

DIGITAL DATA TRANSFORMATION

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
infouk@reply.com

www.reply.com



TABLE of CONTENTS

SERVICE DEFINITION	1
TABLE OF CONTENTS	2
SERVICE DESCRIPTION	3
ONBOARDING	6
OFFBOARDING	6
ACCESS TO DATA	7
SECURITY	8
PERSONNEL SECURITY	8
INFORMATION SECURITY	8
PHYSICAL SECURITY	8
TRAINING & KNOWLEDGE TRANSFER	9
ORDERING AND INVOICING PROCESS	10
CUSTOMER RESPONSIBILITIES	11
ABOUT REPLY	13



SERVICE DESCRIPTION

Reply's Digital Data Transformation is a comprehensive service designed to help government organizations modernize and optimize their data infrastructure, systems, and processes. Here's an overview of the service:

Assessment and Strategy Development:

Our experts conduct a thorough assessment of the government organization's current data landscape, including data sources, storage systems, and analytical capabilities.

Based on the assessment findings, we develop a tailored data transformation strategy aligned with the organization's goals and objectives, ensuring compliance with G-Cloud 14 regulations and standards.

Data Integration and Consolidation:

We assist in integrating and consolidating data from disparate sources and systems within the government organization into a centralized data repository or data lake.

This involves migrating data from legacy systems, breaking down data silos, and establishing seamless data flows to ensure data consistency, accuracy, and accessibility.

Data Quality and Governance:

Our team implements robust data quality processes, metadata management, and data governance frameworks to maintain data integrity, security, and compliance with G-Cloud 14 requirements.

We employ data cleansing, deduplication, and standardization techniques to enhance data quality and eliminate inconsistencies, ensuring that government agencies can trust the data they rely on.

Advanced Analytics and Insights:

Leveraging advanced analytics techniques such as predictive analytics, machine learning, and AI, we derive actionable insights from government data.

Our solutions enable government agencies to uncover valuable insights, predict trends, identify patterns, and make data-driven decisions to better serve citizens and stakeholders.

Cloud Migration and Modernization:

We facilitate the migration of government data and applications to secure and compliant cloud platforms, including AWS, Azure, and Google Cloud, in accordance with G-Cloud 14 guidelines.

Additionally, we help modernize existing data infrastructure with containerization, microservices, and serverless computing to improve scalability, agility, and cost-effectiveness.

Data Visualization and Reporting:

Our data visualization tools and dashboards enable government agencies to present insights in a visually compelling and easily understandable format.

Interactive dashboards, reports, and visualizations empower stakeholders to explore data, gain insights, and make informed decisions in real-time, enhancing transparency and accountability.

Continuous Improvement and Support:

We provide ongoing support and maintenance services to ensure that government organizations can continuously optimize and improve their data transformation initiatives.

Our team monitors performance, provides training, and offers guidance to help agencies maximize the value of their data assets and drive digital innovation.



Overall, Glue Reply's Digital Data Transformation offering for G-Cloud enables government organizations to unlock the full potential of their data, drive innovation, and deliver better services to citizens while complying with G-Cloud 14 regulations and standards.

Features

The features of Reply's Digital Data Transformation offering for G-Cloud encompass a range of capabilities designed to modernize and optimize government organizations' data infrastructure, systems, and processes. Here are the key features of the service:

- **Comprehensive Assessment:** Conducting a thorough assessment of the government organization's current data landscape to identify strengths, weaknesses, opportunities, and threats.
- **Tailored Strategy Development:** Developing a customized data transformation strategy aligned with the organization's specific goals, objectives, and compliance requirements under G-Cloud 14.
- **Data Integration and Consolidation:** Integrating and consolidating data from disparate sources and systems into a centralized repository or data lake to ensure consistency, accuracy, and accessibility.
- **Data Quality Assurance:** Implementing robust data quality processes, metadata management, and governance frameworks to maintain data integrity, security, and compliance with G-Cloud 14 regulations and standards.
- **Advanced Analytics and Insights:** Leveraging advanced analytics techniques such as predictive analytics, machine learning, and AI to derive actionable insights from government data and support data-driven decision-making.
- **Cloud Migration and Modernization:** Facilitating the migration of data and applications to secure and compliant cloud platforms like AWS, Azure, and Google Cloud, while modernizing existing infrastructure to improve scalability, agility, and cost-effectiveness.
- **Data Visualization and Reporting:** Providing data visualization tools, dashboards, and reports to present insights in a visually compelling and easily understandable format, empowering stakeholders to explore data and make informed decisions.
- **Continuous Improvement and Support:** Offering ongoing support, maintenance, and training services to help government organizations continuously optimize and improve their data transformation initiatives, driving digital innovation and delivering better services to citizens.

Benefits

The Digital Data Transformation service offered by Glue Reply for G-Cloud provides several benefits to government organizations seeking to modernize their data infrastructure and processes. Here are the key benefits of the service:

- **Enhanced Data Insights:** By leveraging advanced analytics techniques, government organizations can gain deeper insights into their data, enabling them to identify trends, patterns, and opportunities that were previously hidden. This enhanced visibility empowers decision-makers to make informed, data-driven decisions that drive organizational efficiency and effectiveness.
- **Improved Decision-Making:** With access to accurate, timely, and reliable data, government agencies can make better decisions across various functions, from policy formulation and resource allocation to service delivery and citizen engagement. This leads to more effective governance, improved service delivery, and greater citizen satisfaction.
- **Increased Operational Efficiency:** By streamlining data processes, integrating disparate systems, and automating manual tasks, organizations can significantly improve operational efficiency. This results in cost savings, reduced resource wastage, and faster response times to emerging challenges and opportunities.
- **Enhanced Compliance and Security:** The service helps government organizations maintain compliance with G-Cloud 14 regulations and standards, as well as other relevant data privacy and security regulations. By implementing robust data governance and security measures, organizations can safeguard sensitive information and protect against data breaches and cyber threats.
- **Agility and Scalability:** Cloud migration and modernization enable government agencies to leverage



scalable, flexible cloud infrastructure and services, allowing them to adapt quickly to changing requirements and scale resources as needed. This agility enables faster innovation, experimentation, and response to emerging needs.

- **Improved Citizen Services:** Ultimately, the transformation of data infrastructure and processes leads to improved citizen services. By leveraging data insights, governments can tailor services to meet citizens' needs more effectively, deliver personalized experiences, and enhance overall satisfaction with government services.
- **Strategic Advantage:** By embracing digital data transformation, government organizations gain a strategic advantage in an increasingly data-driven world. They can stay ahead of the curve, anticipate emerging trends and challenges, and innovate proactively to address citizen needs and drive societal progress.

■



ONBOARDING

New clients are onboarded through a structured process designed for a seamless transition and immediate value realisation from our services. This process ensures that client needs, objectives, and existing infrastructure are thoroughly understood and integrated. Here's a breakdown of our onboarding process:

1. **Kick-off Meeting:**
 - a. A kick-off meeting is scheduled to understand the client's specific requirements and objectives.
 - b. Key project stakeholders are identified, and essential concepts relevant to system integration are introduced and explained.
2. **Collaborative Method Proposal:**
 - a. We propose a collaborative method that outlines the joint effort required for successful implementation and operation.
 - b. This proposed method is refined jointly with the client to adapt it to their specific needs and ensure alignment with their operational practices and business objectives.
3. **Regular Check-ins:**
 - a. Throughout the onboarding process, regular check-ins are scheduled to address concerns, clarify next steps, and ensure alignment with the project roadmap.
4. **Tailored Onboarding Plan:**
 - a. Working closely with our clients, we craft a tailored onboarding plan that may include formal training, on-the-job training (OJT), computer-based training (CBT), or the identification and selection of client resources for continued operation.
5. **Seamless Integration Support:**
 - a. Our hands-on approach ensures that clients are fully supported from the outset, setting the stage for a successful partnership and seamless integration experience.
6. **Knowledge Transfer and Support Provision:**
 - a. In scenarios where we assume responsibility for services from a client or previous contractor, we facilitate efficient and transparent knowledge transfer and assume support provision diligently.
 - b. We are equipped to handle Transfer of Undertakings (Protection of Employment) Regulations (TUPE) transfers to ensure compliance and continuity for all parties involved.

Offboarding

Securing a client's exit or transition to another supplier is approached with careful planning, emphasising smooth and secure service transfer. Our offboarding process ensures that clients experience minimal disruption and maintain control over their data throughout the transition. Here's how we handle offboarding:

1. **Exit Planning:**
 - We initiate the offboarding process with thorough exit planning to understand the client's needs, timelines, and compliance requirements.
 - Clear communication channels are established to ensure coordination throughout the transition.
2. **Data Integrity and Security:**
 - Data integrity and security are paramount. We implement protocols for auditing data completeness and securely purging any data from our systems post-transfer.
3. **Collaborative Transition:**
 - When transitioning to another supplier, we collaborate closely to ensure technical compatibility and provide comprehensive documentation of the client's integration environment.



- Our objective is to minimise operational disruption for the client, ensuring they maintain control and access to their data and experience seamless service continuity.

4. Structured Offboarding Process:

- In the event of project completion or transitioning to another supplier, we prioritise a structured and orderly offboarding process.
- A comprehensive assessment identifies outstanding tasks, deliverables, or dependencies that need to be addressed prior to the transition.

5. Tailored Offboarding Plan:

- Through open dialogue and collaboration, we develop a tailored offboarding plan that outlines steps, timelines, and responsibilities involved in the transition process.

6. Seamless Transition:

- Our goal is to facilitate a seamless transition that preserves continuity, minimises risks, and enables clients to transition smoothly to their next phase of operations.
- By leveraging our expertise, resources, and commitment to excellence, we aim to leave a lasting positive impact on our clients' business outcomes, even as our engagement concludes.

Access to Data

Throughout the offboarding journey, we take proactive measures to facilitate ongoing access to client data. We provide comprehensive documentation outlining the location, format, and access procedures for client data, ensuring that relevant stakeholders have the necessary information to access and utilise the data effectively.

Throughout the offboarding period, our team remains available to provide ongoing support and assistance to client personnel, addressing any queries or concerns related to data access and ensuring a smooth transition of ownership and responsibility.



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

As part of the offboarding process and where such is required, we are keen to assist clients in developing their staff and supporting self-sufficiency, ensuring they are equipped with the skills and knowledge required to access, manage, and maintain systems put in place post-offboarding.

We are happy to discuss how best to assist in continuous professional development with a client. Our primary methods are through workshops, mentoring and guided on-the-job training, however we offer many flexible options – for example, we have the capability to develop and deploy “Apps” to support and deliver training options exploiting Portable User Devices such as tablets and smartphones. Through partners, we can also deliver more formal instructor led and computer-based training packages and Webinars.



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

We deliver exceptional results, but we cannot succeed alone. While we bring expertise, tools, and delivery capability, certain contributions from your organisation are essential to ensure we are building solutions that meet your needs and can be sustained after our engagement. However, we recognise that organisations often engage us precisely because some of these capabilities are missing and we will be there filling those gaps.

What we need from you:

- **Access and Environment Provisioning:** We need access to relevant systems, data sources, and environments to understand your landscape and build appropriate solutions. We understand access can take time due to security procedures and approvals. We will work with you to navigate these processes and can begin with limited access while fuller permissions are secured. If production-like environments don't exist, we can help you establish them as part of our engagement.
- **Stakeholder Identification and Availability:** Help us identify the right people to speak with: subject matter experts who understand your data, processes, and business needs. We know everyone is busy, so we will be flexible with scheduling and efficient with their time. If key knowledge exists only in people's heads rather than documentation, that's fine. We will capture and document it as part of our work.
- **Decision-Making and Governance:** We need someone with authority to make decisions on direction, scope, and trade-offs when choices arise. This doesn't require daily involvement. Typically, weekly or fortnightly governance meetings are sufficient. If decision-making processes are unclear or complex, we can help you establish appropriate governance structures as part of the engagement. Also, if authority figures are missing (C-levels, heads of department, technical leads) we can provide experienced leadership to fill those gaps in order to drive decision-making and maintain momentum until permanent appointments are made or internal capability is established.
- **Representative Data and Use Cases:** Access to realistic data and actual business scenarios helps us build solutions that work for your real-world needs, not theoretical examples. We understand data may be messy, incomplete, or sensitive. We will work within those constraints, help you improve quality where needed, and ensure appropriate security controls. If you are unsure what data to provide, we'll guide you through that discovery.
- **Engagement in Knowledge Transfer:** Your team's participation in training and knowledge building activities is crucial for sustainability after we leave. We understand competing priorities and will design training that's practical, relevant, and respectful of time constraints. If you lack technical staff to receive handover, we can discuss options including extended support arrangements, recruiting assistance, or phased capability building.
- **Honest Conversation About Constraints:** Tell us early about limitations, challenges, or concerns: technical constraints, budget pressures, political sensitivities, data quality issues everyone knows about. Early honesty allows us to plan appropriately and propose realistic solutions. Late surprises create problems, but we would rather know about difficulties upfront than discover them mid-delivery.

We're Here to Help: We recognise that many organisations engage consultants precisely because they lack some of these capabilities internally. Limited technical expertise, no spare capacity for project work,



unclear governance, poor documentation. That is completely normal and exactly why we exist. Where you have gaps, we will work with you to fill them, whether that's establishing governance frameworks, creating documentation that does not exist, building technical capability in your team, or providing extended support while you recruit permanent staff. Our goal is your success, and we will adapt our approach to your reality rather than expecting you to meet some idealised client profile. The key is open communication about what you can provide, what you need help with, and what constraints we are working within. Together, we will figure out how to make it work.



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