

APPLICATION DEVELOPMENT AND MODERNISATION

G-CLOUD 14

SERVICE DEFINITION DOCUMENT

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OUR SERVICE

Service Description

Service Overview

Modern applications can enhance business agility, improve user experience, and ensure efficient operations.

Our services help clients revitalise legacy applications or develop state-of-the-art, cross-platform apps by leveraging cutting-edge Microsoft technologies and platforms. Our services include strategy and planning, development, testing, training, and support to empower your digital transformation journey.

Features

- **Mobile App Creation:** Develop responsive and robust mobile applications.
- **Web App Development:** Build scalable, high-performance web applications.
- **Desktop App Modernisation:** Upgrade and enhance legacy desktop software.
- **Chatbot Development:** Implement conversational bots for customer engagement.
- **.NET Framework Utilisation:** Leverage .NET for reliable backend development.
- **OpenAI Integration:** Incorporate OpenAI functionalities for smarter applications.
- **Azure Cognitive Services:** Enrich apps with advanced cognitive features.
- **MAUI for Cross-Platform Development:** Use MAUI for consistent UI across devices.
- **AKS for Application Scaling:** Manage and scale applications with Azure Kubernetes Service.

Benefits

- **Future-Proof Solutions:** Stay ahead with applications that leverage the latest technologies.
- **Scalability:** Effortlessly scale applications to meet user demand.
- **Advanced Security:** Benefit from the robust security features of Azure.

- **Cognitive Insights:** Utilise AI for deep insights and personalized experiences.
- **Cross-Platform Consistency:** Ensure uniformity across all user platforms.
- **Intelligent Automation:** Incorporate AI to automate and simplify tasks.
- **Improved User Experience:** Deliver superior user interfaces and functionalities.
- **Streamlined Operations:** Increase operational efficiency with modernized systems.
- **Increased Engagement:** Engage customers with interactive chatbots and assistants.

Service Offerings

We understand that each organisation has unique requirements and may be at different stages on their digital transformation journey. Therefore, we have structured our service offerings to be modular, allowing each of the offerings described below to be procured independently. This approach ensures that our clients can select precisely the services that align with their current needs, without the obligation to commit to the entire suite of services:

Product Design

We start where the GDS Service Standard expects us to: with proper discovery and user research, so we actually understand the problem before anyone writes a line of code. That discovery is grounded in real user research, business analysis, mapping out user needs, current processes, spotting where they break down, and getting clear on the outcomes an organisation is actually chasing before we commit to a solution. We use service design to join up the whole user experience across channels and touchpoints, and business architecture to make sure what we build fits the wider operating model rather than sitting awkwardly beside it. This is also where we start thinking about business change: understanding who will be affected, how ways of working will need to shift, and what it will take for people to actually adopt the new service once it lands. From there our design work covers the full picture, from interaction design to prototyping and content, and we build accessible interfaces that meet WCAG 2.2 AA standards.

Product Development

Our solution and technical architecture services translate those needs into robust, well-reasoned designs, choosing the right patterns, platforms and integrations so the end result is scalable, secure and genuinely fit for purpose. Our engineers work across various cloud-native architectures, open standards and secure-by-design practices, backed by solid DevOps, CI/CD and automated testing so we can ship quickly without cutting corners on quality. Testing for security, performance and accessibility is baked in throughout. We build in the open and involve users and stakeholders as we go, so the eventual change feels less like something done to people and more like something they've helped shape.

Product Delivery

We work in small, multidisciplinary, agile teams, moving through alpha, beta and live as the evidence tells us to. We run delivery using whichever agile approach fits, usually Scrum or Kanban, with sensible governance, clear reporting and honest conversations about progress against the outcomes that matter. Process analysis carries on throughout, so as we learn more we keep refining how the service works, not just how it looks. Go-live is backed by proper change management: communications, training, and support that help people make the switch, plus a clear view of adoption so we know the service is genuinely being used and delivering value, not just switched on. And we don't disappear once something goes live: we document what we've built, hand over knowledge properly, and provide the ongoing support and improvement that keeps a product working well as needs change.

- **Planning** - The Planning phase is critical for the success of any application development and modernisation project. As part of this service component, we work closely with clients to understand their business objectives, technical requirements or the challenges they face with current systems. We conduct thorough assessments to identify opportunities for improvement and to outline a strategic roadmap for the project. This may involve evaluating existing

applications or determining the scope for new application development. By leveraging our expertise in Microsoft Azure and other Microsoft technologies, we ensure that the proposed solutions align with the client's long-term digital transformation goals. Key activities include requirement gathering, feasibility studies, architectural design planning, and the selection of technologies and platforms, such as .NET, .NET MAUI, Azure Cognitive Services, OpenAI and more. This detailed planning ensures that the project is set up for success, with clear objectives, timelines, and a comprehensive understanding of the required resources.

- **Setup and Migration -**

- **Application Development Projects** - In the context of new application development projects, the Setup phase involves establishing a solid foundation for building innovative and scalable applications leveraging Microsoft technologies. The development activities are carried out with a strong emphasis on agile methodologies, ensuring rapid delivery while maintaining high quality and adaptability to changing requirements. Cluster Reply's team employs a range of Microsoft technologies, such as .NET, MAUI, and OpenAI, to develop responsive mobile apps, powerful web apps, and efficient desktop apps. The process encompasses initial setup, continuous integration/continuous deployment (CI/CD) pipelines, and the implementation of security and compliance standards, ensuring the application is robust, secure, and scalable from the outset.
- **Application Modernisation Projects** - For application modernisation projects, the process begins with a comprehensive analysis of the legacy application to understand its architecture, functionalities, and limitations. This evaluation helps in identifying the best modernisation strategy - whether it involves re-hosting, re-platforming, re-factoring, or rebuilding the application. The development or modernisation phase is then initiated, focusing on leveraging modern technologies and platforms such as .NET for backend development and Azure services for enhanced capabilities. During this phase, the legacy application is transformed into a modern,

cloud-native application that benefits from Azure's scalability, reliability, and security features. If data migration is required, a meticulous plan is developed to ensure the safe and efficient transfer of data from the legacy systems to the new platform. This involves data mapping, cleansing, and validation processes to ensure the integrity and availability of data in the new environment. Throughout the modernisation process, Cluster Reply maintains a focus on minimising disruptions to business operations, ensuring a smooth transition to the modernised application with enhanced performance, security, and user experience.

- **Testing** - Testing is an integral part of the development process, ensuring that applications are reliable, secure, and performant. Cluster Reply adopts a comprehensive testing strategy that covers functional testing, performance testing, security testing, and usability testing. By leveraging automated testing tools and frameworks, we ensure that each component of the application meets the highest quality standards. Functional testing verifies that the application behaves as expected, while performance testing evaluates the application's responsiveness and stability under various conditions. Security testing identifies vulnerabilities and ensures compliance with industry standards, protecting sensitive data and transactions. Usability testing ensures that the application delivers a seamless and intuitive user experience across all platforms. This thorough testing process helps to identify and resolve issues early, ensuring that the final product is of the highest quality and ready for deployment.
- **Training** - Training is essential to enable clients to maximise the benefits of their new applications. Cluster Reply provides comprehensive training sessions tailored to different roles within the client's organization, from end-users to IT staff. These sessions cover the operation, administration, and maintenance of the new systems, ensuring that users can effectively utilize the applications and that IT staff are equipped to support and manage the infrastructure. Training also includes guidance on best practices for security, performance monitoring, and troubleshooting. By empowering clients with the

knowledge and skills to manage their new applications and infrastructure, we ensure that they can fully leverage the technological advancements and maintain optimal performance. Training sessions can be delivered in various formats, including workshops, webinars, and hands-on sessions, to suit the client's needs.

- **Ongoing Support** - Ongoing Support ensures that clients continue to receive assistance and guidance after the project's completion. Cluster Reply offers a range of support services, from technical assistance and troubleshooting to updates and enhancements. This support covers all aspects of the applications and underlying cloud infrastructure, ensuring that systems remain operational, secure, and up-to-date. We have a ticketed Support Desk available as part (costed option) of any service and or software we provide. Most projects without the Service Desk include a period of hypercare for any software or interfaces we have developed. we can provide various levels of support from 3rd/4th line working day passive support to 24/7 fully resourced response, with SLAs.

Onboarding

New clients are onboarded through a structured and comprehensive process designed to ensure a smooth transition to our services. This process begins with an initial consultation to understand the client's specific needs, goals, and existing systems. Following this, we conduct a detailed project scoping and planning session to align our services with the client's objectives. Clients are then introduced to their dedicated project manager and team, who will be their primary points of contact throughout the project. A kick off meeting is held to outline the project timeline, milestones, and deliverables. We also set up communication protocols and access to project management tools to ensure transparent and consistent updates. This onboarding approach is designed to build a strong foundation for our partnership, ensuring that clients are fully engaged and informed from the outset.

Offboarding

Securing a smooth exit and offboarding process, or transitioning to another supplier, is handled with the great care to ensure client satisfaction and data integrity. At the start of the engagement, we define a clear exit and transition plan that outlines the steps, responsibilities, and timelines for offboarding. This plan is developed in consultation with the client to align with their specific needs and circumstances. Throughout the engagement, we ensure that all data, documentation, and deliverables are systematically organised and stored to facilitate a straightforward handover. On initiating the exit or transition, we conduct a series of final meetings to review the project, hand over all necessary documentation, data, and intellectual property, and ensure that the client or new supplier has a clear understanding of the work completed. Technical support is provided during the transition period to address any questions or issues, ensuring a seamless handover. This structured approach guarantees that the client or new supplier can continue operations without interruption, maintaining trust and integrity throughout the transition process.

Security

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels.

Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains.

Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified, and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information

Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist, we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.

Ordering and Invoicing Process

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.

Customer Responsibilities

For successful delivery of our services, we require clear and open communication, access to relevant information and systems, and active participation from the customer. Specifically, we need a detailed understanding of the customer's objectives, constraints, and expectations from the project. Access to existing systems, documentation, and data is crucial for analysis, planning, and integration purposes. Engagement from the customer's side, including timely feedback, decision-making, and collaboration, is essential for agile project management and ensuring the project remains aligned with the customer's business goals. Additionally, having designated points of contact within the customer's organization who can provide insights and facilitate access to resources when needed is vital. By establishing these requirements upfront, we can ensure a smooth, efficient, and successful project delivery.

ABOUT REPLY

About Cluster Reply

Cluster Reply is an award-winning technology consultancy that is part of the Reply group, offering Microsoft Azure focused services and cutting edge solutions. We help organizations navigate their digital transformation journey and reach new heights using cloud technologies. Our team of experts delivers tailored strategies, roadmaps, and cutting-edge solutions, helping clients harness the power of the cloud.

We offer a range of services centred around Microsoft Azure that can help you achieve your business goals and drive growth through the power of the cloud. Delivering a complete cloud Managed Services solution; on-premises, hybrid and cloud to enable you to digitally transform your business with the Microsoft Azure cloud. Cluster Reply have helped our customers to achieve success through offering experience, expertise and best practice guidance to optimising your current IT investments.

WE ARE MICROSOFT SOLUTION PARTNERS



About Reply

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralized network of specialised companies.

Among Replyers', you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make progress, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations

