

HashiCorp Vault Enterprise Implementation

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. Case Studies	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

This expert-led implementation service delivers a robust, secure, and scalable secrets management platform powered by HashiCorp Vault. It provides a single, central platform to securely store secrets and manage the entire credential lifecycle, from creation to rotation and revocation. The service enables organisations to adopt an identity-based security model, the industry standard for automating access to sensitive data.

1.2 Scope of the Service

The service covers the end-to-end implementation and rollout of HashiCorp Vault:

- Requirements gathering and network infrastructure analysis.
 - Development of High-Level Design (HLD), architecture, and integration patterns.
 - Deployment of foundational Primary Vault Clusters with Raft integrated storage.
 - Expansion to multi-region or multi-cloud environments via Performance Replicas.
 - Configuration of warm-standby Disaster Recovery (DR) clusters.
 - Implementation of secure cluster auto-unsealing using cloud KMS or HSM providers.
 - Development of initial security policies and Namespace strategies to mirror organisational structures.
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1.3 Delivery Approach

We follow a structured, milestone-based delivery model for transparency and predictable outcomes:

- **M1: Discovery:** Validation of architecture, technical requirements, and business objectives.
 - **M2: Build:** Foundational build of the primary platform and core infrastructure.
 - **M3: Expansion & Resilience:** Multi-cluster configuration, PR/DR deployment, and testing.
 - **M4: Integration & Operational Readiness:** Development of onboarding automation and runbooks.
 - **M5: Knowledge Transfer (KT) & Closure:** Training sessions and final documentation handover.
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1.4 Tools, Methods & Standards

- **Tools:** HashiCorp Vault (Enterprise/Community), Sentinel, Terraform, Packer, and Ansible.
 - **Methods:** Milestone-based delivery, Agile, DevOps, and GitOps principles.
 - **Standards:** Alignment with HashiCorp Validated Designs, NCSC Cloud Security Principles, and FIPS-140-2 compliance requirements.
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1.5 Deliverables

- Signed-off High-Level Design (HLD) and network prerequisites.
 - Operational Primary, Performance Replica, and Disaster Recovery Vault clusters.
 - Hardened Vault machine images.
 - Automated onboarding pipelines and infrastructure-as-code baselines.
 - Operational runbooks for failover, upgrades, and recovery-key ceremonies.
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1.6 Dependencies & Constraints

- **Dependencies:** Requires timely provision of administrative access to target cloud or on-premise environments.
 - **Constraints:** Engagement success relies on reliable, low-latency network connectivity between sites to support Raft replication
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1.7 Customer Responsibilities

- Provide access to subject matter experts (SMEs) across platform, security, and networking teams.
 - Ensure required cloud, hybrid or on-premise infrastructure is available at the start of the
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engagement.

- Provision internal stakeholders for architectural validation workshops and key-rotation ceremonies.

1.8 Quality Assurance & Governance

- Strategic oversight provided by technical Subject Matter Experts (SMEs) and HashiCorp Ambassadors.
- Milestone-based sign-off points ensuring alignment with delivery progress.
- Security-by-design principles applied to cluster hardening and policy development.

1.9 Security, Data Protection & Compliance

- **Identity-Based Security:** Uses trusted identities to broker and authorise every access request.
- **Data Protection:** Support for FIPS-140-2 (level 1 or 2) compliant encryption at rest.
- **Auditability:** Centralised platform acting as a system of record for all secrets and forensic audit logs.

2. Onboarding & Offboarding

2.1 Onboarding

- A half-day discovery workshop with key stakeholders to define technical requirements and scope.
- Formal project kick-off with the full engagement team.
- Requirements gathering for network infrastructure analysis.

2.2 Offboarding

- Knowledge transfer (KT) sessions tailored for internal engineering teams.
 - Handover of living documentation, including runbooks and operational procedures.
 - Final project closure with formal sign-off on all implementation milestones.
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3. Pricing & Commercials

- **Implementation:** Delivered either as T&M based on the GCloud rate card or as a series of fixed-fee milestones for on defined work-packages- fees are derived directly from the rate card.
 - **Support:** Optional flexible, ongoing support packages available after initial implementation.
 - **Advisory:** Independent guidance on HashiCorp Vault license resell and efficiency.
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4. Case Studies

4.1 Case Study 1: Major UK Bank

Implementation of a bank-wide centralised multi-region Vault instance providing secure secrets management for all developers. This included training, upskilling, and self-service onboarding, resulting in an onboarding time reduction from 3-5 days to less than 10 minutes.

4.2 Case Study 2: Global Financial Services Group

SMEs provided design and implementation support for a centralised Vault platform as part of a bank-wide DevSecOps transformation initiative. Onboarding time was reduced to approximately 2 minutes across 80 applications and 50 teams.

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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