

ENTERPRISE CLOUD AND INTERNET FIRST INTEGRATION USING ORACLE SERVICE BUS (OSB)

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
info@reply.com

www.reply.com



TABLE OF CONTENTS

ENTERPRISE CLOUD AND INTERNET FIRST INTEGRATION USING ORACLE SERVICE BUS (OSB)	1
SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
ONBOARDING	6
KICK-OFF MEETING	6
ACCOUNT MANAGEMENT	6
<i>DESIGNATED ACCOUNT MANAGER</i>	6
<i>FORTNIGHTLY REVIEW MEETING</i>	6
OFFBOARDING	6
ACCESS TO DATA	6
SECURITY	7
PERSONNEL SECURITY	7
INFORMATION SECURITY	7
PHYSICAL SECURITY	7
TRAINING & KNOWLEDGE TRANSFER	8
ORDERING AND INVOICING PROCESS	9
CUSTOMER RESPONSIBILITIES	10
TECHNICAL AND CLIENT-SIDE REQUIREMENTS	10
OUTCOMES AND DELIVERABLES	10
ABOUT REPLY	11



SERVICE DESCRIPTION

Unify your Oracle cloud landscape with seamless integration using Oracle Service Bus (OSB). Our service provides expert design, development, and ongoing support specifically tailored to Oracle Service Bus, empowering you to maximise the value of your cloud investments.

Our team of specialists excels in designing the Oracle Service Bus layer, the central nervous system of your integration network within the Oracle ecosystem. This layer ensures efficient data flow and smooth communication between your Oracle applications. We then translate the design into reality, building, testing, and providing ongoing support for your OSB integration solution.

Furthermore, we specialise in managing Integration/API/SOA frameworks specifically designed for Oracle cloud environments. Whether you utilise other Oracle cloud services or hybrid setups, our team can seamlessly integrate your Oracle applications and data sources. To minimise risk before full-scale deployment, we offer rapid prototyping expertise for Proof of Concept (POC) and pilot projects, allowing you to validate your OSB integration vision and optimise your approach before committing resources.

Our team is proficient with industry-leading integration tools, including Oracle Service Bus, alongside complementary Oracle technologies. Additionally, we leverage open-source platforms alongside Oracle solutions to achieve seamless integration within your budget constraints. With this flexibility, we can select the optimal solution to meet your specific Oracle OSB integration needs.

By partnering with us, you can achieve a unified and future-proof integration strategy specifically tailored to Oracle Service Bus. This not only simplifies data exchange across your Oracle applications and data sources but also frees up valuable resources by automating manual integration tasks. Furthermore, you gain centralised control and visibility into your entire Oracle Service Bus landscape, allowing for efficient management and proactive problems solving.

Service Features

Delivery of Services using OSB with PaaS: Leveraging Oracle Service Bus within a Platform as a Service (PaaS) environment allows for the efficient delivery of services. This setup provides a flexible and scalable infrastructure for deploying and managing integration solutions without the need to manage underlying hardware or software.

Cloud Integration Outcomes and Business Outcomes Focused: This feature ensures that the integration solutions are not just technically sound but also aligned with the broader business objectives. The focus is on achieving specific outcomes that drive measurable value for the organisation, such as increased efficiency, improved customer experience, or cost savings.

Local Resource Upskilling and In-House Capability Development: Providing training and support to internal resources enables the organisation to build expertise in managing and maintaining integration solutions. This approach fosters self-sufficiency within the organisation, reducing reliance on external support and enabling better control over integration processes.

Aligning Cloud Strategy, including IoT, Omnichannel, Cloud/as-a-Service to Business Value: The cloud strategy is tailored to align with the organisation's business objectives and priorities. It encompasses emerging technologies such as Internet of Things (IoT) and Omnichannel solutions, ensuring that cloud investments are aligned with business goals and deliver maximum value.



GDSS and Regulatory Compliance by Design: Integration solutions are designed with compliance in mind, ensuring adherence to regulatory standards and Government Digital Service Standard (GDSS) requirements from the outset. This approach minimises the risk of non-compliance and ensures that data security and privacy are maintained.

Deployment of ICT Programme Governance IP and Design-Authority-as-a-Service: This feature involves the implementation of robust governance frameworks and design authority services to ensure effective management and oversight of ICT programmes. It includes defining clear roles, responsibilities, and processes to ensure that integration projects are executed efficiently and in line with organisational standards.

Integrating GCP, AWS, Azure, Oracle, IBM, bespoke, and Private Clouds: The expertise extends to seamlessly integrating various cloud platforms, including major providers such as Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, Oracle Cloud, IBM Cloud, as well as bespoke and private clouds. This ensures interoperability and data exchange across diverse cloud environments.

Selection of ESB/middleware, tools, software, and services: Assistance is provided in selecting the most suitable ESB/middleware, tools, software, and services tailored to specific integration requirements. This includes evaluating various options based on factors such as functionality, scalability, cost-effectiveness, and compatibility with existing systems.

Define the CoE Charter with the Principles, Roles, and Responsibilities: Establishing a Centre of Excellence (CoE) for integration involves defining guiding principles, roles, and responsibilities within the organisation. This promotes collaboration, innovation, and best practices in integration efforts, ensuring consistent and effective execution of integration projects.

Flexible Scalability to Accommodate Evolving Business Needs: The solutions are designed to scale seamlessly to accommodate changing business requirements and growth. This flexibility ensures that the integration infrastructure can adapt to fluctuations in demand and evolving business priorities without compromising performance or reliability.

Real-time Monitoring and Alerts for Proactive Management: Implementation of real-time monitoring and alert systems enables proactive management of integration solutions. This includes monitoring key performance indicators, detecting anomalies or potential issues, and triggering alerts for prompt investigation and resolution to minimise downtime and disruptions.

Collaborative Workshops and Training Sessions for Staff Proficiency Enhancement: Workshops and training sessions are conducted to enhance staff proficiency and promote skill development in integration technologies and methodologies. This empowers employees to contribute effectively to integration projects, fostering continuous learning and improvement within the organisation.

Dedicated Customer Support and Maintenance Services for Uninterrupted Operations: Provision of dedicated customer support and maintenance services ensures uninterrupted operations and optimal performance of integration solutions. This includes timely assistance, troubleshooting, and ongoing maintenance to address any issues and ensure smooth operation of the integration infrastructure.



Service Benefits

Engaging with our services offers a multitude of strategic advantages for your organization. We ensure that your API strategy is meticulously aligned with your overall business strategy, providing a roadmap that not only drives Return on Investment (RoI) but also ensures that the API solution delivers tangible outcomes. By seamlessly integrating with your wider architecture, we significantly reduce complexity, enabling a more streamlined and efficient operational environment.

Our commitment to Agile and Scaled Agile (SAFe) methodologies, coupled with Velocity Based Costing, facilitates the rapid delivery of Minimum Viable Products (MVPs). This not only accelerates your time-to-market but also directly contributes to reducing infrastructure and management costs. As a result, you benefit from a comprehensive reduction in complexity, mitigating Information and Communication Technology (ICT) and Cloud Service risks.

Furthermore, our services are designed to de-risk IT transformation and digital service/cloud adoption, ensuring a smooth transition that aligns with your organizational objectives. We prioritize compliance, achieving GDSS compliance from the outset, and adhere to an Internet First Strategy, Policies, and Approach to enhance your digital presence securely.

Our expertise extends to integrated business change through IT projects, delivering new cloud capabilities and features effectively. We tailor our services to provide minimal yet highly integrated solutions, precisely aligned to your organizational purpose. With our comprehensive approach, your organization stands to gain not only technological prowess but also the strategic advantage needed to thrive in a dynamic digital landscape.



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