GlobalLogic®
A Hitachi Group Company

Azure Cloud Security and Vulnerability Remediation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Azure Cloud Security and Vulnerability Remediation service helps public sector organisations strengthen their cloud security posture. We move beyond simple reporting by providing the engineering capability to fix vulnerabilities, harden infrastructure and automate security guardrails. Our approach centres on the Microsoft Azure Well-Architected Framework (Security Pillar) and NCSC Cloud Security Principles, ensuring that every Azure resource is secure by design and compliant with government standards.

1.2 Scope of the Service

- **Security Posture Assessment:** Deep dive into Microsoft Defender for Cloud and Azure Advisor recommendations.
- **Vulnerability Remediation**: Hands-on fixing of high-risk configuration issues, patching and software vulnerabilities.
- **Identity Hardening**: Review and remediation of Entra ID roles, permissions and Conditional Access policies.
- **Infrastructure Hardening**: Securing networks, storage accounts and containerised environments (AKS).
- **Governance Automation**: Deploying Azure Policy to prevent the creation of non-compliant resources.

1.3 Delivery Approach

- **Discovery and Assessment**: We audit the Azure environment to identify vulnerabilities and prioritise them based on risk level.
- **Remediation Planning**: We develop a phased plan to fix identified issues, focusing on automation via Infrastructure as Code (Terraform/ARM).

- **Execution**: Our engineers implement the remediation tasks, including network reconfiguration, IAM updates and security patching.
- **Validation:** We re-scan the environment to confirm vulnerabilities are closed and security scores have improved.
- **Governance Implementation:** We deploy continuous monitoring and automated guardrails to prevent configuration drift.

1.4 Tools, Methods & Standards

- **Methods**: DevSecOps, Secure by Design, Zero Trust Architecture and Agile.
- **Tools**: Microsoft Defender for Cloud, Azure Policy, Azure Sentinel, Terraform, Entra ID and Azure Key Vault.
- **Standards:** NCSC Cloud Security Principles, ISO 27001, Cyber Essentials Plus and CIS Benchmarks.

1.5 Deliverables

- **Vulnerability Remediation Report:** Detailed log of resolved issues and remaining risks.
- **Hardened Infrastructure as Code:** Reusable Terraform templates incorporating security best practices.
- **Compliance Dashboards**: Real-time visibility into Azure security posture and NCSC alignment.
- **Security Operations Playbook**: Guidelines for internal teams to maintain a secure cloud environment.

1.6 Dependencies & Constraints

- Access to the Azure Cloud Console to detect and remediate issues
- Permissions and approval for automated scanning tools may be required

1.7 Customer Responsibilities

- **Access Approval**: Providing the remediation team with necessary Azure RBAC permissions.
- **Technical SMEs**: Ensuring availability of application owners to validate changes.
- **Governance Alignment**: Approving security policies and risk-appetite thresholds.

1.8 Quality Assurance & Governance

- **Security Reviews**: Regular walkthroughs of security scores and remediation progress.
- **Automated Testing:** Using tools to verify that security patches and configuration changes do not break application functionality.
- **Accreditation Support**: Providing evidence for internal or external security audits.

1.9 Security, Data Protection & Compliance

GlobalLogic maintains ISO 27001 and Cyber Essentials Plus. We ensure all remediation work respects data residency requirements and follows UK GDPR principles. We use Azure Key Vault for all credential management and enforce least-privilege access during the delivery period.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding includes a security kick-off, environment access setup and an initial high-priority vulnerability scan to establish the baseline for remediation.

2.2 Offboarding

Final activities include a security posture handover, transfer of all automation scripts to the client and revocation of all temporary access permissions.

3. Pricing & Commercials

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

4. Case Studies

4.1 Public Sector Transition

- **Challenge:** A Public Sector organisation faced high-risk findings in its Azure environment, including exposed storage and overly permissive IAM roles.
- **Solution:** GlobalLogic implemented Azure Policy guardrails and automated the remediation of 150+ configuration vulnerabilities using Terraform.
- **Outcome:** Improved the Azure Security Score from 45% to 88% within three months while ensuring continuous compliance.

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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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