

Data Platform Engineering: Strategy, Planning and Delivery

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

Expert advisory for modernising cloud data architectures. We assess legacy silos to design scalable Data Mesh and Data Fabric solutions. Leveraging our AI Data Platform Accelerator, we define strategies for data product engineering, ensuring integrated sharing, robust governance and high-value business outcomes through cloud-native engineering and continuous intelligence.

1.2 Scope of the Service

The service encompasses the strategic planning and design phases of cloud data transformation, including:

- Current-state data maturity and architectural assessments.
 - Definition of Data Mesh, Data Fabric, and Data Product strategies.
 - Design of cloud-native data platform architectures (AWS, Azure, GCP).
 - Roadmap development for legacy platform modernisation.
 - AI-driven data discovery and ingestion pipeline strategy.
 - Security, compliance, and governance framework design.
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1.3 Delivery Approach

We follow an agile, discovery-led methodology:

- Discover: Stakeholder interviews and technical deep-dives to map the current data landscape and business pain points.
 - Assess: Gap analysis against target state data maturity models.
 - Design: Iterative architectural design sessions using the AI Data Platform Accelerator to blueprint the future state.
 - Plan: Creation of a prioritised execution roadmap, including MVP definitions and value realisation milestones.
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1.4 Tools, Methods & Standards

- Frameworks: Agile, Scrum, Lean Data Product Engineering.
 - Accelerators: GlobalLogic AI Data Platform Accelerator (DPA) for rapid architectural scaffolding.
 - Standards: NCSC Cloud Security Principles, Government Service Standard, GDPR, and ISO27001.
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1.5 Deliverables

- Data Maturity Assessment Report.
 - Target State Architecture Blueprint.
 - Data Governance and Security Framework.
 - Strategic Modernisation Roadmap.
 - Business Value Realisation Plan.
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1.6 Dependencies & Constraints

- Access: Timely access to client technical documentation and subject matter experts (SMEs).
 - Environments: Access to existing cloud sandboxes if technical discovery or prototyping is required.
 - Third-Party Tools: Any required software licenses for discovery tools are to be provided by the client.
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1.7 Customer Responsibilities

- **Appointment of a Product Owner or Senior Stakeholder to provide strategic direction.**
 - **Provision of necessary security clearances or access permissions for GlobalLogic staff.**
 - **Timely review and approval of design artefacts to maintain project momentum.**
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1.8 Quality Assurance & Governance

GlobalLogic applies a robust internal peer-review process for all architectural designs. We establish a joint Steering Group with the client to monitor progress against the roadmap, manage risks, and ensure alignment with the overarching digital strategy.

1.9 Security, Data Protection & Compliance

All designs adhere to "Secure by Design" principles. We ensure compliance with UK GDPR and specific public sector security requirements. Our staff are screened to BS7858:2019 and can provide up to SC-level clearance where required.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding begins with a Kick-off Workshop to align on objectives, timelines, and communications. We establish secure remote access and collaborative workspaces (e.g., Jira, Confluence, Teams) within the first week of engagement.

2.2 Offboarding

At the end of the engagement, GlobalLogic provides a comprehensive Knowledge Transfer (KT) package. This includes all final documentation, architectural blueprints, and handover sessions to ensure the client's internal teams or subsequent implementation partners can execute the roadmap.

3. Pricing & Commercials

This service is offered via a Hybrid model. Standard advisory phases are typically delivered via Time and Materials (T&M) based on the G-Cloud 15 Rate Card. Fixed Price options may be available for clearly defined output-based deliverables (e.g., a formal Assessment Report).

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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