REPLY

SERVERLESS COMPUTING SOLUTIONS FOR CLOUD INTEGRATION

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

Our Serverless Computing Solutions for Cloud Integration are designed to revolutionize the way businesses approach cloud infrastructure. By leveraging serverless technology, we offer a scalable, cost-efficient architectural framework that significantly automates resource allocation and management processes. This innovative service is crafted to eliminate the complexities associated with traditional server provisioning and ongoing management, thereby enabling organizations to concentrate their efforts on developing cutting-edge applications and services.

With our serverless computing environment, you gain access to a platform where the infrastructure management burden is drastically reduced. The system automatically adjusts computing resources to match your application's demand in real-time, ensuring optimal performance without the overhead of monitoring and manual scaling. This dynamic scalability means that your applications can respond agilely to varying workloads, providing consistent performance and reliability.

Cost efficiency is a cornerstone of our serverless solutions. By abstracting the servers, you only pay for the compute time you consume. This pay-as-you-go model eliminates the need for costly upfront hardware investments and reduces the ongoing costs associated with over-provisioning or underutilizing servers. Our service empowers businesses to achieve a more predictable and manageable cost structure, aligning IT expenses directly with usage patterns.

Furthermore, our serverless computing solutions are built with a focus on facilitating rapid development and deployment cycles. Developers can concentrate on writing code and creating value, rather than being bogged down by server management tasks. This accelerates the time-to-market for new features and innovations, enabling your business to stay ahead in today's fast-paced digital landscape.

Security and compliance are also integral to our offering. The platform is designed with built-in security measures at every layer, from network traffic encryption to execution isolation. By automatically handling security patches, updates, and compliance requirements, we help ensure that your applications are secure by default, thereby reducing the risk exposure for your business.

Automatic scaling to meet demand without manual intervention: Automatic scaling offers a seamless operational experience by dynamically adjusting resources to match the application demand in real-time. This feature ensures that your applications can handle varying loads efficiently without any manual scaling intervention. It not only guarantees high availability and performance but also optimizes cost by aligning resource usage with actual demand, preventing over-provisioning or underutilization.

Rapid deployment capabilities for faster market entry of applications: Serverless computing enhances your ability to deploy applications swiftly, significantly accelerating the time-to-market. This rapid deployment capability enables businesses to respond quickly to market changes, deploy updates faster, and improve the overall agility of the development lifecycle. It facilitates continuous integration and delivery, helping organizations stay competitive by rapidly bringing innovative solutions to market.

Integration with AWS Lambda, Azure Functions, and Google Cloud Functions for seamless operations across platforms: Seamless integration with major cloud providers like AWS Lambda, Azure Functions, and Google Cloud Functions ensures that your serverless applications can operate efficiently across different platforms. This interoperability allows for a more flexible and adaptable IT environment, enabling businesses to leverage the unique strengths of each platform and avoid vendor lock-in, while also facilitating a smoother workflow and broader service capabilities.

Stateless design for increased reliability and scalability of applications: The stateless design of serverless architectures means that each function execution is completely independent, enhancing the reliability and scalability of applications. This design principle ensures that applications can scale without the complexities of state management, leading to more robust and resilient application behaviour, improved uptime, and a user experience that scales seamlessly with demand.

Event-driven architecture optimizes resource use for dynamic workloads: An event-driven architecture allows applications to be highly responsive and efficient, as resources are utilized only when specific events or triggers occur. This optimizes resource use, ensuring that computing power is focused precisely when and where it's needed, enhancing the responsiveness of applications to dynamic workloads and contributing to overall operational efficiency and cost-effectiveness.

Built-in fault tolerance enhances application availability without extra effort: Serverless computing inherently enhances fault tolerance, ensuring high availability of applications without the need for additional engineering or complex redundancy strategies. This built-in resilience automatically manages the underlying infrastructure, maintaining application performance and availability even in the face of failures, thereby reducing downtime and enhancing the reliability of services offered to end-users.

Zero server management reduces operational overhead and complexity: The serverless model eliminates the need for server management, significantly reducing operational overhead and complexity. This allows development teams to focus more on creating value through their applications rather than managing and maintaining servers. The reduction in administrative tasks accelerates development cycles, reduces the scope for human error, and lowers the skill barrier for maintaining infrastructure.

Customizable computing environments tailored to specific application needs: Serverless computing provides the flexibility to create customized computing environments tailored to the specific needs of each application. This means that developers can configure the runtime environment, select appropriate resources, and use preferred tools and languages, ensuring that the application operates optimally, meets its performance requirements, and aligns with organizational standards and practices.

Operational cost reduction with a pay-as-you-go pricing model: The operational cost benefits of serverless computing are significant, with the pay-as-you-go model providing a direct linkage between resource usage and costs. This model fosters operational cost reduction by eliminating the expenses associated with idle resources, over-provisioning, and the maintenance of unnecessary infrastructure, leading to a leaner, more cost-effective IT operation.

Increased agility in application development and deployment: Serverless computing significantly increases agility in the development and deployment of applications. It allows developers to quickly update code, experiment with new features, and respond to customer feedback without the constraints of traditional infrastructure management. This agility enables faster iteration, encourages innovation, and helps businesses adapt rapidly to changing market demands.

Enhanced scalability without the need for pre-provisioned capacity: The enhanced scalability of serverless computing means that applications can grow in capacity without the need for pre-provisioned servers or infrastructure. This scalability is seamless, handling sudden spikes in demand effortlessly and ensuring that the application remains responsive and available, regardless of the workload intensity, without requiring manual intervention or complex scaling strategies.

Environmentally friendly by optimizing resource usage and reducing energy consumption: By optimizing resource usage and reducing unnecessary energy consumption, serverless computing offers an environmentally friendly alternative to traditional computing models. The efficient use of resources translates into less energy waste and a smaller carbon footprint, aligning IT operations with sustainability goals and contributing to the broader environmental responsibility of the organization.

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