

CHANGE MANAGEMENT – MANAGING THE ADOPTION OF CLOUD TECHNOLOGY

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Change Management: Navigating Cloud Adoption with Strategic Foresight

In the journey towards cloud technology adoption, businesses face a myriad of challenges that extend beyond the realm of technical hurdles. At the forefront of facilitating a smooth transition, Reply's Change Management service is designed to address and mitigate the oft-underestimated impacts of business change. Our team of seasoned Business Change professionals places strategic change planning and benefits realization at the heart of every project, ensuring that the move to cloud-based solutions is not just a technological upgrade but a strategic business transformation.

Strategic Change Planning

Change planning is critical in preparing organizations for the shift to cloud technology. Our approach involves a comprehensive assessment of the current state, identifying potential impacts on processes, people, and technology. By understanding these facets, Reply devises a tailored change management strategy that encompasses communication, training, and support frameworks to facilitate smooth transitions. This meticulous planning ensures that all stakeholders are aligned, informed, and equipped for the change, mitigating resistance and fostering a culture of adaptability and innovation.

Effective Benefits Management

The essence of adopting cloud technology lies in realizing tangible business benefits. Reply's Change Management service emphasizes effective benefits management, ensuring that the adoption of cloud solutions translates into measurable improvements in efficiency, cost savings, and operational excellence. Our professionals work closely with clients to define, track, and measure success criteria from the outset, aligning cloud adoption objectives with broader business goals. This focus guarantees that cloud initiatives deliver on their promise, securing substantial business value and competitive advantage.

Ensuring Business Value

At Reply, we understand that the true value of change management in cloud technology adoption is realized when business objectives are met and exceeded. Our service is designed to ensure that businesses not only navigate the technical complexities of cloud migration but also achieve enhanced agility, innovation, and scalability. Through planned-for business change and effective benefits management, we help organizations harness the full potential of cloud technology, aligning IT strategies with business priorities to drive growth and transformation.

Compliance and Future-readiness

Aligned with G-Cloud 15's emphasis on digital transformation, Reply's Change Management service ensures compliance with industry standards and best practices in cloud adoption. Our approach is forward-thinking, preparing organizations not just for the current digital landscape but for future technological advancements. By fostering a culture of continuous improvement and innovation, we help businesses stay ahead in a rapidly evolving digital world, making them more resilient, adaptable, and competitive.

Flexible Methodology Accommodates a Wide Range of Engagement Needs

In the dynamic landscape of cloud technology adoption, a one-size-fits-all approach falls short of addressing the unique challenges and objectives of different organizations. Our Flexible Methodology is designed to bridge this gap, offering a customizable framework that caters to a wide spectrum of engagement needs. This adaptability ensures that regardless of the project scale, complexity, or industry, our methodology can be tailored to meet specific requirements, ensuring optimal outcomes. The benefit of this flexible approach is multifold. It not only facilitates a more seamless and efficient adoption process but also enhances the overall effectiveness of the change management strategy. By accommodating diverse engagement needs, we ensure that every aspect of the transition is aligned with the organization's goals, timeline, and resources. This flexibility fosters a more inclusive, participatory process, encouraging stakeholder buy-in and minimizing resistance to change. Ultimately, our Flexible Methodology empowers



organizations to navigate their cloud adoption journey with confidence, ensuring a strategic, well-coordinated, and successful implementation.

Aligning People, Information, Processes, and Cloud Technology to Strategic Priorities

The alignment of people, information, processes, and cloud technology with an organization's strategic priorities is pivotal in realizing the full potential of cloud adoption. This comprehensive approach ensures that every element of the organization is working in concert towards common goals, facilitating a cohesive and integrated transition to cloud-based solutions. The benefits of this alignment are profound. For people, it means a clearer understanding of their roles and responsibilities in the new cloud-centric environment, leading to enhanced engagement and productivity. When information is aligned with strategic priorities, decision-making becomes more informed and data-driven, empowering leaders to steer their organizations more effectively. Processes, once optimized and aligned, lead to operational efficiencies, reducing waste and improving service delivery. Lastly, when cloud technology is directly tied to strategic priorities, it guarantees that the investment is directly contributing to the achievement of key business objectives, maximizing return on investment. Together, these aligned elements create a robust foundation for digital transformation, driving innovation, competitiveness, and sustainable growth in an increasingly digital world.



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