of the box solutions we leverage training directed by our partners (e.g. AWS, MS Azure, Ui Path, Blue Prism etc) and for more customised solutions we design training from the ground up, tailored to your environment and the needs of your employees.

Section 6. Staff Security

- All staff independently vetted to Baseline Personal Security Standard; includes identify, right to work, criminal record and employment history checks.
- Selected staff members vetted to SC with the ability to deploy staff with non-police personnel vetting (NPPV) level 3 and DV cleared staff if required.

Section 7. Standards and Certifications

- Sprint Reply is Cyber Essentials certified.
- Development activity is managed through processes aligned with recognised standards including ISO/IEC 27001.
- Contact Sprint Reply for confirmation of current certifications that may be specific to your need.



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SOCIAL VALUE

GENERAL INFORMATION



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Section 8. Tackling Economic Inequality

- Sprint Reply Creates employment and training opportunities for those who face barriers to employment. Our recruitment and employment practices are aligned with those set out in the Good Work Plan (i.e.: fair and equitable pay, participation and progression, voice and autonomy).
- Our consultants provide pro-bono careers advice (e.g.: cv advice, learning and development guidance) and engage in voluntary support initiatives (e.g.: interview prep/support) to support employment opportunities in the technology sector.
- We work with clients to deploy innovative and disruptive technologies, for example conversational automation, that modernise service delivery methods and future proof productivity improvements.
- We promote collaboration across our own and our clients supply chains, for example, by enabling and promoting secondment and volunteering opportunities.

Section 9. Equal Opportunities

- Sprint Reply is committed to tackling inequality in employment, skills and pay in the workforce. Recruitment practices and retention focused activities are inclusive and accessible.
- Our promotion, pay and reward processes are transparent and underpinned by a structured skills-based assessment framework.
- We provide significant training and development opportunities that enable staff to secure qualifications in support of their own career progression,
- We mitigate the risk of modern slavery through the implementation of consistent security vetting (BPSS).

Section 10. Well being

- Sprint Reply is committed to action that supports the physical and mental well being of our own and our clients teams.
- We are committed to implementing the 6 standards in the Mental Health at Work commitment this includes prioritizing mental health in the work place, promoting an open culture and providing mental health tools and support through our well being services.
- Our consultants are offered discounted membership of local gyms in support of their physical health and social events are designed to incorporate inclusive, physical initiatives.



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CONTACT SPRINT

FOR MORE INFORMATION

Document Purpose

Rate Card

General Terms

Level Definitions

Contact Sprint

For existing clients:

- Please speak to your nominated Reply Account Lead who will be happy to connect you with an appropriate member of the Sprint reply team.

For new clients:

- For help in shaping or mobilising an engagement, please e-mail us at sales.sprint@reply.com
- If you'd like to discuss your need in more detail, just us know the following information and we'll arrange for a specialist to contact you direct.
 - The name of your organisation
 - The name of the service you need help with
 - Your name and contact details
 - A brief description of your current situation and
 - How quickly you're looking to start the work
- We'll get back to you within 48hrs.



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