

SALESFORCE MANAGED SERVICE

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Reply are a pure-play Salesforce Summit Consultancy partner solely based in the UK. We focus on enabling our customers, not embedding technology that makes them dependant on partners. We understand in the public sector, customer engagement and operational efficiencies are paramount. Our Salesforce implementation services offer a comprehensive suite of solutions tailored to government agencies and public bodies. These encompass the strategic planning, customised implementation, and ongoing support of Salesforce platforms.

Arlanis will supply a wide range of Salesforce offerings, supporting from business analysis and requirements capture, through to early life support and managed services. Our implementation services are fitted for all customers, from just starting their Salesforce journey, to large enterprises who require whole business transformations. From improving citizen services, to enabling interdepartmental collaboration, our services aim to transform public sector entities into more agile, transparent, and responsive organisations.

Features	Benefits
- Support via multiple methods (e.g. email, phone, Slack). - Salesforce support. - Request functionality and fix bugs. - Proactively work through backlog of items. - Continuous improvement and process change. - Salesforce training. - Salesforce Administration & Development. - Salesforce Consultancy. - Update orgs functionality to align with Salesforce annual releases. - SC Cleared staff and onshore talent.	- Predictable monthly cost. - Reactive support, to remediate any bugs. - Continuous improvement by working through backlog. - Reduce time spent internally on Salesforce related IT support tickets. - Fast resolution & SLA times. - Access to wide variety of specialised experts. - Support of wider Reply group for wide range of expertise.

Reply are specialist in the majority of Salesforce Products, including Sales Cloud, Service Cloud, Marketing Cloud, MuleSoft, Commerce, Industry Cloud, Data Cloud, Heroku, Experience Cloud, Slack etc.

What is our Salesforce Managed Service?

Our Salesforce Managed Service is a comprehensive offering designed to support public sector organisations in maximising the value of their Salesforce investment. As a summit Salesforce partner, with over 900 Salesforce certifications, we provide ongoing management, support, and enhancement of Salesforce environments.

With this service you can expect some of the following:

- System Monitoring
- Salesforce annual release/update preparation
- User Support & Training
- Custom Development
- Strategic Consulting
- Creation of prioritised requirements backlog



- Rapid releases of functionality with continuous improvement
- Fast SLA response times
- Reactive bug fixes & enhancements

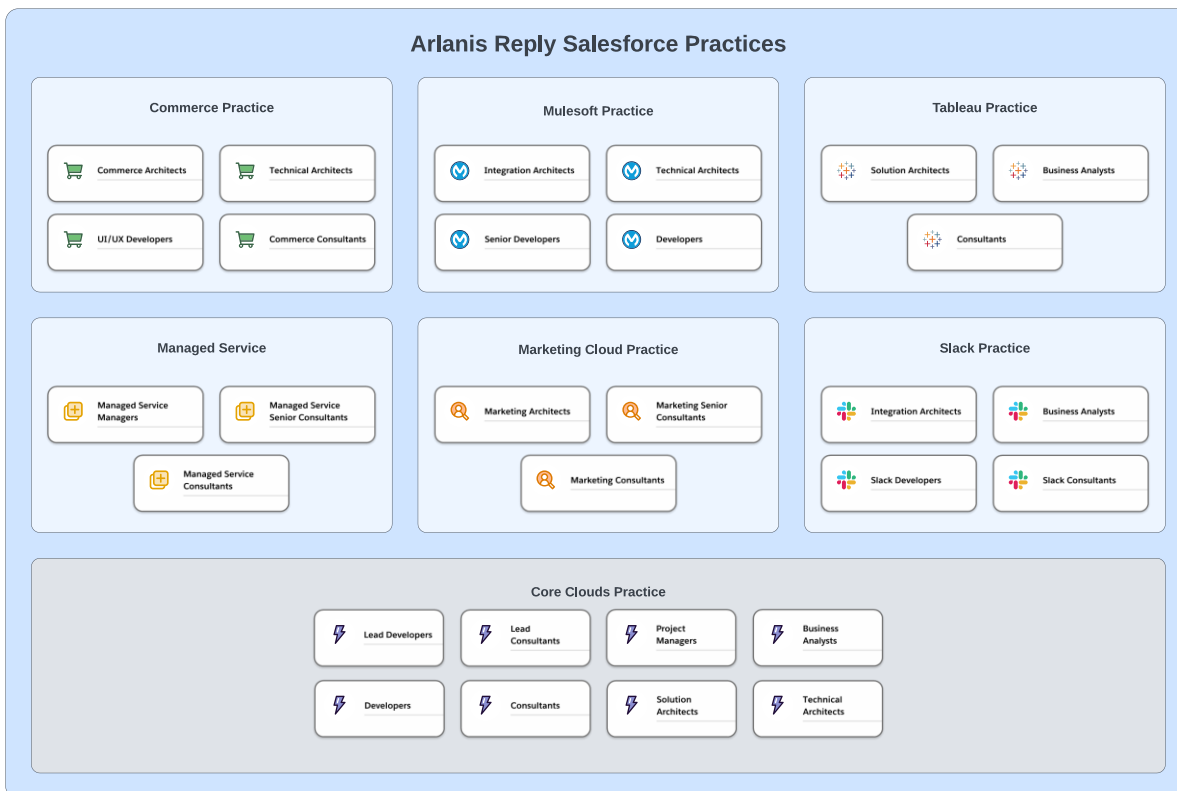
Our managed service is tailored to foster continuous improvement, drive user adoption, and ensure that Salesforce remains a powerful tool for your organisation.

Who is it Ideal for?

This service is ideal for public sector organisations of any size that wish to leverage the full potential of Salesforce without diverting their internal resources from their core missions. It is particularly beneficial for entities that:

- Lack in-house Salesforce expertise or wish to augment their existing capabilities.
- Require a flexible and scalable Salesforce solution that can adapt to changing demands and policy environments.
- Aim to improve customer engagement, operational efficiency, and data-driven decision-making through advanced use of Salesforce.
- Seek to ensure their Salesforce environment is always compliant with the latest public sector standards and cybersecurity protocols.
- Wish to stick to Salesforce best practices to get the most from the platform, and remain on the update path for Salesforce's annual releases

Who might you be working with?





ONBOARDING

Onboarding to our Salesforce Managed Service is designed to be a seamless and collaborative journey. We recognise the intricacies of public sector operations and tailor our onboarding to meet the stringent demands of public service delivery. Some onboarding processes can include:

- **Define Objectives:** Clearly define the project objectives in alignment with public sector mandates and your strategic goals.
- **System Audit and Health Check:** A thorough review of your existing Salesforce setup to identify areas for improvement, security enhancements, and custom development needs.
- **Roadmap Development:** Crafting a tailored service roadmap that outlines the planned support, enhancements, and strategic initiatives to be undertaken as part of the managed service.
- **Establish Governance:** Set up a project governance structure to ensure oversight and successful delivery in line with the GDS framework.
- **Secure Data Handling:** Establish protocols for secure data handling, adhering to the UK GDPR and public sector standards.
- **Establish team:** Onboard group of certified and industry specialists who will conduct the Salesforce Discovery.
- **Identifying Champions:** Working with you to identify internal champions who will drive the Salesforce project within your organisation.
- **Communicating Expectations:** Clearly outlining roles, responsibilities, and expectations to all project stakeholders.

Our onboarding process is designed to ensure that your transition to Salesforce is well-planned, secure, and sets a solid foundation for a successful implementation. We partner closely with your team to not only onboard the technology but also to foster a culture ready to embrace digital transformation.

Offboarding

The offboarding process from our Salesforce services is approached with as much diligence and attention to detail as our onboarding. We ensure a structured and transparent transition, whether moving to another phase of the project, handing over to an in-house team, or transitioning to another supplier. Some of the process you can expect from our offboarding:

- **Transition Workshops:** Conduct workshops with all relevant stakeholders to discuss the scope and timeline of the offboarding process.
- **Documentation Review:** Ensure that all documentation is up-to-date, comprehensive, and easily understandable for the succeeding team or supplier.
- **Data Extraction:** Extract all relevant data from the Salesforce system, following the highest standards of data security and integrity.
- **Data Handover:** Transfer data to the designated system or team, ensuring compatibility and usability, accompanied by detailed data maps and schemas.
- **Debrief Sessions:** Detailed sessions explaining the system architecture, configurations, custom developments, and operational processes.
- **Handover of Materials:** Provision of all training materials, system manuals, and user guides to the incoming team.
- **Offboarding to another supplier:** Perform an audit that all contractual and service obligations have been fulfilled, and a closure meeting with all stakeholders to confirm completion of offboarding process and formally close project.

Our offboarding process is designed to be comprehensive, secure, and considerate of future public sector needs. It ensures that there is no loss of service quality or data integrity, and that your team or the succeeding supplier is fully equipped to take over with confidence.



Access to Data

Ensuring uninterrupted access to client data upon exit is a critical component of our offboarding process. We adhere to strict protocols to guarantee that your organisation maintains full control and accessibility to all its data, aligning with public sector standards and data protection laws.



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

Our approach to training and knowledge transfer is built on the foundation of empowering public sector organisations to maximise their investment in Salesforce. As a summit Salesforce partner with a commitment to delivering exceptional public sector solutions, we offer a comprehensive training programme designed to cater to all levels within your organisation.

Customised Training Programmes: Understanding that different roles within your organisation require different levels of Salesforce knowledge, we offer customised training programmes:

- **Administrator and Developer Training:** Comprehensive training for Salesforce administrators and developers, covering system configuration, custom development, best practices, and security to ensure your team can fully support and extend the Salesforce platform.
- **End-User Training:** Role-specific training designed to ensure that all users can efficiently utilise Salesforce in their daily tasks, enhancing productivity and service delivery to the public.

Methodology: Our training methodology is inclusive, engaging, and designed for maximum knowledge retention:

- **Blended Learning Approach:** Combining instructor-led training, hands-on workshops, e-learning modules, and interactive webinars to cater to different learning styles and schedules.
- **Train-the-Trainer Model:** Equipping selected staff members with the knowledge and tools to train other users, ensuring sustainable Salesforce expertise within your organisation.

Knowledge Transfer: Our knowledge transfer process ensures your team has the information and confidence needed to manage and optimise Salesforce long after our formal engagement concludes:

- **Documentation and Resources:** Providing comprehensive documentation, including user manuals, configuration guides, and best practices, all tailored to your specific Salesforce environment.
- **System Handover Workshops:** Conducting detailed sessions to transfer knowledge about the customised Salesforce solution, including the architecture, custom code, integrations, and operational procedures.
- **Q&A Sessions:** Regularly scheduled Q&A sessions during and post-training to address any lingering questions and ensure clarity and confidence in using the system.

Our training and knowledge transfer services are designed to empower your organisation with the skills and knowledge to leverage Salesforce to its full potential. We aim to foster a culture of continuous learning and improvement, ensuring that your investment in Salesforce continues to deliver value long into the future.



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

For the successful implementation of Salesforce solutions within the public sector, a collaborative partnership between our team and the client is essential. Some client responsibilities can include:

- **Clear Communication:** Maintaining open and consistent communication channels with our project team.
- **Dedicated Team Members:** Allocating dedicated internal team members who will work closely with our project team.
- **Time Commitment:** Ensuring that all required participants from your organisation can dedicate the necessary time, depending on the activities required for their role.
- **Data Preparation:** Assisting in the preparation and cleansing of data to be migrated into the Salesforce platform, ensuring accuracy and completeness.
- **System Access:** Providing our team with timely access to existing systems.
- **IT Support:** Ensuring that your IT infrastructure is prepared for the Salesforce implementation.
- **Change Leadership:** Demonstrating strong leadership to drive change and adoption of the Salesforce solution across the organisation.
- **User Adoption Strategy:** Collaborating with us to develop and implement a user adoption strategy, including communication, training, and support plans.
- **Security Requirements:** Communicating any specific security requirements or protocols that need to be integrated into the Salesforce solution.
- **Constructive Feedback:** Providing timely and constructive feedback throughout the project lifecycle.
- **Success Metrics:** Working together to define and agree on success metrics and evaluation criteria to assess the project's outcomes.
- **Risk Management:** Participating in risk management activities, including the identification, assessment, and mitigation of potential risks to the project.
- **Budget Management:** Ensuring timely approval of budgets and efficient management of project finances in line with agreed contracts and milestones.
- **Payment Schedules:** Adhering to agreed payment schedules to ensure the smooth progression of the project.



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