

GlobalLogic Agentic AI VMware to AWS Migration Service

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	3
1.4 Tools, Methods & Standards	4
1.5 Deliverables	4
1.6 Dependencies & Constraints	5
1.7 Customer Responsibilities	5
1.8 Quality Assurance & Governance	5
1.9 Security, Data Protection & Compliance	6
2. Onboarding & Offboarding	7
2.1 Onboarding	7
2.2 Offboarding	7
3. Pricing & Commercials	8
4. Case Studies	9
5. About GlobalLogic & Why We're the Right Partner	10
5.1 About GlobalLogic	10
5.2 Why GlobalLogic	10
5.3 Social Value & Ethical Impact	11
6. Contact Details	12

1. Detailed Service Description

1.1 Overview

The GlobalLogic Agentic AI VMware to AWS Migration Service accelerates the modernisation of legacy VMware workloads to Amazon EC2. By integrating GlobalLogic's deep engineering capabilities with the AWS Transform toolchain and Agentic AI, this service automates critical migration phases—including discovery, dependency mapping, and network configuration translation. This approach reduces migration planning time by up to 10x and network conversion time by up to 80x compared to traditional manual methods. The service is designed to eliminate technical debt, reduce VMware licensing costs, and ensure a low-risk, consistent transition to cloud-native infrastructure for public sector organisations.

1.2 Scope of the Service

This service provides end-to-end support for migrating VMware estates to AWS, covering the following key areas:

- **Automated Discovery & Assessment:** Deployment of AI agents to map applications, dependencies, and infrastructure baselines.
 - **Migration Wave Planning:** AI-driven grouping of applications into logical migration waves to minimise business disruption.
 - **Network Configuration Translation:** Automated conversion of complex VMware network configurations into AWS native constructs (VPC, Security Groups).
 - **Migration Execution:** Parallel execution of workload migrations using AWS Transform and factory-based engineering models.
 - **Technical Debt Elimination:** Refactoring and re-platforming support to remove legacy constraints during the migration process.
 - **Validation & Handover:** Automated testing of migrated workloads and formal handover to operational teams.
-

1.3 Delivery Approach

GlobalLogic utilises a "Migration Factory" approach enhanced by Agentic AI to ensure speed and consistency.

- **Discovery:** We deploy the AWS Transform agent to automatically scan the VMware environment, creating a comprehensive inventory and dependency map.
 - **Design & Plan:** AI agents analyse discovery data to generate an optimised migration wave plan and target architecture design, reducing planning time by up to 10x.
-

- **Build & Convert:** Network configurations and infrastructure-as-code (IaC) templates are generated automatically, converting legacy VMware settings to AWS standards up to 80x faster than manual engineering.
 - **Migrate:** Workloads are migrated in parallel waves. The process is automated to handle hundreds of applications simultaneously, ensuring scalability.
 - **Test & Validate:** Automated validation checks ensure functional parity and performance baselines are met post-migration.
 - **Transition:** Full documentation and knowledge transfer to BAU teams, ensuring a seamless operational handover.
-

1.4 Tools, Methods & Standards

We employ a rigorous engineering methodology aligned with government standards:

- **Core Tooling:** AWS Transform, GlobalLogic AI Agents, Terraform/CloudFormation, AWS Migration Hub.
 - **Methodology:** Agile (Scrum/Kanban) delivery within a scaled Migration Factory framework.
 - **Standards:** AWS Well-Architected Framework, NCSC Cloud Security Principles, Government Digital Service (GDS) standards.
 - **Automation:** CI/CD pipelines for infrastructure provisioning and application deployment.
 - **Accessibility:** All service outputs and documentation align with WCAG 2.2 AA standards where applicable.
-

1.5 Deliverables

- **Discovery Report:** Detailed inventory of VMware estate, dependencies, and suitability assessment.
 - **Migration Strategy & Wave Plan:** A scheduled roadmap for migrating applications in logical groups.
 - **Target Architecture Design:** High-level and low-level designs for the AWS environment.
 - **Migrated Workloads:** Fully functional applications running on Amazon EC2/AWS native services.
 - **Validation Reports:** Evidence of successful migration, performance testing, and security compliance.
 - **Operational Documentation:** Runbooks and architecture documents for the new environment.
-

1.6 Dependencies & Constraints

- **Access:** The Buyer must provide access to the existing VMware environment for agent deployment and discovery.
 - **Target Environment:** The destination cloud environment must be Amazon Web Services (AWS).
 - **Stakeholder Availability:** Availability of application SMEs to validate migration success and support cutover windows.
 - **Connectivity:** Adequate network bandwidth between the on-premise data centre and AWS to support data replication.
 - **Licensing:** Buyer is responsible for application licensing in the target environment unless otherwise agreed.
-

1.7 Customer Responsibilities

- Provide necessary access permissions to VMware vCenter and target AWS accounts.
 - Participate in sprint planning and wave scheduling reviews.
 - Validate and sign off on migration acceptance criteria.
 - Provide technical SMEs for legacy applications to assist with troubleshooting specific application behaviours.
 - Approve cutover windows and downtime schedules.
-

1.8 Quality Assurance & Governance

- **Governance:** Weekly RAID log reviews, sprint retrospectives, and monthly steering committee meetings.
 - **Testing:** Automated pre-flight checks and post-migration validation to ensure data integrity and application functionality.
 - **Standardisation:** Use of "Golden Image" baselines and IaC to ensure every migrated workload meets security and configuration standards.
 - **Acceptance:** Formal sign-off process for each migration wave based on pre-agreed success criteria.
-

1.9 Security, Data Protection & Compliance

- **Certifications:** GlobalLogic is certified to ISO 27001, ISO 9001, and ISO 14001. Staff are vetted to BPSS or SC levels as required.
 - **Data Security:** All data is encrypted in transit (TLS 1.2+) and at rest (AES-256). We adhere to UK GDPR requirements.
 - **Secure by Design:** Migration designs align with NCSC Cloud Security Principles and the AWS Shared Responsibility Model.
 - **Risk Management:** Automated analysis and documentation mitigate operational risks during the transition.
-

2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Initial workshop to confirm scope, stakeholders, and success criteria.
- **Access Setup:** Configuration of IAM roles, VPNs, and deployment of the AWS Transform discovery agent.
- **Environment Validation:** Checks to ensure the source and target environments are ready for the migration factory to commence.
- **Governance:** Establishment of the project board and communication channels (e.g., Jira, Teams).

2.2 Offboarding

- **Knowledge Transfer:** Structured handover sessions with internal teams or incumbent suppliers.
 - **Documentation:** Handover of all architecture designs, runbooks, and validation reports.
 - **Tool Removal:** Decommissioning of migration agents and temporary connectivity.
 - **Final Report:** A project closure report detailing outcomes, benefits realised, and future recommendations.
-

3. Pricing & Commercials

Pricing Model

Time & Materials based on the G-Cloud rate card. Fixed-price work packages available for defined migration waves.

4. Case Studies

Case Study

- **Challenge:** The client faced escalating VMware licensing costs and technical debt across a sprawling legacy estate.
 - **Solution:** GlobalLogic deployed the Agentic AI migration service, automating discovery and wave planning.
 - **Outcome:** 10x faster planning phase, successful migration of workloads to AWS, and a significant reduction in annual licensing fees.
-

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

5.1 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.

5.2 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.

5.3 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.

6. Contact Details

Email: public.sector@globallogic.com

Website: www.globallogic.com/uki