REPLY

CLOUD DATA PLATFORM IMPLEMENTATION & LEGACY MIGRATION

Service Definition
G-Cloud 15

REPLY
38 Grosvenor Gardens - London SW1W 0EB - United Kingdom - tel +44 (0) 207 730 6000 - fax +44 (0) 207 259 8600
infouk@reply.com

www.reply.com

TABLE of CONTENTS

SERVICE DESCRIPTION

Legacy databases and on-premise data warehouses have become expensive anchors constraining innovation. Licensing costs escalate annually, aging hardware requires refresh cycles, mainframe skills vanish from the market, and infrastructure limitations prevent organisations from adopting AI, real-time analytics, or elastic scaling that modern missions demand. Glue Reply Cloud Data Platform Implementation & Legacy Migration service liberates organisations from these constraints by migrating to modern cloud platforms including Snowflake, BigQuery, Databricks, Redshift, Azure Synapse, Microsoft Fabric, or EDB Postgres with our strategic partnership. We don't simply lift-and-shift. We redesign schemas for cloud-native performance, implement lakehouse architectures supporting unified analytics and AI/ML on structured and unstructured data, establish governance and security meeting GDPR4 requirements, and optimise costs through auto-scaling and pricing based on consumption. Our proven migration methodologies balance speed with risk mitigation through comprehensive assessments, automated tooling, parallel runs, and systematic reconciliation ensuring accuracy while maintaining operational continuity. Whether you are facing unsustainable licensing costs, end-of-life hardware, or the inability to recruit talent for obsolete platforms, we deliver migrations that don't just modernise technology but fundamentally expand what's possible with your data.

FEATURES

Our migration approach combines rigorous planning and assessment with automated tooling and proven cutover methodologies, minimising risk while accelerating timelines from years to months.

- **Technology-agnostic platform selection across Snowflake, BigQuery, Databricks, Redshift, Synapse, Fabric, EDB Postgres matching organisational needs:** We evaluate platform options objectively against your specific requirements (i.e. workload characteristics, skills availability, cloud strategy, budget constraints, AI/ML ambitions) recommending solutions that fit best rather than vendor biased options. This independence ensures migrations deliver maximum value rather than serving commercial interests unrelated to your needs.

- **Oracle migration expertise through EDB partnership leveraging EDB Postgres for compatibility and performance:** Our strategic partnership with EDB enables Oracle migrations to EDB Postgres maintaining compatibility with Oracle SQL, PL/SQL procedures, and application patterns while eliminating licensing costs. EDB's Oracle compatibility layer minimises application refactoring, accelerating migrations that would otherwise require extensive code rewrites.

- **Lakehouse architecture with Delta Lake, Iceberg, Hudi supporting unified analytics, AI/ML on structured/unstructured data:** We implement modern lakehouse patterns combining data warehouse performance for structured analytics with data lake flexibility for unstructured data (documents, images, logs) enabling unified analytics and AI/ML workloads. These architectures support diverse consumption patterns from SQL analytics to Python ML training using open formats avoiding lock-in.

- **Comprehensive legacy assessment documenting schemas, volumes, dependencies, business criticality, technical debt systematically:** We execute detailed discovery documenting database schemas, data volumes and growth rates, application dependencies, query patterns, business criticality, and accumulated technical debt. This assessment provides migration planning based on evidence rather than assumptions, surfacing hidden dependencies and complexity that derail inadequately planned projects.

- **Migration strategy development balancing speed, risk, cost, operational continuity with phased or big-bang approaches:** We design migration strategies matching your risk tolerance and operational constraints (phased migrations reducing cutover risk through incremental transitions or accelerated big-bang approaches when business drivers demand rapid completion). Strategy selection considers technical complexity, business criticality, available resources, and acceptable disruption windows.

- **Automated migration tooling using AWS DMS, Azure Data Factory, Fivetran, EDB Migration Toolkit moving data efficiently:** We leverage commercial and open-source migration tools automating schema conversion, data movement, and ongoing replication rather than manual scripting. These tools accelerate migrations while reducing human error, handling millions of rows efficiently with incremental loads minimising cutover windows.

- **Schema redesign and optimisation for modern platforms while preserving business logic, relationships, performance characteristics:** We don't blindly replicate legacy schemas, we redesign for cloud-native patterns including columnar storage, partitioning strategies, clustering keys, and materialised views that leverage platform-specific optimisation features. This redesign maintains business logic and relationships while dramatically improving query performance and cost efficiency.

- **Parallel run capability maintaining legacy alongside new system reducing cutover risk significantly during transition:** We implement dual-running periods where legacy and new systems operate simultaneously, with systematic comparison ensuring parity before final cutover. This parallel operation provides safety net enabling rollback if issues emerge, reducing business risk during transition windows.

- **Reconciliation framework comparing source versus target ensuring completeness, accuracy, referential integrity post-migration systematically:** We build automated reconciliation comparing row counts, aggregates, sample records, and referential integrity between legacy and migrated systems, providing objective evidence of migration success. This systematic validation prevents the disaster of discovering data loss or corruption weeks after legacy decommissioning when recovery options vanish.

- **Cost optimisation through warehouse sizing, auto-suspend, query optimization, storage tiering, cluster management strategies:** We implement cost controls including size of compute resources, automatic suspension during idle periods, query optimisation reducing compute consumption, and storage tiering moving cold data to cheaper object storage. These optimisations prevent bill shock where cloud flexibility becomes unexpectedly expensive without proper governance.

These capabilities ensure migrations succeed technically while managing the organisational, financial, and operational complexities that make platform modernisation a high risk activity.

BENEFITS

Cloud platform migration delivers immediate cost savings while unlocking strategic capabilities that fundamentally expand organisational potential and competitive positioning.

- **Eliminate Oracle licensing costs saving 50-70% annually by migrating to EDB Postgres or cloud warehouses:** Oracle licensing and maintenance represents enormous recurring cost. Migrating to EDB Postgres or consumption-based cloud warehouses eliminates these fixed expenses, redirecting budget toward capability building. Savings compound annually as licensing escalation clauses no longer apply, with organisations reporting 50-70% cost reductions.

- **Escape vendor lock-in and end-of-life systems enabling technology choice and competitive pricing:** Legacy vendor relationships create dependency where pricing reflects monopoly power rather than market competition. Migration restores negotiating leverage and technology choice. This freedom prevents the trap where unsupported legacy systems can't be replaced because switching costs became prohibitive.

- **Reduce infrastructure management overhead by 80% with managed cloud services versus on-premise operations:** Managed cloud platforms eliminate hardware maintenance, capacity planning, backup management, and patch cycles that consume infrastructure teams. This reduction frees technical staff for other work rather than keeping lights on, with organisations reporting 80% reduction in operational overhead.

- **Scale compute and storage independently optimising costs for actual usage patterns avoiding over-provisioning:** Cloud architectures separate compute from storage, enabling elastic scaling where you pay only for resources used rather than provisioning for peak capacity. This flexibility eliminates the waste of overprovisioning inherent in fixed on-premise infrastructure designed for worst-case scenarios.

- **Support AI/ML workloads with GPU clusters, native ML functions, lakehouse architectures unavailable in legacy systems:** Modern platforms provide GPU acceleration for ML training, native ML functions for database analytics, and lakehouse architectures unifying structured/unstructured data. These features enable AI initiatives that legacy infrastructure cannot support regardless of investment.

- **Minimise business disruption through proven migration methodologies maintaining operational continuity throughout transition period:** Our phased migration approaches, parallel running, and comprehensive testing ensure business operations continue uninterrupted during migration. This continuity prevents the operational disruption and data access blackouts that undermine stakeholder confidence and create business risk.

- **Future-proof technology estate with platforms continuously enhanced, avoiding another 10-year refresh cycle trap:** Cloud platforms receive continuous updates adding features, performance improvements, and new capabilities automatically without upgrade projects. This continuous enhancement contrasts with legacy cycles where platforms stagnate for years until painful, expensive upgrade projects, avoiding another decade of technical debt accumulation.

- **Meet government security requirements (IL3, IL4, Cyber Essentials Plus) with certified cloud platforms:** Major cloud providers maintain rigorous security certifications including government specific accreditations (IL3, IL4) that would be prohibitively expensive to achieve with self-managed infrastructure. These certifications enable handling sensitive data with confidence that security controls meet regulatory requirements.

- **Improve disaster recovery from days to hours with automated backup, replication, rapid restoration:** Cloud platforms provide automated backup, cross-region replication, and point-in-

time recovery reducing disaster recovery from days of manual restoration to hours of automated recovery. This resilience dramatically improves business continuity capabilities at fraction of cost of equivalent on-premise DR infrastructure.

- **Enable talent recruitment as modern platforms attract skilled engineers versus legacy:** Modern cloud platforms attract talent excited about modern technology, while legacy mainframes and aging databases repel skilled engineers seeking to advance their career. This recruitment advantage addresses the existential risk where retirement depletes legacy skills faster than organisations can replace them, eventually leaving critical systems unmaintainable.

These benefits transform platform migration from defensive technical necessity into offensive strategic enabler. Not just maintaining current capabilities more cheaply but unlocking entirely new possibilities that legacy constraints made impossible.

ONBOARDING

We will hit the ground running from day one. Our structured onboarding process eliminates the confusion and slow starts that plague consulting engagements, ensuring we're delivering value within weeks, not months.

What We Do:

- **Intensive Kick-off Workshop:** Bring together your executive sponsor, technical leads, and key stakeholders to establish crystal-clear objectives, success metrics, and non-negotiable delivery milestones with complete alignment across all parties.

- **Immediate Communication Infrastructure:** Establish dedicated channels (Slack/Teams), weekly governance meetings with executive visibility, and escalation paths ensuring blockers get resolved in hours, not weeks.

- **Rapid Discovery:** Interview stakeholders, review existing systems, identify data sources, document constraints, and surface risks that could derail delivery before they become problems.

- **Concrete Delivery Plan:** Deliver a sequenced plan showing exactly what gets built when, what resources are required, what decisions need making, and what risks could impact timelines. No theoretical documents, just actionable roadmaps.

- **Quick Wins Identification:** Identify and deliver tangible outputs early that demonstrate immediate value and build organisational confidence in our approach and your investment.

- **Access Secured:** Obtain all necessary system access, credentials, environments, and documentation during the first week, because access delays are the single biggest cause of timeline delays.

Our onboarding doesn't end until we've delivered our first tangible output, proving our team is productive and your investment is already generating returns. You'll know within the first month whether we're the right partner. We move fast, communicate clearly, and deliver evidence of progress.

OFFBOARDING

We do not always believe in traditional "handover" periods where knowledge gets dumped on your team at the end. Instead, we work with you throughout the engagement, training your staff while the work is ongoing and creating experts along the way. Our approach ensures your team is not inheriting unfamiliar solutions but has been building and operating them alongside us from the start. However, if your plan is to have us “do it for you”, we will generate documentation on the way, as part of any decision we make.

What We Do:

- **Continuous Knowledge Building (Throughout Engagement):** Your team works directly with our engineers from week one: pair programming, collaborative design, joint troubleshooting. So they understand not just what was built but why, developing expertise incrementally rather than through rushed final handover sessions.

- **Structured Transition Plan:** Formalise the knowledge transfer that's been happening continuously, identifying any remaining gaps in credentials, documentation, or procedures requiring explicit handover with clear ownership assignments.

- **Validated Competency Demonstrations:** Ensure your team independently executes key operational tasks (e.g. deploying changes, responding to incidents, onboarding new data sources, etc.) under our observation and coaching, proving they are genuinely ready for independent operations.

- **Production-Ready Documentation:** Deliver architectural decision records explaining design choices, operational runbooks covering daily operations, incident response procedures with real examples, and video walkthroughs of complex tasks for ongoing reference and future team onboarding.

- **Active Hypercare Period:** Proactively monitor for issues, conduct weekly check-ins reviewing operational metrics, and provide rapid response to problems during the critical transition to fully independent operations.

- **90-Day Post-Delivery Review:** Schedule a structured review assessing what is working, what needs adjustment, and what additional support might prevent future issues, ensuring long-term sustainability and addressing any emerging challenges.

Your success operating our deliverables determines whether we get repeat business and referrals. We have zero interest in building solutions that collapse after we leave. By training your staff throughout delivery rather than at the end, we ensure you're genuinely independent and confident, with deep expertise to maintain and evolve what we've built for years to come.

Access to Data

Following formal offboarding, all data, code, documentation, and intellectual property developed during the engagement transfers entirely to your ownership with appropriate licensing. We retain no copies of your production data, credentials, or proprietary information beyond what's legally required for contract compliance and professional indemnity purposes. Any sample data or anonymised examples used in training materials are sanitised to remove sensitive information. If you require our support post-engagement through separate maintenance contracts or ad-hoc consulting, we will request fresh access grants rather than assuming continued access rights. Your data sovereignty and security remain paramount. Our engagement ends cleanly with your full control over all assets and access.

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 transfer knowledge continuously throughout delivery because cramming everything into final handover sessions doesn't work and we refuse to set you up for failure. From week one, your team members work directly alongside our engineers (e.g. pair programming on pipeline code, collaborating on dashboard designs, participating in architecture decisions) so they understand not just what was built but why specific approaches were chosen and how to extend them. We run weekly "lunch and learn" sessions covering specific technical topics, tools, and patterns we're using, building your team's capability incrementally rather than overwhelming them at the end. Every two weeks, we conduct show-and-tell sessions where we demonstrate progress and your team asks questions, tries features, and provides feedback. We create role-specific training:

- Technical deep dives for your data engineers covering orchestration platforms, transformation logic, and infrastructure-as-code
- Operational training for support teams covering monitoring dashboards, alert response, and troubleshooting procedures
- User training for business analysts covering BI tools, report building, and data interpretation
- Executive briefings for leadership covering governance frameworks, strategic capabilities, and ROI realisation

All training includes hands-on exercises using your actual data and real use cases, not generic examples that do not translate to your context. We provide comprehensive documentation: architecture diagrams showing system components and interactions, code repositories with detailed README files and inline comments, video recordings of training sessions and complex procedures, searchable knowledge base answering common questions. Most critically, we validate knowledge transfer has worked. Your team must successfully complete practical assessments demonstrating they can maintain, troubleshoot, and extend solutions before we consider training complete. We measure success by your team's independence, not hours of training delivered.

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

We deliver exceptional results, but we cannot succeed alone. While we bring expertise, tools, and delivery capability, certain contributions from your organisation are essential to ensure we are building solutions that meet your needs and can be sustained after our engagement. However, we recognise that organisations often engage us precisely because some of these capabilities are missing and we will be there filling those gaps.

What we need from you:

- **Access and Environment Provisioning:** We need access to relevant systems, data sources, and environments to understand your landscape and build appropriate solutions. We understand access can take time due to security procedures and approvals. We will work with you to navigate these processes and can begin with limited access while fuller permissions are secured. If production-like environments don't exist, we can help you establish them as part of our engagement.

- **Stakeholder Identification and Availability:** Help us identify the right people to speak with: subject matter experts who understand your data, processes, and business needs. We know everyone is busy, so we will be flexible with scheduling and efficient with their time. If key knowledge exists only in people's heads rather than documentation, that's fine. We will capture and document it as part of our work.

- **Decision-Making and Governance:** We need someone with authority to make decisions on direction, scope, and trade-offs when choices arise. This doesn't require daily involvement. Typically, weekly or fortnightly governance meetings are sufficient. If decision-making processes are unclear or complex, we can help you establish appropriate governance structures as part of the engagement. Also, if authority figures are missing (C-levels, heads of department, technical leads) we can provide experienced leadership to fill those gaps in order to drive decision-making and maintain momentum until permanent appointments are made or internal capability is established.

- **Representative Data and Use Cases:** Access to realistic data and actual business scenarios helps us build solutions that work for your real-world needs, not theoretical examples. We understand data may be messy, incomplete, or sensitive. We will work within those constraints, help you improve quality where needed, and ensure appropriate security controls. If you are unsure what data to provide, we'll guide you through that discovery.

- **Engagement in Knowledge Transfer:** Your team's participation in training and knowledge building activities is crucial for sustainability after we leave. We understand competing priorities and will design training that's practical, relevant, and respectful of time constraints. If you lack technical staff to receive handover, we can discuss options including extended support arrangements, recruiting assistance, or phased capability building.

- **Honest Conversation About Constraints:** Tell us early about limitations, challenges, or concerns: technical constraints, budget pressures, political sensitivities, data quality issues everyone knows about. Early honesty allows us to plan appropriately and propose realistic solutions. Late surprises create problems, but we would rather know about difficulties upfront than discover them mid-delivery.

We're Here to Help: We recognise that many organisations engage consultants precisely because they lack some of these capabilities internally. Limited technical expertise, no spare capacity for project work,

unclear governance, poor documentation. That is completely normal and exactly why we exist. Where you have gaps, we will work with you to fill them, whether that's establishing governance frameworks, creating documentation that does not exist, building technical capability in your team, or providing extended support while you recruit permanent staff. Our goal is your success, and we will adapt our approach to your reality rather than expecting you to meet some idealised client profile. The key is open communication about what you can provide, what you need help with, and what constraints we are working within. Together, we will figure out how to make it work.

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