

CLOUD INTEGRATION DESIGN, DEVELOPMENT, TESTING AND DELIVERY SERVICES

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our Cloud Integration Design, Development, Testing, and Delivery Services offer a complete approach to cloud integration, tailored to align with your enterprise's unique needs. We specialize in a comprehensive suite of services, including the architecture, design, construction, testing, and ongoing support of cloud integration solutions. Our expertise spans across major cloud platforms such as AWS, Azure, Google Cloud Platform, IBM Cloud, Workato, and Oracle Cloud, ensuring versatile and robust integration capabilities.

We initiate our integration process with a thorough Proof of Concept (PoC) or Pilot project, laying the groundwork for a successful full-scale implementation. This phase is crucial for validating the integration strategy and ensuring it aligns with your business objectives.

Our team is proficient in Service-Oriented Architecture (SOA), various service technologies, and API management, employing industry-standard practices to enhance your cloud integration outcomes.

Leveraging an extensive array of integration tools such as Mulesoft, Boomi, Talend, Tibco, WebMethods, IBM Integration Bus (IIB), Fuse ServiceMix, Apache projects, Apigee, and Oracle Fusion, we cater to a broad spectrum of integration scenarios. This includes both automation and Extract, Transform, Load (ETL) solutions, facilitating seamless data and process integration.

We prioritize the use of open-source technologies and evergreen solutions, ensuring your cloud integration framework remains current and adaptable to evolving technology landscapes. Our approach allows for the incorporation of bespoke private cloud environments, offering tailored solutions that fit your specific requirements.

Our services are designed to be cloud-agnostic, providing you the flexibility to operate across various cloud environments. Whether your architecture is centred around public, private, or hybrid cloud models, our experts deliver solutions that ensure optimal performance, security, and scalability.

Working with Local Resources for Integration Outcomes and Upskilling Initiatives: Engaging with local resources for integration projects offers significant benefits, including enhanced collaboration, faster response times, and the advantage of localized knowledge. This approach not only contributes to more tailored integration outcomes that are cognizant of regional specifics but also fosters upskilling initiatives, empowering local teams with advanced technological skills and knowledge. Such empowerment leads to sustained project success and nurtures a skilled workforce that can continuously adapt to evolving tech landscapes.

Utilizing Mulesoft, Tibco, Oracle, WebMethods, Boomi, Workato, IIB for Service Delivery: Leveraging diverse integration platforms like Mulesoft, Tibco, Oracle, WebMethods, Boomi, Workato, and IIB enriches service delivery by providing a wide range of tools suited for various integration scenarios. This versatility ensures optimal compatibility with different IT environments, facilitates robust and scalable integration solutions, and allows businesses to streamline workflows, enhance data connectivity, and improve overall operational efficiency.

Focusing on Cloud Integration and Business Outcomes: Concentrating on cloud integration tailored to specific business outcomes ensures that technology implementations directly contribute to achieving strategic business goals. This focus helps in aligning IT infrastructure with business objectives, leading to improved agility, enhanced scalability, and the ability to innovate swiftly in response to market demands, thereby driving competitive advantage and operational excellence.



Conducting Technology and Approach Assessment Audits/Integration Governance: Performing comprehensive technology and approach assessment audits, coupled with integration governance, ensures that the integration strategies are robust, secure, and aligned with best practices. This thorough evaluation helps in identifying potential improvements, ensuring compliance with industry standards, and mitigating risks, leading to more reliable and efficient integration frameworks that support organizational objectives.

Aligning Cloud Strategy with IoT, Omnichannel, and Cloud/As-a-Service for Business Value: Aligning the cloud strategy with emerging technologies like IoT, omnichannel approaches, and Cloud/As-a-Service models unlocks substantial business value. It enables seamless connectivity, enhances customer experiences, and fosters innovative service delivery models. Such alignment ensures that businesses are well-equipped to leverage new technologies for improved efficiency, better data insights, and enhanced service offerings.

Implementing ICT Programme Governance IP and Design-Authority-as-a-Service: Implementing ICT Programme Governance Intellectual Property (IP) and Design-Authority-as-a-Service provides a structured framework for overseeing IT projects, ensuring they meet set standards, align with strategic objectives, and are delivered efficiently. This governance structure enhances project accountability, improves decision-making, and ensures that the design and implementation of IT solutions are conducted with expert oversight, leading to higher quality outcomes and strategic alignment.

Integrating Major Cloud Platforms like GCP, AWS, Azure, Oracle, IBM: The integration of major cloud platforms such as GCP, AWS, Azure, Oracle, and IBM allows businesses to leverage the unique strengths of each platform, ensuring a versatile, scalable, and resilient IT infrastructure. This integration facilitates seamless data movement, robust disaster recovery strategies, and a flexible environment that supports both current needs and future growth, thereby enhancing business agility and continuity.

Enhancing Processes with ETL and Automation: Enhancing processes with Extract, Transform, Load (ETL) techniques and automation streamlines data workflows, reduces manual errors, and accelerates information processing. This enhancement supports better data quality, faster insights, and more efficient operational processes, enabling businesses to respond swiftly to market changes and make data-driven decisions with greater confidence and precision.

Incorporating AI-driven Development/Testing for Improved Efficiency and Innovation: Incorporating artificial intelligence (AI) in development and testing processes revolutionizes traditional methodologies, bringing in unprecedented levels of efficiency and innovation. AI-driven approaches accelerate time-to-market, enhance software quality, and enable predictive analytics, facilitating proactive problem-solving and the creation of more intelligent, adaptive, and customer-centric solutions.

Leveraging Cutting-edge Cloud Security Practices for Enhanced Data Protection: Adopting cutting-edge cloud security practices ensures the highest level of data protection, safeguarding sensitive information against evolving cyber threats. This proactive stance on security enhances trust among stakeholders, ensures compliance with regulatory requirements, and protects the integrity and availability of critical business data, thereby supporting sustained business growth and resilience.



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