

ROBOTIC PROCESS AUTOMATION WITH MULESOFT RPA

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

ROBOTIC PROCESS AUTOMATION WITH MULESOFT RPA	1
SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
ONBOARDING	5
KICK-OFF MEETING	5
ACCOUNT MANAGEMENT	5
<i>DESIGNATED ACCOUNT MANAGER</i>	5
<i>FORTNIGHTLY REVIEW MEETING</i>	5
OFFBOARDING	5
ACCESS TO DATA	5
SECURITY	6
PERSONNEL SECURITY	6
INFORMATION SECURITY	6
PHYSICAL SECURITY	6
TRAINING & KNOWLEDGE TRANSFER	7
ORDERING AND INVOICING PROCESS	8
CUSTOMER RESPONSIBILITIES	9
TECHNICAL AND CLIENT-SIDE REQUIREMENTS	9
OUTCOMES AND DELIVERABLES	9
ABOUT REPLY	10



SERVICE DESCRIPTION

Fully integrated with Salesforce Clouds, MuleSoft RPA enables admins, business teams, and developers to leverage robotic process automation technology to bring in data or act from any legacy system, making end-to-end automation of every step in a workflow possible service feature:

Our service boasts a comprehensive suite of features designed to revolutionize automation processes and maximize operational efficiency. Leveraging intuitive point-and-click tools, users can seamlessly deliver automation processes through various channels, including the UI, documents, and images. This versatility ensures that automation can be applied across a wide range of tasks and workflows, regardless of the input format or source. Furthermore, our integration with Anypoint Platform, Composer, and Salesforce Customer 360 empowers users to compose sophisticated RPA solutions tailored to their specific business needs. This integration not only enhances automation capabilities but also facilitates seamless integration with existing systems and processes.

In addition to delivering automation processes, our service provides a robust governance framework for the RPA lifecycle. This framework ensures that automation initiatives are managed effectively from inception to deployment, maintaining compliance with regulatory standards and organizational policies. With the setup of MuleSoft RPA Manager, users gain centralized control and oversight over their automation initiatives, enabling them to track progress, manage resources, and optimize performance effectively.

Moreover, our service offers powerful tools for building and designing RPA processes. The MuleSoft RPA Builder provides a user-friendly interface for creating customized automation workflows, allowing users to define tasks, workflows, and logic with ease. Additionally, the MuleSoft RPA Recorder enables users to capture and design RPA processes through intuitive interface design, streamlining the design phase and accelerating the development process.

Lastly, our service includes the setup of MuleSoft RPA Bots for rigorous testing. These bots enable users to simulate real-world scenarios and test the robustness and reliability of their automation solutions before deployment. By providing comprehensive testing capabilities, our service ensures that automation processes perform optimally in any environment, minimizing errors and maximizing efficiency. Overall, these features enable organizations to streamline operations, enhance productivity, and unlock new levels of efficiency in their workflows.

The benefits of our service are multifaceted, geared towards revolutionizing your business processes and maximizing efficiency:

Automate Data Entry/Retrieval

Seamlessly automate data entry and retrieval tasks across both legacy and modern applications, streamlining processes and reducing manual effort.

Efficient Data Extraction

Extract valuable data from a diverse range of sources including documents, web pages, emails, spreadsheets, and more, ensuring accuracy and efficiency in information retrieval.

Intelligent Text Recognition

Harness advanced technology to intelligently recognize and extract text from images and screens, facilitating streamlined data processing and analysis.

Orchestration of Complex Workflows

Orchestrate complex multi-step, multi-system workflows with ease, ensuring seamless coordination and execution of business processes.

**Productivity Enhancement with Measurable ROI**

Unlock unparalleled productivity gains with measurable Return on Investment (ROI), optimizing resource utilization and driving business growth.

Scalable Automation Across Business

Automate routine workflows at speed and scale, empowering your organization to achieve operational excellence and adaptability across various business functions.

RPA Manager for Process Identification

Utilize RPA Manager to identify the most impactful processes for automation, enabling strategic decision-making and prioritization of automation initiatives.

RPA Recorder for Accelerated Design

Expedite process design with RPA Recorder, which automatically transforms workflows into process maps, accelerating development and implementation.

RPA Builder for Developer Empowerment

Empower developers with RPA Builder, offering an easy-to-use toolbox for implementing RPA processes, enhancing agility and innovation in automation efforts.

Seamless Data Integration

Easily bring in data from any legacy system, ensuring smooth integration and accessibility across your organization's technological landscape.

By leveraging these benefits, our service enables organizations to streamline operations, enhance productivity, and achieve sustainable growth in today's dynamic business environment.



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