

GlobalLogic Managed Secrets Service

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

GlobalLogic Managed Secrets Service is an enterprise-grade solution powered by HashiCorp Vault designed to provide resilient, scalable secrets management. This service delivers ongoing operations, dynamic secret lifecycle management, and certificate rotation to reduce material risk as organisations scale cloud platforms. Aligned to HashiCorp Validated Designs, the service enables self-service onboarding and consistent security controls with minimal operational overhead.

1.2 Scope of the Service

The service scope focuses on the ongoing management and optimisation of the secrets environment:

- Ongoing operations and maintenance of Enterprise and Community environments.
 - Management of dynamic secret generation and automated rotation schedules.
 - Comprehensive certificate management and automated rotation.
 - Continuous secret scanning of repositories and documentation to identify exposure.
 - Development and enforcement of Policy as Code using Sentinel.
 - Integration with existing CI/CD pipelines and developer portals.
 - Proactive incident management and operations
-

1.3 Delivery Approach

GlobalLogic follows a structured delivery lifecycle to ensure operational excellence:

- **Discovery:** Structured review of current practices against industry best practices.
 - **Design:** Architecture refinement aligned to Validated Designs.
 - **Build:** Implementation of automation for dynamic secrets and certificate management.
 - **Test:** Continuous security validation and drift detection.
 - **Transition & Handover:** Knowledge transfer and documentation delivery to internal teams.
-

1.4 Tools, Methods & Standards

- **Tools:** HashiCorp Vault, Sentinel, Terraform, Packer, and Spotify Backstage.
 - **Methods:** Agile delivery (Scrum/Kanban), DevOps, and GitOps.
 - **Standards:** NCSC Cloud Security Principles and WCAG 2.2 AA accessibility alignment.
-

1.5 Deliverables

- Managed Vault environment with high availability.
 - Automated secret and certificate rotation reports.
 - Security scan profiles and risk visualisation dashboards.
 - Sentinel policy sets for compliance governance.
 - Operational documentation and standard operating procedures.
-

1.6 Dependencies & Constraints

- **Dependencies:** Requires customer provision of administrative access to relevant cloud or on-premises environments.
 - **Constraints:** Delivery is primarily remote-first, with on-site support available by agreement. Service levels are subject to a mutually defined Shared Responsibility Model.
-

1.7 Customer Responsibilities

- Provide access to subject matter experts (SMEs) during discovery and operations.
 - Timely approval of deliverables and policy changes.
 - Attendance at scheduled governance and progress review sessions.
 - Ensuring internal infrastructure meets the prerequisites for connectivity.
-

1.8 Quality Assurance & Governance

- Provide access to subject matter experts (SMEs) during discovery and operations.
 - Timely approval of deliverables and policy changes.
 - Attendance at scheduled governance and progress review sessions.
 - Ensuring internal infrastructure meets the prerequisites for connectivity.
-

1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 27001, ISO 9001, and ISO 14001.
 - **Data Handling:** UK GDPR compliant data handling and data residency controls.
 - **Technical Controls:** Encryption in transit and at rest, IAM controls aligned to best practices, and comprehensive logging/monitoring.
 - **Specialised Expertise:** Access to certified Ambassadors and engineering professionals.
-

2. Onboarding & Offboarding

2.1 Onboarding

- Initial kick-off meeting to define communication channels and stakeholders.
- Provisioning of access and environment validation.
- Governance setup including reporting cycles and escalation paths.
- Baseline secrets scan to visualise the immediate risk profile.

2.2 Offboarding

- Orderly transfer of documentation and Sentinel policy code to the customer.
 - Knowledge-transfer workshops to ensure internal operational readiness.
 - Secure extraction of data and final audit reporting.
 - Transition support for handover to an internal team or replacement supplier.
-

3. Pricing & Commercials

- **Pricing Model:** Time & Materials based on the G-Cloud rate card.
 - **Fixed Price:** Optional fixed-price modules available for specific deliverables such as policy set development or secrets scanning.
 - **Exclusions:** Pricing excludes third-party licensing costs and non-cloud related work.
-

4. Case Studies

4.1 Case Study 1: Global Financial Services Group

Challenge:

The client needed to evolve their internal private cloud with full self-service automation and best-in-class secrets management.

Solution:

GlobalLogic implemented a self-service developer portal integrated with enterprise secrets tooling and Policy as Code.

Outcome:

Reduced private cloud onboarding time from 1-2 days to minutes while enhancing compliance through automated governance.

4.2 Case Study 2: Major UK Bank

Challenge:

The bank faced challenges releasing new features on their secrets platform while managing regular business-as-usual tasks.

Solution:

GlobalLogic deployed distributed clusters into GCP and Azure and automated application onboarding.

Outcome:

Reduced policy and rate-limit configuration deployment by 99.4% (from hours to seconds).

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

Email: public.sector@globallogic.com

Website: www.globallogic.com/uki