

MICROSOFT END USER COMPUTE SERVICES

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Modern EUC technologies enable streamlined device management, enhance security, and improve user experience, enabling remote and flexible work environments.

Our EUC services, leveraging Microsoft technologies such as Windows 11 and Intune, include strategy, planning, deployment, testing, training, and support, helping clients to seamlessly transition to modern workspaces, ensuring their workforce remains productive, secure, and connected, regardless of location.

Features

- Comprehensive EUC Strategy and Planning: Develop a tailored strategy to transition to modern work environments, addressing specific organisational needs.
- Deployment of Windows 11 and Intune: Utilize the latest Microsoft technologies for operating systems and mobile device management to enhance workplace flexibility and security.
- Windows Autopilot Implementation: Automate device setup and pre-configuration for a seamless deployment experience across your organization.
- Configuration Management with Endpoint Manager: Leverage Microsoft Endpoint Configuration Manager and System Center Configuration Manager (SCCM) for centralized control over hardware and software settings.
- Endpoint Analytics for Proactive Management: Use analytics to proactively manage and monitor device health, improving user experience and productivity.
- Training and Support: Equip your workforce with the knowledge and support they need to maximize productivity using new EUC solutions.

Benefits

- Enhanced Security Posture: Strengthen your organization's defense against cybersecurity threats with advanced security features and compliance tools.
- Streamlined Device Management: Simplify the management of diverse devices, reducing IT complexity and overhead.
- Improved User Experience: Provide a modern, flexible work environment with technologies that support collaboration and productivity.
- Flexible and Remote Work Enablement: Facilitate a remote and hybrid workforce with secure access to corporate resources from any location and on any device.
- Data Protection and Compliance: Ensure sensitive data is protected across all devices and applications, adhering to regulatory requirements.
- Increased Operational Efficiency: Automate routine management tasks and leverage analytics for insight-driven device management, freeing up IT resources for strategic initiatives.

Service Offerings

We understand that each organisation's journey towards modernising their End User Compute (EUC) environment is unique, with specific needs and timelines that vary widely. In recognition of this diversity, we have designed our service offerings to be both comprehensive and modular. This flexibility ensures that our clients can engage with us in a manner that best suits their immediate needs, strategic objectives, and budgetary considerations.

Our service offerings are not only integral components of a holistic EUC implementation journey but are also crafted to stand alone as independent services. This design allows you to tailor your engagement with us, selecting the services that align with your current stage in your EUC maturity model, or to address specific gaps in your existing infrastructure. Whether you are looking to deploy new technologies like Windows 11 and Microsoft Intune, optimise device management with Windows Autopilot, or enhance security and compliance across your organization, our services are structured to provide targeted, effective solutions that foster an environment of productivity and security.



- **Planning** -The Planning stage of End User Compute (EUC) Services is foundational to ensuring a successful transition to modern work environments using Microsoft technologies. This phase involves understanding the current infrastructure, determining the needs and challenges of the organization, and defining clear objectives for the deployment of technologies such as Windows 11 and Microsoft Intune. Our consultants collaborate closely with client stakeholders to develop a comprehensive EUC strategy that aligns with the business's goals and addresses its specific organizational requirements.
 - During planning, we perform a detailed assessment of the existing IT landscape, including hardware, software, and user profiles. This assessment helps in identifying opportunities for improvement, such as potential security vulnerabilities or inefficiencies in current device management practices. The outcome is a tailored roadmap that outlines the steps necessary for deployment, including timelines, resource allocation, and risk management strategies. This proactive approach ensures that the transition is smooth, with minimal disruption to daily operations, and sets the stage for the subsequent phases of the EUC service lifecycle.
- **Setup and Migration** - Setup and migration are critical components of our EUC services, where the strategic plans are put into action. This phase includes the installation and configuration of Microsoft technologies like Windows 11, Intune, and the implementation of Windows Autopilot for automating device setup processes. Our goal is to create a seamless transition from old systems to new, modern solutions that enhance security and workplace flexibility.
 - The migration process begins with a pilot testing phase where selected devices are transitioned to evaluate the setup and iron out any potential issues. Feedback from this phase leads to adjustments ensuring optimal deployment across the broader organisation. We handle data migration, ensuring that all critical information is securely transferred and that all applications are compatible and optimally configured for the new environment.
 - Throughout setup and migration, we maintain rigorous documentation and compliance with industry best practices and regulatory requirements, ensuring that the new system upholds data protection and security standards. This careful and methodical approach minimises downtime and prepares the organisation for a fully operational modern workplace.
- **Quality Assurance and Performance Testing** - Quality Assurance and Performance Testing are essential to ensure that the newly implemented EUC solutions meet the intended performance standards and business objectives. This category involves comprehensive testing of the infrastructure, software configurations, and security protocols to identify and rectify any discrepancies or issues before the system goes fully live.
 - Performance testing includes responsiveness testing of applications and devices under various scenarios. Security testing is conducted to ensure that all endpoints adhere to organizational and regulatory security standards, safeguarding against vulnerabilities.
 - This phase is critical for verifying that the EUC solutions function as expected but and enhance the user experience, improve productivity, and contribute positively to the organizational workflow. The insights gained from quality assurance and performance testing inform further refinements and optimisations, ensuring a robust and reliable EUC environment.
- **Training** - Training is a pivotal part of the EUC services, aimed at empowering end-users and IT staff to effectively utilize the new technologies deployed within their workspace. This includes comprehensive training sessions on Windows 11, Microsoft Intune, and other Microsoft solutions that have been implemented.
 - Our training content is customised to the roles and responsibilities of different groups within the organisation, from basic training for general staff, focusing on day-to-day operations and security practices, to more advanced sessions for IT personnel on system management and troubleshooting. We use a variety of training methods, including hands-on workshops supplemented with user manuals and quick-reference guides.
- **Ongoing Support** - ensures that clients continue to receive assistance and guidance after the implementation phase. This service category includes regular maintenance, updates, and troubleshooting support to address any issues that arise post-deployment. Our support framework is designed to provide quick and efficient resolutions to minimize downtime and maintain optimal system



performance.

- Support services include proactive monitoring of systems to detect and resolve potential issues before they impact productivity. We also offer continuous improvement practices, such as regular system reviews and updates, to ensure that EUC solutions stay current with evolving technology trends and business needs. Additionally, support extends to further training and consultation to adapt to new features and technologies as they become available.



ONBOARDING

Onboarding new clients to our EUC services begins with an initial consultation to understand their specific needs, challenges, and objectives. This step involves gathering key information about the client's current infrastructure, workflows, and business goals. Next, we conduct a detailed assessment to identify gaps and opportunities for enhancement. This assessment helps in crafting a customized EUC strategy that aligns with the client's overall IT and business strategy.

Following the planning phase, we set up a kick-off meeting to establish roles, responsibilities, timelines, and communication protocols. This meeting also serves to introduce the client to their dedicated project manager and support team. We provide clients with a comprehensive onboarding package that includes access to our client portal, documentation on the project plan, and an outline of the expected milestones and deliverables.

Training sessions and workshops are scheduled to ensure that the client's team is prepared for the new systems and processes. These initial steps are designed to set a solid foundation for a successful partnership and smooth deployment of the EUC solutions.

Offboarding

Securing exit and offboarding a client or transitioning to another supplier involves a structured and thoughtful approach to ensure continuity and integrity of service for the client. Our exit strategy includes the following steps:

- **Notification and Planning:** Upon decision to offboard, we engage with the client to plan the process, discussing timelines and responsibilities.
- **Data Handover:** We ensure that all client data is securely transferred back to the client or to the new service provider, according to the client's data retention policies and compliance requirements.
- **Decommissioning:** Systematically decommission services, ensuring that no data is left behind and that all services are terminated securely.
- **Documentation and Reports:** Provide comprehensive documentation on the configurations, operations, and processes that have been in place, along with any final performance reports.
- **Transition Support:** Offer support during the transition period to the new provider, which includes technical assistance and advisory to mitigate any risks associated with the change.

This process is designed to maintain security and transparency, minimise disruption to the client's operations, and uphold our commitment to client data integrity and confidentiality.



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.



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 the successful delivery of our EUC services, we require several key inputs from the customer:

- **Access to Existing Systems and Data:** Comprehensive access to the client's current IT environment and data is crucial for accurate system assessments and integration.
- **Stakeholder Engagement:** Active participation from key stakeholders is essential to align the project with strategic business outcomes and to facilitate decision-making processes.
- **Clear Communication of Needs and Expectations:** Understanding the customer's specific requirements, including compliance with any regulatory constraints and their timeline, helps tailor our approach effectively.
- **Feedback and Collaboration:** Regular feedback and collaborative reviews are vital to refine strategies and ensure that the deployment meets the agreed-upon goals.
- **Resource Allocation:** Availability of the customer's internal resources, including team members and IT infrastructure, to support the project during its various phases



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