

COMPREHENSIVE INTEGRATION, SOA API, AND MICROSERVICES PLATFORM SOLUTIONS

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

In today's digital landscape, seamless integration between applications, data sources, and systems is pivotal for businesses to operate efficiently, make informed decisions, and deliver superior customer experiences. As long term integrations specialists, Glue Reply understands that integration challenges can be complex, hindering agility, productivity, and competitiveness. That's why we, at Glue Reply, have developed a comprehensive integration service that harnesses the power of cutting-edge technologies, industry-leading expertise, and proven methodologies to streamline your integration needs. What sets us apart is our relentless commitment to innovation, our deep understanding of your industry's nuances, and our ability to craft tailored solutions that unlock new levels of operational excellence, data-driven insights, and business growth. With our integration service, you gain a trusted partner that empowers your organization to thrive in an increasingly connected and data-driven world.

Business Capability-led Planning

Business Capability-led Planning is a specialism of Glue Reply. We focus on your business's objectives and strategy to inform design and development activities. This guides us in assessing what you currently do, why you do it, and what people, processes and tools you use.

Expert Tools and Applications Usage

Reply have Platinum and Gold level partnerships with major IT platform providers including Oracle, Microsoft, IBM and Mulesoft. This allows us to expertly optimise and configure a wide range of platforms and tools to meet your service needs.

Cloud Infrastructure Design

Reply is able to support your company with features, ranging from virtualisation through to Platform as a Service (PaaS), both in a design and assurance capacity. Reply are a member of the AWS Global Premier Partner Group, Microsoft Azure award winning Gold partner, and one of few UK Google Cloud Platform partners.

MI, BI and CRM Integration

As well as Agile platform configuration we can design and deliver Management Information and Business Intelligence integration. Through in-depth analysis of your current systems, we are able to build bespoke solutions to maximise the value of your current ICT estate through integration.

Integration Capabilities

Reply provides a full suite of integration capabilities to its clients. As an organisation we support our clients through the full lifecycle and advise them as they grow in maturity. Glue Reply works onsite as a client-side advisor, we pride ourselves on the fact we are not an offshore SI instead we focus on high productivity as we work alongside our clients.

The majority of Reply's integration consultants are trained and certified across multiple technologies giving them a breadth and depth of knowledge across many integration platforms.

Our Service Skills

- Enterprise Integration Strategy and Architecture
- Centre of Excellence Establishment
- Platform Setup and Configuration
- Service Design
- Development and Implementation



- Service Governance
- Managed Service and Operations

Service Integration

Reply's Integration Excellence can help your organisation to:

- Capitalise on technology investments such as enterprise service platforms.
- Implement service-enabled integration to drive re-use and standardisation across the organisation.
- Promote underlying architectural patterns through the use of methods, frameworks and accelerators to ensure quality and speed of SOA deployment.
- Establish an integration centre of excellence within the organisation using the Glue Reply Competency Centre Framework.

Integration

Integration Factory Design & Implementation

The implementation of this capability will heavily leverage Reply's existing processes for delivering an Integration Factory. Through tailored versions of their intellectual property (IP), Reply will develop a comprehensive set of processes and documentation for integration into the Log NEC programme. This collaborative effort with the customer assumes that deliverables hinge on engagement with the evolving Integration Factory. The resulting outputs encompass processes and documentation facilitating the initiation, management, and operation of the Integration Factory, encompassing various essential components.

The Reply Integration Factory consists of a team with the skills, knowledge and facilities required to design, build and deploy interfaces that transfer information from one information service or application to another. In particular, the team are capable of producing a uniform product whilst meeting a specific business requirement.

Elements of the Integration Factory

The Integration Factory consists of the following elements:

- An expertly trained and highly experienced team covering every element of the service lifecycle, from detailed system identification through to dedicated service management and support.
- A best-in-class development environment combining the essential tools required for the design, build, deployment and testing of the integration factory.
- An extensive development method incorporating a specialisation previously delivered to the Log NEC Programme, which forms the basis of the Log NEC ICC Framework.
- A set of rigorous standards covering all aspects of the service lifecycle, including standardised designs that can be aligned to business requirements and rapidly instantiated.
- Reusable utility services that accelerate the time to deployment of production-ready solutions.
- Development and implementation of a canonical data model to support standardised messaging.
- Comprehensive knowledge transfer to enable in-house team upskilling and informed support services.
- Proven change management procedures supported by templates and artefacts.



Unify your cloud landscape with our seamless integrations. Our service provides expert design, development, and ongoing support for your integration needs, empowering you to maximize the value of your cloud investments.

Our team of specialists excel in designing the ESB/Orchestration layer of your system. As long-standing integrations solutions consultants, we at Glue Reply understand how vital powerful communication pathways throughout your integration network are. We, therefore, make sure that our ESB/Orchestration layer implementation provides optimal data flow efficiency and seamless communication between your applications.

At Glue Reply we use our comprehensive knowledge and diverse integrations background to translate these designs into market leading integrations solutions. This includes the building, testing, and dedicated support for the services we provide.

Furthermore, we excel in managing Integration/API/SOA frameworks across a wide range of cloud platforms. Whether you utilize AWS, Azure, Google Cloud Platform (GCP), IBM, or Oracle cloud environments, our team can seamlessly integrate your applications and data sources. To minimize risk before full-scale deployment, we offer rapid prototyping expertise for Proof of Concept (POC) and pilot projects. This allows you to validate your integration vision and optimize your approach before committing resources.

Our team is highly proficient with industry-leading integration tools like Mulesoft, Boomi, Workato, and more. By leveraging open-source platforms alongside commercial tools we are able to achieve seamless, tailored integrations, all within your budget constraints.

By partnering with us, we will go above and beyond to ensure you achieve a unified and future-proof integration strategy for your cloud environment. This will not only simplify data exchange across your applications and data sources but also free up valuable resources by automating manual integration tasks. Furthermore, through using our service, you will gain centralized control and visibility into your entire integration landscape, allowing for efficient management and proactive problem-solving.

Service Features

Unified Integration Hub

Our unified integration hub provides a central location, such as an ESB and API registry, to manage all integrations. This enables secure and seamless data exchange between applications and supports efficient and reliable information flow across the enterprise.

AI-Powered Integration

We use artificial intelligence tools such as BoomiAI and webMethodsAI to enhance integration delivery. These tools automate development activities, streamline workflows, reduce delivery times and lower overall integration costs.

IoT and Cloud Alignment

We align Internet of Things infrastructure with the broader cloud strategy. IoT devices are integrated to ensure compatibility with Cloud-as-a-Service solutions and omnichannel architectures, enabling a unified ecosystem and data-driven insights.

**Multi-Tool Expertise**

Our services avoid lock-in to a single platform. We work across leading integration technologies including MuleSoft, Boomi and Talend, allowing solutions to be tailored to specific requirements, budgets and performance needs.

Innovate

We assess the potential of IoT and Cloud-as-a-Service solutions to drive business innovation. By evaluating applicability within the organisational context, we identify opportunities for new use cases, applications and competitive advantage.

Service Benefits**Fast and Cost Effective**

Multi-tool expertise enables selection of the most appropriate integration solution, such as MuleSoft or Boomi, based on requirements. This minimises licensing costs and accelerates delivery. AI-powered integration can further streamline development activities.

Scalable and Agile

Dynamic scalability allows cloud infrastructure to adapt to changing demand, such as spikes in usage. Services aligned across IoT and cloud enable rapid response to market and operational needs.

Enhanced ROI

Data-driven decision making is enabled through effective integration, supporting operational optimisation and maximising return on cloud investment.

Secure and Efficient

AI-powered integration automates tasks and streamlines processes, improving operational efficiency. The service also supports enhanced security and transparency across integrations, reducing vulnerabilities.

Simplified Integration

A unified integration hub, including ESB and API registry capabilities, centralises integration management. This reduces complexity and errors, simplifies maintenance and supports scalability as requirements evolve.



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