

SPRINT REPLY: ACCELERATE PERFORMANCE AGILE ANALYSIS

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

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

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

Introduction to Reply
About Sprint Reply
Our Services
Service Description
General Information
Contact Sprint

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

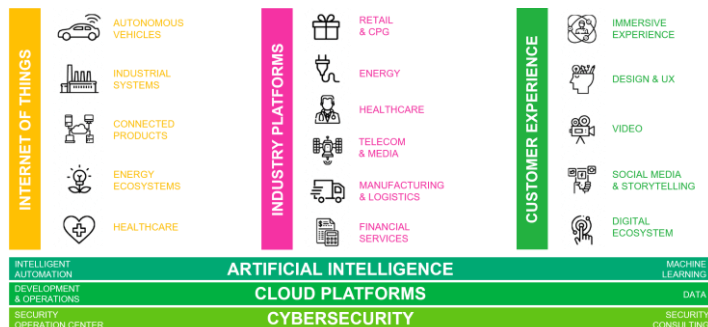


REPLY IN A NUTSHELL



Introduction to Reply
About Sprint Reply
Our Services
Service Description
General Information
Contact Sprint

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

INTRODUCTION TO REPLY

Introduction to Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint

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
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CLIENTS

A SELECTION OF REPLY CLIENTS

Introduction to Reply
About Sprint Reply
Our Services
Service Description
General Information
Contact Sprint



ABOUT SPRINT REPLY

- An Introduction to Sprint
- Problems we solve
- Our Specialisms
- Why we're different
- Organisations we help



WE'RE SPRINT REPLY

ABOUT SPRINT

Introduction to
Reply

About Sprint Reply

Our Services

Service Description

General Information

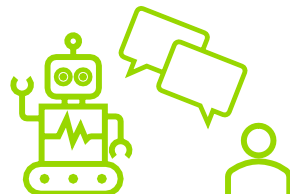
Contact Sprint

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

ABOUT SPRINT

Introduction to
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint

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.

OUR OFFERS

SERVICE CATALOGUE



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



<i>Agile Analysis</i> - 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		
<i>Business Optimisation</i> - 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	<i>Enabling a Digital Workforce</i> <i>Automated Conversations</i> - 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 <i>Intelligent Automation</i> - 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	<i>Ecosystem Optimisation</i> - 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
<i>Change Management</i> - 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

ABOUT SPRINT

Introduction to
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint



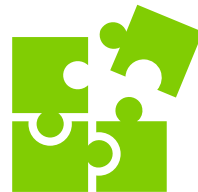
Reply's DNA

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

A SELECTION OF OUR CLIENTS

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Introduction to
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint

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 Agile Analysis service
- 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



AGILE ANALYSIS

TYING STRATEGY TO VALUE



Our Specialisms

Our Service Model

Agile Analysis

Business Optimisation

Automated Conversations

Intelligent Automation

Ecosystem optimisation

Change Management

Contact Us



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Agile Analysis

Process is the crucial link between strategy and value – it's the tie that binds systems, technologies, and people. You need a keen eye for what's working and what needs to change to continuously improve.

- Our consultants help clients achieve these gains by turning our clients into key decision makers around how to recognise, formalise and implement change.
- Combining business architecture, analysis and process modelling skills with lean, six sigma design thinking to build clarity, and consensus on a future state roadmap.

- 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



AGILE ANALYSIS OPERATING MODEL REVIEW, DESIGN AND TRANSFORMATION

Description	What's included?	Why?	Sprint Reply Resource
- The Operating Model Review, Design, and Transformation Service from Sprint Reply accelerates your organisations performance. - The Operating Model Transformation service from Sprint Reply enables organisations to evolve structures and work methods in order to meet and remain aligned with business objectives. - Our Consultants guide your transformation projects/programmes from initial concept through as-is analysis to detail Target Operating Model design and implementation.	Critical assessment of current (as-is) operating model	Strategic needs aligned with operating model	- Business Architect - Business Analyst - Change Manager - Business Improvement Manager
	Assessment of organisations strategic goals, user needs and objectives	Integrated plan for people, process and technology change	
	Design of Target Operating model aligned to organisation needs	Clear understanding of current capability maturity	
	Operating model gap analysis and improvement plan	Focus areas identified for future investment	Customer Resource
	Strategic and tactical opportunity development and delivery	Improved efficiency and effectiveness of service delivery	- Sponsor (Senior Leadership Team) - Subject Matter Experts
	Business engagement and change management	Business wide engagement and support for required change	
	Business case development and approval (5-case model)	Focus areas identified for future investment	Deliverables
	Value led roadmap definition to adopt new operating model	Reduced business risk	<i>To be agreed with the customer based on specific requirements / needs. Includes: Strategic needs, business architecture, capability model, as is/to be operating model and design roadmap implementation plans, business case change management plan</i>
	Leverage Reply operating model design and transformation accelerators	Culture and capability improvements	
	Shape, enable and lead operating model adoption initiatives	Actionable insights and recommendations	
			Duration
			12 weeks +



AGILE ANALYSIS BUSINESS ANALYSIS MANAGED SERVICE



Description	What's included?	Why?	Sprint Reply Resource
- The Business Analysis Managed Service from Sprint Reply accelerates your organisations performance. - Sprint Replys Business Analysis Managed Service provides cost effective Cloud and Digital Business Analysis services via a flexible engagement model. - Our Business Analysis Service is delivered by public sector experienced Business Analysts with proven track record of conducting effective Business Analysis to enable successful transition from legacy to cloud based services.	Deployment of a managed Business Analysis team or individual specialist	BA capacity aligned to business need.	- Business Analyst - Senior Business Analyst - Principal Business Analyst - Business Analysis Manager
	Adaptable, high-quality BAs sourced, on-boarded and managed effectively.	Rapid access to experienced BAs.	
	Evaluation of BA skills/capabilities need, culture and values.	Improved BA skills alignment to project need.	
	Source from existing pool of experienced BAs (including SC cleared).	Increased maturity of BAs reducing cost/impact of rework.	Customer Resource
	Recruitment of permanent and/or temporary BAs	Business requirements aligned to strategy.	
	Benchmark and improve existing BA capability	Maximise requirements traceability.	Deliverables <i>To be agreed with the customer based on specific requirements / needs.</i>
	Define requirements for improving processes/systems, reducing costs and enhancing sustainability.	Achieve step-change in organisation performance.	
	Create viable specifications and acceptance criteria to support technology development.	Successfully embed and sustain change.	
	Manage design and implications of process and organisational change	Measuring and delivering quantifiable financial benefit.	
	Analysis to support options appraisal and business case development.	Effective knowledge and risk management.	Duration <i>Subject to scope. Minimum engagement term is three months.</i>



AGILE ANALYSIS

PROCESS ANALYSIS AND MODELLING

Description	What's included?	Why?	Sprint Reply Resource
- The Process Analysis and Modelling service from Sprint Reply accelerates your organisations performance. - Sprint Replys Process Analysis and Modelling service offers a comprehensive means to map and model business processes using BPMN or other notation. - We help organisations understand and define the requirements for new or changed solutions through effective process analysis and modelling. - Our experienced consultants help clients run process workshops, perform process reviews and identify and deliver process improvement initiatives.	As-is' process mapping, defining existing processes, people and technology.	Data-driven case for change based on robust evidence.	- Process Architect - Business Analyst - Senior Business Analyst - Principal Business Analyst - Business Analysis Manager
	Identify how people, processes, systems and products currently fit together.	Identification of opportunities within your organisation, including cloud-based solutions.	
	Business process maturity review, including digital strategy alignment review.	Efficient realisation of your organisation's benefits.	Customer Resource
	'To-be' processes, identifying areas for development aligned to organisational objectives.	Clear processes ownership and empowerment of subject-matter experts.	
	Objective business analysis, process modelling and recommendations for change.	Processes and business model aligned to objectives and needs.	
	Business case for change with existing processes and expected improvement.	Identification of limitations in existing processes and areas for improvement.	Deliverables
	Change management for improvement, including digital or cloud-based solutions.	Processes prioritised of in terms of maturity and criticality.	
	Identification of ownership of established processes through engagement with SMEs.	Define effective process governance and controls for digital projects.	Duration
	Comprehensive analysis of business processes, including functional and non-functional requirements.	Identify optimal use of digital and cloud-based solutions.	
	Risk assessment - definition, impact and mitigation analysis.	Digital and cloud-based solutions aligned to guiding principles.	<i>Subject to scope. 4 weeks or more.</i>



AGILE ANALYSIS REQUIREMENTS MANAGEMENT

Description	What's included?	Why?	Sprint Reply Resource
- The Requirements Management service from Sprint Reply accelerates your organisations performance. - Sprint Replys requirements Management service enables cost effective elicitation, analysis, specification and validation of requirements and constraints to a level that enables effective development and operations of new or changed software, systems, processes, products and services. - Our Business Analysts manage requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services; identifying and negotiating trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints.	Ability to design methodology to best suit stakeholder environment.	User-centric approach – generates buy-in from users at process start.	- Business Analyst - Senior Business Analyst - Principal Business Analyst - Business Analysis Manager
	Agreed approach to requirements derivation, presentation and assurance.	Tool-based management – ensures consistent and trackable requirements set.	
	Establishing the requirements tooling required and its use.	Structured approach to control and manage requirements through life.	
	Processes to capture, validate, manage and track requirements.	Support for Agile – able to facilitate iterative delivery process.	Customer Resource
	Eliciting and analysing requirements — both functional and non-functional	Vendor and solution agnostic.	
	Ensuring that customer requirements and priorities are accurately reflected.	Early risk and opportunity identification, mitigation and exploitation.	
	Organising product requirements using roadmaps, epics, user stories and backlogs.	Effective stakeholder community engagement.	Deliverables <i>Subject to customer agreement.</i> Requirements strategy/approach; Requirements plan; Configured requirements management tooling; Verified requirements; Product backlog; Roadmaps, epics and user stories; Business requirement specifications.
	Specifying and validating requirements and constraints in detail	Accelerated delivery due to effective and robust approach.	
	Negotiating trade-offs that are acceptable and that satisfy constraints.	Lower cost due to reduced re-work and waste.	
	On-going quality assurance and management risk, assumptions and project controls.	Effective stakeholder community engagement.	Duration <i>Subject to scope. 4 weeks or more.</i>



AGILE ANALYSIS BUSINESS ANALYSIS CENTRE OF EXCELLENCE



Description	What's included?	Why?	Sprint Reply Resource
- The Business Analysis Centre of Excellence service from Sprint Reply accelerates your organisations performance. - Sprint Replys Business Analysis Centre of Excellence service enables organisations to establish and mature the critical components of a high performing Business Analysis capability - encouraging and facilitating collaboration and managing best practices in order to increase business success. - Our experienced consultants leverage Reply accelerators to identify your organisational needs, evaluate current performance and shape and lead desired improvements.	Determining desired future state aligned to business strategy.	Secures meaningful sponsorship and establishes sense of urgency.	- Principal Business Analyst - Business Analysis Manager
	Definition of Business Analysis CoE Charter.	Establishes a guiding team of capable supporters.	
	Current state maturity assessment and assessment of gaps.	Enables BAs to engage, share ideas and communicate better.	Customer Resource
	Tactical project assistance	Focuses resources to develop and maintain leading edge practices.	
	Establishing a standard approach for BA planning, monitoring and execution.	Enables delivery of better quality Business Analysis sooner.	- Sponsor - Project Lead - Product Lead / Specialist - BA Community of Practice Lead
	Creating and maintenance of company specific best practices and artefacts.	Supports better project and business outcomes.	
	Developing standard competency model and associated training/certifications.	Improves retention through active career development.	Deliverables
	Deploying standard tooling to support creation of artefacts.	Reduces cost through improved demand management and resource utilisation.	
	Securing stakeholder commitment and disseminating improvements.	Delivers meaningful impact at pace.	Duration
	Maintenance and continuous enhancement of new competencies.	Provides assistance in peak periods whilst uplifting capability.	

Subject to customer agreement: Future state mode, capability maturity assessment, gap analysis, competency model, change and improvement roadmap, methods, metrics and tools.

Subject to scope. From 2 to 16 weeks.



GENERAL INFORMATION

- Planning
- Quality
- Standards
- Social Value
- Contact Sprint



PLANNING

GENERAL INFORMATION

Introduction to Reply
About Sprint Reply
Our Services
Service Description
General Information
Contact Sprint

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

GENERAL INFORMATION

Introduction to Reply
About Sprint Reply
Our Services
Service Description
General Information
Contact Sprint

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

GENERAL INFORMATION



Introduction to
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint

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



Introduction to Reply
About Sprint Reply
Our Services
Service Description
General Information
Contact Sprint

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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