

DATA INTEGRATION, STREAMING & REAL TIME ANALYTICS

Service Definition
G-Cloud 15

REPLY

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TABLE of CONTENTS

SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
ONBOARDING	8
KICK-OFF MEETING	8
ACCOUNT MANAGEMENT	8
<i>DESIGNATED ACCOUNT MANAGER</i>	8
<i>FORTNIGHTLY REVIEW MEETING</i>	8
OFFBOARDING	8
ACCESS TO DATA	8
SECURITY	9
PERSONNEL SECURITY	9
INFORMATION SECURITY	9
PHYSICAL SECURITY	9
TRAINING & KNOWLEDGE TRANSFER	10
ORDERING AND INVOICING PROCESS	11
CUSTOMER RESPONSIBILITIES	12
TECHNICAL AND CLIENT-SIDE REQUIREMENTS	12
OUTCOMES AND DELIVERABLES	12
ABOUT REPLY	13



SERVICE DESCRIPTION

Many public sector organisations struggle to access timely, reliable data because information is fragmented across systems, updated in batches and moved through manual or fragile processes. Data arrives too late to support operational decision-making, real-time services or proactive intervention. As demands increase for joined-up services, analytics and data-driven policy, traditional batch-only integration approaches become a major constraint rather than an enabler.

Reply's Data Integration, Streaming & Real-Time Analytics Services for G-Cloud 15 address this challenge by designing and delivering modern data integration solutions that support batch, real-time and event-driven architectures across cloud, hybrid and on-premise environments. We enable secure, scalable and reliable data movement so organisations can share data when it is needed, not weeks later.

Our service supports the full data integration lifecycle, from architecture and pipeline design through build, testing, deployment and operational support. We create cloud-native, resilient data pipelines that feed operational systems, analytics platforms and BI tools with trusted, governed data, enabling faster insight and more effective decision-making.

Crucially, we focus on creating sustainable data integration capabilities rather than one-off pipelines. Through strong governance, data quality controls and operational visibility, we help organisations reduce complexity, improve confidence in data and lay the foundations for real-time services and advanced analytics.

FEATURES

Our service combines modern data integration engineering, streaming technologies and public sector delivery experience to create data platforms that are scalable, reliable and fit for real-world operational use.

- **Batch and Real-Time Data Integration Delivery**

We design and deliver data integration solutions that support both batch processing and real-time data flows. This allows organisations to balance regulatory reporting, operational analytics and real-time service needs without duplicating effort or infrastructure.

By selecting the right approach for each use case, we avoid unnecessary complexity while ensuring data is delivered at the speed required.

- **Event-Driven and Streaming Architectures**

We implement event-driven and streaming architectures to enable systems to react to changes as they happen. This supports near real-time analytics, operational dashboards and responsive digital services without relying on manual data extraction or overnight batch jobs.

Event-driven designs reduce coupling between systems and enable data to be shared more efficiently.

- **Secure Data Movement Across Platforms**

We design data integration pipelines that move data securely across cloud, hybrid and on-premise environments. Security controls, encryption and access management are embedded throughout to protect sensitive information in transit.

This reduces data duplication while ensuring data is available to authorised users and systems.

- **Cloud-Native Data Integration Pipelines**



We build cloud-native pipelines using scalable, resilient architectures that can handle variable data volumes and evolving demand. Pipelines are designed to scale automatically where appropriate, reducing operational overhead and improving reliability.

This approach supports both current needs and future growth without repeated re-engineering.

- **Data Quality and Validation Controls**

We embed data quality checks, validation rules and error handling into integration pipelines. This ensures issues are identified early and bad data does not silently propagate into downstream systems or reports.

Quality controls improve trust in data and reduce ongoing maintenance effort.

- **Integration with Analytics and BI Platforms**

We integrate data pipelines directly with analytics and BI platforms to ensure insights are driven from timely, governed and consistent data. This supports operational reporting, performance management and policy analysis.

Tight integration shortens the time from data creation to decision-making.

- **Secure Data Governance and Access Controls**

We implement data governance controls covering access, lineage and usage, ensuring data is shared responsibly and in line with public sector expectations. This supports compliance, auditability and responsible data use.

Governance is designed to enable access rather than create unnecessary barriers.

- **High-Availability and Resilient Architectures**

Data integration solutions are designed for resilience, fault tolerance and high availability. This ensures data continues to flow even when individual components fail or experience disruption.

Resilience is critical where data underpins live services or operational decisions.

- **Performance Monitoring and Optimisation**

We provide visibility into pipeline performance, throughput and failures, enabling proactive optimisation and rapid issue resolution. Monitoring ensures integration services continue to perform as volumes and usage change.

- **Data Integration Documentation and Support**

We produce clear documentation covering data flows, schemas, dependencies and operational procedures. This reduces reliance on individuals, simplifies support and lowers the long-term cost of ownership.

BENEFITS

Our Data Integration, Streaming & Real-Time Analytics Services deliver immediate operational value while creating a sustainable foundation for data-driven services, analytics and decision-making across the organisation.



- **Faster Access to Actionable Data**
Real-time and near real-time data integration enables organisations to work with current information rather than waiting for delayed batch updates. This allows teams to respond quickly to operational issues, policy changes and emerging risks, improving service delivery and decision-making.
- **Reduced Manual Data Handling Effort**
Automated data pipelines replace manual extracts, spreadsheet-based processing and repeated data preparation tasks. This reduces errors, saves time and frees teams from low-value operational work.
- **Reduced Data Duplication and Inconsistency**
Centralised, governed data integration ensures data is moved once and reused consistently across systems and analytics tools. This reduces duplication, prevents conflicting versions of the same data and improves trust in reporting and analysis.
- **Scalable Data Processing Capabilities**
Cloud-native and streaming architectures scale as data volumes grow or usage patterns change. This allows organisations to increase data throughput and analytical capability without redesigning pipelines or infrastructure.
- **Lower Data Integration Maintenance Costs**
Standardised integration patterns, built-in monitoring and quality controls reduce ongoing maintenance effort. Teams spend less time investigating data issues and supporting fragile pipelines.
- **Better Decision-Making Capabilities**
Timely, reliable and well-governed data supports more informed operational decisions, policy evaluation and strategic planning. Decision-makers can rely on data rather than intuition or outdated reports.
- **Reduced Data Security Risk**
Secure data movement, access controls and governance reduce exposure to data breaches and misuse. This supports compliance with public sector security and data protection expectations.
- **Continuous Data Availability**
Resilient, fault-tolerant integration architectures ensure critical data remains available even when individual components fail, supporting services that depend on timely information.
- **Efficient Data Processing**
Performance monitoring and optimisation ensure data pipelines operate efficiently as volumes increase, avoiding unnecessary cost and degradation in service.
- **Reduced Operational Complexity**
Clear data flows, consistent patterns and comprehensive documentation simplify operations and support, reducing reliance on specialist knowledge or individual team members.



WHAT THE SERVICE INCLUDES

Reply provides an end-to-end service for delivering reliable, secure and scalable data integration and streaming solutions, from discovery through to live operation and continuous improvement.

1. Discovery and Data Use Case Definition

We work with business, operational and technical stakeholders to understand data sources, consumers, latency requirements and quality expectations. This ensures integration solutions are driven by real operational and analytical needs rather than generic technical patterns.

Discovery activities include:

- Identification of source and target systems
- Understanding batch, near real-time and real-time data needs
- Definition of data quality, latency and availability requirements
- Alignment with analytics, reporting and operational use cases

2. Architecture and Integration Design

We design data integration architectures that balance performance, resilience, governance and cost. Solutions may include batch pipelines, streaming architectures or hybrid approaches depending on use case requirements.

Design activities focus on:

- Event-driven and streaming patterns
- Secure data movement across environments
- High-availability and fault-tolerant architectures
- Governance, lineage and access control by design

3. Pipeline Build and Implementation

We build data pipelines and integration services using proven, cloud-native and platform-appropriate technologies. Pipelines are designed to be reusable, observable and easy to operate.

Implementation includes:

- Data ingestion and transformation pipelines
- Streaming and event processing components
- Integration with analytics and BI platforms
- Error handling and resilience mechanisms

4. Data Quality, Validation and Error Handling

Data quality is embedded within pipelines through validation checks, controls and clear handling of exceptions. Issues are detected early and surfaced clearly for resolution.

Activities include:

- Validation rules and quality thresholds
- Detection and handling of invalid or incomplete data
- Logging, alerting and visibility of data issues
- Prevention of poor-quality data reaching consumers

5. Testing and Assurance

Pipelines are tested under realistic conditions to ensure correctness, performance and resilience. Testing includes failure scenarios to validate behaviour under stress or disruption.

This provides confidence that data integration services will operate reliably in live environments.

6. Deployment and Transition to Live Operation



Solutions are deployed in a controlled and auditable manner with appropriate monitoring, documentation and operational readiness. This reduces risk during transition into production.

Activities include:

- Deployment planning and coordination
- Monitoring configuration and validation
- Documentation of data flows and operations
- Handover into support and operation

7. Monitoring, Optimisation and Support

We provide operational visibility into pipeline performance, throughput and failures. Monitoring enables proactive optimisation and rapid issue resolution as usage evolves.

Ongoing activities include:

- Performance and capacity monitoring
- Pipeline optimisation and tuning
- Support for incident investigation and resolution

8. Data Governance and Access Management

We embed governance controls to ensure data is accessed and used appropriately. This includes lineage, access controls and alignment with organisational governance models.

Governance is designed to enable safe data sharing rather than restrict access unnecessarily.

9. Documentation and Knowledge Transfer

We maintain clear documentation covering pipelines, data flows, schemas and dependencies. Knowledge is shared with internal teams to reduce reliance on individuals and support long-term sustainability.

WHY THIS MATTERS

Together, these services replace slow, fragile and manual data integration with reliable, scalable and real-time data flows. Organisations gain timely access to trusted data, reduce operational effort and establish a strong foundation for analytics, operational insight and data-driven services.



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