

ENHANCED INTEGRATION OF GOOGLE CLOUD PLATFORM (GCP) INTO CLOUD ARCHITECTURES

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



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SERVICE DESCRIPTION

Our service offers a comprehensive integration of Google Cloud Platform (GCP) products into existing cloud architectures, tailored specifically for organizations aiming for high-level security compliance and robust cloud infrastructure. As a UK-based Google Premier Partner, we specialize in integrating IL3-compliant GCP solutions that empower your cloud architecture with scalability, security, and efficiency.

Our expertise encompasses a full spectrum of cloud integration services, starting from initial architecture and design, moving through to seamless implementation and ongoing support. Our team ensures that your cloud environment leverages the full range of GCP's capabilities, tailored to your unique requirements.

We provide bespoke architecture planning and design services, focusing on creating a scalable, secure, and resilient cloud environment. Our designs are crafted to align with your business objectives, ensuring that your cloud infrastructure scales efficiently with your organization.

Our service extends to meticulous implementation and continuous support, ensuring your GCP integration is smooth and reliable. We offer comprehensive hosting management services, encompassing application and release management, guaranteeing your cloud solutions are always up-to-date and performing optimally.

Adherence to stringent compliance standards is at the forefront of our service. We ensure your GCP-integrated architecture is fully compliant with governance frameworks, including PCIDSS, ensuring your data is protected, and your cloud environment aligns with industry regulations.

We provide robust BCP solutions and Disaster Recovery plans, ensuring your critical data is secure and your operations remain uninterrupted, even in the face of unforeseen events. Our strategies are designed to minimize downtime and maintain continuous business operations, safeguarding your enterprise against potential threats.

Our approach is grounded in ITIL-compliant processes, ensuring a structured and efficient management of your cloud services. This ensures high-quality, consistent service management practices, aligning with the best standards in IT service management.

Leveraging our expertise, your organization can harness the full potential of Google Cloud Platform, ensuring a cloud architecture that is not only technically proficient but also strategically aligned with your business goals. Our commitment to excellence guarantees a service that not only meets but exceeds your cloud integration expectations.

Service Desk with Customizable Support Levels for Diverse Client Needs: Our service desk is tailored to meet the unique requirements of each client, offering customizable support levels that ensure optimal service quality and responsiveness. Whether you need basic assistance or advanced technical support, our flexible service structure adapts to your specific needs, providing personalized, effective solutions that enhance your operational efficiency and ensure uninterrupted service delivery.

Seamless GCP Integration into Technology and Infrastructure Landscapes: Integrating GCP seamlessly into your existing technology and infrastructure enhances operational coherence and efficiency. Our approach ensures that GCP's powerful cloud solutions are perfectly aligned with your technical environment, enabling enhanced scalability, security, and innovation, while also simplifying the management of your cloud resources.



Ensures Cohesive Integration with Broader Architecture, Simplifying Complexity: This feature guarantees a seamless and cohesive integration of Google Cloud Platform services with your broader IT architecture, significantly simplifying the complexity inherent in modern technology landscapes. It ensures that all components of your infrastructure—whether on-premises, in the cloud, or hybrid—are harmoniously aligned, facilitating streamlined operations and efficient resource use. By reducing complexity, this integration empowers your team to focus on innovation and value creation, rather than getting bogged down by integration challenges, thereby enhancing operational agility and technological resilience.

Enables Dynamic Scalability for Varying Demands, Supporting Growth and Flexibility: Offering dynamic scalability, this feature enables your infrastructure to adapt fluidly to changing demands, ensuring that your organization can scale resources up or down as needed. This adaptability is crucial for supporting growth and maintaining operational flexibility, allowing you to efficiently manage workloads, handle peak traffic times, and explore new opportunities without being constrained by capacity limitations. It not only optimizes cost-efficiency by ensuring you pay only for the resources you use but also enhances your ability to respond swiftly to market changes, customer needs, and emerging trends, thereby fostering a resilient, agile, and forward-thinking business environment.

Strategic Alignment of GCP with Business Goals for Enhanced Performance: We ensure that GCP's capabilities are fully harnessed to support your business objectives, translating into direct performance enhancements. This strategic alignment facilitates more informed decision-making, optimized operational processes, and a competitive edge in your market, all driven by the advanced capabilities of GCP.

Advanced Suite of Tools for Efficient Monitoring and Service Management: Our advanced toolset for monitoring and service management empowers your organization with real-time insights and control over your cloud resources. This suite enhances operational visibility, enables proactive issue resolution, and ensures peak performance of your cloud services, all contributing to a high-quality, reliable IT environment.

Automated, Customizable Logging and Auditing for Robust Compliance: Benefit from automated, customizable logging and auditing features that strengthen your compliance posture. This automation ensures that all actions are recorded and auditable, simplifying compliance processes, enhancing security, and providing transparent oversight of your cloud environment, crucial for meeting regulatory and governance standards.

Comprehensive PCIDSS Compliance Framework from Design to Management: Our comprehensive approach to PCIDSS compliance covers every aspect from system design to ongoing management, ensuring that your cloud services are secure and compliant at all times. This framework not only protects sensitive data but also builds trust with your customers, reinforcing your reputation for reliability and security.

Proactive GDPR Assessment and Strategy Development for Compliance Readiness: Stay ahead of GDPR requirements with our proactive assessment and strategic compliance services. Our approach ensures that your cloud infrastructure is not only compliant but also optimized for data protection, helping you mitigate risks, avoid penalties, and enhance your data governance practices.

Innovative Multi-Cloud Architecture Solutions across GCP, AWS, and Azure: Our innovative multi-cloud architecture solutions leverage the strengths of GCP, AWS, and Azure to deliver a flexible, robust, and efficient cloud environment. This multi-cloud strategy enhances disaster recovery, optimizes costs, and ensures your services are always available, scalable, and secure.



Data Analytics and Big Data Insights Leveraging GCP Capabilities: Harness the power of GCP for transformative data analytics and big data insights. Our services enable you to unlock the value in your data, driving better business decisions, increasing efficiency, and discovering new opportunities for growth through predictive analytics and intelligent data processing.

AI-driven Optimization for Cloud Resource Management and Cost Reduction: Utilize AI-driven tools to optimize your cloud resource management and reduce costs effectively. Our solutions leverage machine learning algorithms to automate resource allocation, improve efficiency, and minimize waste, ensuring you get the most value from your cloud investment while maintaining peak performance.



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