

INTEGRATION INFRASTRUCTURE, SECURITY SETUP AND API MANAGEMENT WITH MULESOFT ANYPOINT PLATFORM

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our service offers a comprehensive solution for Integration Infrastructure, Security setup, and API Management, leveraging the cutting-edge capabilities of MuleSoft Anypoint Platform. With a focus on delivering secure and compliant infrastructure setup, we ensure adherence to Global Digital Service Standards (GDSS) while harnessing the power of API management through Anypoint Cloudhub. By utilizing MuleSoft integration technology, we facilitate seamless connectivity and communication between disparate systems and applications, optimizing data flow and enhancing operational efficiency. Our service is meticulously designed to meet the evolving needs of modern enterprises, providing a robust foundation for secure data exchange, streamlined workflows, and effective API management. Through our expertise and commitment to excellence, we empower organizations to unlock the full potential of their digital ecosystem while maintaining the highest standards of security and compliance.

Our service features a robust infrastructure designed to meet the diverse needs of our clients, offering flexible hosting options tailored to their requirements. With Control Plane Hosting, clients have the choice of hosting in the EU Cloud, MuleSoft Government Cloud, or on their own premises, providing the utmost control and compliance. Additionally, our Runtime Plane Hosting options include Cloudhub-2.0, Cloudhub-1.0, Runtime-Fabric, and Standalone-Runtime, enabling clients to select the environment that best suits their performance and scalability needs.

Furthermore, our service offers seamless integrations with Enterprise connectors, facilitating connectivity with a wide range of enterprise applications. Leveraging MuleSoft infrastructure setup capabilities, we ensure optimal performance and security through dedicated load balancers, private VPCs, and VPNs, as well as shared load balancers for cost-effective solutions.

To enhance API management and governance, our service includes Anypoint Flex Gateway, enabling clients to manage and secure APIs running in external infrastructure, while Anypoint API Governance ensures adherence to standards for quality and security. Anypoint CLI empowers clients to discover and catalog APIs with metadata and documentation, streamlining the development process.

Moreover, our service provides comprehensive security measures through Anypoint API Manager, which allows clients to secure APIs with policies and manage client access. Anypoint Access Management controls user access and integrates seamlessly with external identity providers, ensuring robust authentication and authorization mechanisms. With these features, our service offers a complete solution for infrastructure hosting, integration, and API management, empowering clients to drive innovation and achieve their business objectives with confidence.

Diverse Hosting Options

Our service offers diverse hosting options within the technology stack, allowing clients to choose environments that align with their specific performance, scalability, and compliance needs. This flexibility ensures adaptability and agility in infrastructure management.

Managed External Cloud Hosting

Clients can leverage external clouds for hosting while retaining management control, ensuring seamless integration and interoperability with existing systems and workflows. This approach facilitates efficient resource utilization and optimization.

Comprehensive Platform Features

The Anypoint Platform serves as a comprehensive one-stop platform, providing clients with a wide range of features and functionalities to optimize operations and drive innovation. From integration to API management, clients have access to all essential tools in a unified environment.

**Secure Private Connections**

Our service ensures the security of private connections by implementing robust security measures at the load balancer level. This safeguards sensitive data and strengthens overall security posture, fostering trust and confidence in the infrastructure.

Dedicated Virtual Cloud Environments

Clients benefit from dedicated Private Virtual Clouds, providing them with a secure and tailored environment for their organizational needs. This dedicated setup enhances data protection and ensures optimal performance for critical workloads.

Government Compliance

With MuleSoft Government Cloud, clients can adhere to all government security and compliance policies, ensuring regulatory adherence and peace of mind. This feature is particularly valuable for clients operating in regulated industries or government sectors.

Enhanced API Governance

Anypoint API Governance offers clients self-service tools to maintain API quality and security standards. This ensures consistency and compliance across the API lifecycle, promoting governance and reducing risks associated with API management.

Centralized API Management

Our service simplifies API management by enabling clients to manage APIs from a single centralized location, irrespective of their hosting environment. This unified approach streamlines operations, enhances visibility, and promotes efficiency in API management processes.



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