

COMPREHENSIVE INTEGRATION, SOA, MICROSERVICES, AND API GOVERNANCE SOLUTIONS

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Achieve seamless data flow, streamlined application integration, and a foundation for microservices architecture with our comprehensive suite for integration, SOA, microservices, and API governance. We empower your organization to unlock the full potential of these technologies, fostering agility and driving business innovation. Our service encompasses the entire integration lifecycle, from initial assessment to ongoing support. We begin with a thorough evaluation of your specific needs, including vendor and technology assessments, allowing us to develop a tailored business case that aligns your integration strategy with your overall IT goals.

Leveraging our expertise in Platform-as-a-Service (PaaS) platforms, we seamlessly integrate your chosen solution within your existing infrastructure. Our team then leads the design, development, testing, and implementation of your integration solution, ensuring a smooth transition and efficient operation.

Beyond initial implementation, we prioritize long-term success by establishing a robust governance framework. This framework not only defines best practices for API lifecycle management but also ensures ongoing compliance and security.

Furthermore, we establish a dedicated Cloud Integration Design Authority to provide strategic guidance and ensure alignment with your cloud-first initiatives. A dedicated Centre-of-Excellence (CoE) fosters knowledge transfer within your team through targeted boot camps and upskilling opportunities, empowering your staff to thrive in this ever-evolving landscape.

By partnering with us, you gain a comprehensive integration solution that unlocks the power of microservices architecture, streamlines application communication, and empowers data-driven decision making. This, in turn, fuels innovation, enhances operational efficiency, and positions your organization for continued success in the digital age.

Service Features

Machine Learning Anomaly Detection

Machine learning algorithms are used to continuously monitor API traffic for suspicious activity. This enables real-time detection of potential security threats and supports rapid mitigation to protect sensitive data.

Unified Integration Platform

Appropriate tools such as ESBs and API gateways are selected to create a unified integration platform. This simplifies development and management, reduces complexity and enables reuse of pre-built connectors for faster delivery.

IoT Integration Expertise

IoT integration requirements are assessed and secure, scalable integrations are implemented between devices and cloud environments. This supports real-time data capture and enables data-driven insights for informed decision-making.

AI-Powered Governance

Artificial intelligence is used to enforce policies dynamically, supporting ongoing security and compliance across integrations. This reduces the risk of unauthorised access and data breaches.

Cloud Ready

Applications are assessed for cloud suitability and optimised for service integration. This supports a smooth transition to cloud platforms and maximises the value of Platform-as-a-Service solutions.



Service Benefits

Fast Delivery

Applications are optimised for cloud deployment, ensuring cloud readiness and use of a unified integration platform. This accelerates deployment timelines and reduces development costs.

Scalable and Agile

IoT integration expertise ensures integrations can adapt to changing requirements. Secure and scalable connections are designed between IoT devices and cloud environments, enabling real-time data collection and dynamic scaling.

Knowledge Transfer

Teams are equipped with the skills required to manage integrations through structured knowledge transfer and training programmes. This empowers internal resources and supports long-term capability and sustainability.

Secure and Compliant

Security and compliance are prioritised through AI-powered governance. This includes dynamic policy enforcement and anomaly detection using machine learning, reducing security risks and supporting ongoing regulatory compliance.

Simplified Integration

A unified integration platform, including ESB and API registry capabilities, centralises integration management. This reduces complexity and errors, simplifies maintenance and supports scalability as requirements evolve.



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