

INTELLIGENT AUTOMATION & RPA SERVICES

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Many public sector organisations continue to rely on manual, repetitive processes to bridge gaps between legacy systems, modern applications and cloud platforms. These processes are often slow, error-prone and heavily dependent on people, creating backlogs, reducing service quality and limiting the ability to scale. While RPA and automation tools are frequently introduced as quick fixes, they are often deployed in isolation, without proper integration, governance or long-term sustainability, leading to fragile automations that fail as systems and processes change.

Reply's Intelligent Automation & RPA Integration Services for G-Cloud 15 address this challenge by combining cloud integration, robotic process automation and AI into a single, coherent approach. We automate end-to-end business processes across cloud, hybrid and legacy environments, reducing manual effort while improving reliability, transparency and control.

Our service goes beyond task-level automation to orchestrate processes across systems, applications and teams. We design automation that is integration-led, secure and scalable, ensuring it continues to operate as processes evolve and platforms change. Automation is delivered with appropriate exception handling, monitoring and governance to support critical public services.

Crucially, we focus on building sustainable automation capability rather than isolated bots. Through governance, optimisation and ongoing support, we help organisations move from short-term efficiency gains to long-term operational resilience and continuous improvement.

FEATURES

Our service combines intelligent automation, integration engineering and public sector delivery experience to create automation solutions that are reliable, scalable and fit for complex operational environments.

- **Automation of Manual and Repetitive Processes**
We identify and automate high-volume, rules-based manual activities across business processes, reducing effort, cycle time and human error. Automation is applied where it delivers clear operational benefit, freeing staff to focus on higher-value work.
- **Integration-Led RPA Architecture Design**
Automation is designed around robust integration rather than screen-scraping alone. We use APIs, messaging and integration platforms wherever possible, with RPA used appropriately to bridge unavoidable gaps in legacy systems.

This integration-led approach improves reliability and reduces automation breakage when systems change.

- **End-to-End Process Orchestration**
We design automation that orchestrates entire processes across multiple systems rather than automating individual steps in isolation. This provides visibility of process status, handoffs and exceptions from start to finish.

Orchestration enables consistent outcomes and clearer operational control.

- **AI-Assisted Process Optimisation**
Where appropriate, we apply AI techniques to enhance automation, such as intelligent routing, classification, prioritisation and anomaly detection. These capabilities enable automation to adapt to patterns and improve efficiency over time rather than remaining static.



- **Secure Automation Integrated with Enterprise Systems**

Automations are built to integrate securely with enterprise platforms, identity services and access controls. Security and compliance are embedded by design to ensure automation meets public sector expectations.

This enables automation to scale safely across the organisation.

- **Error Handling and Exception Management**

We design clear exception handling mechanisms for scenarios automation cannot resolve automatically. Exceptions are surfaced to users or support teams with context, enabling rapid intervention without disrupting end-to-end processing.

This significantly improves automation reliability and trust.

- **Workflow Monitoring and Reporting**

We provide monitoring and reporting across automated workflows, giving visibility into performance, throughput, failures and backlogs. This supports proactive management rather than reactive investigation.

- **Automation Governance and Control Frameworks**

We establish governance controls covering design standards, access, change management and lifecycle management. This prevents uncontrolled proliferation of automations and reduces operational risk.

- **Integration with Cloud and Legacy Applications**

Automations are designed to operate across cloud-native services, commercial platforms and legacy applications, enabling broader automation coverage without forcing premature system replacement.

- **Automation Support and Optimisation Services**

We provide ongoing support, maintenance and optimisation of automations to ensure they continue to perform as processes, volumes and systems evolve.

BENEFITS

Our Intelligent Automation & RPA Integration Services deliver immediate efficiency gains while creating a sustainable, well-governed automation capability that supports long-term operational resilience and service improvement.

- **Reduced Processing Time and Effort**

By automating high-volume, repetitive tasks across end-to-end processes, organisations significantly reduce cycle times and manual effort. Processes that previously took hours or days can be completed in minutes, improving responsiveness for citizens, staff and service users.

- **Scalable Automation Across Systems**

Integration-led automation ensures automations are not tightly bound to individual screens or user interfaces. By using APIs, messaging and orchestration wherever possible, automation can scale across multiple systems and processes without becoming fragile or costly to maintain.



- **Improved Process Visibility**
End-to-end process orchestration provides visibility across automated workflows, including progress, handoffs and exceptions. This enables managers to understand where work is, identify bottlenecks and intervene proactively when required.
- **Continuous Efficiency Improvement**
AI-assisted automation enables processes to improve over time rather than remaining static. Techniques such as intelligent prioritisation, routing and pattern detection support ongoing efficiency gains as volumes, behaviours and service demands change.
- **Scalable Automation Supporting Growth**
Secure, well-designed automation allows organisations to absorb increased demand without requiring proportional increases in staffing. This supports growth, seasonal peaks and policy-driven surges while maintaining service quality.
- **Improved Automation Reliability**
Robust error handling and exception management ensure automation behaves predictably even when data is incomplete, systems are unavailable or business rules change. Failures are managed gracefully rather than causing process breakdowns.
- **Better Operational Oversight**
Monitoring and reporting across automated workflows provide operational insight into throughput, performance and failure patterns. This supports informed decision-making and enables proactive operational management rather than reactive intervention.
- **Higher Operational Resilience**
Automation governance frameworks reduce reliance on individual bots, suppliers or people. Standardised design, lifecycle management and change control improve consistency and resilience across the automation estate.
- **Broader Automation Coverage**
Integration with both cloud-native and legacy systems enables automation to be applied across a wider range of processes and services, including areas that cannot yet be fully modernised.
- **Sustained Automation Performance**
Ongoing support, optimisation and governance ensure automations continue to deliver value over time, even as systems, processes and organisational priorities evolve.

WHAT THE SERVICE INCLUDES

Reply provides an end-to-end intelligent automation service that covers the full automation lifecycle, from opportunity identification through to live operation and continuous improvement.

1. Discovery and Process Identification

- We work with business, operational and service teams to identify suitable automation opportunities, focusing on processes where automation will deliver clear, measurable benefit.
- Discovery activities include:



- Mapping end-to-end business processes
 - Identifying manual effort, delays and error points
 - Assessing automation suitability and complexity
 - Prioritising opportunities based on value, risk and feasibility
- This ensures automation is targeted where it delivers real impact rather than automating inefficiency.

2. Automation Architecture and Solution Design

We design automation solutions that combine RPA, integration platforms and AI services in a coherent, scalable architecture. Automation is integration-led by default, with RPA applied pragmatically where system constraints require it.

Design activities include:

- Selection of appropriate automation techniques
- API- and event-driven integration design
- Security, identity and access control considerations
- Exception handling and resilience design

This approach reduces fragility and improves long-term sustainability.

3. Build and Implementation

We build automations using robust, reusable patterns aligned with organisational standards. Automations are designed to be observable, auditable and easy to support.

Implementation activities include:

- Development and configuration of automation components
- Integration with cloud, enterprise and legacy systems
- Workflow orchestration across systems and teams
- Logging, monitoring and alerting setup

4. Testing and Validation

Automations are tested thoroughly to ensure accuracy, performance and resilience. Testing includes exception scenarios, data anomalies and system failures to validate behaviour under real-world conditions. This reduces the risk of automation failure when deployed into live services.

5. Deployment and Transition to Live Operation

Automations are deployed in a controlled manner with appropriate documentation, monitoring and operational readiness. This ensures a smooth transition into live operation without disrupting critical services.

Activities include:

- Deployment planning and release management
- Validation in production-like environments
- Handover into support and operations

6. Monitoring, Support and Optimisation

We provide ongoing monitoring and support for live automations, ensuring issues are identified early and resolved quickly. Performance and behaviour are reviewed regularly to identify optimisation opportunities.

Ongoing activities include:

- Monitoring throughput, failures and performance
- Incident investigation and resolution
- Incremental optimisation and tuning

7. Automation Governance and Lifecycle Management



We establish governance frameworks to manage automation consistently and safely across the organisation.

This includes:

- Design and development standards
- Change and release management controls
- Lifecycle management for automations
- Auditability and compliance support

Governance prevents uncontrolled automation sprawl and reduces operational risk.

8. Knowledge Transfer and Enablement

We provide documentation, runbooks and knowledge transfer to internal teams, improving organisational capability and reducing dependency on individual suppliers.

This supports long-term resilience and informed ownership of automation services.

WHY THIS MATTERS

Together, these services replace fragile, tactical automation with a scalable, integrated and well-governed capability. Organisations gain confidence that automation will deliver consistent outcomes, reduce operational effort and support evolving services rather than introducing new risks or dependencies.



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