

ARCHITECTURE ESTABLISHMENT

Service Definition
G-Cloud 15

REPLY

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TABLE of CONTENTS

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 Architecture Establishment service defines and sets up the foundational structures, processes, and governance needed for an effective enterprise and solution architecture function. We create clear frameworks, standards, and operating models, ensuring consistent decision-making, improved alignment with business goals, and a robust platform for future technology planning and transformation.

We work with you to identify priority areas to support your architecture change agenda and tailor process from best practice and our years of experience.

FEATURES

- **Maturity assessments for targeted action**
Using our Enterprise Architecture Capability Model we can pinpoint areas for immediate focus and plan for measured improvement where required.
- **Architecture Service frameworks and best practice in the following areas**
Foundational Service Frameworks that can be developed to meet your specific requirements.
- **Strategy & Planning including strategy development and definition and roadmap development**
Using your business priorities, identified opportunities and pain points as a key input we can assist the creation of an actionable strategy and roadmaps spanning multiple horizons.
- **Architecture Practice Management including demand management, content management and architecture performance**
We have supported our clients in establishing an Architecture PMO function. Putting in place the processes to manage demand, and efficiently curate architecture content.
- **Modern Solution Architecture**
The role of the architect has changed as IT operating models and delivery methodologies have evolved and the expectation to deliver change at pace has grown. Retail Reply consultants have first hand experience working as architects embedded in agile teams and have evolved our practices to suit.
- **Architecture Governance Frameworks**
We have designed governance and decision-making processes suitable for use at different levels from localised (in-project) decision making to Enterprise Level governance boards.
- **Architecture Consultancy and techniques for innovation and concept development**
We can provide short-term architecture consultancy or longer-term engagement (using our Architecture Managed Service Model). We bring expertise from across the Reply Group to address and innovate around specific problem areas.

BENEFITS

Architecture can benefit an organisation in the following ways:

- Facilitate more open collaboration between IT and business by positioning an architecture function as a reliable and trusted partner for both the business and technology
- Creating Tech Strategies and Roadmaps that simplify investment prioritisation considering key implications such as scope boundaries, cost, alignment with strategy and technical debt
- Make it easier to proactively identify and manage technology choices/scenarios against long-term goals.
- Support and evaluate the procurement of technology
- Provide a comprehensive view of technology assets to the business



WHAT THE SERVICE INCLUDES

Our Architecture Enablement Service typically touches on some or all of the following areas:

Strategy & Planning

The Design and setup of frameworks and services to establish how the architecture function is engaged and contributes to the following:

- Creation of Domain or Technology or more broadly focussed Strategies
- Multi-horizon Roadmap development, reflecting the above
- Broader Enterprise strategy

Architecture Practice Management

The Design and setup of frameworks, services and tools that facilitate the following:

- Management of architectural assets and artefacts such as capability models, technology and application catalogues and inventories
- Management of demand for architecture services through considered front door processes
- Reporting on the performance of the architecture function

Project / Initiative Lifecycle

Focussing more on solution architecture. We define how this practice sits within the wider SDLC ensuring that the value of architecture is provided at the right points and interacts efficiently with other functions. We help establish operating models that work enhanced by the tooling and ways of working built from years of experience.

Architecture Governance

The Design and setup of frameworks and services that facilitate the following, providing transparency and traceability:

- Enterprise governance and decision making
- Domain Specific Design Authorities
- Efficient and visible local decision making
- Establishing Principles and Guardrails to facilitate the above

Support

Enabling architecture to serve and support the organisation consistently satisfying more ad-hoc requirements enabling:

- Architecture Consultancy where thought leadership are required for new initiatives and innovations
- Knowledge Sharing and Knowledge management

WHY THIS MATTERS

Over the past 3 decades architecture has shifted from technical design to strategic enablement – adapting to every wave of technological and business change. Modern architecture is no longer defined solely by artefacts, reviews or control points. The value of architecture now comes from its behaviors – how architects guide decisions, shape intent and support delivery.

These evolving behaviors reflect the transition towards architecture discipline that is adaptive, learning oriented, human-centered and integrated deeply with teams and 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 embed targeted knowledge transfer throughout the Architecture Establishment service to ensure the architecture function is understood, adopted, and able to operate independently once established. Enablement focuses on practical application rather than theory, supporting architects, delivery teams, and stakeholders in working effectively within the new frameworks.

Knowledge transfer is delivered through:

- **Walkthroughs of architecture frameworks, processes, and governance**, ensuring stakeholders understand how and when architecture should be engaged, and how decisions are made and recorded.
- **Role-based enablement sessions** for architects, delivery teams, and governance participants, clarifying responsibilities, expectations, and interaction points across the delivery lifecycle.
- **Hands-on guidance during setup**, embedding good practice as tools, artefacts, and processes are introduced, rather than relying on standalone training.
- **Documentation and reference materials**, including standards, principles, guardrails, and process guidance, to support consistent ongoing use.

Where required, additional coaching or advisory support can be provided to help teams adopt new ways of working, mature architecture behaviours, or support early operation of the architecture function.



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