

ICT SUSTAINABILITY

Service Definition

G-Cloud 15

REPLY

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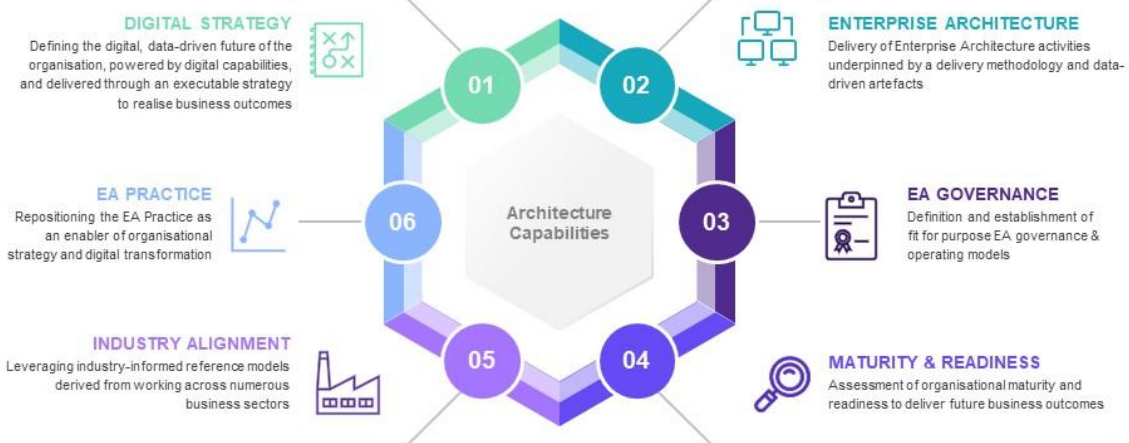
SERVICE DESCRIPTION

At Reply, we offer a comprehensive ICT Sustainability service that embeds sustainability considerations into every stage of your organisation's digital journey. From product inception to end-of-life disposal, we ensure that sustainability is prioritised and integrated into the design, procurement, and implementation of Digital, Data, and Technology solutions.

Our expert team helps organisations leverage technology to minimise environmental impact, reduce waste, and drive long-term value for society. By aligning with sustainability objectives, our service empowers organisations to achieve their environmental goals while delivering innovative and efficient digital solutions.

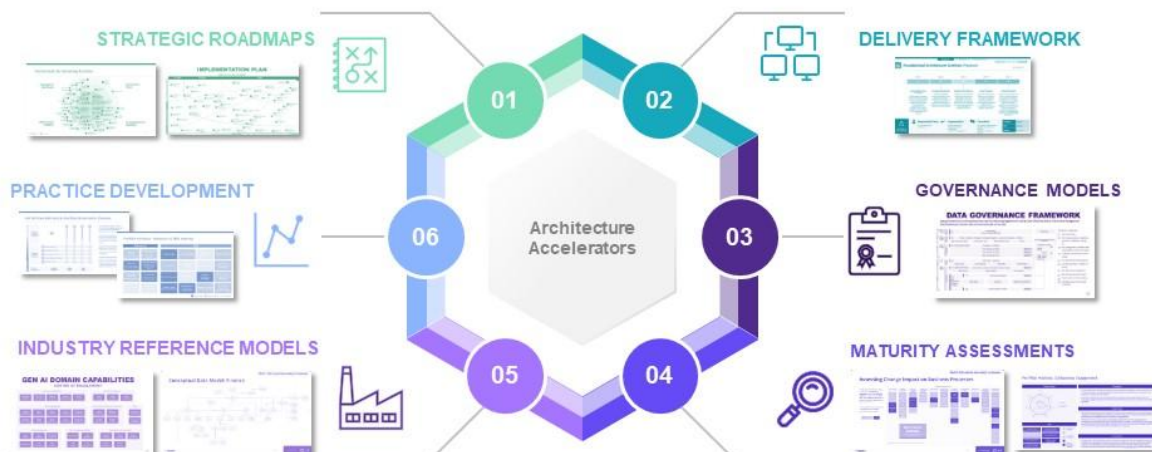
OUR CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR ARCHITECTURE THROUGH EFFECTIVE EXECUTIVE ADVISORY, GOVERNANCE AND STRATEGIC PLANNING



OUR ACCELERATORS

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





RECOGNISED AS ARCHITECTURE LEADERS

 Gartner Market Guide for Business-Outcome-Driven Enterprise Architecture Consulting	Recognised by Gartner in their Market Guide as a leader in business outcome driven EA consulting. The only UK based architecture consultancy to achieve this
 APPROVED ORGANISATION	Platinum Approved by BCS, the highest level of accreditation only held by a handful of organisations. Recognised for furthering the IT profession
 THE Open GROUP	Key Contributor to the Open Group Architecture Framework and an active Gold Member Led the development of the initial Business Capability Modelling concepts within TOGAF.
 BUSINESS ARCHITECTURE GUILD	Member of the Business Architecture Guild, contributing to the discipline and maturity of Business Architecture and Enterprise Architecture.
 DAMA International	Active Architecture contributor to DAMA, the Data Management Community. Our focus is on improving Data Governance across Financial Services.
 TEAM DEFENCE INFORMATION COMMENDED Excellence Awards 2019	The Awards recognise projects that demonstrate improvements, or potential improvements, in innovation and collaboration across defence. The commended project, titled 'Governing Master Data within Defence Logistics', marks the second time the strategy and architecture specialist has received an award at the Team Defence Information Excellence Awards.



Service Features and Benefits

FEATURES

Comprehensive ESG integration in Lifecycle of ICT and DDaT

Transform your ICT and DDaT solutions advocating for integrating sustainability throughout the lifecycle of products and services, from design to disposal, minimising environmental impact and maximising long-term value.

Cloud and on-premise Sustainability optimisation

Optimize sustainability across cloud and on-premise environments, driving efficiency and reducing environmental impact.

ICT Supply Chain Transparency and Sustainability enhancement

Promote increased transparency and enhance sustainability across ICT suppliers and the supply chain, by ensuring accountability and fostering trust among stakeholders; and by promoting responsible sourcing and ethical practices

BENEFITS

Enhances your ICT Sustainability performance

Reduce environmental impact and maximise reuse and long-term value by integrating sustainability into digital solutions, minimising resource consumption and waste generation.

Aligns ICT operations with global Sustainability standards

Ensure alignment with global sustainability standards, enhancing credibility and fostering trust among stakeholders.

Strengthens corporate social responsibility

Demonstrate commitment to corporate social responsibility, contributing positively to society and the environment.



Adherence to disclosure standards and procurement policies Ensure compliance with disclosure standards and procurement policies, mitigating risks associated with non-compliance.	Mitigates risks associated with non-compliance Mitigate risks associated with non-compliance, ensuring adherence to regulatory requirements and industry standards.
Alignment with HM Treasury Sustainability guidance Aligns your operations with HM Treasury sustainability guidance, enhancing transparency and accountability.	Drives cost savings through efficient ICT practices Realisation of cost savings through efficient ICT practices, optimizing resource usage and reducing operational expenses
Data-driven Sustainability insights and reporting Gain actionable insights and robust reporting on ICT sustainability performance, enabling informed decision-making.	Facilitates informed decision-making with robust data Empower informed decision-making with robust data and insights, driving strategic investments and operational efficiencies.
Custom Sustainability strategies for ICT Develop tailored sustainability strategies for your ICT infrastructure. Design Digital, Data, and Technology solutions with sustainability in mind, ensuring that environmental considerations are integrated into every aspect of the solution architecture.	Benefits from our carbon neutral certification Benefit from our carbon neutral certification, demonstrating commitment to environmental responsibility and sustainability leadership.
Stakeholder engagement in Sustainability initiatives Enhance your organisation's reputation through responsible practices, building trust and loyalty among users and stakeholders. Engage them in sustainability initiatives, fostering collaboration and driving meaningful impact.	Improves stakeholder confidence and transparency Enhanced stakeholder confidence and transparency through open, transparent reporting and accountable sustainability practices.
Continuous improvement plans for ICT Sustainability Implement continuous improvement plans for ICT sustainability, fostering waste reduction, long-term value, and sustainability throughout	Enhances brand reputation through responsible practices Enhance brand reputation by demonstrating commitment to sustainability through responsible practices, building trust and



the lifecycle of products and services. Document sustainability objectives and scope for digital solutions, ensuring that sustainability is a key consideration from project initiation to delivery.	loyalty among environmentally conscious users and stakeholders.
Support for Sustainability in Procurement and Vendor Selection Incorporates sustainability requirements into procurement evaluation scores for ICT, cloud computing and new technologies, prioritising vendors of sustainable and efficient products and services. Procurement guidance to buy to achieve the best long-term, overall value for money for society, endorsing responsible and choices and ethical partnerships.	Empowers sustainable choices in technology procurement Empower sustainable choices in technology procurement, supporting ethical sourcing and environmentally friendly partnerships. Advocate for a Technology-First Sustainability approach as the key driver to reduce travel, energy consumption, and waste, leveraging digital solutions to minimise environmental impact.



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