

DATA AND ROBOTIC PROCESS AUTOMATION (RPA) INTO THE CLOUD

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

The service of Data and Robotic Process Automation (RPA) into the Cloud by Reply for G-Cloud offerings provides organizations with a comprehensive solution to streamline business processes, optimize operations, and drive digital transformation initiatives. Here's an overview of the service:

1. **Data Integration:** The service enables seamless integration of data from various sources, including internal systems, databases, cloud applications, and third-party APIs. This ensures that organizations have access to accurate and up-to-date data for analysis, reporting, and decision-making.
2. **Cloud Migration:** Reply facilitates the migration of data and RPA processes to the cloud, leveraging the scalability, flexibility, and cost-effectiveness of cloud computing. This enables organizations to reduce infrastructure costs, improve agility, and scale resources as needed.
3. **Robotic Process Automation (RPA):** Reply implements RPA solutions to automate repetitive and manual tasks, such as data entry, data validation, and report generation. This frees up human resources, reduces errors, and improves efficiency across the organization.
4. **Process Optimization:** The service includes process analysis and optimization to identify inefficiencies, bottlenecks, and areas for improvement. By automating routine tasks and streamlining workflows, organizations can achieve greater productivity and operational efficiency.
5. **Data Governance and Security:** Reply implements robust data governance and security measures to ensure the confidentiality, integrity, and availability of data. This includes access controls, encryption, and compliance with regulatory requirements such as GDPR.
6. **Advanced Analytics:** The service leverages advanced analytics techniques to derive insights from data, identify trends, and make data-driven decisions. This enables organizations to gain a deeper understanding of their business processes and customer behaviour.
7. **Real-Time Monitoring and Reporting:** Reply provides real-time monitoring and reporting capabilities to track the performance of RPA processes, identify issues, and make informed decisions. This allows organizations to respond quickly to changing conditions and optimize their operations.
8. **Scalability and Flexibility:** Cloud-based deployment options offer scalability, flexibility, and on-demand access to resources, allowing organizations to scale their RPA initiatives as needed and adapt to evolving business requirements.
9. **Continuous Improvement:** Reply supports organizations in continuously improving their RPA processes through regular monitoring, analysis, and optimization. This ensures that RPA initiatives deliver maximum value and remain aligned with business objectives over time.
10. **Cost Savings:** By automating manual tasks, streamlining processes, and leveraging cloud-based infrastructure, organizations can achieve significant cost savings and improve their return on investment (ROI) with the Data and RPA into the Cloud service by Reply.

Features

1. **Cloud-Based Data Integration:** Seamlessly integrate data from various sources, including internal systems, databases, cloud applications, and third-party APIs, into the cloud environment for centralized management and analysis.
2. **Robotic Process Automation (RPA):** Implement RPA solutions to automate repetitive and manual tasks across the organization, such as data entry, validation, and report generation, reducing human error and increasing operational efficiency.
3. **Cloud Migration Services:** Facilitate the migration of data and RPA processes to the cloud, leveraging the scalability, flexibility, and cost-effectiveness of cloud computing infrastructure.
4. **Process Analysis and Optimization:** Conduct in-depth analysis of existing business processes to identify inefficiencies, bottlenecks, and areas for improvement, and optimize workflows for enhanced efficiency and productivity.



5. **Data Governance and Security:** Implement robust data governance and security measures to ensure the confidentiality, integrity, and availability of data, including access controls, encryption, and compliance with regulatory requirements.
6. **Advanced Analytics Capabilities:** Leverage advanced analytics techniques to derive actionable insights from data, identify trends, and make data-driven decisions to drive business growth and competitive advantage.
7. **Real-Time Monitoring and Reporting:** Provide real-time monitoring and reporting capabilities to track the performance of RPA processes, identify issues, and make informed decisions for continuous improvement and optimization.
8. **Scalability and Flexibility:** Offer scalable and flexible cloud-based deployment options, allowing organizations to scale their RPA initiatives as needed and adapt to changing business requirements.
9. **Cost-Effective Solutions:** Deliver cost-effective solutions that optimize resource utilization, reduce infrastructure costs, and maximize return on investment (ROI) for RPA and data management initiatives.
10. **Expert Support and Consultation:** Provide expert support and consultation services to guide organizations through the implementation and optimization of RPA and data management solutions, ensuring successful outcomes and business value realization.

Benefits

The service of Data and Robotic Process Automation (RPA) into the Cloud by Reply for G-Cloud offers a range of benefits tailored to meet the needs of organizations seeking to optimize their business processes and leverage the power of cloud-based data management and automation solutions. Here are the key benefits of the service:

1. **Enhanced Operational Efficiency:** By automating repetitive and manual tasks through RPA and streamlining data management processes in the cloud, organizations can significantly improve operational efficiency, reduce errors, and increase productivity across the board.
2. **Cost Savings:** Cloud-based deployment options and automation of manual tasks lead to cost savings by reducing infrastructure costs, minimizing the need for manual labour, and optimizing resource utilization, resulting in a higher return on investment (ROI).
3. **Improved Data Management:** The service enables organizations to centralize and manage their data more effectively in the cloud, leading to improved data quality, accessibility, and security. This ensures that organizations can make more informed decisions based on reliable and up-to-date data.
4. **Scalability and Flexibility:** Cloud-based solutions offer scalability and flexibility, allowing organizations to scale their RPA and data management initiatives as needed to accommodate changing business requirements and growth.
5. **Faster Time-to-Value:** With the expertise and support provided by Reply, organizations can expedite the implementation of RPA and cloud-based data management solutions, leading to faster time-to-value and quicker realization of business benefits.
6. **Compliance and Security:** Robust data governance and security measures implemented as part of the service ensure compliance with regulatory requirements such as GDPR and protect sensitive data from unauthorized access, breaches, and cyber threats.
7. **Enhanced Decision-Making:** Advanced analytics capabilities enable organizations to derive actionable insights from their data, empowering them to make informed decisions, identify trends, and capitalize on business opportunities more effectively.
8. **Agility and Innovation:** By leveraging cloud-based technologies and automation, organizations can become more agile and innovative, enabling them to respond quickly to market changes, experiment with new ideas, and stay ahead of the competition.



9. **Customer Experience:** Improved operational efficiency, data quality, and decision-making capabilities translate into a better overall customer experience, leading to increased customer satisfaction, loyalty, and retention.
10. **Strategic Alignment:** The service helps organizations align their RPA and data management initiatives with their strategic objectives, ensuring that they are focused on driving value, achieving business goals, and staying competitive in today's digital economy.



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 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

We deliver exceptional results, but we cannot succeed alone. While we bring expertise, tools, and delivery capability, certain contributions from your organisation are essential to ensure we are building solutions that meet your needs and can be sustained after our engagement. However, we recognise that organisations often engage us precisely because some of these capabilities are missing and we will be there filling those gaps.

What we need from you:

- **Access and Environment Provisioning:** We need access to relevant systems, data sources, and environments to understand your landscape and build appropriate solutions. We understand access can take time due to security procedures and approvals. We will work with you to navigate these processes and can begin with limited access while fuller permissions are secured. If production-like environments don't exist, we can help you establish them as part of our engagement.
- **Stakeholder Identification and Availability:** Help us identify the right people to speak with: subject matter experts who understand your data, processes, and business needs. We know everyone is busy, so we will be flexible with scheduling and efficient with their time. If key knowledge exists only in people's heads rather than documentation, that's fine. We will capture and document it as part of our work.
- **Decision-Making and Governance:** We need someone with authority to make decisions on direction, scope, and trade-offs when choices arise. This doesn't require daily involvement. Typically, weekly or fortnightly governance meetings are sufficient. If decision-making processes are unclear or complex, we can help you establish appropriate governance structures as part of the engagement. Also, if authority figures are missing (C-levels, heads of department, technical leads) we can provide experienced leadership to fill those gaps in order to drive decision-making and maintain momentum until permanent appointments are made or internal capability is established.
- **Representative Data and Use Cases:** Access to realistic data and actual business scenarios helps us build solutions that work for your real-world needs, not theoretical examples. We understand data may be messy, incomplete, or sensitive. We will work within those constraints, help you improve quality where needed, and ensure appropriate security controls. If you are unsure what data to provide, we'll guide you through that discovery.
- **Engagement in Knowledge Transfer:** Your team's participation in training and knowledge building activities is crucial for sustainability after we leave. We understand competing priorities and will design training that's practical, relevant, and respectful of time constraints. If you lack technical staff to receive handover, we can discuss options including extended support arrangements, recruiting assistance, or phased capability building.
- **Honest Conversation About Constraints:** Tell us early about limitations, challenges, or concerns: technical constraints, budget pressures, political sensitivities, data quality issues everyone knows about. Early honesty allows us to plan appropriately and propose realistic solutions. Late surprises create problems, but we would rather know about difficulties upfront than discover them mid-delivery.

We're Here to Help: We recognise that many organisations engage consultants precisely because they lack some of these capabilities internally. Limited technical expertise, no spare capacity for project work,



unclear governance, poor documentation. That is completely normal and exactly why we exist. Where you have gaps, we will work with you to fill them, whether that's establishing governance frameworks, creating documentation that does not exist, building technical capability in your team, or providing extended support while you recruit permanent staff. Our goal is your success, and we will adapt our approach to your reality rather than expecting you to meet some idealised client profile. The key is open communication about what you can provide, what you need help with, and what constraints we are working within. Together, we will figure out how to make it work.



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