

RAPID PROTOTYPING

Service Definition

G-Cloud 15

REPLY

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SERVICE DESCRIPTION

At the core of innovation and efficient product development, our Rapid Prototyping services stand out by offering swift creation of tangible prototypes. Utilizing cutting-edge digital fabrication tools and techniques, we significantly expedite the product development lifecycle. This approach not only enables rapid validation and iteration of your ideas but also ensures early integration of critical feedback, greatly mitigating potential risks early in the development process.

Our services are designed to:

- Accelerate the pace of innovation by providing a quick transition from concept to physical prototype. This crucial step allows businesses to explore and refine their ideas in real-world contexts, ensuring that the final product aligns closely with user expectations and market needs.
- Reduce time-to-market by streamlining the prototype development phase. In today's competitive landscape, the ability to launch products quickly and efficiently can be a significant advantage. Our rapid prototyping services are tailored to help you achieve this, offering a faster route from ideation to market presence.
- Enhance product success rates through early and effective validation. By identifying potential design flaws or user experience issues at an early stage, we significantly increase the likelihood of developing successful products. This proactive approach to product development not only saves time and resources but also leads to higher customer satisfaction and loyalty.
- Facilitate iterative design and feedback integration. Our approach emphasizes the importance of flexibility and responsiveness in product development. Through rapid prototyping, we enable continuous refinement of the product based on real user feedback, ensuring that the final product is not only innovative but also highly user-centric.
- Offer customized solutions tailored to your specific needs. We understand that each project has unique requirements. Our team works closely with you to tailor our rapid prototyping services to your specific objectives, whether you're a startup looking to bring a new idea to life or an established company seeking to innovate within your product line.

In alignment with G-cloud 15's focus on advancing digital transformation and innovation within the public sector, our Rapid Prototyping services are designed to support governmental bodies in navigating the complexities of product development. By leveraging our expertise, you can accelerate innovation, reduce time-to-market, and enhance the development of successful products, ultimately contributing to improved public services and outcomes.

Utilising Advanced Digital Design Software for Rapid Prototype Creation

In the realm of product development, the use of advanced digital design software stands as a cornerstone for our Rapid Prototyping services. This feature harnesses the power of cutting-edge CAD (Computer-Aided Design) tools, enabling the swift creation of detailed and accurate prototypes that closely mimic final products. The benefit of leveraging such sophisticated software extends beyond mere speed. It facilitates a level of precision and adaptability that traditional prototyping methods cannot match. Designers and engineers can iterate designs in real-time, incorporating changes and feedback with unparalleled efficiency. This capability significantly reduces the development cycle, allowing for more rigorous testing and refinement phases. As a result, our clients can expedite the validation process, ensuring their products are market-ready in a fraction of the usual time. This approach not only conserves valuable resources but also enhances overall innovation, positioning our clients at the forefront of their respective markets. In alignment with G-cloud 15's emphasis on leveraging digital technology to streamline processes, this feature underscores our commitment to driving efficiency and excellence in product development.



Saving Time and Resources

The cornerstone of our Rapid Prototyping services is our unwavering commitment to saving time and resources for our clients. In today's fast-paced market, efficiency is not just an advantage; it's a necessity. Our approach is designed to streamline the prototype development process, significantly reducing the time from concept to creation. This efficiency is achieved through a combination of advanced digital design software, state-of-the-art fabrication technologies, and a methodology that prioritizes rapid iteration and feedback integration. The benefit of this time-saving is twofold. Firstly, it allows organizations to accelerate their product development cycle, thus enabling a quicker response to market demands and opportunities. Secondly, it results in considerable cost savings. By minimizing the need for multiple physical prototypes and reducing the manual labour involved in traditional prototyping, we significantly lower the financial barriers to innovation. This aspect is particularly beneficial for public sector entities governed by strict budgetary constraints, aligning with G-cloud 14's objective to deliver value and improve efficiency within government services. Ultimately, our focus on saving time and resources not only enhances our clients' competitive edge but also contributes to a leaner, more sustainable approach to product development.



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