

OPERATIONAL EXCELLENCE

Service Definition

G-Cloud 15

REPLY

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TABLE of CONTENTS

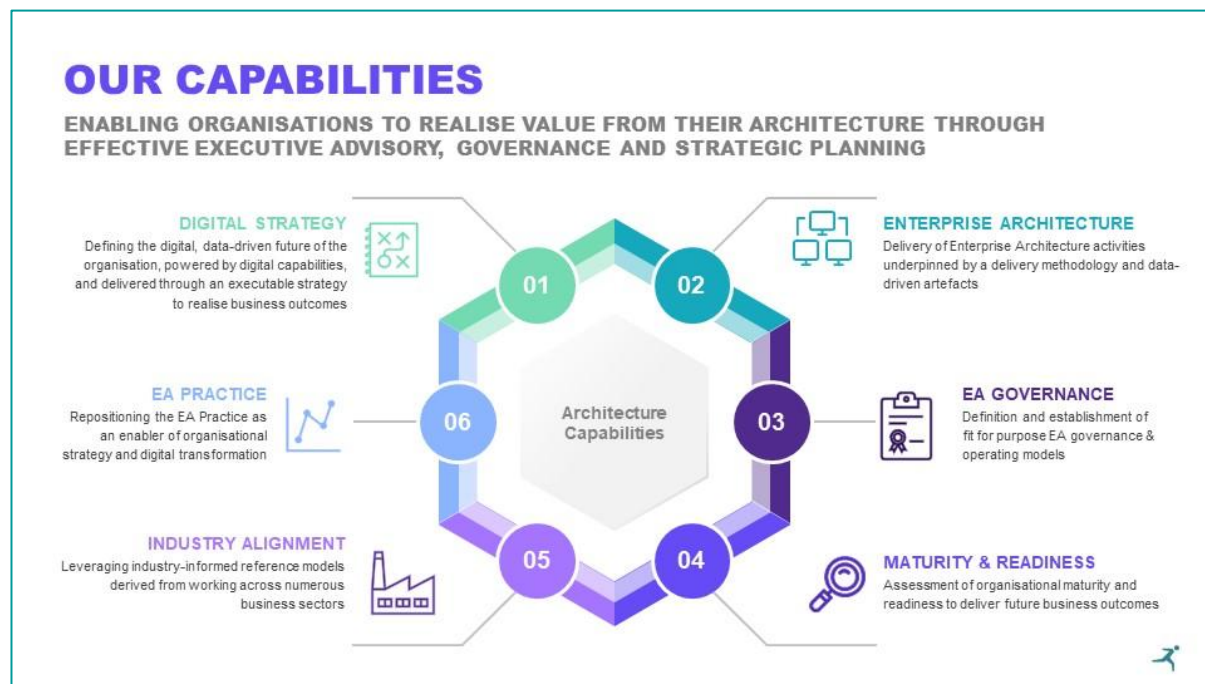
OPERATIONAL EXCELLENCE	1
SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
SERVICE FEATURES AND BENEFITS	4
ONBOARDING	7
KICK-OFF MEETING	7
ACCOUNT MANAGEMENT	7
<i>DESIGNATED ACCOUNT MANAGER</i>	7
<i>FORTNIGHTLY REVIEW MEETING</i>	7
OFFBOARDING	7
ACCESS TO DATA	7
SECURITY	8
PERSONNEL SECURITY	8
INFORMATION SECURITY	8
PHYSICAL SECURITY	8
TRAINING & KNOWLEDGE TRANSFER	9
ORDERING AND INVOICING PROCESS	10
CUSTOMER RESPONSIBILITIES	11
TECHNICAL AND CLIENT-SIDE REQUIREMENTS	11
OUTCOMES AND DELIVERABLES	11
ABOUT REPLY	12

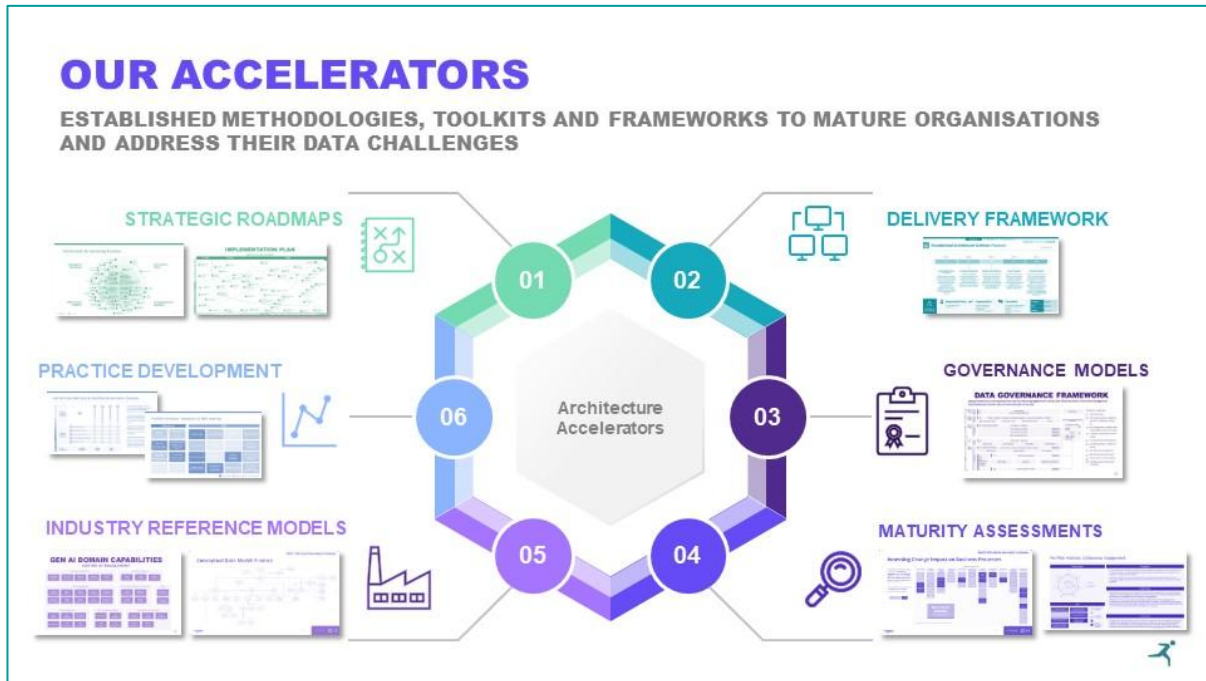


SERVICE DESCRIPTION

At the heart of Reply's Hyper Automation is a product-centric approach to orchestrate teams in the delivery of user-driven services. We responsibly embed and combine advanced AI, ML and RPA in the processes, tasks and workflows upholding your organisation's services. We adopt a holistic view that helps your organisation to understand your target audience, by focusing on the user, considering aspects such as their demands, priorities, preferences, environment, context, behaviours, learning-curve and general experience whilst interacting with your services; mapping their journeys, and driving increased usefulness, usability, agility, and seamless, intuitive experiences.

We advise and follow a Secure-by-Design approach, ensuring that development and implementation proceed accordingly, with the user as the centre of focus, whilst addressing to security compliance, efficiency and agility, and using efficient, secure and sustainable technology. We leverage on data analytics to monitor performance and refine automation strategies, committing to continuous improvement. We build a strong technical fabric for successful delivery of digital transformation across your organisation.





Service Features and Benefits

FEATURES

AI RPA and intelligent automation integration advisory

Our experts guide your organisation in seamlessly integrating advanced AI, ML, RPA, and intelligent automation into your workflows, ensuring efficiency and effectiveness while minimising disruption.

Cloud-based hyper automation architecture

We design cloud-based hyper automation solutions tailored to increase the usability of your services, delivering seamless and intuitive experiences, by leveraging the scalability, flexibility, and security of cloud infrastructure to revolutionise your business processes.

Revolutionises your business workflows

Transform your business workflows with our revolutionary hyper automation solutions. By combining AI, ML, and RPA, we streamline processes and journeys, reduce bottlenecks, deliver intuitive and seamless digital services, and drive innovation across your organisation.

BENEFITS

Enhances efficiency with expert advice on methodologies

Our recognised methodologies enhance efficiency by conducting diligent process mining, optimising end-to-end processes, reducing manual effort, endowing decision-making, and eliminating bottlenecks, enabling your organisation to achieve more with less.

Reduces costs using innovative automation solutions

Reduce costs with our innovative automation solutions. From automating repetitive tasks to streamlining workflows to fully automating end-end processes, we help you minimise operational expenses and achieve significant cost savings over time.

Boost agile service delivery with strategic insights

Boost agility in service delivery with our strategic insights and automation capabilities. By automating manual processes, endowing decision-making, and enabling faster response times, we help your organisation leverage on state-of-the-art technologies and adapt to changing requirements.



Efficiency and cost-effective strategies Our strategies focus on enhancing efficiency and reducing costs through innovative automation solutions. By conducting diligent process mining and leveraging advanced technologies, we help your organisation achieve significant cost savings and operational efficiencies.	Deliver superior experiences through digital excellence Deliver compelling user experiences through digital excellence. Our hyper automation solutions enable personalised, seamless and intuitive interactions that delight users and drive usability and productivity, whilst addressing security compliance.
Agility enhancement for digital service delivery Drive agility in your delivery of digital services with our strategic insights and automation solutions. From automating repetitive tasks and optimising workflows, to fully automating end-to-end processes, we enable faster response times and greater adaptability to changing needs.	Employs advanced AI and RPA for smarter processes Employ advanced AI, ML, NLP and RPA for upholding decision-making and deliver smarter processes that improve efficiency, accuracy, consistency, and speed, enabling your organisation to achieve higher levels of productivity and performance.
Advanced AI application for process optimisation Harness the power of advanced AI and ML to power process mining. Our solutions leverage AI algorithms to analyse data, identify patterns, and optimise processes, driving efficiency, and endowing improved decision-making across your organisation.	Streamlines business workflows with industry-proven best practices Streamline business workflows with industry-proven practices and automation solutions. From automating repetitive tasks to diligent process mining and standardisation, endowing decision-making with timely insights, we help you achieve greater efficiency and consistency across your organisation.
Comprehensive process automation consulting Benefit from our comprehensive process automation consulting services. From strategy development to user-centred design, process mining, sustainable implementation and optimisation, we provide end-to-end support to help you maximise the value of automation across your organization.	Access to a wealth of automation expertise Gain access to a wealth of automation expertise, best practices and advanced technologies. Our team of experts brings extensive experience in hyper automation, AI, ML, NLP, RPA, and digital transformation, ensuring successful delivery meeting the right outcomes for your organisation.
Operational excellence through digital transformation Achieve operational excellence unlocking digital transformation. Our hyper automation solutions streamline operations, improve productivity and usability, delivering with agility seamless and intuitive digital services, whilst driving sustained growth across the technology foundations of your organisation.	Commercial off-the-shelf solutions meeting unique business challenges Accomplish optimal configuration of commercial off-the shelf solutions to meet your organisation's objectives. Our hyper automation solutions are configured and customised to address your specific needs, ensuring maximum value and impact.
Strategic automation roadmap planning Develop a strategic automation roadmap tailored to goals and objectives enshrined in your organisation's digital strategy. Our	Drives digital transformation with focus on operational excellence Drive delivery of digital transformation by focusing on user-centric digital services,



experts work closely with you to identify automation opportunities, prioritise initiatives, and co-create a roadmap for successful implementation and adoption.

leveraged by secure and sustainable technologies powered by AI and RPA, that increase efficiency, usability and uphold seamless, secure and intuitive experiences; empowering your organisation to deliver operational resilience and achieve its strategic goals and objectives.

Crystallises sustainable, future-ready automation strategy

Shape a sustainable, future-ready automation strategy that supports long-term growth and success. Our solutions are designed with sustainability and scalability in mind, enabling your organisation to adapt and thrive in an ever-changing business landscape.



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