

ENTERPRISE CLOUD AND INTERNET FIRST INTEGRATION USING TALEND

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
info@reply.com

www.reply.com



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SERVICE DESCRIPTION

Our expertise lies in the creation of sophisticated data integration solutions leveraging Talend to optimise workflows and bolster data management. Our comprehensive suite of services includes meticulous design, proficient implementation, and tailored customisation, ensuring uninterrupted connectivity throughout systems. By harnessing the power of Talend, we empower organisations to fully capitalise on their data assets, driving innovation and fostering sustainable growth.

Technology Agnostic Enterprise Cloud and Internet First Architecture

Our service follows Technology Agnostic Enterprise Cloud and Internet First Architecture, ensuring adaptability and efficiency across diverse technological landscapes. By implementing this cutting-edge architecture, organisations will benefit from having a variety of features and options used to maximise performance, and the services can be scaled up to meet the demand. Moreover, costs can be reduced due to the greater accessibility to open-source tools.

Delivery of services using Talend with PaaS

Service delivery is optimised through the utilisation of Talend with PaaS (Platform as a Service), ensuring seamless integration with your wider architecture. This strategic approach effectively reduces convolution, allowing for smoother operations and enhanced efficiency. By leveraging this method, our team navigates your IT ecosystem with precision and expertise, ensuring that your systems work in harmony with minimal intricacies.

Cloud Integration outcomes and business outcomes focused

Prioritising Cloud Integration outcomes and business objectives maintains a sharp focus on aligning the correct technology with your overarching goals. This emphasis enables dynamic scalability, empowering your systems to swiftly adapt and support surges, ad-hoc needs, or emerging requirements. As a result, productivity is enhanced, and your organisation is well-prepared for any challenges that may arise.

Local resource upskilling and in-house capability development

Our approach emphasises Local Resource upskilling and in-house capability development, fostering a culture of continuous improvement and expertise enhancement within your organisation. This investment allows for Agile/Scaled_Agile (SAFe) and Velocity Based Costing delivery of Minimum Viable Products (MVPs), ensuring prompt and cost-effective deployment of solutions. By empowering your team with the necessary skills and knowledge, we enable you to adapt rapidly to changing needs and deliver value efficiently.

Aligning Cloud strategy, including IoT, Omnichannel, Cloud/as-a-Service to business-value

Our service strives to align Cloud strategy, encompassing IoT, Omnichannel, and Cloud/as-a-Service, with tangible business value. This strategic alignment directly translates into reduced infrastructure and management costs. By ensuring that your technology investments are closely tied to business objectives, we optimise resource utilisation, resulting in significant cost savings.

GDSS and regulatory Compliance by Design

By emphasising GDSS and regulatory Compliance by Design, our approach ensures that your systems meet stringent industry standards and regulatory requirements from inception. This proactive strategy leads to a reduction in complexity, mitigating ICT and Cloud Service risk. By embedding compliance measures directly into the design process, we enhance security, safeguarding your organisation against potential threats and vulnerabilities.

**Deployment of ICT Programme Governance IP and Design-Authority-as-a-Service**

Implementing ICT Programme Governance IP and Design-Authority-as-a-Service, our method facilitates the mitigation of risks associated with IT transformation and the adoption of Digital service(s) / Cloud. By deploying robust governance frameworks and expert design authority, we ensure smooth transitions and minimise potential disruptions. This approach enhances the reliability and effectiveness of your IT initiatives, safeguarding against unexpected challenges and optimising the success of your digital transformation journey.

Integrating GCP, AWS, Azure, Oracle, IBM, bespoke and Private clouds

By cohesively integrating GCP, AWS, Azure, Oracle, IBM, bespoke, and Private clouds, our service ensures GDSS compliance from the beginning. Embracing an Internet First Strategy and necessary policies, we prioritise adherence to standards and regulations, enabling your organisation to meet GDSS requirements. This comprehensive integration strategy not only enhances efficiency but also mitigates risks.

Selection of ESB/middleware, tools, software and services

Through meticulous selection of ESB/middleware, tools, software, and services, we pave the way for Integrated Business Change IT projects, delivering new Cloud capabilities and features coherently. Ensuring alignment with your evolving business needs, this method guarantees that every aspect of your digital environment supports efficient integration and implementation of cutting-edge cloud solutions. As a result, your organisation can rapidly adapt to change, driving meaningful transformation.

Define the CoE Charter with the principles, roles and responsibilities

Defining the CoE Charter with the principles, roles, and responsibilities enables effective integration with popular third-party applications, ensuring efficient functionality. By outlining clear guidelines and expectations, the CoE (Centre of Excellence) facilitates effective collaboration and alignment with external tools and platforms. Streamlining operations and optimising the utilisation of third-party applications, this unified framework boosts efficiency and empowers the organisation to maximise innovation across different departments



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