

# **SPRINT REPLY: ACCELERATE PERFORMANCE INTELLIGENT AUTOMATION**

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.



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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

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

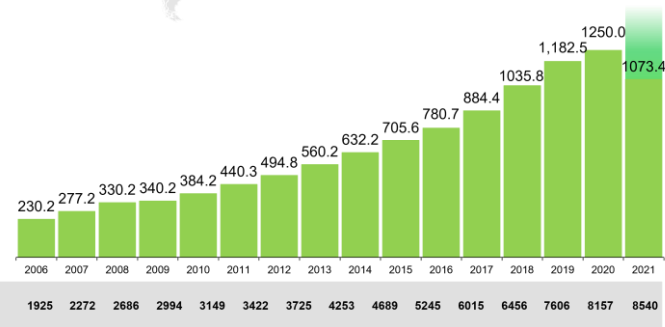
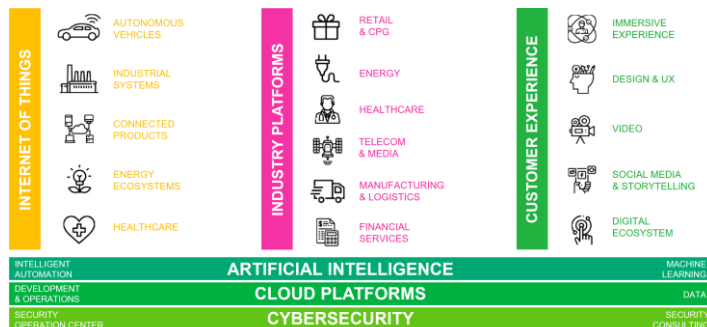


# REPLY IN A NUTSHELL



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 Reply





# 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
- Building Resilient, Connected Digital Services
- 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

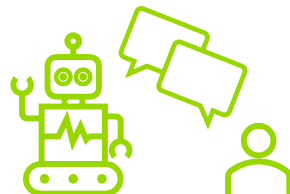
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We are Sprint Reply. We are the **Business Process, Change and Automation Specialist within Reply's network of specialist companies**. We build resilient, connected services to turbo-charge efficiency, agility, and performance improvements. We deploy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

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.



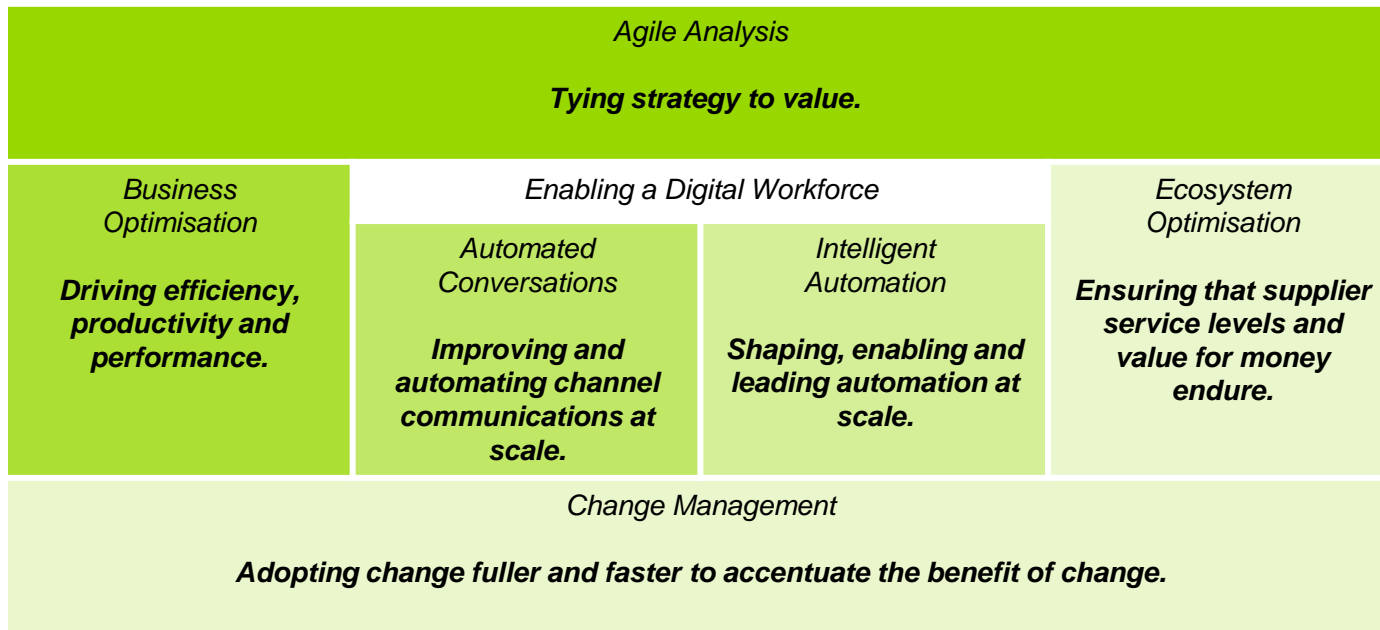
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# OUR SPECIALISMS

## ABOUT SPRINT

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



# BUILDING RESILIENT, CONNECTED DIGITAL OPERATIONS

Introduction to  
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint



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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

- 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

## ABOUT SPRINT

Introduction to  
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint



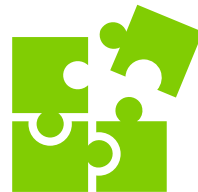
### Reply's DNA

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

Introduction to  
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint

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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 Intelligent Automation
- Automation Roadmap Assessment and PoV Pilot
- Automation Center of Excellence
- Growing a Process Backlog and Scaling RPA
- Intelligent Automation RPA Delivery
- Intelligent Document Processing / OCR / ICR
- Proactive and Continuous Service Improvement
- Securing Value from Existing Automations
- Strategy, Roadmap & Deployment Support for UiPath
- Strategy, Roadmap & Deployment Support for Blue Prism



# INTELLIGENT AUTOMATION

## SHAPING, ENABLING AND LEADING AUTOMATION AT SCALE

Introduction to  
Reply

About Sprint Reply

Our Services

Service Description

General Information

Contact Sprint

### *Intelligent Automation*

**By building new connections and leveraging technology, 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.

- Automation Roadmap Assessment and PoV Pilot
- Establishing an Automation CoE
- Growing a process Backlog and Scaling RPA
- Intelligent Automation RPA Delivery
- Intelligent Document Processing / OCR / ICR
- Proactive and Continuous Service Improvement
- Securing Value from (existing/failed) Automations
- Strategy, roadmap & deployment support for UiPath
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# INTELLIGENT AUTOMATION AUTOMATION ROADMAP ASSESSMENT AND POV PILOT



Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Automation Roadmap Assessment and PoV Pilot service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Automation Roadmap Assessment and PoV Pilot service offers organisations the chance to understand and define an automation roadmap and implement a proof of value RPA pilot against a target process.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Identify key business processes	Define candidate processes for optimisation and improvement.	
	Cost analysis against target processes	Enable business value potential to be identified.	
	Roadmap preparation	Define phased implementation schedule for automations against organisational capacity, priorities, and return on investment.	Customer Resource
	Proof of Value candidate identification	Identify a process with sufficient value potential and ease of implementation to demonstrate overall automation value.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> <li>Process Subject Matter Expert(s)</li> </ul>
	Proof of Value implementation	Creation of initial pilot process.	
	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.	Deliverables
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	
			Duration
			<i>Subject to scope.</i> From 6 to 8 weeks.



# INTELLIGENT AUTOMATION AUTOMATION CENTER OF EXCELLENCE

Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Automation Centre of Excellence service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Automation Center of Excellence service offers organisations the capability to process inbound automation demand against agreed KPI metrics.</li> <li>Our consultants establish a Center of Excellence and manage the inbound automation demand.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Identify and map existing capability and capacity	Align with organisational resources to identify gaps against target roadmap.	
	Define core service capacity	Enable resource planning to align with required capacity against roadmap.	Customer Resource
	Create Center of Excellence governance model	Ensure that all implementations are aligned to business capability models and governance requirements.	
	Implement demand management pipeline and triage model	Enable organisation to consume requests from the business and map these against capacity, priority, and value realisation.	
	Automation delivery	Implementation of automated business process.	Deliverables
	Centre of Excellence support	Adhoc support for the organisation including enablement of internal citizen developers.	
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	Duration
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	

*Subject to customer agreement.* Demand management service model, fulfilment capacity to augment internal capacity,

*Subject to scope.* Ongoing service.



# INTELLIGENT AUTOMATION

## GROWING A PROCESS BACKLOG AND SCALING RPA



Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Automation Process Backlog and Scaling RPA service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Process Backlog and Scaling RPA service provides organisations with automation candidates from the organisation.</li> <li>Our consultants create a process backlog and map against fulfillment capacity, capability, and technical dependencies.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Analysis of existing business processes	Define candidate processes for optimisation and improvement.	
	Cost and value analysis of processes	Ensure that the current process cost is aligned to the potential value of automation.	Customer Resource
	Creation of Process Design Documents (PDD's) for high value processes	Required to ensure that the implemented process to be state is achieved.	
	Backlog creation and prioritisation	Enable organisation to consume requests from the business and map these against capacity, priority, and value realisation.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> <li>Process Subject Matter Expert(s)</li> </ul>
	Technical platform design and scale alignment	Ensure that automated processes can run as per service design.	
	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.	Deliverables
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	
			Duration
			Subject to scope. From 6 weeks.



# INTELLIGENT AUTOMATION

## INTELLIGENT AUTOMATION RPA DELIVERY



Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Intelligent Automation RPA Delivery service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Intelligent Automation RPA Delivery service offers organisations the implementation of identified business processes utilising RPA.</li> <li>Our consultants analyse your business processes to produce design documents which are implemented against identified service metrics.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Creation of Process Design Documents (PDDs) for target processes	Required to ensure that the implemented process to be state is achieved.	
	Automation implementation within defined governance models	Implementation of automated business process.	
	Deployment and testing	Ensure automation is deployed as per governance models and tested to ensure compliance with PDD.	Customer Resource
	Process monitoring	Ongoing process monitoring to identify any process exceptions.	
	Value tracking	Review implemented process against PDD and to be state to ensure benefits and value realization.	Deliverables
	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.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	Duration
			<i>Subject to scope. From 4 weeks.</i>



# INTELLIGENT AUTOMATION

## INTELLIGENT DOCUMENT PROCESSING / OCR / ICR



Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Intelligent Document Processing / OCR / ICR service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Intelligent Document Processing /OCR / ICR service enables organisations to extract data for business processes.</li> <li>Our consultants extract business data using Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR)</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Process analysis to identify physical inputs	Identify processes where physical inputs are digitised and align to cost / value metrics.	
	Input document analysis and training	Capture sufficient samples to enable training of ICR models.	Customer Resource
	Implementation of ICR models to extract business data	Enable data to be captured and digitised into structured formats for ingestion into business processes.	
	Integration with automated business processes	Facilitate end to end automation.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> <li>Process Subject Matter Expert(s)</li> </ul>
	Ongoing measurement and remediation	Track and remediate any digitization failures.	
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	Deliverables
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	Duration
			<i>Subject to scope.</i> From 2 weeks.





# INTELLIGENT AUTOMATION PROACTIVE AND CONTINUOUS SERVICE IMPROVEMENT



Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Proactive and Continuous Service Improvement service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Proactive and Continuous Service Improvement service offers organisations monitoring and remediation of processes.</li> <li>Our consultants monitor your automated processes and ensure that these are running to agreed metrics, and implement agreed optimisations.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Identification of automated business processes	Define candidate processes for optimisation and improvement.	
	Alignment of processes to as is and to be service metrics and KPI's	Ensure that processes continue to provide the expected value to the organization.	Customer Resource
	Establishment of in-line monitoring for each process	Provide real-time self monitoring from within a process.	
	Reporting dashboard for in scope processes against target KPI metrics	Visibility of key metrics against actual value realisation.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> <li>Process Subject Matter Expert(s)</li> </ul>
	Implementation of remediation actions	Ongoing process improvements.	
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	Deliverables
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	Duration
			<i>Subject to scope.</i> Ongoing service.



# INTELLIGENT AUTOMATION SECURING VALUE FROM EXISTING AUTOMATIONS

Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Intelligent Automation Securing Value service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Securing Value service offers organisations the opportunity to enhance existing automations or recover value from partial or failed automations.</li> <li>Our consultants analyse your target processes recreate or augment your existing business value.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Analysis of existing automations	Understand implemented processes vs. expected outcomes.	
	Review of existing service designs	Align implemented processes with design documents.	Customer Resource
	Implementation of revised service designs and process design documents	Required to ensure that the implemented process to be state is achieved.	
	Gap analysis between as is and to be states	Define scope of any required remediation.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> <li>Process Subject Matter Expert(s)</li> </ul>
	Automation implementation within defined governance models	Implementation of automated business process.	
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	Deliverables
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	Duration

*Subject to customer agreement:* Analysis of current state for target processes, remediation from as-is to to-be state.

*Subject to scope.* From 4 weeks.



# INTELLIGENT AUTOMATION STRATEGY, ROADMAP & DEPLOYMENT SUPPORT FOR UIPATH



Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Automated Conversations Strategy, Roadmap &amp; Deployment support for UiPath service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Strategy, Roadmap &amp; Deployment support for UiPath service enables the successful deployment of UiPath services.</li> <li>Our consultants establish a roadmap and support you through the delivery of the platform.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Platform strategy identification and definition	Ensure platform is aligned to organizational strategy.	
	Platform feature roadmap design	Align platform features to phased business requirements.	Customer Resource
	Service deployment and configuration	Provision the service within organization.	
	As is deployment documentation	Facilitate change management and ongoing support.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> </ul>
	Platform support	Enable a stable and scalable platform service.	
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	Deliverables
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	Duration

*Subject to customer agreement:* Deployment and configuration of UiPath platform.

*Subject to scope.* From 2 weeks.



# INTELLIGENT AUTOMATION STRATEGY, ROADMAP & DEPLOYMENT SUPPORT FOR BLUE PRISM



**REPLY**  
SPRINT



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Description	What's included?	Why?	Sprint Reply Resource
<ul style="list-style-type: none"> <li>The Automated Conversations Strategy, Roadmap &amp; Deployment support for Blue Prism service from Sprint Reply accelerates your organisations performance.</li> <li>Sprint Reply's Strategy, Roadmap &amp; Deployment support for Blue Prism service enables the successful deployment of Blue Prism services.</li> <li>Our consultants establish a roadmap and support you through the delivery of the platform.</li> </ul>	Stakeholder mapping, engagement and communication.	Leverages cross industry knowledge and experience.	<ul style="list-style-type: none"> <li>Automation Architect</li> <li>Business Analyst</li> <li>Automation Developer</li> </ul>
	Platform strategy identification and definition	Ensure platform is aligned to organizational strategy.	
	Platform feature roadmap design	Align platform features to phased business requirements.	Customer Resource
	Service deployment and configuration	Provision the service within organization.	
	As is deployment documentation	Facilitate change management and ongoing support.	<ul style="list-style-type: none"> <li>Sponsor</li> <li>Project Lead</li> </ul>
	Platform support	Enable a stable and scalable platform service.	
	Leverage Reply process design, optimisation and automation accelerators.	Enables accelerated adoption of cloud solutions.	Deliverables
	Experienced, professional staff with relevant competencies / experience.	Increased employee satisfaction from job and task clarity.	
	Tactical project support, knowledge transfer and upskilling.	Value for money, competitive rates.	Duration

*Subject to customer agreement:* Deployment and configuration of Blue Prism platform.

*Subject to scope.* From 2 weeks.



# GENERAL INFORMATION

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



# PLANNING

## GENERAL INFORMATION

Introduction to Reply
About Sprint Reply
Our Services
Service Description
<b>General Information</b>
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
<b>General Information</b>
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.



# 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
<b>General Information</b>
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](mailto: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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