

# Cloud Migration Mobilisation

---

*SERVICE DEFINITION DOCUMENT - VERSION 1.0*

# Contents

|                                                               |           |
|---------------------------------------------------------------|-----------|
| <b>1. Detailed Service Description</b>                        | <b>3</b>  |
| 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                                | 4         |
| 1.7 Customer Responsibilities                                 | 5         |
| 1.8 Quality Assurance & Governance                            | 5         |
| 1.9 Security, Data Protection & Compliance                    | 5         |
| <b>2. Onboarding &amp; Offboarding</b>                        | <b>6</b>  |
| 2.1 Onboarding                                                | 6         |
| 2.2 Offboarding                                               | 6         |
| <b>3. Pricing &amp; Commercials</b>                           | <b>7</b>  |
| <b>4. About GlobalLogic &amp; Why We're the Right Partner</b> | <b>8</b>  |
| 4.1 About GlobalLogic                                         | 8         |
| 4.2 Why GlobalLogic                                           | 8         |
| 4.3 Social Value & Ethical Impact                             | 9         |
| <b>5. Contact Details</b>                                     | <b>10</b> |

# 1. Detailed Service Description

---

## 1.1 Overview

GlobalLogic's Cloud Mobilisation service builds the secure, scalable technical foundation required for mass cloud migration. We design and deploy production-ready Landing Zones using AWS Control Tower or Azure/GCP equivalents, implementing robust governance, security guardrails, and identity management. This service ensures your environment is compliant, cost-optimised, and operationally ready before the first workload is migrated.

---

## 1.2 Scope of the Service

This service focuses on the **build and establish** phase. The scope includes:

- **Landing Zone Build:** Deployment of a multi-account architecture using AWS Control Tower.
  - **Security & Governance:** Implementation of the Security Reference Architecture (SRA), Service Control Policies (SCPs), and guardrails.
  - **Networking:** Setup of Transit Gateways, VPCs, and hybrid connectivity (Direct Connect/VPN).
  - **Identity Management:** Integration with IdPs (e.g., Azure AD, Okta) for single sign-on and RBAC.
  - **FinOps Foundation:** Implementation of cost allocation tagging, budget alerts, and AWS Cost Explorer dashboards.
- 

## 1.3 Delivery Approach

We deliver Mobilisation using an agile engineering approach:

1. **Design:** Low-level design (LLD) of the Landing Zone, networking, and security model.
2. **Build:** Automated deployment of the Landing Zone using Infrastructure as Code (Terraform/CloudFormation).

3. **Harden:** Application of security guardrails and compliance conformance packs (e.g., NIST, ISO27001).
  4. **Integrate:** Connection to on-premise networks and identity providers.
  5. **Handover:** Operational readiness testing and handover to the cloud operations team.
- 

## 1.4 Tools, Methods & Standards

- **Tools:** AWS Control Tower, AWS Organizations, Terraform, AWS Security Hub.
  - **Methods:** DevSecOps and Infrastructure as Code (IaC) for repeatable, auditable deployments.
  - **Standards:** Aligned to NCSC Cloud Security Principles and the AWS Well-Architected Framework.
- 

## 1.5 Deliverables

- **Operational Landing Zone:** A fully deployed, secure multi-account environment.
  - **Security Guardrails:** Active preventative and detective controls (SCPs, Config Rules).
  - **Network Infrastructure:** Hub-and-spoke topology with connectivity to on-premise.
  - **Operations Dashboard:** Centralised logging (CloudTrail) and monitoring (CloudWatch) setup.
  - **As-Built Documentation:** Comprehensive technical documentation and operations guides.
- 

## 1.6 Dependencies & Constraints

- **Privileged Access:** We require administrative access to the master billing account/management account to deploy Control Tower.
  - **Third Parties:** Dependencies on network providers for Direct Connect/ExpressRoute provisioning.
  - **Approvals:** Timely security and network design approvals are required to maintain velocity.
  - **Cloud Quotas:** Service limits may need to be raised in advance of the build.
-

---

## 1.7 Customer Responsibilities

- Provision of a dedicated AWS/Azure/GCP tenant or master account.
  - Approval of IP address ranges (CIDR blocks) for cloud networks.
  - Configuration of the customer side of any VPN/Direct Connect links.
  - Availability of security architects for guardrail definition and sign-off.
- 

## 1.8 Quality Assurance & Governance

- **Testing:** Automated infrastructure testing to validate policy compliance before handover.
  - **Review:** Well-Architected Review (WAR) conducted on the Landing Zone design.
  - **Security:** Security Design Review to ensure alignment with organisational risk appetite.
- 

## 1.9 Security, Data Protection & Compliance

- **Security-by-Design:** The Landing Zone is built to enforce NCSC principles (e.g., separation of duties, audit logging, data encryption) by default.
  - **Encryption:** All storage and data transit paths are encrypted using KMS/CMKs.
  - **Sovereignty:** All data and resources are pinned to UK regions (e.g., London) to ensure data residency compliance.
  - **Audit:** Centralised logging accounts ensure immutable audit trails for all actions.
-

## 2. Onboarding & Offboarding

### 2.1 Onboarding

We conduct a technical pre-requisites workshop to gather network details, IP schemas, and identity requirements. We then agree on the "Vending Machine" account structure and security policies before commencing the build.

### 2.2 Offboarding

We provide a comprehensive handover to your internal teams or MSP, including "Runbooks" for account vending and user management. We can also provide a "tear down" script if the environment is for temporary proof-of-concept use.

---

## 3. Pricing & Commercials

This service is typically delivered as a **Fixed Price** work package based on the size of the estate (e.g., number of servers/applications) or on a **Time & Materials** basis using the G-Cloud Rate Card. Please refer to the separate Pricing Document for full details.

---

# 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

Email: [public.sector@globallogic.com](mailto:public.sector@globallogic.com)

Website: [www.globallogic.com/uki](http://www.globallogic.com/uki)