

GCP BigQuery Data Migration and Modernisation

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	5
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. Case Studies	8
4.1 Major UK Financial Institution	8
5. About GlobalLogic & Why We're the Right Partner	9
5.1 About GlobalLogic	9
5.2 Why GlobalLogic	9
5.3 Social Value & Ethical Impact	10
6. Contact Details	11

1. Detailed Service Description

1.1 Overview

GlobalLogic's GCP BigQuery Data Migration and Modernisation service enables public sector organisations to transition legacy data estates to high-performance, cloud-native analytics platforms. We specialise in migrating complex datasets from Hadoop, Oracle, MySQL and PostgreSQL into Google Cloud BigQuery and Cloud PostgreSQL. Our engineering-led approach focuses on automation, data quality and security, ensuring that migrated data is immediately actionable and scalable. By leveraging Google Cloud's serverless data warehouse, we help departments eliminate the burden of managing legacy hardware while unlocking the potential for advanced analytics, machine learning and real-time reporting. This service is designed to drive productivity and reduce costs while maintaining the high security standards required for UK public sector data.

1.2 Scope of the Service

- **Source Discovery and Data Profiling:** Identification of data sources, schemas and business logic.
 - **BigQuery Schema Design:** Development of optimised table structures and partitioning strategies.
 - **Data Migration Execution:** Moving structured and semi-structured data to GCP.
 - **Pipeline Engineering:** Building automated ETL/ELT workflows using Google Cloud Dataflow.
 - **Validation and Reconciliation:** Ensuring data integrity and accuracy post-migration.
 - **Performance Tuning:** Optimising query performance and resource utilisation.
-

1.3 Delivery Approach

We follow a structured lifecycle to ensure predictable migration outcomes:

- **Discovery:** Audit of source systems, profiling of data quality and identification of success criteria.
-

- **Design:** Definition of the target BigQuery architecture, networking and data models.
 - **Build:** Creation of migration pipelines and automated infrastructure using Terraform.
 - **Test:** Execution of phased migration batches followed by rigorous data reconciliation.
 - **Transition and Handover:** Delivery of operational documentation and training for internal teams.
-

1.4 Tools, Methods & Standards

- **Tools:** Google BigQuery, Cloud Dataflow, Cloud PostgreSQL, Terraform, Azure DevOps.
 - **Methods:** Agile delivery (Scrum/Kanban), DevOps, SRE and Secure-by-Design.
 - **Standards:** NCSC Cloud Security Principles, GDS Service Standards and WCAG 2.2 AA.
-

1.5 Deliverables

- **Production BigQuery Estate:** Migrated and optimised data structures within GCP.
 - **Automated Data Pipelines:** Version-controlled code for ingestion and transformation.
 - **Data Quality Reports:** Detailed reconciliation logs and validation summaries.
 - **Operational Runbooks:** Technical documentation for managing the new data platform.
-

1.6 Dependencies & Constraints

- **Access Permissions:** Requires administrative access to source databases and GCP environment.
 - **Data Documentation:** Accuracy depends on the availability of existing schema documentation.
 - **Connectivity:** Network bandwidth must support the volume of data being migrated.
-

1.7 Customer Responsibilities

- **SME Availability:** Providing access to data owners and technical experts.
 - **Requirements Definition:** Defining the business logic and performance KPIs.
 - **Validation Participation:** Engaging in User Acceptance Testing (UAT) to confirm data accuracy.
-

1.8 Quality Assurance & Governance

We ensure quality through weekly progress reporting, RAID log management and automated reconciliation frameworks. Our designs undergo peer architectural review to ensure alignment with the Google Cloud Well-Architected Framework.

1.9 Security, Data Protection & Compliance

GlobalLogic holds ISO 27001, ISO 9001 and Cyber Essentials Plus. We ensure all migration work complies with UK GDPR and public sector data residency requirements. We use encryption at rest and in transit for all data handling during the migration process.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding begins with a kick-off meeting to establish governance, provision necessary environment access and conduct an initial data profiling exercise to validate the migration strategy.

2.2 Offboarding

At the conclusion of the engagement, we conduct a series of handover workshops and transfer ownership of all code repositories and documentation to the client. All temporary access permissions are formally revoked.

3. Pricing & Commercials

This service is provided on a Time and Materials (T&M) basis according to our G-Cloud 15 rate card. Pricing excludes VAT and Google Cloud consumption costs.

4. Case Studies

4.1 Major UK Financial Institution

- **Challenge:** The client ran part of its estate on a legacy Hadoop cluster. Support was exhausted and they needed to migrate to GCP within a very short timeframe to improve productivity and quality.
 - **Solution:** GlobalLogic migrated the legacy systems to GCP, including BigQuery and Cloud PostgreSQL. We built and improved test automation frameworks to support the strategic solution.
 - **Outcome:** Achieved improved time to market for systems migrated to GCP and significant reduction in both time and cost of testing.
-

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

Email: public.sector@globallogic.com

Website: www.globallogic.com/uki