

Agentic AI Strategy

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to transition from static, linear Generative AI implementations to dynamic, autonomous Agentic AI ecosystems. We provide the strategic framework, capability analysis, and technical roadmapping required to deploy AI agents that can reason, use tools, and collaborate to achieve complex organisational goals. Our approach is grounded in secure, scalable engineering aligned with NCSC Cloud Security Principles and UK public sector accessibility standards.

1.2 Scope of the Service

- **Maturity Assessment:** Evaluating current data, cloud, and AI readiness for agentic workflows.
 - **Strategy Development:** Defining the vision for "Agentic Fabric" and autonomous service delivery.
 - **Capability Analysis:** Mapping organisational functions to potential AI agent use cases.
 - **Governance Frameworks:** Establishing Human-in-the-loop (HITL) and safety protocols.
 - **Technical Roadmapping:** Architectural design for semantic layers, context management, and orchestration.
 - **Pilot Identification:** Prioritising high-value, low-risk autonomous agent proofs-of-value.
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1.3 Delivery Approach

We follow a structured four-phase lifecycle:

- **Discover:** Stakeholder engagement to identify pain points and data availability.
 - **Assess:** Detailed audit of technical debt, security posture, and "Context Fabric" readiness.
 - **Design:** Creating the strategic blueprint, including persona definition for AI agents.
 - **Roadmap:** Delivering a phased execution plan, from initial pilots to full agentic orchestration.
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1.4 Tools, Methods & Standards

- **Velocity AI:** GlobalLogic's proprietary platform (accelerator) for rapid AI prototyping and deployment.
 - **Agile Methods:** Scrum/Kanban delivery tailored for strategic consultancy.
 - **Standards:** Alignment with ISO27001, GDPR, and NCSC Cloud Security Principles.
 - **Frameworks:** Use of semantic reasoning models and agent orchestration runtimes.
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1.5 Deliverables

- **Agentic AI Readiness Report:** Detailed technical and cultural maturity assessment.
 - **Target Operating Model (TOM):** Proposed structure for managing autonomous agents.
 - **Strategic Roadmap:** 12-24 month execution plan.
 - **Security & Ethics Impact Assessment:** Specific to autonomous decision-making risks.
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1.6 Dependencies & Constraints

- **Data Access:** Requires access to relevant data schemas and policy documentation.
 - **Stakeholder Availability:** Requires engagement from business owners and technical leads.
 - **Cloud Infrastructure:** Assumes presence of (or plan for) a compatible cloud environment (AWS/Azure/GCP).
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1.7 Customer Responsibilities

- Provision of a dedicated Product Owner or Strategic Lead.
 - Timely approval of strategic milestones.
 - Ensuring internal security and compliance teams are engaged for policy review.
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1.8 Quality Assurance & Governance

GlobalLogic applies a rigorous "Three Lines of Defence" governance model. All strategic outputs undergo peer review by our Office of the CTO. We ensure that AI strategies include explicit guardrails for "deterministic" fallbacks when agent confidence intervals are low.

1.9 Security, Data Protection & Compliance

Strategy work is conducted in accordance with BS7858:2019 screening standards. We prioritise "Zero Trust AI" principles, ensuring that the proposed agentic architectures maintain strict data residency and sovereignty in compliance with UK GDPR.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding commences with a Kick-off Workshop to align on Objectives and KPIs. We establish secure communication channels and integrate with the Buyer's project management tools within 5-10 working days.

2.2 Offboarding

At contract conclusion, GlobalLogic ensures a clean handover of all intellectual property, strategic documents, and roadmap assets. We provide a final "Handover Knowledge Transfer" session to ensure the Buyer's internal teams can execute the roadmap.

3. Pricing & Commercials

Pricing Model

This service is typically delivered via a Hybrid model:

- T&M: Based on the GlobalLogic G-Cloud 15 Rate Card.
 - Fixed Price: Available for defined work packages (e.g., a 6-week Readiness Assessment) and aligned to G-Cloud 15 Rate Card.
 - Exclusions: Direct cloud consumption costs (unless managed via Lot 1/2).
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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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