

Data Analytics & Visualisation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service provides comprehensive ongoing support for exploratory and advanced data analysis to drive informed decision-making across public sector organisations. We build intuitive dashboards, reports, and dynamic data stories using industry-leading tools including Power BI, Qlik, and Amazon QuickSight. Our expertise spans predictive modelling and AI-augmented insights, identifying trends and forecasting events while democratising data through self-service BI enablement.

1.2 Scope of the Service

The service encompasses the full lifecycle of data analytics support, including:

- **Requirement Analysis:** Identifying key business questions and performance metrics.
 - **Data Profiling:** Auditing and monitoring source data for quality and consistency.
 - **Dashboard Design:** Developing interactive visualisations in Power BI, Qlik, or QuickSight.
 - **Advanced Analytics:** Multivariate statistics, predictive modelling, and trend forecasting.
 - **Enablement:** Setting up self-service BI environments for non-technical users.
 - **AI Integration:** Applying Natural Language Processing (NLP) and cognitive analytics.
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1.3 Delivery Approach

GlobalLogic follows an agile, user-centric delivery methodology:

1. **Discovery:** Understanding user needs, data availability, and security constraints.
 2. **Prototyping:** Iterative design of wireframe dashboards to validate visual hierarchies.
 3. **Development:** Connecting to cloud data sources and building robust data models.
 4. **Validation:** Rigorous quality assurance to ensure data accuracy and performance.
 5. **Deployment:** Phased rollout with integrated user feedback loops.
 6. **Optimisation:** Ongoing refinement of visualisations based on evolving user needs.
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1.4 Tools, Methods & Standards

- **Visualisation Tools:** Microsoft Power BI, Qlik (Sense/View), Amazon QuickSight.
 - **Methodologies:** Agile (Scrum/Kanban), GDS Service Standards, DevOps for BI.
 - **Standards:** ISO27001 for information security, Cyber Essentials Plus, and WCAG 2.1 accessibility standards for all dashboard designs.
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1.5 Deliverables

- Interactive BI Dashboards and automated reports.
 - Data Dictionary and Metadata documentation.
 - Predictive models and statistical analysis summaries.
 - User training manuals and "Data Storytelling" guides.
 - Monthly performance and data quality audits.
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1.6 Dependencies & Constraints

- **Data Access:** Requires timely access to client data sources and cloud environments.
 - **SME Availability:** Access to business stakeholders for requirement validation.
 - **Tool Licensing:** Client is responsible for software licensing (e.g., Power BI Pro/Premium) unless otherwise agreed.
 - **Data Quality:** Insight accuracy is dependent on the quality of source data provided.
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1.7 Customer Responsibilities

- Providing a Product Owner to prioritise analytics backlogs.
 - Granting necessary security clearances and system access.
 - Signing off on data governance and privacy impact assessments (DPIAs).
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1.8 Quality Assurance & Governance

We apply a "Peer Review" model for all complex calculations and data models. Governance is managed through regular Service Review Meetings, tracking progress against agreed KPIs and ensuring all visualisations meet public sector accessibility requirements.

1.9 Security, Data Protection & Compliance

All delivery is aligned with NCSC Cloud Security Principles. We ensure sovereign data residency i.e. data remains within specified geographic regions (UK/EEA) and implement Row Level Security (RLS) to ensure users only see data appropriate to their role, maintaining full GDPR compliance.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding typically takes 1–2 weeks and includes:

- Technical environment setup and security whitelisting.
- Knowledge transfer sessions on existing data landscapes.
- Establishing communication channels and reporting cadences.

2.2 Offboarding

At the end of the engagement, GlobalLogic ensures a clean transition by:

- Handing over all source code, dashboard files (.pbix, .qvf, etc.), and documentation.
 - Conducting final knowledge transfer workshops for internal staff.
 - Securely deleting or returning any client-provided data in accordance with the contract.
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3. Pricing & Commercials

- **Time & Materials:** Based on the G-Cloud 15 Rate Card for ad-hoc analysis and support.
 - **Fixed Price:** For specific, well-defined deliverables such as a suite of standard dashboards.
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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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