

BUSINESS OUTCOME DRIVEN ARCHITECTURE

Service Definition
G-Cloud 15

REPLY

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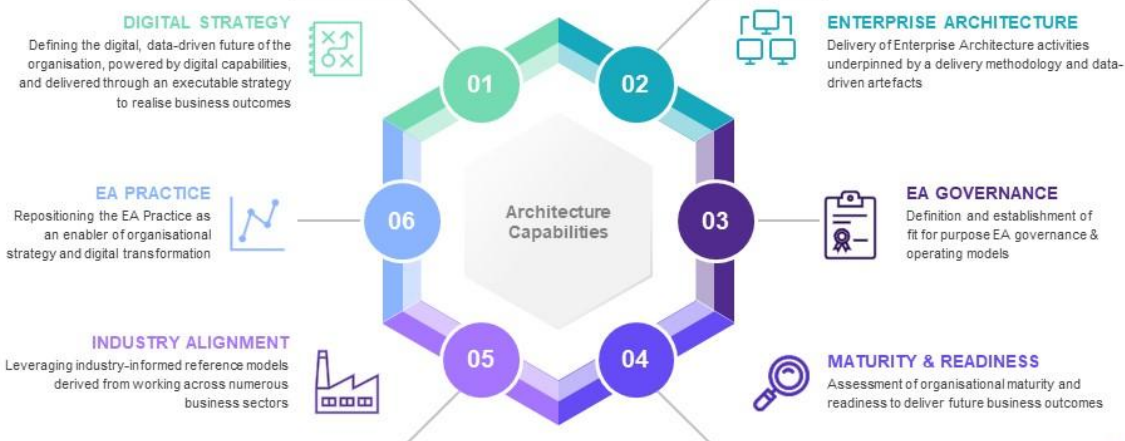


SERVICE DESCRIPTION

Our Business Outcome-Driven Architecture Service epitomises our commitment to facilitating digital transformation aligned with our client's strategic vision. By focusing on specific outcomes, we deliver agile architectures that support user-centric services. From business to technology, we help organisations identify needs and implement changes for maximum impact, improving productivity and efficiency. From optimising processes to enhancing user experiences, our approach is centred on delivering measurable value. We guide organisations through the complexities of modernisation, enabling them to evolve their digital landscapes in line with their strategic goals. Our service empowers clients to embrace change confidently, knowing that their architecture investments are strategically aligned and poised to drive success in an ever-evolving digital landscape.

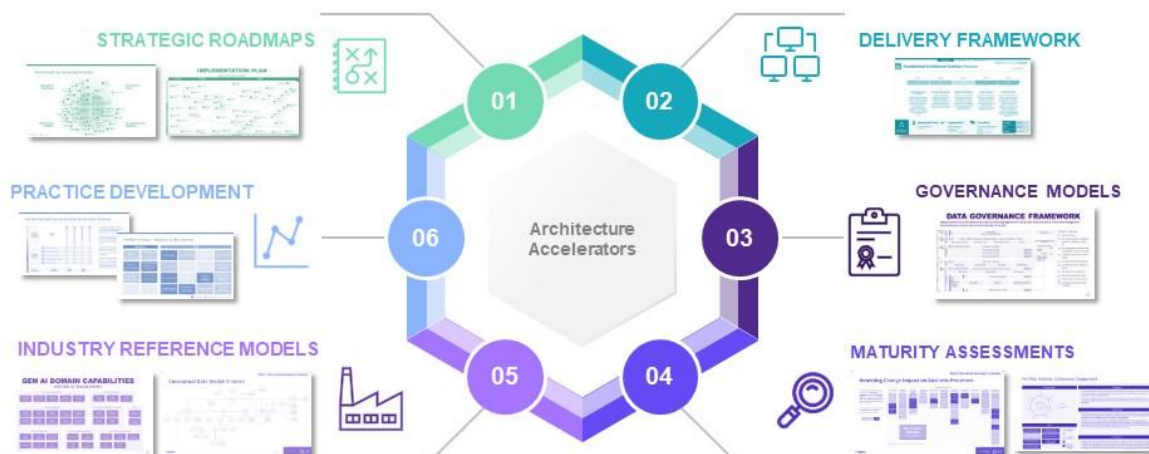
OUR CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR ARCHITECTURE THROUGH EFFECTIVE EXECUTIVE ADVISORY, GOVERNANCE AND STRATEGIC PLANNING



OUR ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES





RECOGNISED AS ARCHITECTURE LEADERS

 Market Guide for Business-Outcome-Driven Enterprise Architecture Consulting Recognised by Gartner in their Market Guide as a leader in business outcome driven EA consulting. The only UK based architecture consultancy to achieve this	 Platinum Approved by BCS, the highest level of accreditation only held by a handful of organisations. Recognised for furthering the IT profession
 Key Contributor to the Open Group Architecture Framework and an active Gold Member Led the development of the initial Business Capability Modelling concepts within TOGAF.	 Member of the Business Architecture Guild, contributing to the discipline and maturity of Business Architecture and Enterprise Architecture.
 Active Architecture contributor to DAMA, the Data Management Community. Our focus is on improving Data Governance across Financial Services.	 The Awards recognise projects that demonstrate improvements, or potential improvements, in innovation and collaboration across defence. The commended project, titled 'Governing Master Data within Defence Logistics', marks the second time the strategy and architecture specialist has received an award at the Team Defence Information Excellence Awards.

Service Features and Benefits

FEATURES

Develops DDaT architecture models that deliver sought outcomes

We create Digital Data and Technology (DDaT) architecture models providing compelling views that support analysis and evolution of the IT estate in line with strategic goals and desired outcomes.

Results-driven approach incrementally creating rapid value and efficiency

Our iterative methodology emphasises rapid value creation, enabling organizations to realise tangible benefits quickly while continuously improving and refining architecture solutions.

Supports Mission One of the CDDO Digital Future roadmap

Our service aligns with Mission One of the Central Digital and Data Office (CDDO) roadmap, focusing on transforming (public) services to deliver exceptional user experiences, compliance, and efficiency.

BENEFITS

Ensures services built around user needs and sought business outcomes

By focusing on a direct line of sight between business needs and objectives, and the solutions delivered by IT initiatives, programmes of work and/or work packages.

Recognised for delivering efficiency and creating rapid value

Our results-driven approach has earned recognition for delivering efficiency gains, cost savings and generating rapid value, whilst enabling organisations to adopt new ways of working.

Focus on sought outcomes: improved usability, compliancy, and efficiency

Our focus on sought outcomes, including improved usability, compliance with standards, and operational efficiency, ensures that our architecture approach drives tangible business benefits.



Develops Baseline and Target Architectures, and Transition State planning We assist in developing comprehensive Baseline and Target Architectures, along with Transition State planning, to guide organisations through the journey from their current state to the desired future state seamlessly.	Provides clear design input to transformation implementation teams We provide clear and actionable input into the design of solutions underpinning the digital transformation, guiding implementation teams to align their solutions with strategic objectives and desired outcomes.
Supports Mission Six of the CDDO Digital Future roadmap Our service aligns to Mission Six by fostering digital transformations that promote agile delivery and product-centric ways of working, and that modernise outdated infrastructure and inefficient processes.	Shrewdness in best practice across public and private sectors Drawing on our extensive experience and expertise, we bring shrewdness in best practices from both public and private sectors, ensuring that our architecture delivery grounds in proven methodologies and approaches.
Can include technology roadmaps for a department or capability We can provide technology roadmaps tailored to specific departments or capabilities, outlining the strategic direction and milestones for technology adoption and transformation initiatives.	Impartial approach ensuring technology-independent best fit Our approach ensures that we recommend technology solutions that best fits our clients' needs, prioritising effectiveness, efficiency, and value over specific technologies or vendors.
Can enable ICT, Cloud First, and Digital Transformation strategies Our expertise enables organisations to align their ICT, cloud migration/adoption and digital transformation strategies, whilst leveraging on technology and innovation to deliver efficiency and agility.	Can transform Architecture Services to become agile and product-centric We help organizations transform their Architecture Services to become agile and product-centric, enabling them to adapt quickly to changing requirements and deliver value iteratively and continuously.
Can include Enterprise, Business, Data, Application, and Technology Architecture Our comprehensive approach covers all architectural domains, providing holistic views with insights that support data-driven decision-making.	Empowers high-quality Architecture Services that maximize value Our expertise empowers organisations to develop and establish high-quality Architecture Services that deliver cost-effective solutions that maximize value, whilst driving innovation and delivering user-centric 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