

DATA ARCHITECTURE, DATA MODELING & DATA DESIGN

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our consultants possess expertise in crafting robust data architecture and data modelling for cloud services. Employing a dual approach blending top-down business-driven analysis with bottom-up data-driven exploration, we can adeptly define data requirements and conduct comprehensive conceptual, logical, and physical data modelling exercises. This process ensures a deep and nuanced understanding of your organisation's data landscape, laying a solid foundation for informed decision-making and strategic planning.

By delineating intricate information flows between various business units and systems and populating data dictionaries and catalogues, we can foster seamless data governance and management processes. Our risk-driven approach prioritises security and compliance, safeguarding your data assets against potential threats and vulnerabilities, while rigorous validation processes are implemented to uphold model integrity and accuracy, ensuring that the resulting data models reliably reflect your organisation's operational realities.

Drawing upon extensive experience across both public and private sectors, our service excels in expediting results while minimising disruption to your operations. By delivering tangible business value through enhanced data quality, intuitive visualisations, and the establishment of common data models conducive to integration and digital transformation initiatives, we can empower your organisation to unlock new opportunities, drive innovation, and achieve sustained success in today's data-driven landscape.

Our approach, skills and experience with data enablement is described below.

OUR DATA CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR DATA THROUGH EFFECTIVE ARCHITECTURE, GOVERNANCE AND ENABLEMENT





OUR DATA ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO RAPIDLY MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES



How can we help?

- **Outcome Driven Architecture & Top-Down Analysis:** Our service prioritises business outcomes, utilising a top-down analysis approach to craft data architectures that align seamlessly with your strategic objectives. By placing business needs at the forefront, we ensure that every architectural decision contributes directly to driving value and achieving desired outcomes.
- **Comprehensive Definition of Data Requirements:** We define data requirements by conducting in-depth consultations with key stakeholders, capturing essential data elements and attributes necessary to support your organisation's operational processes and decision-making needs.
- **Robust Modelling:** Whether it's conceptualising high-level data structures or delving into the nitty-gritty of logical and physical data models, our experts leverage their expertise to develop robust data models that accurately represent your organisation's data landscape and enable effective data management and utilisation.
- **Information Flows:** We can map out intricate information flows between various business units and systems within organisations, identifying dependencies and interactions to ensure smooth data exchange and interoperability across your organisation's ecosystem.
- **Data Dictionaries, Business Catalogues, and Data Asset Registers:** We can supervise the population of data dictionaries, business catalogues, and data asset registers with comprehensive metadata, facilitating clear communication, data lineage tracking, and efficient data governance practices.
- **Common Data Models to Support Integration:** Our service includes the design of common data models that serve as standardised frameworks for data integration, ensuring consistency, interoperability, and scalability across disparate systems and applications within your organisation.
- **Risk-Driven Approach:** We adopt a risk-driven approach to data classification and labelling, prioritising sensitive data assets and implementing appropriate safeguards to mitigate risks related to data privacy, security, and compliance.
- **Model Validation Through Data:** We offer rigorous validation processes through data, as well as process walkthroughs, visualisation techniques, and thorough testing procedures to ensure the accuracy, reliability, and effectiveness of our data models.
- **Tooling Compatibility:** Our service is platform-agnostic, meaning we are proficient in working with a wide range of data modelling, quality assurance, and governance cloud tools, ensuring flexibility and compatibility with your existing infrastructure and preferences and enhancing sustainability.



- **Modelling and Other Data Tools:** Leveraging our expertise and industry insights, we can assist you in selecting the most suitable data modelling, business data catalogue, and other data tools that align with your organisation's needs, goals, and budgetary considerations, empowering you to make informed technology investments that drive value and innovation.

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Service Features and Benefits Summary

FEATURES	BENEFITS
Business outcome driven data architecture	Outcome driven approach aligns data with business objectives
Can document current data state and define target data state	Deep experience in public and private sector accelerates results
Conceptual, logical and/or physical data architecture and modelling	Complies with National standards, architecture reference models and guidelines
Design common data models to support APIs and sharing	Accelerators deliver business value from data without minimal business disruption
Model validation through data and/or process walkthrough, visualisation and testing.	Experience and automation help improve data quality
Define information flows between business units and systems	Our visualisations of data enable understanding and management decisions
Populate data dictionaries, business catalogues and data asset registers.	Common data models enable interoperability, data sharing and digital transformation
Select modelling, business data catalogue and other data tools	Our analytics experience enables data readiness for analytics and AI
Utilise your chosen data modelling, quality and governance cloud tooling	Respond to changes efficiently with our agile refactoring processes
Knowledge transfer on digital agile data architecture practices	Vendor agnostic and impartiality ensures technology independence and any cloud
Business outcome driven data architecture	Outcome driven approach aligns data with business objectives



ONBOARDING

Kick-Off Meeting

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Account Management

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

Access to Data

Ensuring secure access to client data upon exit is paramount to maintaining confidentiality and integrity. We begin by conducting a comprehensive inventory of all client data stored within our systems, encrypting it both in transit and at rest using industry-standard protocols. Strict access controls and authentication mechanisms are implemented to restrict access to authorized personnel only, with permissions regularly reviewed and updated. Client data is segregated from other data within our systems, ensuring isolation and protection. Upon exit, all access rights to client data are promptly revoked, including user account deactivation and permission removal. If requested, we securely delete or anonymise client data in accordance with retention policies and regulatory requirements. Detailed documentation and audit trails of data access are maintained, providing transparency and accountability. Before exiting, we verify with the client that all necessary data access has been revoked. Finally, we adhere to legal and regulatory obligations regarding data protection and privacy, ensuring compliance with contractual agreements and applicable laws such as GDPR or HIPAA. Through these measures, we ensure that client data remains secure throughout the exit process, mitigating the risk of unauthorized access or data breaches.



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

We enable customer teams throughout delivery by embedding knowledge transfer alongside implementation activities. Training is aligned to organisational roles, ensuring relevance for finance users, operational staff, and system administrators.

Knowledge transfer is delivered through:

- A train-the-trainer approach to establish internal subject matter experts.
- Technical training for administrators covering configuration, security roles, and integrations.
- Walkthroughs of system design, data structures, and operational processes.
- Provision of comprehensive documentation, including user guides and runbooks.

Formal training is supported by ongoing access to expert guidance during delivery and early life support. Where required, refresher sessions or additional enablement can be provided to support organisational change or onboarding of new users.



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

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your goals and objectives and the level of depth you require. These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



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 decentralised 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