

INTEGRATION AND DATA ANALYTICS PLATFORM SOLUTION DESIGN, DELIVERY AND SERVICE IMPLEMENTATION USING TIBCO SUITE OF PRODUCTS

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our service specializes in utilizing the power of TIBCO's comprehensive suite of products to offer bespoke integration and data analytics solutions. We focus on crafting a Business Outcomes Driven Enterprise Architecture that is tailored to meet the unique demands of your organization. Our expertise spans the entire lifecycle of integration and analytics platform solutions, from initial design and development to delivery and robust service implementation.

At the heart of our service is the design phase, where our seasoned experts apply cutting-edge methodologies to develop an Integration Platform Architecture that is not only scalable and secure but also aligns seamlessly with your business objectives. We leverage TIBCO's industry-leading tools to create integrations, APIs, and services that facilitate smooth data flow and foster an environment of connected intelligence.

Development is the next critical phase, where our team transforms the design blueprint into a fully functional architecture. Utilizing TIBCO's advanced integration technologies, we ensure that the solution is built with the highest standards of quality and efficiency, ready to cater to high-volume and complex business needs.

The delivery of our service is characterized by meticulous planning and precision, ensuring a seamless transition from our development environment to your operational space. Our implementation strategy is designed for minimal disruption, enabling a swift and effective integration of the TIBCO-based solution into your existing infrastructure.

TIBCO Enterprise Message Service (EMS): TIBCO Enterprise Message Service (EMS) is a Java Message Service (JMS)-based messaging solution that facilitates seamless, reliable communication across your enterprise infrastructure. Its key benefit is ensuring robust, secure data exchange, supporting real-time decision-making and operational agility. By leveraging EMS, organizations benefit from a scalable architecture that adapts to increasing data volumes, guaranteeing message integrity and streamlined business processes.

TIBCO FTL - High-Performance Low Latency Messaging: TIBCO FTL represents the pinnacle in high-performance, low-latency messaging services, designed for environments where milliseconds matter. The cloud-ready nature of TIBCO FTL ensures rapid scalability and adaptability, enabling businesses to handle massive data volumes efficiently. Organizations benefit from unparalleled speed and reliability, enhancing real-time analytics, and operational responsiveness, crucial for maintaining a competitive edge in today's fast-paced markets.

TIBCO Message Castle - Apache Kafka Streaming: TIBCO Message Castle offers a secure, reliable platform for Apache Kafka message streaming, enabling large-scale, fault-tolerant processing of data streams. The primary benefit is its robust architecture that ensures data integrity and availability, facilitating real-time data processing and insights. Businesses leverage this for enhanced decision-making, improved operational efficiency, and the ability to capitalize on immediate market opportunities.

Integration with SaaS, Multi-Cloud, and On-Premise Applications: Our service seamlessly integrates with SaaS, multi-cloud, and on-premise applications, providing a cohesive and agile enterprise environment. The benefit is a flexible, scalable IT ecosystem that supports rapid innovation, efficient resource utilization, and tailored solutions that meet specific business needs, ensuring organizations stay ahead in a rapidly evolving digital landscape.



Spotfire Analytics and Jaspersoft: Utilizing Spotfire Analytics and Jaspersoft, our service delivers cutting-edge data analytics and business intelligence solutions. These tools empower organizations with intuitive, interactive data visualization and reporting capabilities. The benefit is a deeper insight into business performance, customer preferences, and market trends, driving strategic decisions and fostering a data-driven culture that accelerates growth and innovation.

Logging, Error Handling, and Monitoring Frameworks: Our comprehensive logging, error handling, and monitoring frameworks ensure that your systems operate with high reliability and performance. The key benefit is the proactive identification and resolution of issues, minimizing downtime and maintaining seamless business operations. Enhanced visibility into system health and performance metrics aids in continual improvement and supports a robust IT infrastructure.

DevOps CI/CD Pipelines: Implementing DevOps Continuous Integration/Continuous Deployment (CI/CD) pipelines accelerates software delivery, enhances deployment reliability, and improves collaboration across teams. The benefit is a more agile, flexible development lifecycle, enabling quicker release of features, higher software quality, and better alignment with business requirements, thereby driving innovation and competitive advantage.

Best-of-Class API Management Solution: Our best-of-class API management solution streamlines the creation, deployment, and management of APIs, fostering secure and efficient data exchange between applications. Businesses benefit from enhanced connectivity, enabling smoother integration with cloud, SaaS, and on-premise applications, promoting an agile, interconnected digital ecosystem that accelerates time-to-market and enriches customer experiences.

Business Process Management Automation (BPM): Delivering a Business Process Management Automation (BPM) solution, we empower organizations to streamline their operations, automate repetitive tasks, and optimize workflows. The benefit is increased operational efficiency, reduced costs, and improved business agility, enabling companies to adapt swiftly to market changes and drive continuous process improvement.

MDM Solution for Critical Enterprise Data: Our Master Data Management (MDM) solution ensures the central management and governance of critical enterprise data, enhancing data accuracy, consistency, and security. The benefit is a trusted, unified view of key business information, supporting strategic initiatives, compliance with regulations, and personalized customer experiences, ultimately leading to better decision-making and optimized business performance.



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