

ANALYTICS AND POWER BI ENABLEMENT

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

This service provides a scalable and governed enterprise analytics capability using Microsoft Power BI, enabling organisations to deliver trusted, high-performing analytical reporting aligned to business needs. The service addresses common challenges associated with fragmented reporting estates, inconsistent data definitions, performance constraints, and limited governance over analytical assets.

We recognise that organisations often need to improve confidence in management information while reducing the complexity and cost of maintaining disparate dashboards and datasets. In complex environments, analytics platforms can evolve organically, resulting in duplicated reports, unclear ownership, and limited reuse of data models.

We provide the capability to design and implement a sustainable Power BI analytics ecosystem that supports both new reporting solutions and the modernisation of existing estates. Our service supports organisations to establish consistent semantic models, governed datasets, and performance-optimised reports, while strengthening security, governance, and operational ownership. Delivery is aligned to recognised Power BI and Microsoft Fabric best practices and is designed to support enterprise-scale adoption.

Intended audience and use cases

This service is intended for organisations seeking to establish or mature their Power BI analytics capability. Typical use cases include the consolidation of departmental reporting into shared enterprise models; remediation of poorly performing datasets and reports; preparation for migration to Microsoft Fabric-aligned analytics architectures; and the introduction of consistent governance, security, and operating models for analytics delivery.

Scope of service

The service provides advisory and delivery capability across the analytics lifecycle. The scope typically includes:

- Enterprise semantic model and dataset design for consistent reporting.
- Dataset governance, certification, and lifecycle management processes.
- Performance optimisation for Power BI datasets and reports.
- Role-based security and access control implementation.
- Report rationalisation and consolidation across teams.
- Definition of Power BI standards, patterns, and best practices.
- Analytics governance framework and operating model design.
- Fabric-aligned data modelling and dataset preparation.
- Embedded analytics patterns for internal business applications.
- In-flight enablement and knowledge transfer for sustainable ownership.

The scope of the service can be tailored based on organisational priorities and maturity. The service does not typically include the procurement of licences, ongoing managed service support, or long-term platform operations unless agreed separately.

Delivery approach

We take a structured approach to delivery that balances assurance with flexibility and is delivered on a time-and-materials basis. Delivery typically includes discovery and assessment activities to understand the existing analytics landscape; design activities to define target models, standards, and governance; build and configuration activities to implement datasets, reports, and security; and transition activities to support adoption and handover.



Where appropriate, we leverage Microsoft Power BI and Microsoft Fabric capabilities as illustrative platforms, aligned to organisational standards and architectural principles. You will typically provide access to relevant stakeholders, source systems, and existing analytics assets to support effective delivery.

Deliverables and outputs

Outputs typically include:

- Documented semantic models and governed datasets.
- Optimised Power BI reports and dashboards.
- Defined security roles and access configurations.
- Analytics standards, patterns, and governance artefacts.
- Report rationalisation inventories and recommendations.
- Fabric-aligned data models and preparation assets.
- Knowledge transfer materials and operational guidance.

These outputs enable organisations to deliver consistent, performant, and secure analytics while reducing duplication and improving maintainability.

Review and acceptance

Deliverables are reviewed collaboratively with nominated stakeholders and assessed against agreed objectives and quality criteria. Acceptance is typically confirmed through structured walkthroughs, validation sessions, and documented sign-off, with feedback incorporated iteratively where required.

Governance and assurance

The service is delivered under project governance with appropriate oversight, reporting, and assurance. Delivery is aligned to recognised analytics and Power BI best practices, with clear accountability for decisions, risks, and dependencies. Formal service levels do not apply to this engagement.

Related services

This service can be complemented by related offerings, including broader data platform modernisation, Microsoft Fabric implementation services, advanced analytics and artificial intelligence enablement, and ongoing analytics support or managed services where required.



ONBOARDING

New clients are onboarded through a structured process designed to ensure a smooth transition and immediate value realisation from the service. Initially, a kick off meeting is held to understand the client's specific needs, objectives, and existing infrastructure. In addition, we establish key project stakeholders, educate these stakeholders on essential concepts relevant to data platforms and we propose a way of working that outlines the collaborative effort required for successful implementation and operation. This proposed method is then jointly refined with the client to adapt it to their specific needs, ensuring that the approach is fully aligned with their operational practices and business objectives. Throughout the onboarding process, regular check-ins are scheduled to address any concerns, provide clarity on next steps, and ensure alignment with the project roadmap. This hands-on approach ensures that clients are fully supported from the outset, setting the stage for a successful partnership and seamless experience.

Offboarding

Securing a client's exit or transition to another supplier is approached with careful planning, emphasising smooth and secure service transfer. The process initiates with exit planning to understand the client's needs, including timelines and compliance requirements. Clear communication channels are established to ensure coordination. Data integrity and security are paramount, with protocols for auditing for completeness and securely purging any data from our systems post-transfer. When transitioning to another supplier, we collaborate closely to ensure technical compatibility and provide comprehensive documentation of the client's data platform. Our objective is to minimise operational disruption for the client, ensuring they maintain control and access to their data, and experience a seamless service continuity throughout the transition process. This commitment to a carefully managed exit or transition underscores our dedication to client satisfaction and data security.



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

This service includes structured in-flight enablement to support sustainable ownership of the Power BI analytics capability following delivery. We recognise that long-term value is dependent on internal teams being able to understand, operate, and extend the analytics solutions implemented as part of the engagement.

We enable customer teams throughout delivery by working alongside nominated analytics, data, and reporting roles. Our teams provide contextual guidance aligned to live deliverables, enabling knowledge transfer to occur as solutions are designed and implemented rather than as a separate activity.

Knowledge transfer is delivered using a combination of practical methods, including:

- Paired working and mentoring with internal analytics and data teams.
- Design and solution walkthroughs covering semantic models, datasets, reports, and security configurations.
- Documentation of standards, patterns, and governance processes established during delivery.
- Operational handover sessions focused on ongoing maintenance, enhancement, and support considerations.

Training and enablement activities included as standard are limited to in-flight knowledge transfer and handover. Formal classroom-based or accredited training courses are not included within the scope of this service. Where required, we can provide advice on suitable training options or related services to support broader organisational capability development.

This approach enables organisations to build internal capability, improve confidence in Power BI ownership, and support the ongoing evolution of the analytics estate in line with established standards and governance models.



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 ensure successful delivery of our data services, several key inputs from the customer are essential. Firstly, a clear understanding of the customer's business goals, current IT infrastructure, and specific data needs is crucial for tailoring our services effectively. Access to relevant technical documentation and systems is also required to assess the existing environment and design an appropriate data strategy. Active engagement and collaboration from the customer's IT team are vital, both for sharing insights during the planning phase and for effective knowledge transfer throughout the project. Lastly, timely feedback on deliverables and open communication regarding any changes in requirements or challenges faced are imperative for agile project management and ensuring the project remains aligned with the customer's objectives. These inputs are foundational to a successful partnership and the delivery of a solution that fully meets the customer's needs.



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