

# **B2B INTEGRATION**

## **G-CLOUD 14**

### **SERVICE DEFINITION DOCUMENT**

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## **OUR SERVICE**

## Service Overview

In today's digital landscape, seamless integration between applications, data sources, and systems is pivotal for businesses to operate efficiently, make informed decisions, and deliver superior customer experiences. As long-term integrations specialists, Glue Reply understands that integration challenges can be complex, hindering agility, productivity, and competitiveness. That's why we, at Glue Reply, have developed a comprehensive integration service that harnesses the power of cutting-edge technologies, industry-leading expertise, and proven methodologies to streamline your integration needs. What sets us apart is our relentless commitment to innovation, our deep understanding of your industry's nuances, and our ability to craft tailored solutions that unlock new levels of operational excellence, data-driven insights, and business growth. With our integration service, you gain a trusted partner that empowers your organization to thrive in an increasingly connected and data-driven world.

## What We Offer



### Business Capability-led Planning

Business Capability-led Planning is a specialism of Glue Reply. We focus on your business's objectives and strategy to inform design and development activities. This guides us in assessing what you currently do, why you do it, and what people, processes and tools you use.



### Expert Tools and Applications Usage

Glue Reply have Platinum and Gold level partnerships with major IT platform providers including **Oracle**, **Microsoft**, **IBM** and **Mulesoft**. This allows us to expertly optimise and configure a wide range of platforms and tools to meet your service needs.



### Cloud Infrastructure Design

Glue Reply is able to support your company with features, ranging from virtualisation through to Platform as a Service (PaaS), both in a design and assurance capacity. Reply are a member of the AWS Global Premier Partner Group, Microsoft Azure award winning Gold partner, and one of few UK Google Cloud Platform partners.



### MI, BI and CRM Integration

As well as Agile platform configuration we can design and deliver Management Information and Business Intelligence integration. Through in-depth analysis of your current systems, we are able to build bespoke solutions to maximise the value of your current ICT estate through integration.

## Integration Capabilities

Glue Reply provides a full suite of integration capabilities to its clients. As an organisation we support our clients through the full lifecycle and advise them as they grow in maturity. Glue Reply works onsite as a client-side advisor, we pride ourselves on the fact we are not an offshore SI instead we focus on high productivity as we work alongside our clients.

The majority of Glue Reply's integration consultants are trained and certified across multiple technologies giving them a breadth and depth of knowledge across many integration platforms.

### Our Service Skills

Enterprise Integration Strategy & Architecture

Centre of Excellence Establishment

Platform Setup / Configuration

Service Design

Development & Implementation

Service Governance

Managed Service / Operations

## Our Integration USP

### Business Outcomes Driven Architecture

Our overarching approach drives all that we do to ensure that the focus is always on the outcomes contracted for but also those outcomes we might identify that can also be delivered as Quick Wins or as Value Add, often within the construct of the contract

## Relevant Experience

Glue Reply has extensive relevant experience supporting organisations to implement integration technology, mature its practices, and design and develop key integration services. Specifically relating to projects leveraging the IIB technology Glue Reply has completed multiple engagements ensuring the effective use and adoption of the tooling to deliver a broader business outcomes and technology step change.

## Continuous Upskilling

As programmes are an evolution for clients and any incumbent team members Glue Reply will ensure it continually supports and upskills other team members. We have a number of mechanisms to support this however common approaches include shadowing, pair programming and brown bag sessions.

## Intellectual Property



**Detailed reference architectures (Enterprise Service Architecture) defined at a conceptual and logical level, and then mapped to physical technologies**



**Service Method. Our method has been customised into many organisations, it has even been licensed and it formed the basis of the MOD Service Methodology.**



**Standards, Policies, Processes, Guidelines etc. Glue Reply has developed a wealth of key artefacts to enable very rapid productivity and standardisation of approach. These have been well road-tested and used by many organisations.**



**Strong Multi-Integration experience. Glue Reply has worked extensively with organisations to deliver federated and common ways of managing multiintegration platforms. Whether it is management of the separation of API and ESB type technologies, ETL and ESB or multiple like-for-like technologies.**

## Integration

Glue Reply's Integration Excellence can help your organisation to:



## Integration Factory Design & Implementation



The implementation of this capability will heavily leverage Glue Reply's existing processes for delivering an Integration Factory. Through tailored versions of their intellectual property (IP), Glue Reply will develop a comprehensive set of processes





and documentation for integration into the Log NEC programme. This collaborative effort with the customer assumes that deliverables hinge on engagement with the evolving Integration Factory. The resulting outputs encompass processes and documentation facilitating the initiation, management, and operation of the Integration Factory, encompassing various essential components. The Glue Reply Integration Factory consists of a team with the skills, knowledge and facilities required to design, build and deploy interfaces that transfer information from one information service or application to another. In particular, the team are capable of producing a uniform product whilst meeting a specific business requirement.

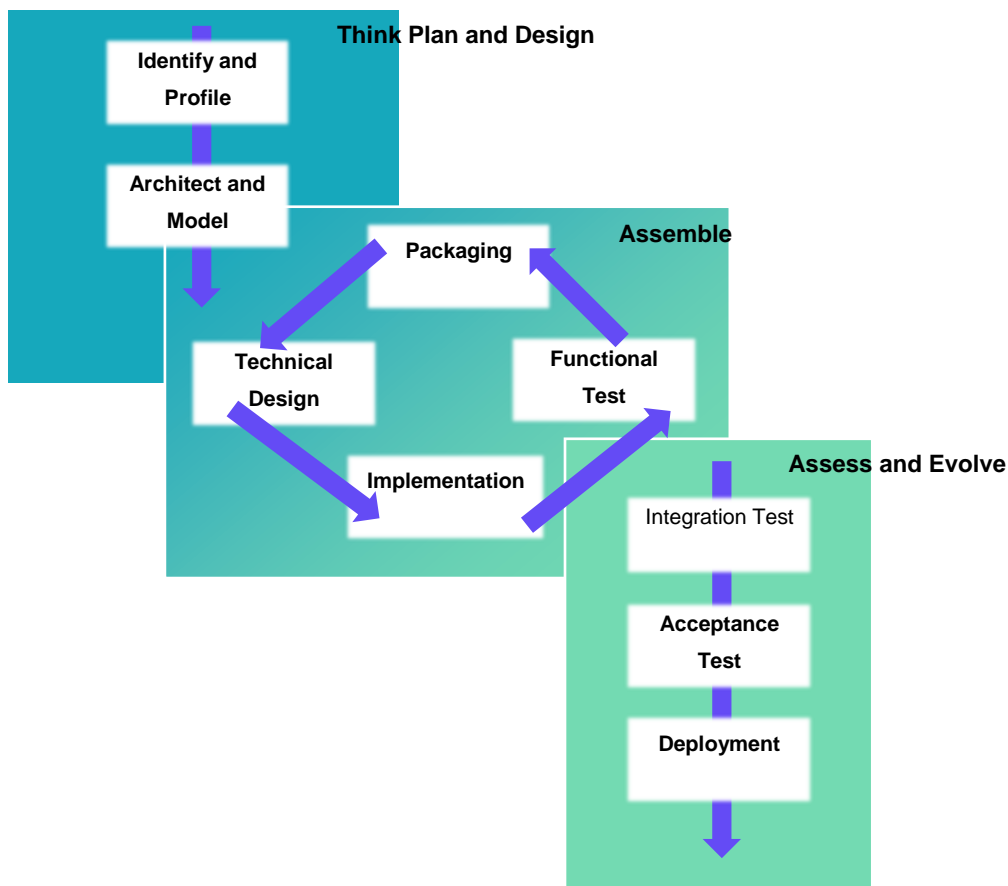
### **Elements of the Integration Factory**

The Integration Factory consists of the following elements:

-  An expertly trained and highly experienced team covering every element of the service lifecycle, from detailed system identification to dedicated service management and support.
-  A development environment encompassing all the tools required to excel in the design, build, deployment and testing of the integration factory.
-  A development method encompassing a specialisation of which has been delivered to the Log NEC Programme previously and which forms the basis of the Log NEC ICC Framework.
-  A set of rigorous standards covering all aspects of the service lifecycle, particularly standardised designs that can be matched to a business requirement and quickly instantiated.
-  Re-usable utility services that can accelerate the time to deployment of a production ready solution.
-  Development and implementation of a canonical data model to support standardised messaging.

-  Comprehensive knowledge transfer to enable in-house team up-skilling and informed support services.
-  Proven change management procedures with supporting templates and artefacts.

## The Integration Factory Methodology



The Integration Factory method comprises the following phases in the picture below.

In addition, there are several enabling services



## **Ongoing Integration and Interface Development**

Glue Reply offers an experienced team to accelerate your integration development during key delivery cycles. Our consultants seamlessly integrate into your broader development team, providing both the expertise and flexibility needed for successful outcomes. Our teams are adept at working across diverse client environments, quickly adapting to your company's unique culture and workflow.

Our consultants don't just bring technical skills—they bring adaptability. Whether your project requires a waterfall approach, agile methodology, or a hybrid of both, Glue Reply's integration team can fit seamlessly into your existing processes. We propose a compact, highly skilled integration team capable of delivering high-velocity results. This allows for a more efficient design, development, testing, and deployment of integration services between the middleware/ESB/orchestration layer and your core applications.

## **Quality assurance and Test Management**

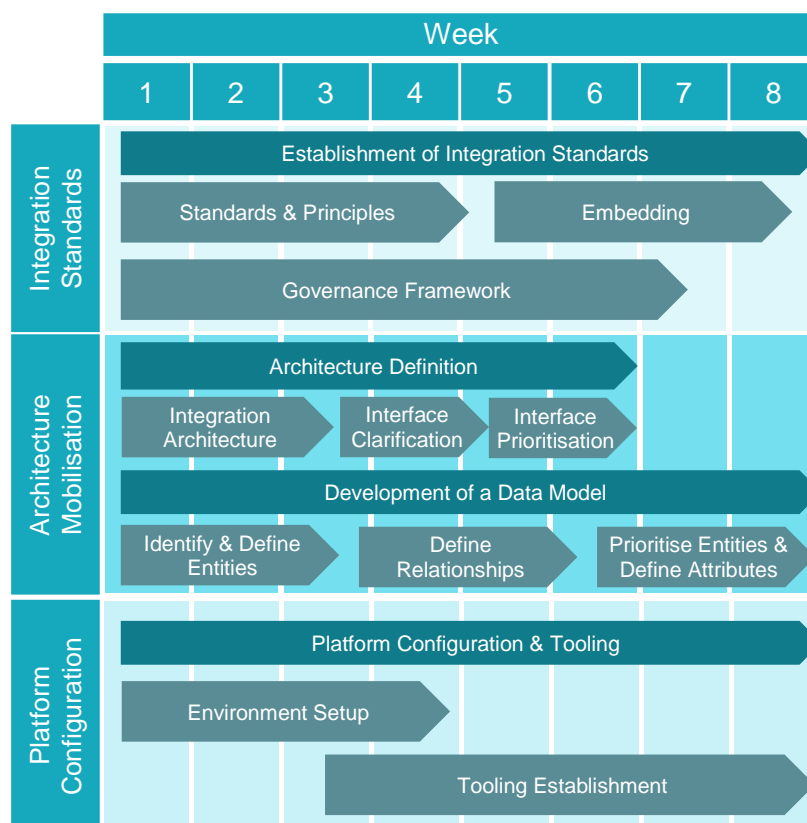
Glue Reply will follow all client directions in terms of quality Tool and Processes, using HP ALM for test cases creation and executions. In addition, Glue Reply will follow our ISO9001 accredited processes, where they may add value. Partners and Practice Managers will provide peer review of designs and artefacts but also of approaches, progress and velocity to ensure we are progressing as planned or to assist in identifying and mitigating risks and issues.

## **Align to Hybrid Development Approach**

Specifically, for clients the team would align to the hybrid development model proposed. Team members would work alongside the client's staff to deliver specific sprints and items from the backlog. Ensuring the right balance is reached in documentation, the consultants will complete suitable design for the interfaces. For the central orchestration layer further design work would be completed to ensure this is implemented and orchestrated appropriately. Glue Reply adopts an 'Early sight' approach, where we will continually share updates to key artefacts with the relevant stakeholders. This supports buy in and removes any bottle necks in sign off processes due to the inherent familiarity with the artefact.

## Integration Mobilisation

For most projects; to support the effective mobilisation of the integration design, build and test we would propose a number of workstreams to be completed within the initial mobilisation phase:



### Stream 1: Integration Standards

Glue Reply takes a holistic approach in defining and delivering integration capability which span across the complete lifecycle of the Integration Capability delivery.

Drawing on the core concepts of developing an Integration Centre of Excellence (CoE) Glue Reply will focus on providing the key foundational standards to drive consistency and efficiency.

- Define key integration principles
- Establish and embed key integration standards
- Develop / Tailor integration templates and documents. e.g. Interface Specifications
- Support the implementation of an integration governance framework

## **Stream 2: Architecture Mobilisation**

This stream will aim to define the pre-requisites for the delivery of interfaces for Order NEXT.

It will achieve the following.

- Agree / ratify the target architecture
- Development of the architecture for the orchestration layer
- Development of an initial data model to support the interface specification

## **Stream 3: Platform Configuration**

Platform tooling will involve both the configuration of the IIB platform and the deployment/configuration of other tools which will support the platform.

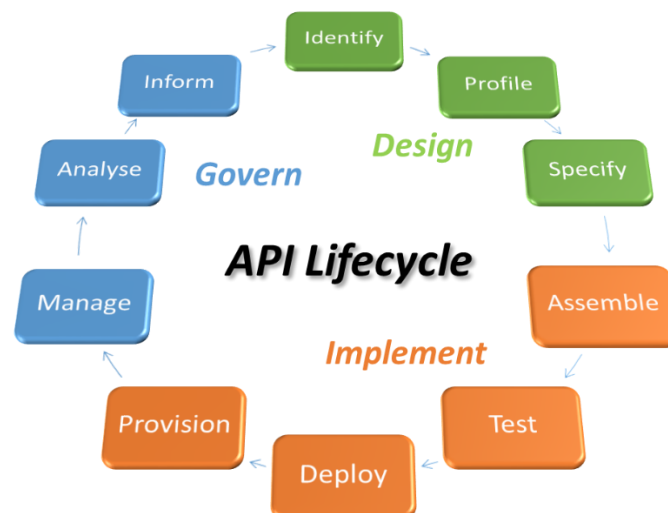
The following high-level activities will be carried out in this stream.

- Setup & configuration of the IIB platform
- Definition of the platform requirements including the connectivity requirements.
- Joint evaluation of licensing to validate that licensing is appropriate for the activities required
- Configuration of the domains and environments.
- Setting up connectivity across different environments
- Any integration with the rest of the operational environment and to ensure the platform is 'industrialised' and ready for use
- Delivery of key artefacts to support the configuration, such as a deployment guide, connectivity guide etc.
- Setup & configuration of platform supporting tools
- Setup and configuration of source control
- Setup and configuration of build tools, CI/CD tools
- Setup and configuration of Agile tools for planning and tracking.

## **Integration and API Methodology**

Glue Reply offers a proven Service/API Lifecycle Model designed to streamline and optimize your cloud integration efforts. Our comprehensive approach encompasses every stage of the API lifecycle, providing a clear roadmap for successful service

development and deployment. Each stage of the lifecycle is intricately woven into our overarching methodology, ensuring a cohesive and consistent experience from start to finish.



With our API Lifecycle Model, we guide you through key stages such as design, development, testing, deployment, and ongoing management. This structured approach ensures that your APIs are robust, scalable, and aligned with your business objectives. Our model is not just a framework; it's a dynamic process that adapts to your unique needs, enabling you to harness the full potential of cloud-based services.

Partner with Glue Reply and gain access to a comprehensive API lifecycle methodology that reduces risk, accelerates time-to-market, and drives value at every step. We're dedicated to providing you with the tools, expertise, and support needed to create seamless, high-performing cloud integrations. Trust Glue Reply to help you build a future-ready cloud infrastructure that propels your business forward.

## Cloud Integration, Design, Development, Testing

Elevate your business with Glue Reply's Solution Design and Technology Delivery expertise. We specialize in maximizing your IT investments by building robust, enterprise-grade systems tailored to drive high business performance. Our seasoned consultants bring a wealth of experience, business acumen, and cutting-edge technology skills to craft a solid architecture that aligns with your strategic goals.

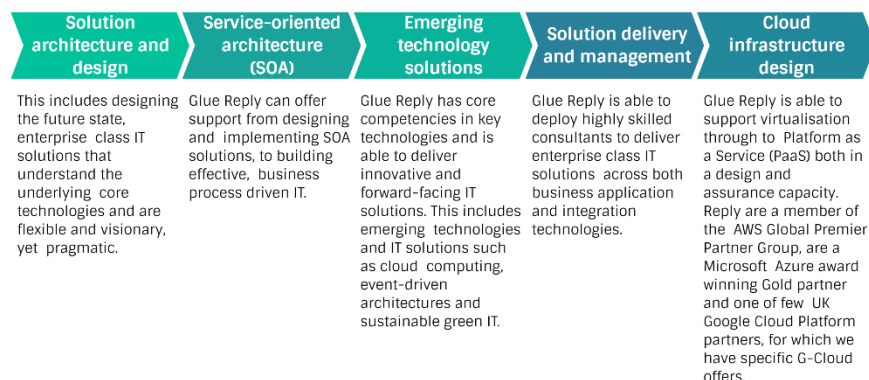
Glue Reply provides comprehensive solution architecture, IT system design, and delivery services designed to keep your projects on track with your business, IT, and Enterprise Architecture (EA) objectives.

Our approach, rooted in four guiding principles—people, process, pragmatism, and collaboration—ensures that each step delivers tangible value. We prioritize collaboration, working closely with you to create technology solutions that you can confidently own, understand, and leverage to fuel your organization's success.

Our extensive consulting experience spans multiple industries, including defence, government, retail, consumer packaged goods (CPG), telecommunications, utilities, and financial services. We're also well-versed in cross-industry solutions such as supply chain management, human resources (HR), and customer relationship management (CRM).

With Glue Reply's Solution Design and Technology Delivery, you get more than just a service—you gain a partner dedicated to your business growth. Let's work together to harness the full potential of your IT systems, ensuring a solid return on investment and a competitive edge in today's dynamic market.

Glue Reply's Solution Design and Technology Delivery service includes:



## Cloud Readiness

Government agencies are embracing cloud-based solutions, driven by the Crown Commercial Service (CCS) policy, to streamline operations and enhance flexibility. Cloud adoption is a form of outsourcing where enterprise infrastructure, platforms, software, information, or data is typically managed off-premises by a third party.

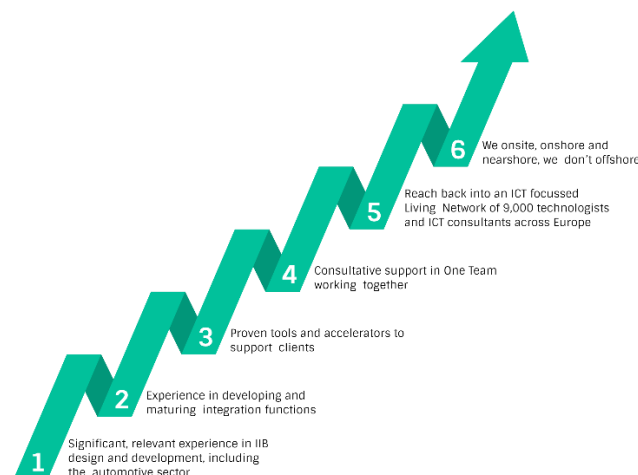
Whether hybrid, on-premises, or remotely hosted, cloud solutions can be private or public, offering a variety of benefits to suit different needs.

At Glue Reply, we specialize in assessing an enterprise's readiness, capability, and maturity for cloud-based service development, implementation, and integration within its ICT infrastructure and digital strategy. Our thorough assessment process helps you understand the benefits and potential limitations of cloud hosting compared to on-premises solutions. While cloud services offer scalability and flexibility, they can sometimes come with unique challenges, like higher costs and complex interfaces that require significant customization.

Our approach leverages our extensive experience in enterprise architecture (EA) and service-oriented architecture (SOA) to provide a comprehensive review of your cloud strategy. We evaluate your current infrastructure, identify potential risks, and offer tailored recommendations to ensure a smooth transition to the cloud. With Glue Reply, you get a trusted partner committed to optimizing your cloud adoption journey, balancing innovation with cost-effectiveness and reliability.

## Integration Value & Benefits

Glue Reply stands out in the integration design, build, and test phases, adding significant value through a holistic approach. Our expertise extends beyond delivering a robust IBM Integration Bus (IIB) orchestration layer and related interfaces. We offer a distinctive approach that aligns with your business goals, ensuring a seamless integration experience.





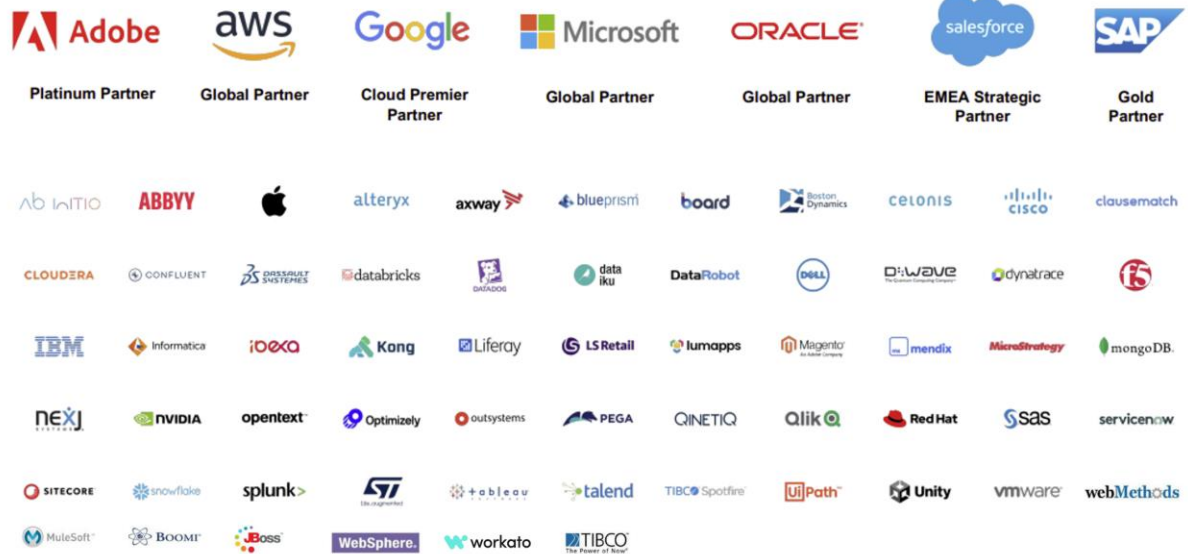
Our unique value proposition lies in our commitment to quality, flexibility, and innovation. Glue Reply's approach to integration focuses on robust design, meticulous build processes, and comprehensive testing. We ensure that every integration point is optimized for performance and scalability. Our team brings extensive experience and a deep understanding of industry best practices, guaranteeing that your integration projects meet the highest standards.

What sets Glue Reply apart is our ability to adapt to your specific requirements, offering tailored solutions that fit your business context. We prioritize collaboration and transparency, working closely with your team to ensure smooth implementation and minimal disruption to your operations. With Glue Reply, you gain a trusted partner dedicated to your integration success, providing you with the expertise and tools needed to achieve seamless and efficient integration.

## **Ecosystem**

Our extensive ecosystem at Glue Reply is built on collaborative partnerships with leading cloud platforms and integration/middleware application vendors. This empowers us to provide independent advice and create tailor-made innovative solutions. By leveraging our global team of specialised advisors, who have deep knowledge of a diverse technology landscape, we have established a successful history of project delivery. Our Integration Factory and Centres of Excellence demonstrate our commitment to operationalising integration excellence, reinforcing our role as a client-focused advisor and integration expert.

# PARTNERS ECOSYSTEM



## Service Description

Our service focuses on providing specialized B2B Integration solutions. With the extensive experience we have in the IT industry we concentrate on Business Outcomes Driven Enterprise Architecture, focusing on the automation. Our services include integration, automation and optimization of the key business processes, implement GDSS-compliant digital architecture that connect an organization with its trading partners like— customers, suppliers, logistics companies and financial institutions etc., Our expertise lies in more comprehensive Implementation of SCOR (Supply Chain Operations Reference) model covering plan, source, make and deliver (extended to selling for retailers).

There are many B2B integration solutions available – whether on-premise B2B integration software or cloud-based B2B integration tools – each with its own set of features. However, there are some core features we focus on are:

### Communications Support:

- Effectively managing the document standards in electronic data interchange (EDI), trading partner agreements. Some of the document standards include EDIFACT, X12, SWIFT, ACORD, RosettaNet, HL7, XML
- Expertise in using the Library of communication adapters supporting all the protocols like AS2, FTPS, SFTP, MQ

### Application Integration:

We have certified developers across many SaaS & IPaaS tools like IBM, Software AG WebMethods, Azure, Oracle, Salesforce, SAP, Dell Boomi and Google Cloud Platform and many more. Well versed consultants who believes in following the industry standards in using these B2B tools for

- Data transformations and mappings.
- Message tracking and Reporting.
- Data Encryption

- Data validations
- Trading Partner Community management
- Validate Analytics and Insights.
- There are many tangible advantages gained by multiple clients from deploying B2B integration tools. Some of the Key benefits are listed below:
- Cost efficient:
  - There were variety of cost saving benefits attained by automating the processes that involved manual interventions. This increases the speed of supply chain and delivery cycles.
- Operational efficient:
  - Along with the speed, cost and accuracy B2B Integrations had improved operational efficiency and improved the trading partner relationships.
- Improved Data Quality:
  - B2B integration solutions eliminated the need for human error as data is manually entered from one system or application to another. The estimated error rate for human data entry around 1-10 percent and this has been reduced due to the automations. Also, by creating a 'virtual quarantine' that ensures the integrity and accuracy of data from the trading partners before it enters the enterprise applications
- Global Connectivity:

Reaching global suppliers and customers digitally has become essential to have the agility and business flexibility to quick exploit the opportunities in new markets and new territories. Using the B2B tools effectively consultants were able to seamlessly support a wide range of connectivity options to facilitate rapid onboarding and secure and effective data exchange.

## Integration and Microservices – Services

- AI-Driven Integration and Cloud Services
- Integrating ML and NLP into Cloud Services
- Open Source Integration with Apache Camel
- Cloud API management using APIgee
- Enterprise Cloud and Internet First Integration using APIgee
- Blockchain Technology Integration for Cloud Services
- AWS Platform as a Service from Reply
- Cloud based integration workflow management
- Integrating using Cloud Architecture and Collaboration
- Advanced Enterprise Cloud Integration with Open Source and Internet First
- Enhanced Integration of Google Cloud Platform (GCP) into Cloud Architectures
- Serverless Computing Solutions for Cloud Integration
- Integrating Identity Providers into AWS
- Enterprise Integration Platform, Data and business intelligence solution transformation Platform using Azure Integration Service
- Integrating AWS into Cloud based architecture
- Cloud Re-architecting Service
- Cloud Integration Design, Development, Testing, and Delivery Services
- Cloud Centre of Excellence
- Cloud Integration Support Services
- Enterprise Cloud Integration and Strategy, Delivery and Support with Dell Boomi
- Edge Computing Solutions for Cloud Integration
- Enterprise Integration Architecture including Internet First
- Comprehensive Integration, SOA/API, and Microservices Platform Solutions
- Comprehensive Integration, SOA, Microservices, and API Governance Solutions
- Enterprise Cloud & IBM IIB Integration with GDSS Compliance
- Enterprise Cloud and Internet First Integration using IBM WebSphere

- Device and EUD Integration into Cloud Architecture
- B2B Integration
- Development of a Cloud Integration Centre of Excellence and Competency Centre - CCoE
- Integration Training for cloud platforms and services
- Distributed Streaming and Integration Delivery using Confluent & Kafka
- Robotic Process Automation with Mulesoft RPA
- Integration Infrastructure, Security setup and API Management with Mulesoft Anypoint Platform
- Integration Architecture, Design, Implementation and Delivery with Mulesoft Anypoint Platform
- Integration API Monitoring, Governance and Support with Mulesoft Anypoint Platform
- Oracle e-Business Suite (ERP) & Enterprise Cloud integration using Oracle Fusion
- Enterprise Cloud and Internet First Integration using Oracle Service Bus (OSB)
- Enterprise Cloud and Internet First Integration using Red Hat Fuse
- Integrating Blueprism RPA technology into a Cloud architecture
- Advanced Integration of UiPath RPA Technology into Cloud Architectures
- Integration and data analytics platform solution design, delivery and service implementation using SAP Business Technology Platform (SAP BTP)
- Sustainability Strategy
- Enterprise Cloud and Internet First Integration using Talend
- Integration and data analytics platform solution design, delivery and service implementation using TIBCO suite of products
- Enterprise Cloud and Internet First Integration using webMethods
- webMethod IO
- Enterprise Cloud and Internet First Integration using Wor

## **Onboarding**

New clients are onboarded through a structured process designed for a seamless transition and immediate value realisation from our services. This process ensures that client needs, objectives, and existing infrastructure are thoroughly understood and integrated. Here's a breakdown of our onboarding process:

### **1. Kick-off Meeting:**

- A kick-off meeting is scheduled to understand the client's specific requirements and objectives.
- Key project stakeholders are identified, and essential concepts relevant to system integration are introduced and explained.

### **2. Collaborative Method Proposal:**

- We propose a collaborative method that outlines the joint effort required for successful implementation and operation.
- This proposed method is refined jointly with the client to adapt it to their specific needs and ensure alignment with their operational practices and business objectives.

### **3. Regular Check-ins:**

- Throughout the onboarding process, regular check-ins are scheduled to address concerns, clarify next steps, and ensure alignment with the project roadmap.

### **4. Tailored Onboarding Plan:**

- Working closely with our clients, we craft a tailored onboarding plan that may include formal training, on-the-job training (OJT), computer-based training (CBT), or the identification and selection of client resources for continued operation.

### **5. Seamless Integration Support:**

- Our hands-on approach ensures that clients are fully supported from the outset, setting the stage for a successful partnership and seamless integration experience.

#### **6. Knowledge Transfer and Support Provision:**

- In scenarios where we assume responsibility for services from a client or previous contractor, we facilitate efficient and transparent knowledge transfer and assume support provision diligently.
- We are equipped to handle Transfer of Undertakings (Protection of Employment) Regulations (TUPE) transfers to ensure compliance and continuity for all parties involved.



## **Offboarding**

Securing a client's exit or transition to another supplier is approached with careful planning, emphasising smooth and secure service transfer. Our offboarding process ensures that clients experience minimal disruption and maintain control over their data throughout the transition. Here's how we handle offboarding:

### **1. Exit Planning:**

- We initiate the offboarding process with thorough exit planning to understand the client's needs, timelines, and compliance requirements.
- Clear communication channels are established to ensure coordination throughout the transition.

### **2. Data Integrity and Security:**

- Data integrity and security are paramount. We implement protocols for auditing data completeness and securely purging any data from our systems post-transfer.

### **3. Collaborative Transition:**

- When transitioning to another supplier, we collaborate closely to ensure technical compatibility and provide comprehensive documentation of the client's integration environment.
- Our objective is to minimise operational disruption for the client, ensuring they maintain control and access to their data and experience seamless service continuity.

### **4. Structured Offboarding Process:**

- In the event of project completion or transitioning to another supplier, we prioritise a structured and orderly offboarding process.
- A comprehensive assessment identifies outstanding tasks, deliverables, or dependencies that need to be addressed prior to the transition.

### **5. Tailored Offboarding Plan:**

- Through open dialogue and collaboration, we develop a tailored offboarding plan that outlines steps, timelines, and responsibilities involved in the transition process.

#### **6. Seamless Transition:**

- Our goal is to facilitate a seamless transition that preserves continuity, minimises risks, and enables clients to transition smoothly to their next phase of operations.
- By leveraging our expertise, resources, and commitment to excellence, we aim to leave a lasting positive impact on our clients' business outcomes, even as our engagement concludes.

### **Access to Data**

Throughout the offboarding journey, we take proactive measures to facilitate ongoing access to client data. We provide comprehensive documentation outlining the location, format, and access procedures for client data, ensuring that relevant stakeholders have the necessary information to access and utilise the data effectively.

Throughout the offboarding period, our team remains available to provide ongoing support and assistance to client personnel, addressing any queries or concerns related to data access and ensuring a smooth transition of ownership and responsibility.

## **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.

## **Training & Knowledge Transfer**

As part of the offboarding process and where such is required, we are keen to assist clients in developing their staff and supporting self-sufficiency, ensuring they are equipped with the skills and knowledge required to access, manage, and maintain systems put in place post-offboarding.

We are happy to discuss how best to assist in continuous professional development with a client. Our primary methods are through workshops, mentoring and guided on-the-job training, however we offer many flexible options – for example, we have the capability to develop and deploy “Apps” to support and deliver training options exploiting Portable User Devices such as tablets and smartphones. Through partners, we can also deliver more formal instructor led and computer-based training packages and Webinars.

## Ordering and Invoicing Process

To begin the process, please contact [glue.frameworks@reply.com](mailto: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.

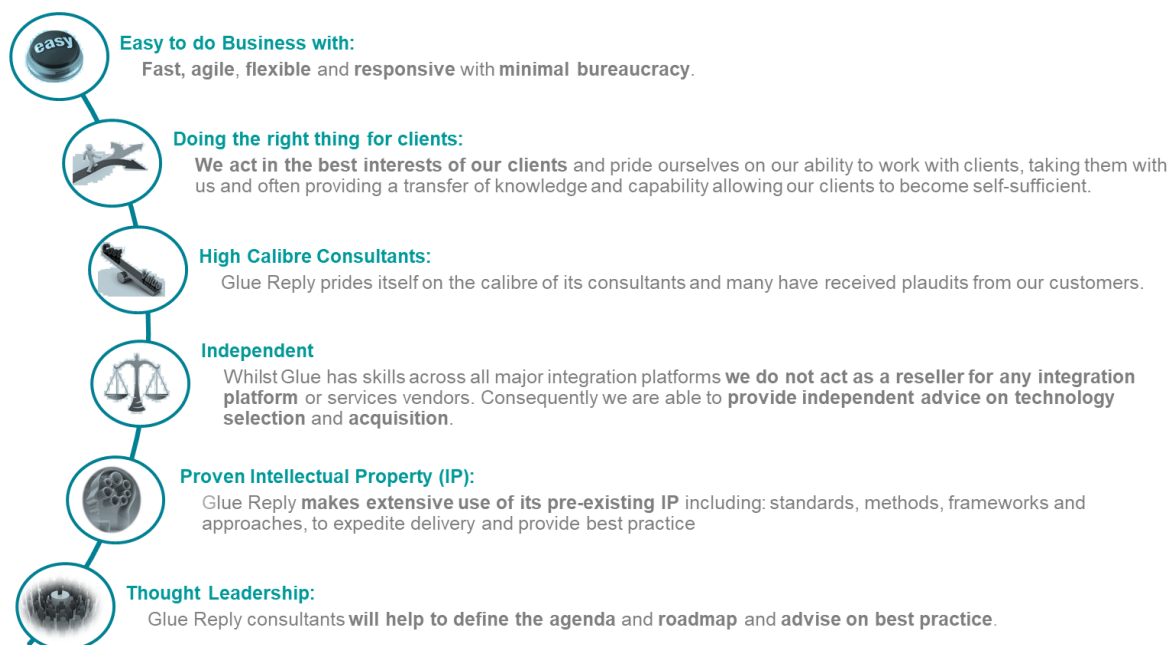
Payment terms are 30 days net of receipt of invoice.

# **ABOUT REPLY**

## About Glue Reply

Glue Reply is a UK based outcome focused strategy & enterprise architecture specialist, trusted by public and private sector organisations alike to solve complex problems, focused exclusively on optimising IT/business alignment and minimising the cost of business and technology change. Our core proposition is to help organisations maximise the value from their change and technology investments by helping them define, design, implement and resource best practice. We help our clients succeed by turning strategy into tangible solutions and vision into practical outcomes.

Glue Reply as an SME type organisation, with the stable backing of the wider Reply group, offers the agile, collaborative behaviours, coupled with Government and technical insight (architecture, design, cloud services, IT investment) to act as IT Strategic Technology Partner providing professional services for a range of technologies. We follow a model of agile, collaborative delivery in which we focus on the value we can provide in delivering projects, expanding knowledge and driving innovation. We work with internal teams, multidisciplinary teams and other suppliers to achieve our common goals with a high level of quality throughout. We have over 20 years' experience of proactively collaborating and partnering with other delivery teams and cross-cutting functions across a wide portfolio in complex government programmes. Our approach, based on tailored agile methodologies, incorporates managing major changes and reacting to evolving changes. We strive to automate, simplify and improve across every programme we deliver.



## 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 forward, 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



