

DATA SECURITY

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

SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
SERVICE PACKAGES	3
ONBOARDING	4
OFFBOARDING	4
ACCESS TO DATA	4
SECURITY	5
PERSONNEL SECURITY	5
INFORMATION SECURITY	5
PHYSICAL SECURITY	5
TRAINING & KNOWLEDGE TRANSFER	6
ORDERING AND INVOICING PROCESS	7
CUSTOMER RESPONSIBILITIES	8
ABOUT REPLY	9



SERVICE DESCRIPTION

Empower your business with confidence knowing that your data is secure. Our holistic approach safeguards sensitive information throughout its lifecycle. We offer an end-to-end service for all aspects of data security, from developing strategy through encryption, classification, management, governance, access control, and continuous monitoring. Secure your data wherever it resides, on-premises or in the cloud, and unlock its potential for informed decision-making and growth.

We have a lengthy track record of designing and implementing secure and effective data strategies in all major clouds, hybrid, and on-premises environments, and make it our mission to help every customer reach the full potential of their data.

Features

- Develop a comprehensive data security strategy
- Identify key and critical assets
- Perform extensive risk assessments and design remediations
- Data governance and management
- Formulate backup and disaster recovery solutions
- Encryption and signing key security services
- Secure data migration and destruction services
- Implement access control strategies
- Data loss prevention and data monitoring

Benefits

- Ensure confidentiality, integrity, and accessibility of data
- Assist in compliance with GDPR and other relevant regulations
- Contribute to privacy and security by design
- Accelerate value generation from data
- Defend against data theft and ransomware

Service Packages

Analysis

Our team of experts analyse your existing data security strategy, policies, infrastructure, and systems, and provide a thorough and actionable report on the strengths and weaknesses of the current system. Critical systems and data are identified and given additional focus, and a full risk assessment directs attention to where it is most needed. Recommendations based on up-to-date best practices are given for every potential vulnerability detected.

Implementation

Either building upon the Analysis package, or following a customer-supplied plan, our experienced engineers implement a secure end-to-end solution for your data through its entire lifecycle, from ingestion through to destruction. Backup and disaster recovery services are provided as standard, ensuring your organisation's most critical assets are fully protected.



ONBOARDING

An in-depth consultation with key stakeholders allows our experts to build a detailed picture of your data needs and requirements as well as the environment they will be operating within. This will allow us to develop a data protection strategy that delivers on your needs with a minimum of disruption to existing workflows.

Where we introduce a new component, such as an access control system or backup infrastructure, we will ensure that it integrates as neatly as possible with your existing system in addition to providing training on its use and administration.

Offboarding

At the beginning of the offboarding process a meeting will be held to determine what training needs remain for an efficient handover. This final training session will ensure that customers have all the information and skills necessary to maintain and make use of the system.

Access to Data

All data will be stored within client's infrastructure, and they will maintain access to it at all times. At least one member of the client organisation will always have administrator-level access to any system, to allow for easy handover. Revocation of Spike Reply's access will not affect client access in any way



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

During the creation of a data protection strategy essential training needs will be identified and a training plan developed to ensure that every user has the information needed to perform their responsibilities with efficiency and accuracy. If new systems are developed or integrated, this will also include technical training both on the use and the configuration and administration of those systems.

Knowledge transfer and technical training are included within the standard offering of any of our services. Additional bespoke training can be provided upon customer request, to be delivered by one of our experienced consultants.



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

During the creation of a data protection strategy essential training needs will be identified and a training plan developed to ensure that every user has the information needed to perform their responsibilities with efficiency and accuracy. If new systems are developed or integrated, this will also include technical training both on the use and the configuration and administration of those systems.

Knowledge transfer and technical training are included within the standard offering of any of our services. Additional bespoke training can be provided upon customer request, to be delivered by one of our experienced consultants.



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