

# **DIGITAL DATA AND TECHNOLOGY ARCHITECTURE AS A SERVICE**

Service Definition  
G-Cloud 15

**REPLY**

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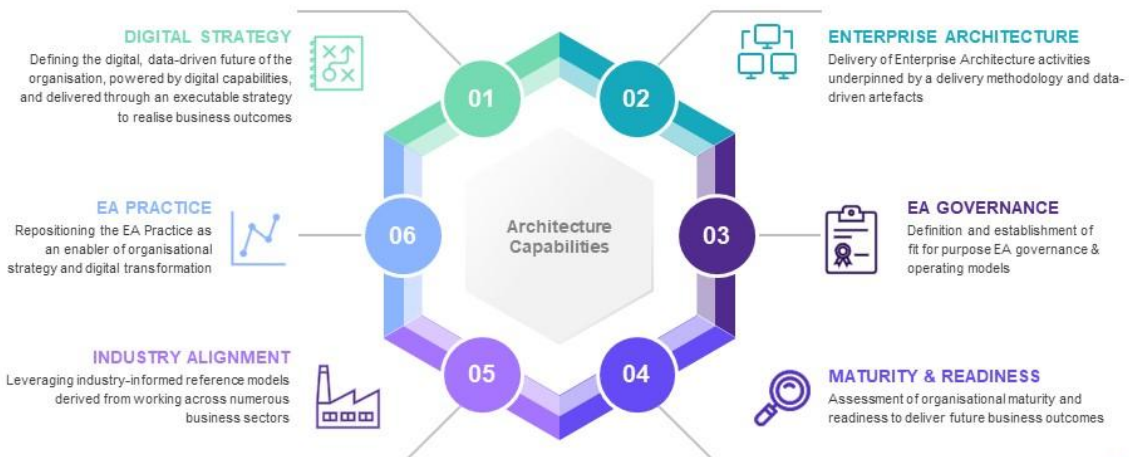


## SERVICE DESCRIPTION

Our Digital, Data and Technology Architecture as a Service is an umbrella of services covering architecture across all domain of Business, Application, Data and Technology, underpinning the shaping and delivery of digital solutions. It empowers organisations to adopt agile delivery of efficient, cost-effective, secure and sustainable technologies, leveraging on innovation and Reply's sound expertise of new technologies such as Artificial Intelligence (AI) and Data Analytics, that unlock user-centric services offering enhanced digital experiences.

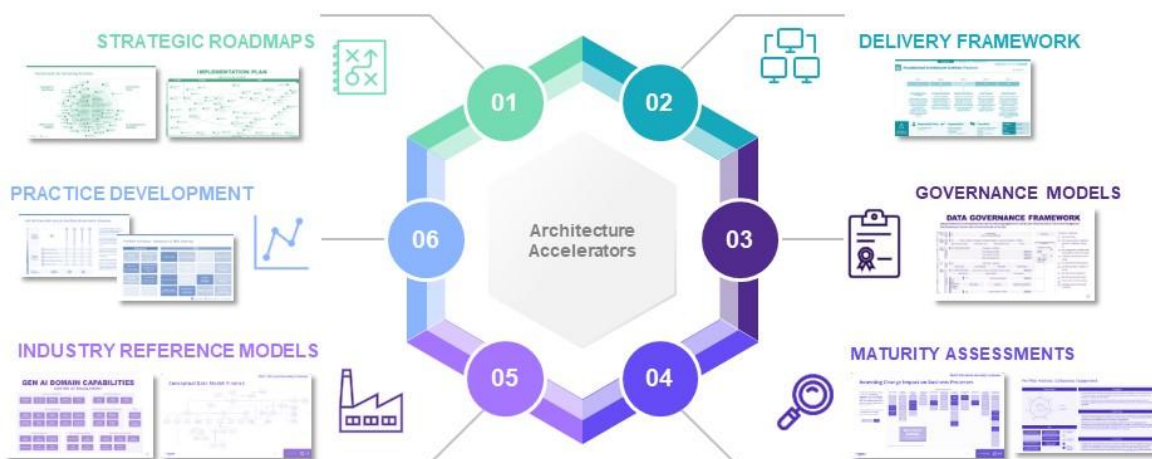
### OUR CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR ARCHITECTURE THROUGH EFFECTIVE EXECUTIVE ADVISORY, GOVERNANCE AND STRATEGIC PLANNING



### OUR ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES





## RECOGNISED AS ARCHITECTURE LEADERS

|                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                        |
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| <br><b>Market Guide for Business-Outcome-Driven Enterprise Architecture Consulting</b> | <p>Recognised by Gartner in their Market Guide as a leader in business outcome driven EA consulting.</p> <p>The only UK based architecture consultancy to achieve this</p>                                                                                                                                                                                             |
| <br><b>THE Open GROUP</b>                                                              | <p>Key Contributor to the Open Group Architecture Framework and an active Gold Member</p> <p>Led the development of the initial Business Capability Modelling concepts within TOGAF.</p>                                                                                                                                                                               |
| <br><b>DAMA International</b>                                                          | <p>Active Architecture contributor to DAMA, the Data Management Community.</p> <p>Our focus is on improving Data Governance across Financial Services.</p>                                                                                                                                                                                                             |
| <br><b>APPROVED ORGANISATION</b>                                                       | <p>Platinum Approved by BCS, the highest level of accreditation only held by a handful of organisations.</p> <p>Recognised for furthering the IT profession</p>                                                                                                                                                                                                        |
| <br><b>BUSINESS ARCHITECTURE GUILD</b>                                                | <p>Member of the Business Architecture Guild, contributing to the discipline and maturity of Business Architecture and Enterprise Architecture.</p>                                                                                                                                                                                                                    |
| <br><b>TEAM DEFENCE INFORMATION EXCELLENCE AWARDS 2019</b>                             | <p>The Awards recognise projects that demonstrate improvements, or potential improvements, in innovation and collaboration across defence. The commended project, titled 'Governing Master Data within Defence Logistics', marks the second time the strategy and architecture specialist has received an award at the Team Defence Information Excellence Awards.</p> |



## Service Features and Benefits

### FEATURES

#### Aligns with all six missions of the CDDO Digital Future roadmap

Our service ensures that your architecture initiatives comprehensively cover the different domains of Business, Application, Data, and Technology, take a data-driven approach that enacts delivery of cost-effective and resilient solutions empowering efficient, secure and user-centric public services.

#### Defines a clear vision and strategy for technology use

By providing your organisation with insightful data, compelling views of your organisation's and optimally-grained roadmaps that clearly show direction and dependencies across services, applications, technologies and projects, whilst ensuring DDaT investments adhere to your goals.

### BENEFITS

#### Easy consumption of variety of architecture services

Our service offers easy assimilation of a variety of architecture services that can adapt to your organisation's size, ambition, needs and demands, providing a convenient and confidential channel to draw on our sound expertise and responsible delivery.

#### Ensures DDaT investments align with business objectives

By ensuring a direct line of sight between your organisation's objectives and requirements and its programmes of work and work packages, we help to maximise the value and impact that adoption of technology and agile ways of working can achieve.



|                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Develops detailed DDaT architecture models supporting business strategy</b></p> <p>Our service develops detailed DDaT architecture models with data-driven views of the different domains Business, Application, Data, Technology, that can drill across them and also show a user-journey perspective. This approach enables making informed decisions about technology investments and digital initiatives.</p> | <p><b>Provides a blueprint for current and future DDaT</b></p> <p>Our service enables your organisation to create a compelling Architecture Repository, instil iterative updates and validations, and endows your organisation to plan and prioritise architecture initiatives. This will empower ability to analyse projections of your estate's evolution in accordance with long-term goals and objectives.</p>                                                     |
| <p><b>Considers current capabilities and future needs</b></p> <p>We consider both maturity of current capabilities as well as future needs, ensuring that your architecture solutions are designed to meet the evolving requirements of your organisation, support innovation, and deliver on sustainability, efficiency, security and resilience.</p>                                                                  | <p><b>Focus on cost-effective, high-value initiatives</b></p> <p>We focus on cost-effective initiatives that deliver high-value, identify quick-wins, helping you organisation to prioritise and optimise your DDaT investments and providing your teams with the flexibility and agility to unlock the desired transformation.</p>                                                                                                                                    |
| <p><b>Assists with evaluating, selecting and integrating new technology and systems</b></p> <p>Helping your organisation to adopt technologies that offer the most value and align with your strategic objectives, whilst reducing complexity and risk.</p>                                                                                                                                                             | <p><b>Helps organisations adopt technologies offering the most value</b></p> <p>We enable your organisation to stay ahead of the curve and leverage on emerging technologies such as Artificial Intelligence (AI), Data Analytics and enhanced Digital Experiences, that would meet your needs in a cost-effective manner.</p>                                                                                                                                         |
| <p><b>Establishes governance structures and practices to oversee architecture management</b></p> <p>Our service establishes governance structures and practices to oversee architecture assurance, ensuring that your architecture initiatives are aligned to best practices, adopted technology standards, regulations and policies, whilst providing a space for controlled adoption of innovation.</p>               | <p><b>Ensures sustainable management of the enterprise architecture</b></p> <p>Our service ensures sustainable growth and management of the enterprise architecture, helping to maintain a reliable, valid and comprehensive architecture repository that covers the different and relevant landscapes with insightful and quality views addressing the stakeholders' concerns, whilst assuring compliance to the establish architecture governance and protocols.</p> |
| <p><b>Upskills and resources to evolve the architecture effectively</b></p> <p>By co-creation and transfer of knowledge and know-how, we empower your teams with the capabilities they need to drive architecture excellence, growth and maturity within your organisation.</p>                                                                                                                                         | <p><b>Uplifts internal capability, reduces dependence on external consultancies</b></p> <p>We enable your organisation to build internal expertise and drive architecture excellence independently.</p>                                                                                                                                                                                                                                                                |
| <p><b>Develops business capabilities for digital transformation</b></p> <p>Enabling your organization to deliver user-centric digital services that meet your needs of efficiency, resilience, security,</p>                                                                                                                                                                                                            | <p><b>Enhances decision-making supporting efficiency and value</b></p> <p>Our service fosters restructuring of capabilities that best support strategic analysis of your estate evolution, and for your cross-functional teams to work towards</p>                                                                                                                                                                                                                     |



|                                                                                                                                                                                                     |                                                                                                                                                                                                                                        |
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| sustainability, and expectations of your users.                                                                                                                                                     | improvements against agreed objectives and outcomes.                                                                                                                                                                                   |
| <b>Upgrades architecture functions incorporating agile architecture and digital architecture</b><br>Ensuring that your DDaT initiatives are agile, adaptable, scalable, sustainable, and resilient. | <b>Agile, adaptable, scalable, sustainable and resilient DDaT</b><br>Our service ensures that both your technology and operating model are well-positioned and nimble respond to changing requirements and technological advancements. |



## 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](mailto: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