

AI AND ANALYTICS TRANSFORMATION

Service Definition
G-Cloud 15

REPLY

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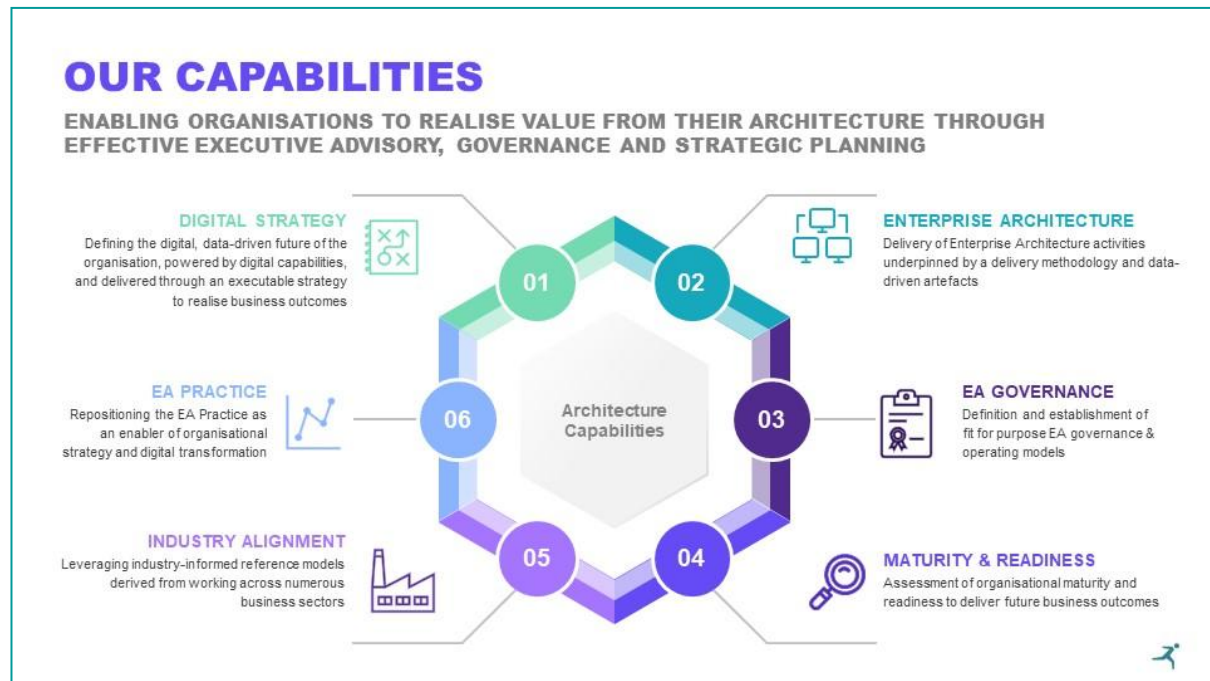
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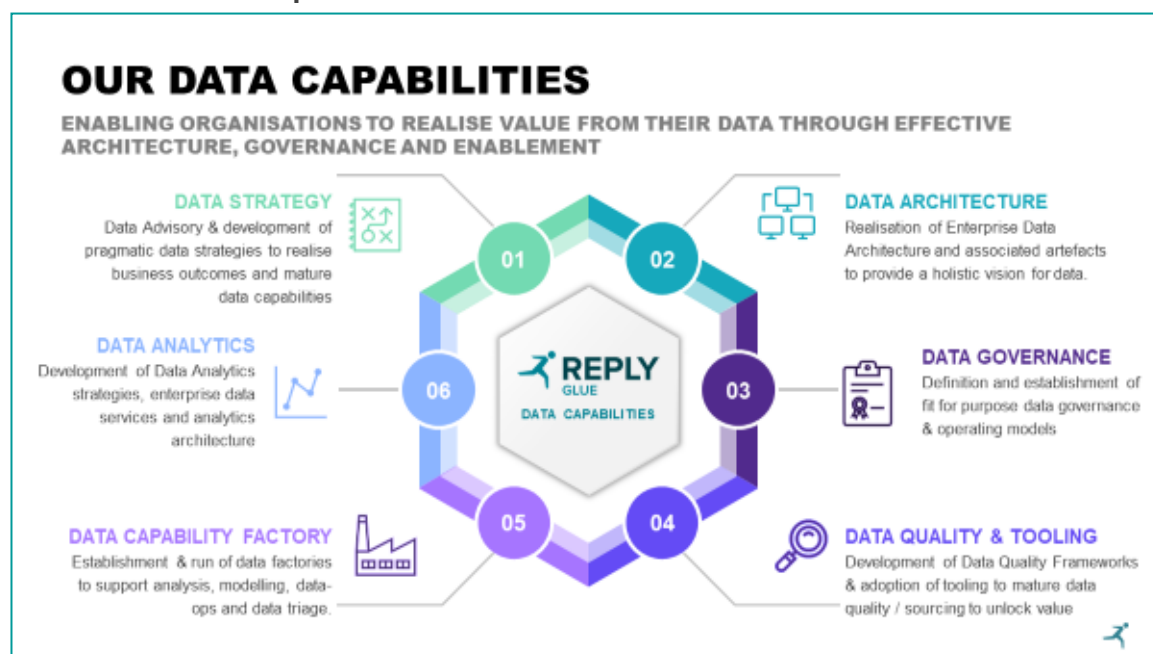
SERVICE DESCRIPTION

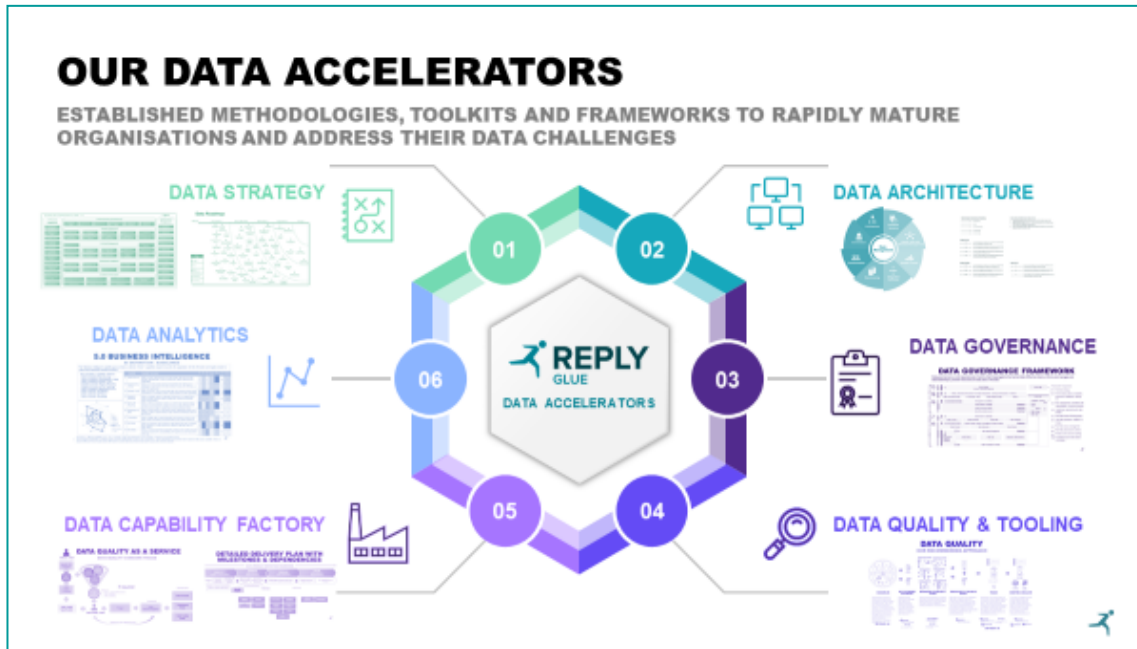
From AI Readiness Assessments covering capabilities, data governance, and ethics, to designing target architectures and identifying growth opportunities, we can provide the guidance to navigate the complexities of AI adoption and help you responsibly embrace this new power. With strategic roadmap creation and risk management aligned with emerging frameworks, we can enable clients to offer new AI-powered products and services, driving operational efficiency gains and cost savings while ensuring comprehensive risk and ethics management.

Architecture Capabilities



Data Enablement Capabilities





Service Features and Benefits

FEATURES	BENEFITS
Analytics and Generative AI Strategy We can help with developing comprehensive and sustainable analytics and generative AI strategies, tailoring each to your specific goals and challenges, leveraging cutting-edge technologies to drive innovation and efficiency.	Tailored strategies delivering tangible value We work closely with clients to ensure that strategies are not just generic templates, but specifically crafted to align with your organisation's unique objectives and challenges, so that the focus remains on delivering tangible value and driving desired business outcomes.
AI and Analytics Opportunity and Use Case Identification We can help to highlight opportunities and use cases within your organisation where AI and analytics can deliver significant value to increase efficiency, improve security, and deliver better public services.	Three key benefits are improving operational efficiency; improving public services with AI and analytics-enabled services; faster better deeper insights and decisions For example, AI and analytics can improve internal operational efficiency by accelerating processes and decisions, and increasing automation. Our value framework also includes 3 other value proposition areas.
Access to Reply's value framework for AI opportunities and threats Our framework identifies 6 value propositions for AI and analytics, including the efficiency and AI-enabled public service improvements listed above. Our framework also identifies use cases across all common business capabilities and the associated risks.	Accelerates AI adoption The framework enables lower-risk higher value opportunities to be identified and prioritised quickly.
AI Readiness Assessments We can work with you to assess AI readiness, including evaluating existing capabilities and	Accelerates AI adoption



technology, assessing data quality, assessing governance frameworks, and check readiness for government standards, guidelines, regulations, and emerging legislation.	By ensuring the transformation will not be obstructed by unexpected gaps in skills, technology, data, governance, strategy, etc.
Target Capability Design and Target Cloud AI and Analytics Architecture We work closely with clients to design target capabilities and architectures that are scalable, flexible, sustainable and aligned with their ICT strategies, ensuring that the infrastructure and resources are in place to support new AI and analytics initiatives effectively.	Smooth integration into existing systems With our proven architecture expertise, we are well-versed to help select and facilitate the smooth integration of AI and analytics solutions into existing systems and your preferred cloud platforms including Azure, AWS and GCP.
Strategic AI Roadmap Creation AI and analytics strategy services will include creation of roadmaps, outlining the key initiatives and phased implementation, taking into account resource constraints, risk mitigation strategies, and key milestones.	Roadmap provides a clear path to implementing the vision and achieving the goals
Guidance on responsible AI, Risk, Ethics, and Compliance Employing AI safely and responsibly is a top priority, and we therefore offer guidance on managing risks associated with AI adoption, establishing policy and management systems, and ensuring ethical use of data and algorithms, and maintaining compliance with government standards and emerging legislation. For example, many current cloud AI services are not transparent and it is unclear if they are infringing copyright. This can pose ethical issues, and business continuity risk if these services are disrupted by litigation and injunctions. We can demonstrate how to avoid these and other issues.	Enables adoption and reduces risks We help organisations navigate potential pitfalls with confidence, minimising legal and compliance risks and helping organisations use AI confidently and effectively. Addresses concerns and fears from Data Protection, Legal, Security, Compliance, the workforce and the public. All types of internal and external stakeholders are considered and all concerns addressed. Such due diligence mitigates potential liabilities. Aligns with National framework and emerging regulations Our framework is aligned with government AI framework, NIST, EU AI Act, and leading industry frameworks.
Establishing AI Experimentation Capability We have experience in helping clients establish robust AI experimentation capabilities, enabling them to test and iterate on new AI models and algorithms safely and efficiently, fostering a sustainable culture of innovation and continuous improvement.	Less waste: Operational efficiency gains and cost savings By implementing AI and analytics solutions recommended through our advisory service, clients can streamline processes, automate procedures, and optimise resource allocation, all of which can lead to significant operational efficiency gains and cost savings.
Collaborative Approach with Upskilling, Training, and Knowledge Transfer Our approach is to work collaboratively with your people and co-create the strategies, policies, assessments, governance frameworks, vision and objectives, identify opportunities and use cases, target business and technology architecture, and create the roadmap. We typically start with workshops sharing our knowledge and leading	Fosters innovation and cultural transformation Co-creation and collaborative working under the guidance of proven experienced specialists is one of the most effective ways of upskilling your workforce. Enables you to support public and private adoption of AI Depending on the role of your organisation, by building your capability and experience in adopting



practices, followed by co-creation workshops, moving onto socialisation and review activities, and we then switch from guiding you to supporting you in your transformation.	AI technologies, you can help others outside your organisation, within the public sector and the private sector.
Guidance on sustainable AI & Analytics cloud services.	Helps ensure you AI & Analytics investments do not harm your carbon and ESG footprint.



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