

INTEGRATION AND DATA ANALYTICS PLATFORM SOLUTION DESIGN, DELIVERY AND SERVICE IMPLEMENTATION USING SAP BUSINESS TECHNOLOGY PLATFORM (SAP BTP)

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

INTEGRATION AND DATA ANALYTICS PLATFORM SOLUTION DESIGN, DELIVERY AND SERVICE IMPLEMENTATION USING SAP BUSINESS TECHNOLOGY PLATFORM (SAP BTP)	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

Our service encompasses the end-to-end process of architecting, designing, delivering, and supporting enterprise-grade integration and data analytics solutions utilizing SAP Business Technology Platform (SAP BTP). We specialize in leveraging a variety of architectural paradigms, including event-driven architecture, API-driven architectures, batch processing, and data migration (ETL/ELT) architectures, all while ensuring compliance with Group Decision Support System (GDSS) standards and principles.

Our team possesses deep expertise in harnessing the capabilities of SAP BTP products to create tailored solutions that meet the unique needs of each client. We focus on crafting robust platforms that enhance data visibility, streamline workflows, and facilitate informed decision-making processes within organizations.

Throughout the project lifecycle, from conception to implementation, we prioritize adherence to GDSS standards, ensuring that the solutions we deliver not only meet regulatory requirements but also optimize data governance and security protocols.

Furthermore, we offer ongoing support and maintenance services to ensure the longevity and relevance of the implemented solutions. Our commitment extends to providing continuous guidance and updates, enabling organizations to adapt to evolving business landscapes and technological advancements seamlessly.

By partnering with us for integration and data analytics platform solution design and implementation using SAP BTP, organizations can unlock the full potential of their data assets while meeting GDSS standards and principles. Our comprehensive approach ensures a smooth journey toward achieving operational excellence, driving business growth, and fostering a data-driven decision-making culture within the organization.

Service Features

Low Code Development

Application development and process automation are accelerated using a low-code platform. This reduces reliance on traditional coding, empowers business users and shortens time to market for new solutions.

Compliance Standards

Adherence to Government Digital Service Standards and principles is ensured. This supports data security and regulatory compliance and helps protect the integrity and confidentiality of organisational data.

Business Intelligence

Advanced analytics tools are used to generate actionable insights from SAP and non-SAP data sources. This enables informed decision-making, operational optimisation and competitive advantage.

Monitoring Solutions

Logging, error handling and monitoring frameworks are implemented to maintain reliability and performance of integrated systems. Issues are identified proactively to minimise downtime and maintain user satisfaction.

**Cloud Ready**

Applications are deployed across cloud providers using the SAP BTP platform. This supports interoperability and scalability while ensuring secure data exchange and workflow automation.

Service Benefits**PaaS Efficiency**

Cloud applications are connected efficiently using SAP BTP Cloud Integration. This streamlines data exchange and automation while maintaining security and scalability, improving overall operational efficiency.

Regulatory Assurance

Compliance with industry standards such as GDS is supported through SAP BTP compliance capabilities. This safeguards data integrity and confidentiality across integrated systems.

Agile Development

Application development is accelerated using SAP BTP low-code capabilities. This enables faster innovation, reduces time to market and allows solutions to adapt to changing business requirements.

Data-Driven Decisions

SAP BTP business intelligence tools are used to deliver actionable insights. Real-time analytics from multiple data sources support informed decision-making and strategic optimisation.

Proactive Monitoring

Monitoring solutions proactively identify and resolve issues to maintain optimal system performance. This minimises downtime and supports consistent user satisfaction across integrated systems.



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