

CLOUD INTEGRATION, AUTOMATION, AI SERVICES

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Many public sector organisations operate across complex technology estates built up over decades, where cloud platforms, commercial off-the-shelf solutions and critical legacy systems are connected through fragile, point-to-point integrations. These environments are difficult to change, expensive to maintain and prone to failure, creating bottlenecks that slow delivery, increase operational risk and prevent organisations from responding effectively to policy change or user need. Integration becomes a constant source of delay, security concern and delivery friction rather than an enabler of digital transformation.

Reply's Cloud Integration, Automation & AI Services for G-Cloud 15 address this challenge by treating integration as a strategic capability, not a tactical afterthought. We design and deliver robust, secure and scalable integration foundations that connect cloud, hybrid and legacy systems in a controlled, compliant and future-ready way, enabling organisations to modernise incrementally without placing critical services at risk.

We provide end-to-end delivery covering discovery, strategy, architecture, design, build, testing, deployment and ongoing managed support. Our services are aligned with GDS standards and government best practice, embedding security, resilience and compliance by design. We replace brittle, manual and bespoke integrations with reusable, API-led and event-driven architectures supported by automation and AI-enabled capabilities that improve reliability, reduce operational overhead and accelerate delivery.

Crucially, we go beyond implementing technology. We help organisations establish integration patterns, standards and operating models that persist beyond individual projects. This transforms integration into a reusable platform capability, enabling teams to deliver change faster, reduce delivery risk and support evolving policy, service and organisational needs over time.

FEATURES

Our approach combines modern integration architecture, automation, AI-enabled capabilities and deep public sector delivery experience to create integration solutions that scale, adapt and endure.

- **End-to-end integration delivery across strategy, design, build and support**
We deliver the full integration lifecycle under a single, accountable model, from early discovery and strategic planning through architecture, development, testing and live service operation. This avoids fragmentation across multiple suppliers and ensures architectural intent is maintained from concept to production. Our delivery approach uses agile and DevOps practices, enabling controlled, frequent releases and continuous improvement rather than high-risk, big-bang change.
- **Secure integration of cloud, hybrid and legacy systems**
We design integrations that securely connect modern cloud services with existing on-premise and legacy platforms that remain critical to public service delivery. Security, identity, access control, encryption and data protection are embedded throughout, enabling incremental modernisation without disrupting business-critical operations or compromising compliance obligations.
- **API-led and event-driven integration architectures**
We implement API-first and event-driven integration patterns using open standards to reduce tight coupling between systems. This approach replaces fragile point-to-point connections with reusable services that are easier to change, extend and govern, supporting interoperability across departments, suppliers and organisational boundaries.
- **Automation across build, deployment and operations**



Automation is embedded throughout the integration lifecycle, including CI/CD pipelines, infrastructure provisioning, testing and monitoring. This reduces manual effort, improves consistency and reliability, and enables faster, safer deployment of integration services into live environments.

- **AI-enabled integration capabilities**

Where appropriate, we apply AI and intelligent automation to integration use cases such as intelligent routing, anomaly detection, operational insight and data enrichment. These capabilities improve system responsiveness, reduce operational noise and help teams identify and address issues before they impact users.

- **Managed integration services and continuous optimisation**

We provide ongoing monitoring, incident management, optimisation and continuous improvement of integration platforms. This ensures integrations remain secure, performant and aligned with changing business priorities, regulatory requirements and technology evolution.

BENEFITS

Our Cloud Integration, Automation & AI Services deliver immediate operational stability while creating a long-term platform for sustainable digital transformation.

- **Reduce delivery risk and integration failure**

Proven integration patterns, standardised architectures and experienced delivery teams reduce the likelihood of costly integration failures that delay programmes or disrupt public services.

- **Accelerate delivery of digital services and policy change**

Decoupled architectures, reusable APIs and automated delivery pipelines enable organisations to respond faster to new policy requirements, service demands and legislative change.

- **Improve interoperability and joined-up service delivery**

Reliable, standards-based integration enables data and services to flow across systems and organisational boundaries, supporting joined-up services and better outcomes for citizens and staff.

- **Maintain security, compliance and assurance**

Security and compliance are embedded by design, supporting auditability, assurance and alignment with public sector governance and regulatory expectations.

- **Scale and adapt without costly re-engineering**

Cloud-native, modular integration architectures scale with demand and adapt to new platforms, suppliers and delivery models without repeated rework.

- **Reduce operational overhead and dependency on manual processes**

Automation and managed services reduce manual intervention, improve reliability and free internal teams from reactive integration support.

- **Establish integration as a long-term capability**



By building integration as a reusable platform capability rather than a one-off project, organisations create a foundation that supports continuous improvement and long-term transformation.

WHAT THE SERVICE INCLUDES:

Reply supports organisations across the full integration lifecycle, treating integration as a strategic capability rather than a series of disconnected technical tasks. Our services are structured to reduce risk, maintain continuity and ensure integration foundations remain robust, scalable and fit for long-term public service delivery.

- **Discovery and Strategy**

We begin by understanding the reality of existing technology estates rather than imposing theoretical target states. This includes assessing current systems, data flows, integration patterns and operational pain points to identify where complexity, fragility and risk have accumulated over time.

From this baseline, we define a pragmatic integration strategy aligned with business, policy and service outcomes, enabling organisations to modernise incrementally without disrupting critical services. Technology choices are made in line with government standards and cloud-first principles, balancing innovation with risk, cost and operational sustainability rather than pursuing technology for its own sake.

- **Architecture and Design**

We design clear target and transition architectures that provide a structured path from legacy integration approaches to modern, reusable platforms. Our designs favour API-led and event-driven patterns that reduce tight coupling between systems, improve interoperability and allow change to be absorbed without repeated re-engineering.

Security, data protection and compliance are embedded by design, not layered on late in delivery. Architectures are aligned with GDS guidance, NCSC principles and relevant government frameworks, ensuring solutions can pass assurance while remaining practical to operate in live environments.

- **Build and Delivery**

We build cloud-native and hybrid integrations that connect platforms, suppliers and legacy systems in a controlled and repeatable way. This includes API management, messaging, data integration and the application of automation and AI-enabled capabilities where they improve reliability, insight or operational efficiency.

Delivery follows agile and DevOps practices, enabling frequent, low-risk releases rather than long, fragile delivery cycles. This approach allows integration to evolve alongside services, policies and user needs, reducing the risk of large-scale failures at go-live.

- **Testing and Assurance**

Testing is treated as a continuous activity rather than a final gateway. We carry out functional, integration and performance testing to ensure integrations behave predictably under real operating conditions, including peak demand and failure scenarios.



Security and resilience testing validate that integrations meet public sector expectations for confidentiality, integrity and availability. We support assurance and accreditation activities by providing clear evidence, documentation and traceability across design and delivery decisions.

- **Operate and Support**

We provide managed integration services that keep platforms stable, secure and performant in live operation. This includes proactive monitoring, incident management, optimisation and continuous improvement, ensuring issues are identified and addressed before they impact users.

Automation is progressively introduced to reduce manual intervention, lower operational overhead and improve consistency. This allows internal teams to move away from reactive integration support and focus on higher-value change and service improvement.

Why This Matters

Together, these services replace fragile, one-off integrations with a reliable and consistent approach. Organisations can be confident that integration will support delivery, reduce risk, and help public services change and improve more quickly.



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