SPRINT REPLY:
ACCELERATE PERFORMANCE
BUSINESS OPTIMISATION

Service Definition Document

REPLY
SPRINT

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
- Our Services
- Service Description
- General Information
- Contact Sprint

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.

Crown Commercial Service

REPLY COMPETENCIES

INTRODUCTION TO REPLY

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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

REPLY SPRINT

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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

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REPLY IN A NUTSHELL

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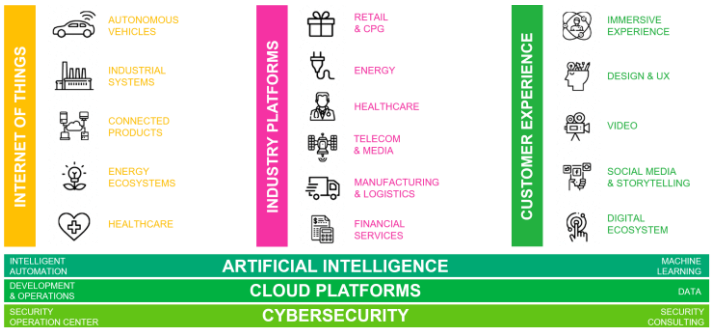
Founded in 1996, Reply is a company that specialises in consulting, system integration and digital services with a focus on the design and implementation of solutions.



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CLOUD CAPABILITY

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Replys 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:

Liferay
PLATINUM PARTNER
Open Reply

SAP Partner
SAP RECOGNIZED EXPERTISE DESIGNATION FOR UTILITIES, CONSUMER PRODUCTS AND RETAIL
Syskoplan Reply, 4brands Reply, Power Reply, Portaltech Reply

dynatrace
PREMIER CLOUD SOLUTION PARTNER
Blue Reply

salesforce
SALESFORCE CONSULTING PARTNER AND EXPERT IN SALES & SERVICE CLOUD, AUTOMOTIVE & MANUFACTURING
Arlanis Reply

blueprism
PARTNER
Reply

Great Place To Work.
GREAT PLACE TO WORK CERTIFIED™
Airwalk Reply

DIGITAL IMPACT AWARDS
BEST INTRANET, BEST DIGITAL EMPLOYEE COMMUNICATION
WM Reply

2021
Microsoft
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 Solution Partner
ADOBE EXPERIENCE MANAGER - FORMS SPECIALIZED PARTNER
Aktive Reply

2021
aws
AWS COMPETENCY IN SECURITY, FINANCIAL SERVICES, RETAIL, ENERGY
Airwalk Reply, Data Reply, Retail Reply, Sense Reply, Spike Reply, Storm Reply

2021
SAP Quality Award
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
ORACLE NETSUITE
NETSUITE FY21 TOP INNOVATION AWARD
Air Reply

2021
The Drum Awards Agency Business
BEST GROWTH STRATEGY
Threepipe Reply

2021
Gartner
LEADER IN MAGIC QUADRANT FOR CRM AND CX IMPLEMENTATION SERVICES WORLDWIDE
Reply

2021
IDC
LEADER IN THE IDC MARKETSCAPE REPORT ON SMART MANUFACTURING IN EUROPE
Reply

2021
iva interactive key award
INTERACTIVE KEY AWARD
Triplesense Reply

2021
ORACLE Service Partner
14 ORACLE SERVICE EXPERTISE CERTIFICATIONS
Reply

2021
Google
ENGINEERING EXCELLENCE AWARD
Go Reply

2021
BVDW
BVDW INTERNET AGENCY RANKING 1st PLACE
Reply Digital Experience

2021
twilio
PARTNER
Reply

2021
Microsoft
FINALIST OF THE EMPLOYEE EXPERIENCE 2021 MICROSOFT PARTNER OF THE YEAR AWARD
WM Reply

2021
Gartner
VISIONARY IN MAGIC QUADRANT FOR WMS, VENDOR IN CRITICAL CAPABILITIES FOR WMS
Reply

2021
SOCIAL CREATIVE AWARDS
BEST SOCIAL CAMPAIGN
Bitmama Reply

2021
EUROPEAN 2021 SEARCH AWARDS WINNER
EUROPEAN SEARCH AWARD - BEST LOW BUDGET CAMPAIGN
Like Reply

2021
UiPath Partner DIAMOND
DIAMOND LEVEL PARTNER
Reply

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CLIENTS

A SELECTION OF REPLY CLIENTS

Crown Commercial Service

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

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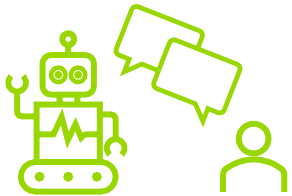
We are Sprint Reply. We are the **Business Process, Change and Automation Specialist within Reply's network of specialist companies.** We build resilient, connected services to turbo-charge efficiency, agility, and performance improvements. We deploy a unique blend of industry, digital, and process expertise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

ABOUT SPRINT

REPLY SPRINT

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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.

OUR SPECIALISMS

ABOUT SPRINT

REPLY SPRINT

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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.

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BUILDING RESILIENT, CONNECTED DIGITAL OPERATIONS

REPLY SPRINT

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Agile Analysis			
Business Optimisation	***Automated Conversations***	***Intelligent Automation***	***Ecosystem Optimisation***
Driving efficiency, productivity and performance.	*Improving and automating channel communications at scale.*	*Shaping, enabling and leading automation at scale.*	*Ensuring that supplier service levels and value for money endure.*
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.	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 compliment and extend your existing systems.	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.	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 turbo-charging efficiency and effectiveness of work methods - enhancing service and quality, reducing costs, and mitigating risk.	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.	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.	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			

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OUR OFFERS

SERVICE CATALOGUE

REPLY SPRINT

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

Crown Commercial Service

Agile Analysis

- Operating Model Review, Design and Transformation
- Business Analysis Service
- Process Analysis and Modelling
- Business Analysis and Requirements Management
- Building a Business Analysis Centre of Excellence

Business Optimisation

- 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

Enabling a Digital Workforce

Automated Conversations

- 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

Intelligent Automation

- 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

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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

P&V

Eni

BAT
A BETTER TOMORROW

sky

Ministry of Justice

Crown Commercial Service

OT Group Limited
Part of Paragon Group

CHRISTIE'S

amazon

OUR SERVICES

- Our Service Map
- Introduction to Business Optimisation
- Business Process Review & Pilot
- Process Design, Optimisation and Automation
- Business Process Improvement
- Process Mining
- Cost Management
- Mitigating Value Leakage
- Cost Surgery
- Reducing It overheads

BUSINESS OPTIMISATION
DRIVING EFFICIENCY, PRODUCTIVITY AND PERFORMANCE

REPLY SPRINT

- Our Specialisms
- Our Service Model
- Agile Analysis
- **Business Optimisation**
- Automated Conversations
- Intelligent Automation
- Ecosystem optimisation
- Change Management
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Business Optimisation

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.

- Business Process Review and Proof of Value Pilot
- Process Design, Optimisation and Automation
- Business Process Improvement
- Realising Value through Process Mining
- Lean Six Sigma Service
- Cost Management Diagnostics and Proof of Value Pilot
- Mitigating Contract Value Leakage
- Cost Surgery: Implementing Breakthrough Cost-out Tactics
- Reducing IT Overheads: Managing Digital, Data and Technology Costs

BUSINESS OPTIMISATION
BUSINESS PROCESS REVIEW & PILOT

REPLY SPRINT | Crown Commercial Service

Description	What's included?	Why?	Sprint Reply Resource
• The Business Process Review and Proof of Value Pilot service from Sprint Reply accelerates your organisations performance. • Sprint Reply can review your organisations processes using internationally recognised taxonomy and tools (including APQC). • This can be at process, task or activity level. We can assess the maturity and criticality of the processes and identify significant gaps or pain points. It helps identify owners and systems underpinning processes.	Analysis based on an industry standards with associated benchmarks.	Evaluate process performance against recognised standards	• Process Architect • Business Optimisation Manager • Business Optimisation Consultant • Business 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.	Customer Resource
	Future state (to-be) design.	Support analysis of organizational change and new ways of working.	• Sponsor • Project Lead • Process Subject Matter Expert(s)
	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.	Deliverables
	Evaluate effectiveness of governance of continuous improvement approach.	Identify risk in controls, assurance and improvement practices.	*Subject to customer agreement*: As-is process map, pain point analysis, to-be process map, gap analysis, change impact assessment, benefits case, implementation roadmap, summary report.
	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.	Duration
	Use of accelerators and the Reply Business Optimisation tool kit.	Deliver at pace, leveraging proven assets.	*Subject to scope.* From 2 to 16 weeks.

BUSINESS OPTIMISATION
PROCESS DESIGN, OPTIMISATION AND AUTOMATION

Description	What's included?	Why?	Sprint Reply Resource
• The Process Design, Optimisation and Automation service from Sprint Reply accelerates your organisations performance. • Sprint Reply helps organisations design processes to accelerate change. Our consultants review, design and implement new or changed processes that span teams, departments and organisations. • Our consultants help organisations adopt cloud-based solutions quickly, enabling efficiency and service quality improvements to be realised at pace.	Robust approach based on industry methodologies and standards.	A proven approach tailored to organisational needs.	• Process Architect • Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Review of existing business processes to identify issues and opportunities.	Engages all level of organisation.	
	Development of enterprise process framework and governance controls.	Identifies how existing people, process and technology fit together.	Customer Resource
	Design of performance focused business process and associated work instructions.	Enables clear articulation of case for change.	• Sponsor • Project Lead • Process Subject Matter Expert(s)
	Identification and evaluation of optimisation and automation opportunities.	Secures buy-in to design, optimisation and automation opportunities.	
	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	Deliverables
	Business readiness and organisational change gap analysis.	Unlocks efficiency, scalability and competitiveness.	*Subject to customer agreement*: As-is process map, pain point analysis, to-be process map, gap analysis, change impact assessment, benefits case, implementation roadmap, summary report.
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	Duration
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	*Subject to scope.* From 6 to 18 weeks.

BUSINESS OPTIMISATION
BUSINESS PROCESS IMPROVEMENT

REPLY SPRINT | Crown Commercial Service

Description	What's included?	Why?	Sprint Reply Resource
• The Business Process Improvement service from Sprint Reply accelerates your organisations performance. • Sprint Replys Business Process Improvement service enhances customer and employee satisfaction by improving quality and reducing waste. • Our Consultants help organsiations realise increased value from their technology and people investments – elevating performance by aligning technology capability to need, eradicating unnecessary tasks and optimising organisation size and shape.	Understanding your organisation and its goals.	Realise a step change in organisational performance.	• Process Architect • Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Enables alignment and integration with Enterprise/Technology Architecture.	Focused on value, not just technology adoption.	
	Completing audits and finding improvement opportunities.	Identifies process, people and technology interdependencies.	Customer Resource
	Current state analysis to identify performance issues.	Confirms scope, documenting and clarifying areas for improvement.	• Sponsor • Project Lead • Process Subject Matter Expert(s)
	Workshops to drive different thinking and behaviours.	Enhance productivity –enables employes to redistribute time to important tasks.	
	Identification, shaping and execution of prioritised improvement initiatives.	Supports compliance –clearly documented, transparent ways of working.	Deliverables
	Implementation of metrics, measures and controls to sustain change.	Enables agile business change, continually improving to satisfy emerging demand.	*Subject to customer agreement*: As-is process map, pain point analysis, to-be process map, gap analysis, change impact assessment, benefits case, implementation roadmap, summary report.
	Leverage Reply Lean Six Sigma Business Improvement Accelerators.	Improve customer satisfaction through improved quality and reduced waste.	
	Experienced, professional staff with relevant competencies / experience.	Elevated growth, unlocks capacity to focus on strategic initiatives.	Duration
	Tactical project support, knowledge transfer and upskilling.	Enables more efficient and effective use of Cloud technology.	*Subject to scope.* From 1 day to 365 days.

BUSINESS OPTIMISATION
PROCESS MINING

Description	What's included?	Why?	Sprint Reply Resource
• The Process Mining service from Sprint Reply accelerates your organisations performance. • Sprint Replys Process Mining service allows organisations to gain a holistic view of process performance, spot inefficiencies and identify improvement opportunities, including automation. • Through the use of leading Process Mining tools, such as UIPath, our Consultants enable organisations to make precise strategic data-based decisions that unlock service improvement, enhance quality and reduce long term costs.	Shape, enable and execute process mining Proof of Value.	Complete and continuous insight into complex business processes.	• Intelligent Automation Manager • Intelligent Automation Consultant • Business Optimisation Consultant • Tool Specialist
	Select and deploy tooling aligned with technology and infrastructure strategy.	Tooling with proven track record in auditing and business transformation.	
	Set-up and configure for first use.	Tolling with seamless integration into all common data systems.	Customer Resource
	Monitor and control key performance indicators.	Automatically reconstruct and visualize core business processes.	• Sponsor • Project Lead • Process Subject Matter Expert(s)
	Advanced process analytics –derive insight from investigations	Real time analytics –understand where automation will add most value.	
	Establish action plans based on insight.	Multi-dimensional process maps.	Deliverables
	Leverage Reply Process Mining accelerators.	Deployment options to suit infrastructure strategy.	*Subject to customer agreement*: Extractors, Transformations, Datasets, Documentation, Scripts, Tests, Process Improvement Plan, Case for Change.
	Experienced, professional staff with relevant competencies.		
	Tactical project support, knowledge transfer and upskilling.		Duration
			Subject to scope. From 16+ weeks

BUSINESS OPTIMISATION
LEAN SIX SIGMA

Description	What's included?	Why?	Sprint Reply Resource
• The Lean Six Sigma service from Sprint Reply accelerates your organisations performance. • Sprint Replys Lean Six Sigma service offers organisations the chance to rethink their operation alongside the implementation and optimisation of Cloud technologies. • Our Consultants leverage lean, Six Sigma, Systems Thinking and related disciplines to clarify your needs and systematically redesign how you work.	Rigorous and disciplined methodology enabling breakthrough improvements.	Tangible bottom line benefits.	• Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Digital Enablement and Service Transformation driven by Customer Requirements.	Prevention of re-work and reduction in process errors/defects.	
	Optimising processes for Cloud implementation.	Maximise business benefits from Cloud implementations.	**Customer Resource**
	Analysing waste in processes, identifying and removing root causes.	Optimised processes to compliment cloud technology implementation.	• Sponsor • Project Lead • Process Subject Matter Expert(s)
	Value add analysis and value maximisation through activity alignment.	Improved customer satisfaction and staff engagement.	
	Use of accelerators and the Reply Business Optimisation tool kit.	Creating a culture of continuous improvement and learning.	**Deliverables**
	Understanding and controlling process performance.	Sustainable cost reduction and improved productivity.	*Subject to customer agreement*: As-is process map, pain point analysis, to-be process map, gap analysis, change impact assessment, benefits case, implementation roadmap, summary report.
	Deploying lean, controlled services into the organisation.		
	Experienced, professional staff with relevant competencies / experience.		**Duration**
	Tactical project support, knowledge transfer and upskilling.		*Subject to scope.* From 6 weeks

BUSINESS OPTIMISATION
COST MANAGEMENT AND CONTROL

Description	What's included?	Why?	Sprint Reply Resource
• The Cost Management and Control Diagnostics and Proof of Value Pilot service from Sprint Reply accelerates your organisations performance. • Sprint Replys Cost Management and Control Diagnostics and Proof of Value Pilot service evaluates the maturity of cost management and cost-out approaches within your organisation. • The service identifies, classifies and collates information required to assess cost management maturity; reviewing cost-out strategy, KPIs and associated performance scorecard.	Identification and collection of data.	Strategic lever to generate savings to invest in growth/cloud.	• Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Analysis of data quality and generation of insight.	Ability to better predict future expenses and costs.	
	Evaluation and health-check of cost management processes.	Helps instills a cost-conscious culture across organisation.	**Customer Resource**
	Evaluate the impact of existing cost-management culture.	Drives active focus on the management and control of costs.	• Sponsor • Project Lead • Process Subject Matter Expert(s) • Financial Analyst
	Identification of enterprise cost drivers, controls and their effectiveness.	Provides cost-based insight to guide continuous improvement.	
	Planning and estimating 'should-be' costs for a service.	Enables analysis of long-term trends.	**Deliverables**
	Building budgets to support business decisions.	Aligns expenditure and forecasts.	*Subject to customer agreement*: Healthcheck report on cost management performance; cost management maturity is known, and the potential scope and benefit of cost-management interventions is clear.
	Testing cost alignment with strategic priorities.	Mitigates unplanned / unforeseen cost overruns.	
	Using cost comparators to bring new insight.	Competitive necessity –provides an approach to mitigate on-going cost pressures.	**Duration**
			Subject to scope. From 6 weeks.

BUSINESS OPTIMISATION
MITIGATING CONTRACT VALUE LEAKAGE

Description	What's included?	Why?	Sprint Reply Resource
• The Mitigating Contract Value Leakage service from Sprint Reply accelerates your organisations performance. • Sprint Replys Mitigating Value Leakage service helps you assess the effectiveness of current contract and supplier management controls, recommend improvements to mitigate value leakage and release untapped value from third party spend. • The service evaluates the effectiveness of your current contract and supplier management capabilities against best practice standards to determine the scope and scale of untapped value.	Health-check of most common value leakage sources in outsourced portfolios.	Evaluate process performance against recognised standards	• Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Health-check the effectiveness of supplier and contract management framework.	Highlight variance across organisation, departments and teams.	
	Qualitative (interview led) and quantitative (evidence based) sample contract evaluation.	Highlight gaps between performance needs and business reality.	Customer Resource
	A structured process review applied across organisation boundaries and levels.	Focus on immediate value release and addressing long term root causes.	• Sponsor • Project Lead • Process Subject Matter Expert(s)
	Analysis based on an industry standards with associated benchmarks.	Identify specific improvement opportunities on the sample contract.	
	A structured process review applied across organisation boundaries and levels.	Identify specific cost saving opportunities.	Deliverables
	Current state (as-is) process analysis, maturity and process criticality assessment.	Identify specific performance improvement opportunities.	*Subject to customer agreement*: Contract Value Enhancement Report, Value Realisation Plan.
	Cost/benefit/feasibility analysis for developing more strategic supplier partnerships.	Secure approval for onward investment.	
	Case for change for future investment.		Duration
			Subject to scope. From 6 weeks

BUSINESS OPTIMISATION
COST SURGERY: BREAKTHROUGH COST-OUT TACTICS

Description	What's included?	Why?	Sprint Reply Resource
• The Cost Surgery: Implementing Breakthrough Cost-out Tactics service from Sprint Reply accelerates your organisations performance. • Sprint Replys Cost Surgery services helps identify, shape and enable short term cost-reduction opportunities consistent with long-term success. • Sprint Reply evaluate unspent and uncommitted expenses versus tailored cost-driver model to identify and scale opportunities to eliminate, rationalise and renegotiate spend. • Implement cost-out tactics aligned to vision and prioritised roadmap.	Develop cost-strategy vision, integrating target setting and reward.	Clear-top down targets.	• Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Breakdown silos and enable an agile approach to cost-out.	Opportunity to be bold and challenge everything.	
	Set-up and embed cross-functional cost-out team with empowered leadership.	Prepares organisation for cloud operations.	**Customer Resource**
	Implement end-to-end cost models across integrated processes.	Reinforces required behavioural change and culture.	• Sponsor (senior leadership) • Project Lead • Finance Lead
	Develop and deploy cost-management toolset.	Drives adoption of automation and digital enablers.	
	Define cost-out tactics and curate adoption strategy.	Sustainable results from embedded cost management capability.	**Deliverables**
	Implement programme of cost-out change.		*Subject to customer agreement*: Agreed vision and targets; programme of work to remove low-hanging costs; prioritised initiatives to redesign ways of working to operate at a lower cost; enhanced cost management capabilities instilled.
	Experienced, professional staff with relevant competencies.		
	Tactical project support, knowledge transfer and upskilling.		**Duration**
			Subject to scope. From 6-months

BUSINESS OPTIMISATION
REDUCING IT OVERHEADS

Description	What's included?	Why?	Sprint Reply Resource
• The Reducing IT Overheads service from Sprint Reply accelerates your organisations performance. • Sprint Replys Reducing IT overhead service helps sustainably reduce the cost of delivering Digital, Data and Technology services. • The service aligns spend to value and helps optimise investment through robust demand and portfolio management; it unlock opportunities to simplify, standardise, centralise, share for scale and automate through capability-based planning; optimises supply side budget; and aligns budget ownership and accountability across IT.	End-to-end process / cost analysis	Eradicate high cost / low value activity.	• Business Optimisation Manager • Business Optimisation Consultant • Business Analyst
	Deep-dive cost investigations	Reduce technology spend as proportion of operating cost.	
	Leveraging cloud-based technologies to reduce cost and streamline customer experience	IT investment focused on initiatives with greatest RoI,	Customer Resource
	Undertake service reviews and develop a service improvement plan	Evidence base for improvements across service portfolio.	• Sponsor (typically CDIO) • Project Lead • Process Subject Matter Expert(s)
	Rapid assessment of quantified cost-reduction potential	Gain greater value from services and service contracts	
	Understanding of levers driving complexity and cost	Uses cost effective cloud-based solutions.	Deliverables
	Development of business/investment case for critical enablers (e.g.: automation)	Action-oriented solutions and clear implementation plan.	*Subject to customer agreement*: End-to-end process cost analysis; IT cost complexity and digital readiness assessment; cost and risk driver report; cost reduction initiative design and delivery/
	Implementation plan for identified initiatives		
	Experienced, professional staff with relevant competencies / experience.		Duration
	Tactical project support, knowledge transfer and upskilling.		*Subject to scope.* From 6 weeks

GENERAL INFORMATION

- Planning
- Quality
- Standards
- Social Value
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PLANNING

GENERAL INFORMATION

REPLY SPRINT

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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.

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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.

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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.

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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 to 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.

CONTACT SPRINT

FOR MORE INFORMATION

REPLY SPRINT

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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