

Data Product Engineering: Platform Modernisation and AutomationName of Service

SERVICE DEFINITION DOCUMENT - Version 1.0

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1. Detailed Service Description

1.1 Overview

Accelerate delivery of governed data products using automated cloud platforms. We specialise in modernising legacy data environments into scalable, high-performance Data Mesh and Data Product architectures. Our engineering-led approach uses automated control planes and "Golden Paths" to simplify complex data pipelines, ensuring faster time-to-market, enhanced security, and industrialised MLOps for UK public sector organisations. This service enables buyers to transition from rigid silos to a modern, product-centric data ecosystem aligned with NCSC Cloud Security Principles.

1.2 Scope of the Service

- Discovery & Maturity Assessment: Evaluation of current data engineering maturity and target state definition.
 - Platform Engineering: Building and configuring automated Cloud Data Platforms (AWS, GCP, Azure).
 - Data Product Development: Engineering specific data products (e.g., curated datasets, APIs, dashboards).
 - Migration Services: Refactoring and migrating legacy data workloads to cloud-native architectures.
 - Automation & DevOps: Implementing CI/CD pipelines, automated quality gates, and infrastructure-as-code.
 - Governance & Security: Metadata-driven governance, automated policy enforcement, and security hardening.
 - MLOps Industrialisation: Deployment and scaling of ML/AI models within production environments.
 - Knowledge Transfer: Upskilling client teams in modern data product engineering practices.
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1.3 Delivery Approach

We follow a product-driven engineering lifecycle:

1. Envision: Collaborative workshops to define data product strategy and North Star architecture.
 2. Foundations: Establishing the automated "Starter Kits" and platform control planes.
 3. MVP (Minimum Viable Product): Rapid delivery of the first high-value data products to prove the pattern.
 4. Scale: Industrialising the platform to support multi-disciplinary data teams through self-service "Golden Paths."
 5. Optimise: Continuous improvement of the platform based on consumer feedback and cost-performance metrics.
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1.4 Tools, Methods & Standards

- Methods: Agile (Scrum/Kanban), Data Mesh, Product-led Engineering, DevOps/DataOps.
 - Cloud Platforms: AWS, Google Cloud Platform (GCP), Microsoft Azure.
 - Data Technologies: Snowflake, Databricks, BigQuery, dbt, Apache Airflow/Composer.
 - Standards: NCSC Cloud Security Principles, Government Service Standard, UK GDPR, ISO27001.
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1.5 Deliverables

- Data Maturity Assessment and Strategic Roadmap.
 - Production-ready Cloud Data Platform (Infrastructure as Code).
 - Reusable Data Engineering Templates ("Golden Paths").
 - Deployed Data Products (Datasets, Analytics, APIs).
 - Automated Governance and Quality Frameworks.
 - Operational Runbooks and Technical Documentation.
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1.6 Dependencies & Constraints

- Access: Requirement for timely access to client cloud environments, source systems, and data documentation.
 - Stakeholders: Availability of Subject Matter Experts (SMEs) and Product Owners for requirements validation.
 - Connectivity: Secure remote access (VPN/VDIs) as per client security policies.
 - Quality: Delivery speed is dependent on the quality and accessibility of source data.
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1.7 Customer Responsibilities

- Defining clear business outcomes and prioritising the data product backlog.
 - Provisioning cloud subscriptions/accounts (unless managed by GlobalLogic).
 - Participating in sprint reviews and providing timely sign-off on deliverables.
 - Ensuring internal security and compliance approvals are facilitated.
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1.8 Quality Assurance & Governance

GlobalLogic applies a robust "Quality by Design" framework. This includes automated unit/integration testing for data pipelines, peer reviews of infrastructure-as-code, and regular architecture boards. We align with the GDS Service Standard to ensure services are user-centric and technically sound.

1.9 Security, Data Protection & Compliance

- Personnel: Staff are cleared up to SC level as required.
 - Standards: Aligned with ISO27001, Cyber Essentials Plus, and NCSC Principles.
 - Data Privacy: All engineering practices are "Privacy by Design," ensuring full compliance with UK GDPR and DPA 2018.
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2. Onboarding & Offboarding

2.1 Onboarding

Onboarding begins with a structured 2-week "Sprint 0" involving stakeholder mapping, environment access setup, and technical baseline definition. We establish communication channels (Slack/Teams) and integrate with client project management tools (Jira/Azure DevOps).

2.2 Offboarding

Offboarding focuses on seamless knowledge transfer. We provide a comprehensive handover pack including all code repositories, architectural diagrams, and operational manuals. We conduct "train-the-trainer" sessions to ensure client teams can manage the platform independently.

3. Pricing & Commercial

Pricing Model

This service is provided on a Time & Materials (T&M) basis in accordance with the GlobalLogic GCloud Rate Card. Fixed-price outcomes may be agreed for specific, well-defined deliverables.

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 integrate experience design, complex engineering, and 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 30,000 professionals across 21 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.
- **Agility Backed by Stability:** Government programmes require low-risk partners. As part of Hitachi, we offer the balance sheet and security of a global Tier 1 supplier (Standard & Poor's A-Rating) combined with the speed and innovation culture of a digital engineering firm.
- **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.

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.
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6. Contact Details

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