GlobalLogic®
A Hitachi Group Company

Azure Data Platform Engineering with Microsoft Fabric

SERVICE DEFINITION DOCUMENT - VERSION 1.0

Contents

1. Detailed Service Description

1.1 Overview

GlobalLogic's Azure Data Platform Engineering with Microsoft Fabric service enables public sector organisations to consolidate siloed data into a single, secure and actionable analytics environment. We leverage the full Microsoft Fabric ecosystem—including OneLake, Synapse Data Engineering and PowerBI—to move organisations from complex, fragmented legacy data stores to modern lakehouse architectures. This approach provides the foundation for advanced analytics, AI integration and real-time operational visibility while ensuring compliance with UK government data standards.

1.2 Scope of the Service

- **Data Integration**: Designing and building Synapse Pipelines to ingest data from APIs, SQL/NoSQL databases and streaming sources.
- **Lakehouse Engineering**: Implementing OneLake storage structures and Fabric Notebooks for automated data transformation.
- **Analytics and Visualisation**: Developing PowerBI dashboards that render operational, shipment or performance data in real-time.
- **Security and Governance**: Deploying platforms within Managed VNets with integrated Entra ID roles and NCSC-aligned security monitoring.

1.3 Delivery Approach

We follow a structured lifecycle:

- **Discovery:** Auditing current data sources, identifying KPIs and defining business-critical data paths.
- **Design:** Creating architecture for the Fabric estate, including networking and identity governance.
- **Build:** Using Infrastructure as Code and Fabric Notebooks to deploy ingestion and

transformation logic.
- **Test:** Validating data integrity, transformation accuracy and security guardrails.
- **Transition and Handover**: Final knowledge transfer to client operations teams and delivery of final reporting.

1.4 Tools, Methods & Standards

- **Tools**: Microsoft Fabric, OneLake, Synapse, PowerBI, Azure DevOps, Terraform.
- **Methods:** Agile delivery (Scrum/Kanban), DevOps, SRE and Secure-by-Design.
- **Standards:** NCSC Cloud Security Principles and WCAG 2.2 AA accessibility alignment.

1.5 Deliverables

- **Fabric Platform Architecture**: Production-ready environment within an Azure Managed VNet.
- **Data Pipelines:** Automated ingestion and transformation workflows.
- **Analytics Suite:** Custom PowerBI dashboards and metric reporting tools.
- **Operational Runbooks:** Maintenance documentation and governance procedures.

1.6 Dependencies & Constraints

- **Access:** Requires timely administrative access to Azure and source environments.
- **Connectivity**: Network path availability between source systems and Azure Fabric.
- **Stakeholder Engagement:** Success depends on participation of client data owners.

1.7 Customer Responsibilities

- **Data Quality**: Ensuring source data is cleansed prior to ingestion where possible.
- **Requirements:** Providing clear definitions for business logic and analytical outcomes.

- **SME Access**: Facilitating interviews with technical and financial stakeholders.

1.8 Quality Assurance & Governance

We maintain quality through weekly progress reviews, RAID log management and automated code scanning. All designs undergo peer architectural review to ensure alignment with the Microsoft Well-Architected Framework.

1.9 Security, Data Protection & Compliance

GlobalLogic holds ISO 27001, ISO 9001 and Cyber Essentials Plus. We enforce UK GDPR data handling and use encryption in transit and at rest throughout the Fabric estate.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding starts with a project kick-off to map data sources, provision environment access and set up the governance framework for the engagement.

2.2 Offboarding

At the conclusion, we conduct knowledge-transfer workshops and transfer all documentation and code repositories to the client, ensuring zero vendor lock-in.

3. Pricing & Commercials

This service is provided on a Time and Materials (T&M) basis in accordance with our G-Cloud 15 rate card. Pricing excludes VAT and Microsoft Fabric capacity costs.

4. Case Studies

4.1 Global Location Data and Technology Company

- **Challenge**: Building a Logistics Control Tower as a SaaS platform for end-to-end supply chain visibility.
- **Solution:** GlobalLogic developed an MVP utilising Azure Fabric and OneLake for data ingestion, transformation and PowerBI visualisation.
- **Outcome**: Achieved enhanced visibility and operational efficiency through seamless real-time data rendering on a unified lakehouse platform.

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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

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