

BUSINESS PROCESS DEVELOPMENT AND IMPROVEMENT – OPTIMISING THE USE OF CLOUD TECHNOLOGY

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Provision of Business Analysts and Business Architects to elicit and refine business processes and requirements, with dependencies, risks and benefits for an Enterprise seeking to adopt, migrate to or improve Cloud based services or the integration of services and Cloud based services.

OR

Delve into the realm of transformative Business Process Development and Improvement with our expert team of Business Analysts and Business Architects. We're here to meticulously extract and fine-tune your organisation's business processes and requirements, uncovering intricate dependencies, risks, and benefits along the way. Whether you're embarking on the journey to adopt, migrate to, or enhance cloud-based services, or seeking seamless integration of services with cloud solutions, we're your trusted partners in navigating this complex landscape, ensuring every step aligns with your enterprise's strategic vision and goals.

GDS Compliant Business Analysis:

Conducting thorough business analysis within digital service settings, our team ensures compliance with GDS standards. Agile or waterfall methodologies are utilised based on your project's needs, allowing for flexibility and adaptability. Regular progress updates and feedback sessions are provided to ensure alignment with evolving project requirements and stakeholder expectations.

Definition of Business Objectives, Requirements, Drivers, and Vision:

- Engaging stakeholders, clear business objectives, requirements, drivers, and vision are defined. Through workshops, interviews, and research, a comprehensive understanding of your organisation's goals and aspirations is ensured.
- Regular reviews and refinement sessions validate and adjust the defined objectives and requirements as necessary throughout the project lifecycle.

Business Process Development and Improvement through Process Modelling with BPMN and UML:

Leveraging BPMN and UML, we model existing and future business processes in detail. Our team identifies areas for improvement and redesigns processes to optimise efficiency and effectiveness. We conduct simulation exercises to validate proposed process improvements and identify potential bottlenecks or challenges before implementation.

As-is Analysis, Gap Analysis, and Planning for Cloud and Service Migration:

A thorough analysis of your current IT landscape and business processes is conducted to identify gaps and opportunities. Our experts then develop a detailed migration plan, ensuring a smooth transition to cloud and service-based solutions. We prioritise risks and dependencies, developing contingency plans to mitigate potential challenges and ensure project success.

Requirements Documentation:

Collaborating closely with stakeholders, requirements are captured using a variety of artefacts and methodologies. From user stories to prototypes, every detail is meticulously documented and aligned with your business objectives. A robust change management process is established to accommodate evolving requirements and ensure traceability throughout the project lifecycle.

**Stakeholder Analysis and Management:**

Conducting stakeholder analysis is a crucial step in identifying key stakeholders and comprehending their needs and concerns. Regular communication and engagement are maintained to manage expectations and foster collaboration throughout the project lifecycle. Additionally, a stakeholder engagement plan is established, delineating communication channels, update frequency, and escalation procedures to ensure effective stakeholder management.

Digital Enablement and Service Transformation:

Assessing your organisation's digital maturity and readiness for transformation, our experts develop a tailored strategy to embrace digital technologies and reshape services, ensuring alignment with your long-term objectives. Offering comprehensive training and support, we empower your teams to embrace new digital tools and processes, facilitating a smooth transition and maximising adoption rates.

Cloud Assessments and Integration Planning and Implementation:

Our cloud assessments entail evaluating your current IT infrastructure and pinpointing integration and optimisation opportunities. Following this, a comprehensive integration plan is developed and implemented under our supervision, guaranteeing seamless alignment with your business objectives. Post-implementation, performance testing and optimisation exercises are conducted to refine cloud services, ensuring they meet your organisation's performance and scalability requirements.

Ensuring Alignment and Commitment of the Team, Clients, and Suppliers:

Through regular communication and collaboration, alignment and commitment among all stakeholders are facilitated. Ensuring that everyone is on board and committed to the project's success fosters a culture of accountability and dedication. Key performance indicators (KPIs) and performance metrics are established to track progress and measure the success of alignment and commitment efforts. This enables continuous improvement and refinement.

Service and Tool Selection for Cloud PaaS/IPaaS/MIPaaS:

A comprehensive assessment of your organisation's needs and goals is conducted to determine the most suitable cloud services and tools. Guidance on the selection and implementation of PaaS, iPaaS, and MIPaaS solutions is offered by our experts, ensuring alignment with your specific requirements and objectives. Additionally, ongoing support and optimisation services are provided to ensure that the selected cloud services and tools consistently meet your organisation's evolving needs and deliver maximum value over time.

Benefits

- Leveraging our GDS Compliant Tailored Business Analysis service, experience a reduction in complexity, ICT, and Cloud Service risk through our meticulous analysis and compliance with GDS standards, ensuring a secure and reliable digital transformation journey.
- With our service, enhance your IT reputation by sharpening your organisation's business focus, allowing your IT department to play a more strategic role in driving business outcomes and innovation.
- Through our Business Process Development and Improvement service, streamline your services and boost productivity by rationalising your service offerings, identifying redundancies, and optimising processes for maximum efficiency.
- Define a clear vision of the future state of your organisation with our tailored business analysis, ensuring optimised processes and a roadmap for sustained growth and success.
- Benefit from our service to achieve better alignment between IT and business objectives, ensuring that technology initiatives directly contribute to your organisation's overarching goals and mission.
- Make informed decisions, foster increased engagement, and facilitate excellent communication among stakeholders with our Requirements Documentation service, driving project success and satisfaction.



- With Agile, Scrum, Waterfall, or a customised methodology support provided through our service, adopt the approach that best suits your unique project requirements and development needs.
- Understand your organisation's readiness for cloud and as-a-Service (aaS) adoption with our Cloud Assessments and Integration Planning and Implementation service, ensuring a smooth transition and maximising the benefits of cloud technology.
- Secure buy-in from your team, clients, and suppliers by effectively communicating the benefits and implications of cloud service delivery through our service, fostering collaboration and commitment.
- Gain a deep understanding of how cloud service delivery can transform your organisation with our Service and Tool Selection for Cloud PaaS/IPaaS/MIPaaS service, unlocking new opportunities for innovation, scalability, and efficiency in service delivery.



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