

Cloud Migration Execution & Implementation (AWS, Azure, GCP)

SERVICE DEFINITION DOCUMENT - VERSION 1.0

Contents

1. Detailed Service Description	3
1.1 Overview	3
1.2 Scope of the Service	3
1.3 Delivery Approach	4
1.4 Tools, Methods & Standards	4
1.5 Deliverables	5
1.6 Dependencies & Constraints	5
1.7 Customer Responsibilities	5
1.8 Quality Assurance & Governance	6
1.9 Security, Data Protection & Compliance	6
2. Onboarding & Offboarding	7
2.1 Onboarding	7
2.2 Offboarding	7
3. Pricing & Commercial	8
4. About GlobalLogic & Why We're the Right Partner	9
4.1 About GlobalLogic	9
4.2 Why GlobalLogic	9
4.3 Social Value & Ethical Impact	10
5. Contact Details	11

1. Detailed Service Description

1.1 Overview

GlobalLogic's Cloud Migration Execution & Implementation service delivers a secure, engineering-led transition of complex workloads to AWS, Azure, or GCP. Unlike pure "lift and shift" approaches, we focus on **operational readiness** and **risk mitigation** through parallel execution. Our squads manage the end-to-end migration lifecycle—from bulk data transfer and application re-platforming to automated infrastructure provisioning and final cutover.

We utilise a rigorous **"Zero Data Loss"** methodology, employing continuous checksum validation and real-time replication to ensure data integrity. By running application migration streams in parallel with data synchronisation, we minimise cutover windows and accelerate time-to-value. This service is designed for public sector organisations requiring a secure, audit-compliant move from on-premise data centres to the cloud.

1.2 Scope of the Service

The service covers the technical execution and management of the migration event:

- **Core Migration Execution:**
 - **Data Workstream:** Execution of bulk transfer (heavy lifting) and establishment of real-time replication for ongoing synchronisation.
 - **Application Workstream:** Systematic build and configuration of applications across Dev, QA, and Production environments.
 - **Parallel Execution:** Running app migration alongside data streams to ensure consistency.
- **Infrastructure Build:** Automated provisioning of target Landing Zones using Infrastructure-as-Code (Terraform/CloudFormation/ARM).
- **Tooling Migration:** secure transition of CI/CD pipelines, monitoring (Datadog/Prometheus), and security tools.
- **Validation & Cutover:**
 - **Data Integrity:** Checksum validation and consistency checks.

- **Cutover Management:** Structured go-live planning, execution, and rollback management.
 - **Post-Migration Support:** Hypercare support to address immediate operational issues.
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1.3 Delivery Approach

We follow a structured engineering lifecycle to ensure predictable outcomes:

1. **Mobilise:** Provisioning of access, validation of the target Landing Zone, and establishment of connectivity (VPN/Direct Connect).
 2. **Replicate (Data):** Initiation of bulk data transfer and setup of continuous replication pipelines.
 3. **Build (App):** Parallel deployment of application binaries and configuration of compute resources (Re-platforming).
 4. **Validate:** Rigorous testing cycle including functional testing, performance benchmarking, and data integrity verification.
 5. **Cutover:** Execution of the minute-by-minute cutover plan, traffic switching, and final consistency checks.
 6. **Handover:** Formal transition to BAU support with comprehensive operational documentation.
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1.4 Tools, Methods & Standards

- **Tools:** Terraform (IaC), CircleCI/Jenkins (Pipelines), Datadog (Observability), AWS Migration Hub, Azure Migrate, Google Cloud Migrate.
 - **Methods:** Agile delivery (Scrum/Kanban), DevOps, Site Reliability Engineering (SRE), and 6R Migration Methodology.
 - **Standards:** Aligned with NCSC Cloud Security Principles, ISO 27001, and the Well-Architected Frameworks (AWS/Azure/GCP).
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1.5 Deliverables

- **Migrated Estate:** Fully operational applications and data in the target cloud environment.
 - **Migration Runbooks:** Detailed step-by-step guides used for the cutover event.
 - **Validation Reports:** Evidence of data integrity (checksum logs) and performance test results.
 - **Infrastructure Code:** Repository of Terraform/ARM scripts for environment management.
 - **Post-Migration Review:** Analysis of performance against original on-premise baselines.
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1.6 Dependencies & Constraints

- **Access:** Requires secure administrative access (VPN/VDI) to both source and target environments.
 - **Connectivity:** Adequate network bandwidth is required for bulk data transfer within agreed timelines.
 - **Licensing:** Client is responsible for ensuring third-party software licences are transferable to the cloud.
 - **Availability:** Success depends on the availability of client application owners for User Acceptance Testing (UAT).
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1.7 Customer Responsibilities

- **Sign-off:** Timely review and approval of the Migration Plan and Cutover Schedule.
 - **Testing:** Provision of SMEs to perform UAT and validate business logic functionality.
 - **Change Control:** Management of internal Change Advisory Board (CAB) approvals for the cutover window.
 - **Freeze Periods:** Enforcement of code and data freezes during critical migration windows.
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1.8 Quality Assurance & Governance

- **Data Integrity:** We use automated checksum validation to guarantee zero data corruption during transfer.
 - **Performance Benchmarking:** We capture "Golden Signals" (Latency, Traffic, Errors, Saturation) before and after migration to ensure performance parity.
 - **Risk Management:** Weekly RAID log reviews to proactively manage migration risks and dependencies.
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1.9 Security, Data Protection & Compliance

- **Clearance:** All staff can be provided with BPSS up to SC Clearance as required.
 - **Compliance:** GlobalLogic holds ISO 27001, ISO 9001, and Cyber Essentials Plus certifications.
 - **Encryption:** All data is encrypted in transit (TLS 1.2+) and at rest (AES-256) throughout the migration process.
 - **Auditing:** comprehensive logging of all migration activities to support compliance audits.
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2. Onboarding & Offboarding

2.1 Onboarding

Onboarding begins with a **Migration Kick-off Workshop**. In this session, we:

1. Confirm the scope and target applications.
2. Establish the governance structure and communication channels.
3. Validate access to source and target environments.
4. Agree on the "Definition of Ready" for the migration waves.

2.2 Offboarding

At the conclusion of the engagement, we conduct a structured **Handover Phase**:

1. **Knowledge Transfer:** Workshops with internal teams to explain the new cloud architecture and operational procedures.
 2. **Documentation Handover:** Transfer of all runbooks, architecture diagrams, and IaC repositories.
 3. **Access Revocation:** Secure removal of GlobalLogic access rights and deletion of any temporary data.
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3. Pricing & Commercials

Pricing Model

This service is provided on a **Time and Materials (T&M)** basis in accordance with our G-Cloud 15 Rate Card.

4.About GlobalLogic & Why We're the Right Partner

4.1 About GlobalLogic

GlobalLogic, a Hitachi Group Company, is a leader in digital product engineering. We helped create some of the most innovative and widely used digital products and experiences. We integrate experience design, complex engineering and AI & data expertise to help public sector organisations and commercial enterprises accelerate their transition into digital-first businesses.

Unlike traditional systems integrators that focus on maintaining legacy IT, we focus on **building the new**. We combine a "chip-to-cloud" software engineering mindset with user-centric design to create digital products that citizens and employees want to use.

- **Global Scale, Local Delivery:** We employ over 32,000 professionals across 23 countries. In the UK & Ireland, we operate major engineering and design hubs in London, Manchester, Edinburgh, and Newry.
- **The Hitachi Advantage:** Acquired by Hitachi in 2021, we bring the agility of a Silicon Valley digital native backed by the financial stability, R&D depth and 110-year heritage of a global industrial giant.
- **Core Capabilities:** Our services span the full digital lifecycle, including Digital Advisory, Experience Design (via our Method design arm), Software Engineering, Data & AI, and Cloud Platform development.

4.2 Why GlobalLogic

We bridge the gap between strategic intent and technical execution. For public sector buyers, we offer a distinct alternative to incumbent providers by focusing on **delivery velocity** and **engineering rigour**.

- **We Build, We Don't Just Advise:** Our roots are in product engineering. We apply the same rigorous standards used to build life-critical medical devices and global banking platforms to public sector challenges. We deliver working software, not just slide decks delivering >2000 product releases per annum.
- **Velocity AI – Accelerating Impact:** We do not just build AI; we engineer ecosystems where intelligence is orchestrated across the business. Using our Velocity AI strategy, we typically

achieve a **30% increase in productivity** and a **25% reduction in time-to-market** for new digital services.

- **User-Centric, Security-First:** We align with GDS (Government Digital Service) standards by default, ensuring services are accessible and intuitive. Crucially, we embed security into the engineering lifecycle (Secure-by-Design), aligning with NCSC principles to manage data and risk effectively.
- **Proven in Regulated Environments:** We have two decades of experience delivering in highly regulated sectors, including Life Sciences, Healthcare, and Financial Services. We understand how to navigate complex compliance landscapes without sacrificing the pace of innovation and hold (amongst others) **ISO 13485 certification** and follow **IEC 62304 compliant** software development lifecycles.

4.3 Social Value & Ethical Impact

We believe that social innovation is as critical as technical innovation. GlobalLogic, as part of the Hitachi Group, operates with a deep commitment to creating positive impact for people and the planet. Our approach is grounded in measurable outcomes and global ethical standards.

- **World-Class Ethical Leadership:** In 2025, Hitachi was named one of the **World's Most Ethical Companies** by Ethisphere. This recognition reflects our commitment to integrity, compliance and high standards of governance in every public sector engagement.
- **Commitment to Diversity and Inclusion:** We are a signatory of the **CEO Action for Diversity and Inclusion**. We achieved the Hitachi Group 2030 goal of having **30% women in our workforce** in 2023, seven years ahead of schedule.
- **Sustainable Operations:** GlobalLogic holds an **EcoVadis Silver Rating**, placing us in the **top 15%** of companies assessed for sustainability in our sector. We report our own Scope I, II and III emissions and are fully aligned with Hitachi's target to achieve carbon neutrality at all business sites by 2030.
- **Proven Supply Chain Integrity:** Our **NQC Supplier Assurance** score exceeds the industry average by **25%**. This ensures that our delivery models are as responsible as they are resilient.
- **Talent Development and Wellbeing:** GlobalLogic is recognized as a global leader in talent development, receiving the **ATD Best Award in 2025**. This ensures our public sector teams are continuously upskilled in the latest technologies, including responsible AI and secure engineering practices.

5. Contact Details

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