

EDGE COMPUTING SOLUTIONS FOR CLOUD INTEGRATION

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our Edge Computing Solutions for Cloud Integration service is designed to revolutionize the way businesses approach cloud architectures, introducing a seamless blend of edge computing technologies with existing cloud platforms. This service is tailored to organizations looking to harness the power of edge computing to transform their data processing, analytics, and management capabilities, thereby driving unprecedented levels of efficiency and innovation.

At the core of our offering is the strategic integration of edge computing resources with your cloud infrastructure, enabling a distributed computing framework that positions data processing closer to the source of data generation. This proximity significantly enhances processing speed and reduces latency, ensuring real-time data analysis and decision-making that are critical in today's fast-paced business environments.

Leveraging the latest in edge technology, our solution facilitates a more resilient and agile IT architecture. By decentralizing the data processing, we empower your business to handle vast amounts of data more efficiently, reducing the burden on central cloud resources and mitigating potential bottlenecks. This approach not only accelerates operational workflows but also enhances the reliability and security of your data processing, providing a robust framework against network vulnerabilities.

The integration of edge computing with your cloud platforms is orchestrated to optimize data traffic flow and improve overall network management. Our service ensures that data is analysed, processed, and acted upon instantaneously, right at the edge of the network, before being transmitted to the cloud for further refinement and storage. This method significantly minimizes latency, reduces transmission costs, and ensures that critical data can be leveraged promptly for strategic decision-making.

Our Edge Computing Solutions are engineered to support a spectrum of applications, from IoT devices and mobile applications to large-scale enterprise systems, enabling a versatile and adaptive IT ecosystem. The service enhances your organization's capacity to innovate, supporting the development of new applications and services that can leverage real-time data insights and analytics.

Real-time data processing at the edge reduces cloud latency: Implementing real-time data processing at the edge significantly minimizes cloud latency, ensuring ultra-fast data handling that is crucial for time-sensitive applications. This benefit is pivotal for scenarios where even milliseconds of delay can impact business outcomes, such as in financial trading, real-time analytics, or autonomous vehicle operation. By processing data where it's generated, businesses can achieve more agile and responsive operations, enhancing customer experiences and enabling faster, more informed decision-making.

Seamless integration with AWS, Azure, GoogleCP for hybrid solutions: Our service offers seamless integration with major cloud platforms like AWS, Azure, and Google Cloud Platform, facilitating a robust hybrid cloud solution. This integration enables organizations to leverage the best of cloud and edge computing, optimizing their IT infrastructure for flexibility, scalability, and efficiency. Businesses can maintain sensitive data on-premises while harnessing the computational power of the cloud for heavy workloads, achieving a balance that meets their specific operational, security, and regulatory requirements.

Enhanced IoT device management through localized decision-making capabilities: Enhanced IoT device management is achieved through localized decision-making capabilities, allowing IoT devices to respond rapidly to changes in their environment by processing data on-site. This reduces the need to constantly connect to the cloud, enabling more autonomous device operation, lower latency, and quicker responsiveness. It's especially beneficial in environments where real-time decisions are crucial, such as in manufacturing automation, healthcare monitoring, or smart city infrastructure.



Scalable Edge infrastructure supports dynamic workloads, IoT expansion: The scalable nature of our Edge infrastructure ensures that it can adapt to dynamic workloads and the expanding universe of IoT devices. This scalability allows businesses to efficiently manage the increased data volume generated by a growing number of IoT endpoints, without compromising performance or reliability. It provides the agility to scale operations up or down based on real-time demands, ensuring cost-effectiveness and the capacity to embrace future technological advancements or market changes.

Security at the edge with localized data encryption, processing: Security is enhanced at the edge through localized data encryption and processing, which ensures that sensitive information is protected right where it is generated and used. This approach minimizes the exposure of data to potential vulnerabilities during transmission, as less data is moved across the network. It's particularly crucial for industries handling sensitive information, such as healthcare, finance, or government services, offering an added layer of security by keeping critical data on-premise.

Custom Edge solutions designed for specific industry needs: Our custom Edge solutions are tailored to meet the specific needs of various industries, enabling businesses to leverage edge computing's benefits in a way that aligns with their unique requirements and challenges. Whether it's manufacturing, retail, healthcare, or any other sector, these bespoke solutions ensure that the edge computing deployment precisely addresses the operational efficiencies, customer experience enhancements, and technical specifications pertinent to that industry.

Efficient data transmission reduces bandwidth costs, improves speed: Efficient data transmission achieved through edge computing significantly reduces bandwidth costs and improves the speed of data exchanges. By processing data locally and reducing the need to send vast amounts of information to the cloud, businesses can decrease their network traffic, leading to cost savings on bandwidth and enhanced overall system performance. This efficiency is particularly beneficial for organizations that transfer large volumes of data, such as video streaming services or industrial IoT operations.

Edge analytics for immediate insights, action on data: Edge analytics enable the extraction of valuable insights from data almost instantaneously, allowing for immediate action. This capability is essential for scenarios where real-time data interpretation and responsiveness can create competitive advantages or operational improvements. It supports faster decision-making processes, operational efficiency, and the ability to act on insights in real-time, which is particularly advantageous in industries like retail, manufacturing, or public safety.

DevOps for Edge streamlines deployment, management of Edge applications: Incorporating DevOps practices for edge computing streamlines the deployment, scaling, and management of edge applications, enhancing operational agility and efficiency. This approach fosters a more collaborative and automated environment, reducing the time-to-market for new features and ensuring consistent updates and maintenance. It allows businesses to rapidly adapt their edge solutions to changing market demands or technological advancements, maintaining a competitive edge in their respective industries.

Sustainability through optimized energy use in data processing: Our edge computing solutions contribute to sustainability by optimizing energy use in data processing. By localizing data processing, the energy consumed in data centers can be significantly reduced, leading to lower carbon footprints and enhanced energy efficiency. This optimization is crucial for organizations aiming to meet sustainability goals and reduce operational costs, providing an eco-friendly alternative to traditional data processing methods while maintaining high performance and reliability.



Cost savings on data transmission and cloud storage: Our edge computing service significantly reduces costs associated with data transmission and cloud storage. By processing data locally at the edge of the network, the amount of data that needs to be transmitted to the cloud is drastically reduced. This minimization leads to lower bandwidth usage and, consequently, substantial cost savings on data transmission. Moreover, by limiting the data sent to the cloud, it reduces the need for extensive cloud storage solutions, further decreasing costs. This efficiency is particularly beneficial for organizations generating large volumes of data, enabling them to manage their data more effectively while optimizing their cloud resource utilization and cost.



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