

HashiCorp Consul Services

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

1. Detailed Service Description

1.1 Overview

This service provides public sector organisations with hyperspecialised engineering support for HashiCorp Consul, a comprehensive service networking solution. We enable departments to discover, secure and connect services across any runtime platform and public or private cloud. By using Consul, we help teams automate complex networking tasks, implement zero trust security and provide a consistent control plane for service discovery and service mesh across the entire estate.

1.2 Scope of the Service

The scope of this service includes:

- Automated deployment and management of production-ready Consul clusters.
 - Implementation of service discovery to eliminate static IP dependencies.
 - Configuration of Consul Service Mesh to secure service communication with mTLS.
 - Automation of network infrastructure (firewalls, load balancers) via Consul-Terraform-Sync.
 - Federation of Consul datacenters to support multi-region and hybrid cloud architectures.
 - Integration with HashiCorp Vault for automated certificate authority management.
 - Performance tuning, health check configuration and observability setup.
 - Provision of HashiCorp certified training and knowledge transfer to internal staff.
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1.3 Delivery Approach

- Our delivery approach follows our proprietary Lab engagement model, utilising Agile methodologies:
 - Discovery: Assessment of current network topology, security requirements and service dependencies.
 - Design: Architecture of a resilient, identity-based networking model aligned with NCSC principles.
 - Build: Automated provisioning of Consul server and client infrastructure using IaC.
 - Transition: Integration of existing applications into the mesh and establishment of automated workflows.
 - Handover: Delivery of comprehensive runbooks, documentation and staff training sessions.
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1.4 Tools, Methods & Standards

- We utilise leading technologies and frameworks to ensure delivery excellence:
 - Networking: HashiCorp Consul (Open Source and Enterprise).
 - Security: mTLS, Sentinel policies and Vault integration.
 - Automation: Terraform, Ansible and Consul-Terraform-Sync.
 - Standards: NCSC Cloud Security Principles, Technology Code of Practice and GDS Service Manual.
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1.5 Deliverables

- Validated production-ready HashiCorp Consul clusters.
 - Documented service mesh intentions and ACL policy sets.
 - Automated network configuration scripts and deployment pipelines.
 - Network observability dashboards and monitoring alerts.
 - Knowledge transfer materials and technical handover documentation.
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1.6 Dependencies & Constraints

- **Access:** Timely access to network infrastructure and environment technical leads is essential.
 - **Environment:** Performance is dependent on low-latency network connectivity between cluster nodes.
 - **Licensing:** Clients are responsible for procuring any necessary HashiCorp Enterprise licenses.
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1.7 Customer Responsibilities

- Providing a dedicated engagement lead for governance and approvals.
 - Ensuring internal network teams are available for integration workshops.
 - Providing necessary security clearances and environment access permissions.
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1.8 Quality Assurance & Governance

GlobalLogic applies rigorous QA through automated testing of configuration code and network intentions. We conduct weekly progress reviews and maintain detailed RAID logs to ensure all security and compliance requirements are met.

1.9 Security, Data Protection & Compliance

Our services are built on a Secure-by-Design philosophy:

- **Certifications:** ISO 27001, ISO 9001 and ISO 14001.
 - **Cyber Essentials:** We hold Cyber Essentials Plus certification.
 - **Compliance:** Services align with UK GDPR and Government Security Classification levels.
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2. Onboarding & Offboarding

2.1 Onboarding

The onboarding process involves a formal kick-off, environment assessment and the establishment of secure communication channels and project governance structures.

2.2 Offboarding

At contract conclusion, we ensure a smooth transition through structured documentation transfer, final knowledge transfer workshops and the secure removal of our project-specific access.

3. Pricing & Commercials

Pricing Model

Pricing is provided on a Time and Materials (T&M) basis according to the G-Cloud 15 rate card.

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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