

CENTRE OF DATA ENABLEMENT

Service Definition

G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Establishing a Centre of Excellence (CoE) can be instrumental in driving organisational alignment and fostering best practices in data management. At the heart of our methodology lies a collaborative ethos, wherein we engage in close collaboration with our clients to customise CoEs according to their precise requirements, thereby fostering an environment conducive to knowledge-sharing and continuous innovation.

Our comprehensive suite of offerings spans a wide spectrum aimed at enhancing the efficacy of CoEs. These encompass sophisticated data governance frameworks, methodologies dedicated to elevating data quality standards, and strategic guidance on implementing modern data stacks. By prioritising scalability and ensuring seamless alignment with stakeholders across the organisation, our CoEs serve as catalysts for nurturing a culture rooted in data-driven innovation.

Through our tailored CoE solutions, we not only drive operational efficiency but also lay the foundation for sustainable excellence in data management practices. By instilling a proactive approach to data governance and fostering a mindset of continuous improvement, we empower organisations to adapt to evolving challenges and seize new opportunities in an increasingly data-centric landscape.

Our approach, skills and experience with data enablement is described below.

OUR DATA CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR DATA THROUGH EFFECTIVE ARCHITECTURE, GOVERNANCE AND ENABLEMENT





OUR DATA ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO RAPIDLY MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES



How can we help?

- **Tailored Organisational Structure Design:** We specialise in designing organisational structures tailored to your specific needs, whether it's a centralised model for enhanced control, a hub-and-spoke model for flexibility, or a data mesh approach for decentralised data ownership and agility. Our expertise ensures that your organisational structure optimally supports your data enablement objectives.
- **Advanced Data Governance Frameworks:** We implement advanced data governance frameworks that establish clear policies, processes, and controls to ensure the integrity, availability, and security of your data assets. Our frameworks are designed to meet regulatory requirements, mitigate risks, and enable effective data management across your organisation.
- **Data Quality Improvement:** Leveraging proven methodologies, we drive continuous improvement in data quality, identifying and addressing issues at their root cause to enhance the accuracy, completeness, and consistency of your data. Our systematic approach ensures that data quality remains a top priority and continuously evolves to meet changing business needs.
- **Modern Data Stack Architecture and Implementation:** We provide expert guidance on designing and implementing modern data stack architectures that leverage cutting-edge technologies and best practices. From data ingestion to visualisation, our solutions are tailored to optimise performance, scalability, and cost-effectiveness while meeting your specific business requirements.
- **Analytics and AI Capability Development:** Our services include the development of analytics and AI-ready capabilities to unlock the full potential of your data. Whether it's building predictive models, implementing machine learning algorithms, or developing data-driven insights, we help you harness the power of data to drive informed decision-making and achieve strategic objectives.
- **Collaborative Cross-Functional Team Models:** We can facilitate the creation of collaborative cross-functional teams that bring together diverse expertise from across your organisation. By fostering collaboration and knowledge-sharing, these teams accelerate data-driven initiatives, promote innovation, and drive business value.
- **Data-Driven Culture Strategies:** We can develop strategies to nurture a data-driven culture within your organisation, fostering a mindset where data is valued, trusted, and leveraged to drive decision-making at all levels. Through close support, we can empower employees to become data advocates and trust their data.
- **Continuous Improvement and Innovation:** We establish mechanisms for continuous improvement



and innovation, enabling your organisation to adapt and evolve in response to changing business requirements and technological advancements. Our proactive approach ensures that your data enablement capabilities remain at the cutting-edge.

- **Customised Operating Model Development:** We work closely with you to develop customised operating models that align with your unique business objectives, processes, and culture. Whether it's defining roles and responsibilities, establishing governance structures, or optimising workflows, our operating models are tailored to drive efficiency, agility, and collaboration.
- **Stakeholder Engagement and Alignment:** We employ proven processes to engage and align stakeholders across your organisation, ensuring buy-in, support, and collaboration for data enablement initiatives. By fostering a shared vision and understanding of the value of data, we create a cohesive and unified approach towards achieving goals within your organisation.
- **Why Glue Reply?**
- **A Culture of Data-Driven Innovation:** Our Centre of Data Enablement promotes a culture where data is valued as a strategic asset, driving continuous innovation and exploration of new opportunities. By encouraging curiosity, experimentation, and creativity, we can empower your organisation to leverage data more effectively.
- **Efficiency and Quality in Data Management:** Through the implementation of advanced data governance frameworks and quality improvement methodologies, we can streamline processes and enhance the quality of your data assets, resulting in improved efficiency, reduced errors, and greater confidence in decision-making.
- **Scalable and Flexible Data Architecture:** Our expertise in designing scalable and flexible data architectures enable you to adapt and grow in response to evolving business needs and technological advancements. By architecting solutions that are agile and resilient, we can future-proof your data infrastructure and support long-term scalability.
- **Advanced Analytics and AI Tools:** We empower your teams with access to advanced analytics and AI tools, enabling them to derive actionable insights and unlock new value from your data. By democratising access to these technologies, we foster a culture of data-driven decision-making at all levels of your organisation.
- **Seamless Cross-Departmental Collaboration:** Our Centre of Data Enablement serves as a hub for collaboration, bringing together diverse teams and departments to work towards common data objectives. By breaking down silos and fostering communication and knowledge-sharing, we can facilitate seamless collaboration that drives collective success.
- **Organisational Goals:** We align data initiatives closely with your organisation's strategic goals and objectives, ensuring that every data-related effort contributes directly to achieving desired outcomes. This strategic alignment maximises the impact of data investments and drives tangible business value.
- **Growth and Adaptability in Data Practices:** Our Centre of Data Enablement fosters a culture of continuous improvement and learning, driving ongoing growth and adaptability in data practices. Through training, mentorship, and knowledge-sharing initiatives, we equip your teams with the skills and capabilities needed to stay ahead in an ever-changing data landscape.
- **Stakeholder Confidence:** Support from key stakeholders is essential for driving meaningful change and sustaining long-term success. By demonstrating tangible results and fostering transparency and accountability in data management practices, we can strengthen stakeholder confidence and commitment to data initiatives.
- **Sustainable Data Excellence:** Our Centre of Data Enablement is committed to ensuring sustainable, long-term excellence in data management practices. By establishing robust processes, governance frameworks, and quality standards, we lay the foundation for enduring success and resilience in the face of future challenges.
- **Proven Experience:** With a track record of successful Centre of Data Enablement establishment across various industries and organisations, we bring proven expertise and best practices to every engagement. Our experience ensures that your CoE is set up for success from day one, delivering tangible results and driving transformational change.



Service Features and Benefits Summary

FEATURES	BENEFITS
Tailored organizational structure design (centralized, hub-and-spoke, data mesh)	Promotes a culture of data-driven innovation
Advanced data governance frameworks	Improves efficiency and quality in data management
Data quality improvement methodologies	Enables scalable and flexible data architecture
Modern data stack architecture and implementation guidance	Upskills teams with leading industry practices
Analytics and AI capability development	Facilitates seamless cross-departmental collaboration
Collaborative cross-functional team models	Aligns data initiatives with National strategy and organizational goals
Data-driven culture cultivation strategies	Drives continuous growth and agility in data practices
Continuous improvement, agility and innovation mechanisms	Strengthens stakeholder confidence and commitment
Customized operating model development	Ensures sustainable, long-term data excellence
Stakeholder engagement and alignment processes	Proven experience of successful CoE establishment
Tailored organizational structure design (centralized, hub-and-spoke, data mesh)	Promotes a culture of data-driven innovation



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