

GlobalLogic Agentic AI .NET Modernisation Service

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

The **GlobalLogic Agentic AI .NET Modernisation Service (AWS)** is a specialized acceleration programme designed to eliminate technical debt and rapidly transition legacy Windows and .NET applications to modern, cloud-native architectures on AWS. By integrating **AWS Transform's agentic AI technology** with GlobalLogic's 19 years of engineering expertise, this service automates high-effort tasks such as code analysis, refactoring, and validation.

This service is specifically engineered for public sector organisations burdened by legacy Windows Server licensing costs and monolithic .NET applications. It delivers modernization outcomes up to **5x faster** than traditional manual methods and can reduce long-term operating costs by up to **70%**. Unlike purely automated tools, GlobalLogic provides a "human-in-the-loop" engineering approach, ensuring that AI-generated refactoring is architecturally sound, secure, and aligned with NCSC Cloud Security Principles.

1.2 Scope of the Service

This service is strictly focused on the modernization of legacy applications to AWS. The scope includes:

- **AI-Driven Assessment:** Automated analysis of existing .NET and SQL Server workloads to identify technical debt and modernization complexity.
- **Automated Refactoring:** Use of intelligent AI agents to convert legacy code to modern .NET (Core) and containerise workloads (Windows to Linux).
- **Database Modernization:** Transformation of legacy SQL Server patterns to cloud-native database services.
- **Validation & Testing:** AI-assisted generation of test cases and validation of refactored code functionality.
- **Platform Engineering:** Provisioning of target AWS landing zones (using Terraform/CloudFormation) to host the modernized workloads.

Out of Scope:

- Procurement of AWS infrastructure/hosting costs (payable directly by the Buyer).
 - First-line support for end-user hardware or non-cloud software.
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1.3 Delivery Approach

We utilise an accelerated engineering lifecycle that blends Agentic AI speed with rigorous human oversight:

- **Discovery & Assessment:** We deploy the AWS Transform assessment agent to scan the target codebase and infrastructure, generating a complexity report and roadmap.
 - **Design & Strategy:** Our architects review AI findings to define the target architecture (e.g., ECS, EKS, Lambda) and modernization strategy (Replatform vs Refactor).
 - **Agentic Refactoring:** AI agents execute the heavy lifting of code conversion and dependency updates.
 - **Engineering Refinement:** GlobalLogic engineers review, optimize, and secure the AI-generated code, ensuring adherence to enterprise standards.
 - **Validation:** Automated test suites verify functional parity between the legacy and modernized application.
 - **Transition:** Deployment to the target AWS environment and handover to the Buyer's operations team.
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1.4 Tools, Methods & Standards

We employ a cloud-native toolchain anchored by AWS capabilities:

- **Core Technology:** AWS Transform (Agentic AI), AWS Migration Hub.
 - **Languages & Frameworks:** .NET Framework to .NET 6/7/8, SQL Server.
 - **Infrastructure as Code:** Terraform, AWS CloudFormation.
 - **Containerisation:** Docker, Amazon ECS/EKS.
 - **Methodology:** Agile (Scrum) with weekly sprints; DevOps/GitOps for deployment.
 - **Standards:** NCSC Cloud Security Principles, AWS Well-Architected Framework, WCAG 2.2 AA (for UI components).
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1.5 Deliverables

- **Modernization Assessment Report:** Detailed analysis of technical debt and ROI.
 - **Modernized Codebase:** Refactored, clean code committed to the Buyer's repository.
 - **Infrastructure as Code (IaC):** Scripts to provision the target AWS environment.
 - **Test Reports:** Evidence of functional parity and successful validation.
 - **Operational Runbooks:** Documentation for maintaining the new cloud-native service.
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1.6 Dependencies & Constraints

- **Access:** The Buyer must provide access to the relevant source code repositories (e.g., GitHub, GitLab, Azure DevOps) and the target AWS environment.
 - **Connectivity:** The AWS Transform agent requires network connectivity to the legacy environments to perform assessments.
 - **Subject Matter Experts:** Availability of Buyer SMEs to clarify legacy business logic if "undocumented features" are discovered.
 - **Licensing:** Buyer is responsible for all AWS consumption costs and any third-party software licences required for the target state.
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1.7 Customer Responsibilities

- Provide a dedicated Product Owner to prioritise the backlog and approve deliverables.
 - Grant necessary security permissions (IAM roles) for the GlobalLogic engineering team and AI agents.
 - Participate in sprint reviews and User Acceptance Testing (UAT).
 - Facilitate access to legacy application documentation and architectural diagrams.
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1.8 Quality Assurance & Governance

- **Human-in-the-Loop:** All AI-generated code is peer-reviewed by Senior GlobalLogic Engineers before merging.
 - **Automated Testing:** Integration of automated unit and regression tests into the CI/CD pipeline.
 - **Governance:** Weekly RAID (Risks, Assumptions, Issues, Dependencies) reviews and burn-down charts to track modernization velocity.
 - **Standards Alignment:** Regular architectural reviews to ensure alignment with the AWS Well-Architected Framework.
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1.9 Security, Data Protection & Compliance

- **Certifications:** GlobalLogic is ISO 27001, ISO 9001, and ISO 14001 certified.
 - **Clearance:** Staff available with BPSS and Security Clearance (SC).
 - **Data Security:** All data encrypted in transit (TLS 1.2+) and at rest (AES-256).
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- **AI Security:** Code processing occurs within secure, isolated environments ensuring Buyer IP protection.
 - **GDPR:** Full compliance with UK GDPR; no PII is retained within the AI training models.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off Workshop:** Alignment on success metrics, scope, and ways of working.
- **Environment Setup:** Configuration of secure access to Buyer repositories and AWS accounts.
- **Tooling Deployment:** Deployment of the AWS Transform assessment agent.
- **Backlog Creation:** Initial population of the modernization backlog based on assessment data.

2.2 Offboarding

- **Knowledge Transfer:** "Show and tell" sessions with the Buyer's technical team.
 - **Documentation Handover:** Final transfer of all code, IaC, and runbooks.
 - **Access Revocation:** Removal of GlobalLogic access rights and deletion of local data copies.
 - **Service Closure:** Final project report and formal sign-off.
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3. Pricing & Commercials

Pricing Model

- **Pricing Model:** Time & Materials (T&M) based on the GCloud 15 Rate Card.
 - **AWS Funding:** This service is designed to leverage the **AWS Migration Acceleration Program (MAP)**. GlobalLogic can assist Buyers in applying for funding to offset modernization costs.
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4. Case Studies

Case Study

Public Sector Modernization Program

- **Challenge:** A large public sector organisation faced spiralling costs due to end-of-support Windows Server licences and a monolithic .NET estate that prevented scaling.
 - **Solution:** GlobalLogic deployed AWS Transform agents to assess 50+ applications. The AI agents automated the refactoring of .NET framework code to .NET Core and generated Dockerfiles for ECS deployment.
 - **Outcome:** The customer achieved a **4x acceleration** in their modernization timeline compared to manual estimates and reduced annual operating costs by **~70%** by eliminating legacy licensing fees.
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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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