

FABRIC DATA PLATFORM DEVELOPMENT

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
infouk@reply.com

www.reply.com



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SERVICE DESCRIPTION

Modern data platforms are at the heart of digital transformation, enabling businesses to harness the power of big data and analytics for quality decision-making.

Our services, leveraging Microsoft Azure, include strategy, planning, development, testing, training, and support, help clients create scalable, secure, and efficient data solutions that enhance analytics, reporting, and business intelligence capabilities, empowering organizations to unlock valuable insights and optimise operations.

Service Features

- **Data Integration Services:** Seamlessly merge data from various sources.
- **Predictive Analytics Implementation:** Enabling foresight with predictive modeling.
- **Integrated Analytics:** Utilise Microsoft Fabric's unified platform for comprehensive analytics capabilities, combining Power BI, Azure Synapse, and Azure Data Factory.
- **Azure Synapse Analytics:** Harness the power of limitless analytics service with deep integration of big data and machine learning.
- **Azure Data Lake Storage Gen2:** Employ secure, massively scalable data lake storage for big data analytics, optimized for Azure.
- **Azure Databricks:** Utilise this analytics platform optimized for Azure to accelerate big data analytics and artificial intelligence (AI) solutions.
- **Azure Machine Learning:** Build, train, and deploy machine learning models quickly and at scale with Azure Machine Learning.
- **Power BI Integration:** Connect to hundreds of data sources, simplify data prep, and drive ad hoc analysis with Power BI.

Service Offerings

We understand that each organisation's journey towards implementing a Data Platform is unique, with specific needs and timelines that vary widely. In recognition of this diversity, we have designed our service offerings to be both comprehensive and modular. This flexibility ensures that our clients can engage with us in a manner that best suits their immediate needs, strategic objectives, and budgetary considerations.

Our service offerings are not only integral components of a holistic Data Platform implementation journey but are also crafted to stand alone as independent services. This design allows you to tailor your engagement with us, selecting the services that align with their current stage in journey, or to address specific gaps in your existing Data Platform.

- **Planning** - The planning phase for Data Platform Development with Cluster Reply focuses on establishing a comprehensive strategy that aligns with your business goals and technical requirements. This involves conducting thorough needs assessments to understand your current data environment and identifying areas where Microsoft Azure technologies can enhance your data capabilities. Key activities include stakeholder consultations to gather detailed requirements, evaluating existing data infrastructure, and determining integration points for new solutions. The outcome of this phase is a detailed roadmap and project plan, which outlines the steps required for successful implementation, timelines, resource allocation, risk management strategies, and a clear definition of project deliverables. This phase ensures that the solutions proposed are tailored to meet the specific needs of your organization, setting a solid foundation for the development and integration of advanced data analytics capabilities.
- **Setup and Migration** - In the setup and migration phase, Cluster Reply provides expertise in configuring and deploying Microsoft Azure solutions tailored to your data platform needs. This includes setting up Azure services such as Azure SQL Database, Azure Synapse Analytics, and Azure Data Lake Storage Gen2, ensuring that they are optimized for performance and cost-efficiency. Migration involves securely transferring existing data assets to Azure, whether they originate from on-premises databases, other cloud platforms, or different data storages. The process is carefully managed to



minimise downtime and ensure data integrity, with robust data validation practices in place to verify that all data has been accurately transferred and is operational in its new environment. This phase is critical for transitioning to a cloud-based data architecture without disrupting ongoing business operations.

- **Quality Assurance and Performance Testing** - Quality assurance and performance testing are critical components provided by Cluster Reply to ensure that the newly implemented data platforms operate as intended and meet performance expectations. This involves rigorous testing of the data integration processes, data storage, and analytics operations within the Azure environment. Performance testing focuses on load testing, stress testing, and scalability tests to identify potential bottlenecks and performance issues. The goal is to ensure the system's reliability, responsiveness, and stability under different load conditions. Quality assurance also includes data accuracy checks, security audits, and compliance reviews to ensure that the platform adheres to relevant data protection regulations and company policies. This phase helps in fine-tuning the system before full-scale deployment, providing assurance that the data platform is robust and ready for operational use.
- **Training** - Training is designed to equip the client's IT teams with comprehensive skills not only to operate and monitor the data platform but also to the skills to expand and evolve it. This empowerment can be achieved through a progressive embedding process, where members of the client's team are integrated into our team. This immersive approach allows for hands-on learning and direct mentorship, ensuring that the client's developers gain in-depth understanding and practical experience with the platform. The training covers the platform's architecture, functionality, management, and best practices. By fostering a collaborative learning environment, we ensure that the client's team becomes proficient in leveraging the platform to its full potential, enabling them to independently enhance operational efficiency and drive innovation within their organisation.
- **Ongoing Support** - Ongoing Support provides continuous assistance post-deployment to address any issues and ensure the platform operates optimally. This includes technical support for troubleshooting, regular maintenance updates, and performance monitoring to pre-emptively identify potential problems. Additionally, support services offer guidance for platform enhancements and scalability to accommodate future growth. The aim is to maintain high availability and performance of the integration platform, ensuring it continues to meet organisational needs effectively.



ONBOARDING

New clients are onboarded through a structured process designed to ensure a smooth transition and immediate value realisation from the service. Initially, a kick off meeting is held to understand the client's specific needs, objectives, and existing infrastructure. In addition, we establish key project stakeholders, educate these stakeholders on essential concepts relevant to data platforms and we propose a way of working that outlines the collaborative effort required for successful implementation and operation. This proposed method is then jointly refined with the client to adapt it to their specific needs, ensuring that the approach is fully aligned with their operational practices and business objectives. Throughout the onboarding process, regular check-ins are scheduled to address any concerns, provide clarity on next steps, and ensure alignment with the project roadmap. This hands-on approach ensures that clients are fully supported from the outset, setting the stage for a successful partnership and seamless experience.

Offboarding

Securing a client's exit or transition to another supplier is approached with careful planning, emphasising smooth and secure service transfer. The process initiates with exit planning to understand the client's needs, including timelines and compliance requirements. Clear communication channels are established to ensure coordination. Data integrity and security are paramount, with protocols for auditing for completeness and securely purging any data from our systems post-transfer. When transitioning to another supplier, we collaborate closely to ensure technical compatibility and provide comprehensive documentation of the client's data platform. Our objective is to minimise operational disruption for the client, ensuring they maintain control and access to their data, and experience a seamless service continuity throughout the transition process. This commitment to a carefully managed exit or transition underscores our dedication to client satisfaction and data security.



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.



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 ensure successful delivery of our data services, several key inputs from the customer are essential. Firstly, a clear understanding of the customer's business goals, current IT infrastructure, and specific data needs is crucial for tailoring our services effectively. Access to relevant technical documentation and systems is also required to assess the existing environment and design an appropriate data strategy. Active engagement and collaboration from the customer's IT team are vital, both for sharing insights during the planning phase and for effective knowledge transfer throughout the project. Lastly, timely feedback on deliverables and open communication regarding any changes in requirements or challenges faced are imperative for agile project management and ensuring the project remains aligned with the customer's objectives. These inputs are foundational to a successful partnership and the delivery of a solution that fully meets the customer's needs.



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