

AZURE INTEGRATION PLATFORM DEVELOPMENT

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

Integration platforms are the nervous system of modern enterprises, enabling seamless communication and interoperability between disparate applications.

Our services, based on Microsoft Azure, include planning, setup and migration, testing, training and support, help clients build robust, cloud and on-premise integration platforms that optimise operations, boosts functionality, and ensure scalability.

Service Features

- **Comprehensive Integration Strategy and Planning:** Develop a tailored strategy to transition to a modern integration platform addressing specific organisational needs.
- **Azure QuickConnect:** Leverage our integration accelerator to speed up development and streamline operational management
- **Custom Development:** Bespoke integrations leveraging Microsoft's AIS versatile capabilities.
- **Cloud/On-Premise Integration:** Flexible, hybrid environment application integration solutions.
- **Event-Driven Architecture (EDA) Design:** Architect solutions that respond in real-time to business events, enhancing agility and responsiveness.
- **API Management:** Securely expose APIs to developers, partners, and employees with Azure API Management, ensuring control and consistency across APIs.
- **Enterprise Service Bus (ESB) Implementation:** Facilitate complex integration scenarios using an ESB for messaging, routing, and transformation.

Service Benefits

- **Limited upskilling:** Utilise well-known Azure services, avoiding the need for new skill acquisition.
- **Enhanced Functionality:** Unlock new capabilities by integrating disparate systems, enabling new functionalities that were not possible in siloed environments.
- **Scalability:** Easily adapts to business growth without sacrificing performance.
- **Cost Reduction:** Lower operational costs by automating processes and reducing the need for custom integration solutions.
- **Better Decision Making:** Provides accurate, timely data for informed business decisions.
- **Enhanced Security:** Implements robust security measures for data protection.
- **Data Consistency:** Achieve consistent and accurate data across different systems, improving data quality and decision-making.
- **Improved Customer Experience:** Deliver a seamless customer experience by integrating backend systems for smoother operations and service delivery
- **No License Costs:** Custom solution eliminates additional licensing fees, reducing overall cost

Service Offerings

We understand that each organisation's journey towards implementing an Integration Platform is unique, with specific needs and timelines that vary widely. In recognition of this diversity, we have designed our service offerings to be both comprehensive and modular. This flexibility ensures that our clients can engage with us in a manner that best suits their immediate needs, strategic objectives, and budgetary considerations.

Our service offerings are not only integral components of a holistic Integration Platform implementation journey but are also crafted to stand alone as independent services. This design allows you to tailor your engagement with us, selecting the services that align with their current stage in journey, or to address specific gaps in your existing Integration Platform



- **Planning** - Ideal for organisations at the outset of their Integration Platform journey or reevaluating their Integration strategy. It offers a standalone consultation and strategy formulation service that lays down a robust foundation for an Azure-based Integration platform. The Planning service lays the groundwork for a successful deployment. The activities in this phase involve defining the project's scope and objectives, assessing the current integration landscape, and designing a tailored integration strategy that leverages Azure's cloud and on-premises capabilities. Key activities include a thorough review of existing systems and data flows, development of a detailed architecture plan focusing on scalability, security, and flexibility, and risk management to ensure compliance with data protection regulations. A comprehensive project roadmap outlines milestones, timelines, and deliverables, ensuring alignment with business goals and smooth project delivery.
- **Setup and Migration** - The Setup and Migration activities involve creating the Azure-based integration platform and transitioning existing integrations into this new environment. This starts with configuring the necessary Azure services and implementing security measures. The *Azure QuickConnect* accelerator is used to speed up deployment, followed by custom development of integrations tailored to organizational needs. For hybrid operations, secure connections between cloud and on-premise systems are established. The process concludes with meticulous migration of data and integrations, ensuring minimal downtime and maintaining data integrity.
- **Quality Assurance and Performance Testing** - Quality Assurance and Performance Testing ensure the integration platform operates flawlessly and meets predefined performance criteria. This set of activities involve rigorous testing of the platform's functionality, security, and performance under various conditions. Unit, integration, and performance tests are conducted to identify and rectify issues, ensuring the platform's reliability and efficiency. Additionally, stress and load testing verify the platform's ability to handle peak loads, ensuring scalability and robustness. This set of activities is critical for validating the platform's readiness for deployment and use.
- **Training** - Training is designed to equip the client's IT teams with comprehensive skills not only to operate and monitor the integration platform but also to develop new integrations and modify existing ones. This empowerment can be achieved through a progressive embedding process, where members of the client's team are integrated into our team. This immersive approach allows for hands-on learning and direct mentorship, ensuring that the client's developers gain in-depth understanding and practical experience with the platform. The training covers the platform's architecture, functionality, management, and best practices for developing robust integrations. By fostering a collaborative learning environment, we ensure that the client's team becomes proficient in leveraging the platform to its full potential, enabling them to independently enhance operational efficiency and drive innovation within their organisation.
- **Ongoing Support** - Ongoing Support provides continuous assistance post-deployment to address any issues and ensure the platform operates optimally. This includes technical support for troubleshooting, regular maintenance updates, and performance monitoring to pre-emptively identify potential problems. Additionally, support services offer guidance for platform enhancements and scalability to accommodate future growth. The aim is to maintain high availability and performance of the integration platform, ensuring it continues to meet organisational needs effectively.



ONBOARDING

New clients are onboarded through a structured process designed to ensure a smooth transition and immediate value realisation from the service. Initially, a kick off meeting is held to understand the client's specific needs, objectives, and existing infrastructure. In addition we establish key project stakeholders, educate these stakeholders on essential concepts relevant to the System integration and we propose a way of working that outlines the collaborative effort required for successful implementation and operation. This proposed method is then jointly refined with the client to adapt it to their specific needs, ensuring that the approach is fully aligned with their operational practices and business objectives. Throughout the onboarding process, regular check-ins are scheduled to address any concerns, provide clarity on next steps, and ensure alignment with the project roadmap. This hands-on approach ensures that clients are fully supported from the outset, setting the stage for a successful partnership and seamless integration experience.

Offboarding

Securing a client's exit or transition to another supplier is approached with careful planning, emphasising smooth and secure service transfer. The process initiates with exit planning to understand the client's needs, including timelines and compliance requirements. Clear communication channels are established to ensure coordination. Data integrity and security are paramount, with protocols for auditing for completeness and securely purging any data from our systems post-transfer. When transitioning to another supplier, we collaborate closely to ensure technical compatibility and provide comprehensive documentation of the client's integration environment. Our objective is to minimise operational disruption for the client, ensuring they maintain control and access to their data, and experience a seamless service continuity throughout the transition process. This commitment to a carefully managed exit or transition underscores our dedication to client satisfaction and data security.



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.



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 ensure successful delivery of our integration services, several key inputs from the customer are essential. Firstly, a clear understanding of the customer's business goals, current IT infrastructure, and specific integration needs is crucial for tailoring our services effectively. Access to relevant technical documentation and systems is also required to assess the existing environment and design an appropriate integration strategy. Active engagement and collaboration from the customer's IT team are vital, both for sharing insights during the planning phase and for effective knowledge transfer throughout the project. Lastly, timely feedback on deliverables and open communication regarding any changes in requirements or challenges faced are imperative for agile project management and ensuring the project remains aligned with the customer's objectives. These inputs are foundational to a successful partnership and the delivery of a solution that fully meets the customer's needs.



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