

GlobalLogic AI-Accelerated Application Modernisation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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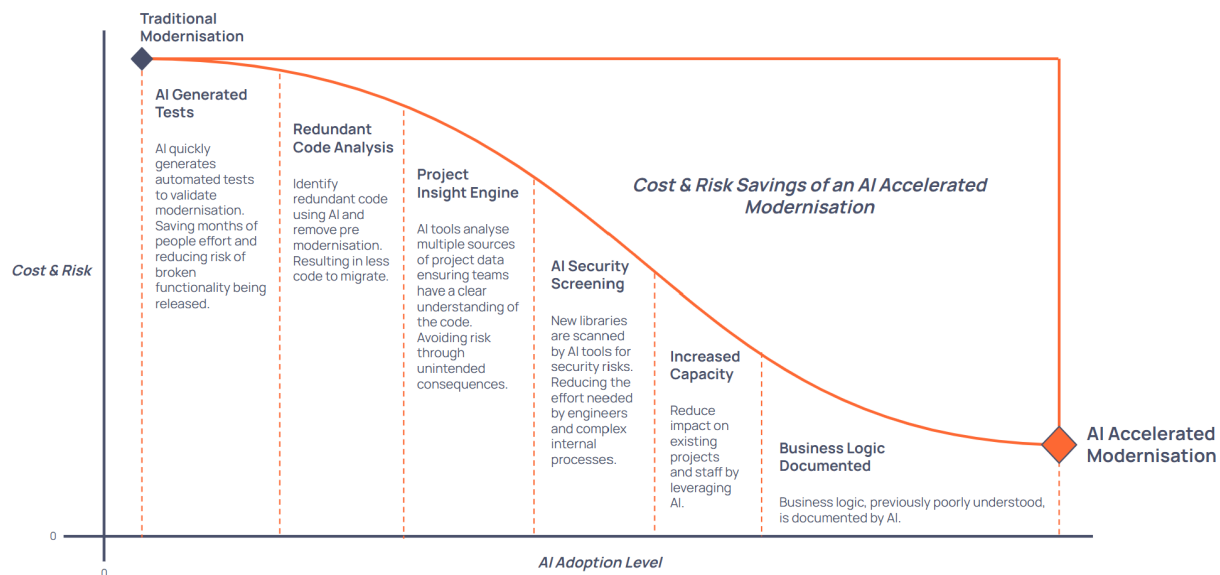
1. Detailed Service Description

1.1 Overview

GlobalLogic's AI-Accelerated Application Modernisation service enables public sector organisations to rapidly transition legacy monolithic applications to secure, cloud-native architectures. By leveraging AI-driven engineering, we accelerate the discovery, refactoring, and testing of legacy codebases (including .NET Framework and legacy web apps), significantly reducing technical debt and the cost of ownership.

This service combines automated code assessment with expert engineering to deliver predictable migration outcomes. Whether re-platforming to AWS, Azure, or Google Cloud, or re-architecting for microservices and containers, we ensure operational continuity and alignment with NCSC Cloud Security Principles.

Our approach reduces the risks associated with manual refactoring, ensuring that critical business logic is preserved while modernising the underlying technology stack³. The diagram below outlines how AI Accelerated Modernisation delivers cost and risk savings across an engagement lifecycle.



Key Service Features:

- AI-accelerated code refactoring and legacy-to-cloud migration⁴.

- Automated test generation for risk-free modernisation.
- "Sprint 0" discovery, roadmap design, and complexity analysis.
- Monolith to microservices re-architecting and decomposition.
- Cloud-native development (AWS, Azure, GCP, Kubernetes).
- Legacy framework upgrades (e.g., .NET Framework to .NET 8).
- DevSecOps, CI/CD pipeline automation, and containerisation.
- User experience (UX) redesign and frontend modernisation (React).
- Performance engineering, scalability, and stateless architecture implementation.
- Secure-by-design engineering aligned to NCSC principles.

Key Service Benefits:

- Accelerates release cycles and time-to-market for new features.
 - Reduces total cost of ownership (TCO) and licensing fees.
 - Eliminates technical debt and reduces legacy maintenance overhead.
 - Enhances scalability, resilience, and system reliability.
 - Mitigates migration risk through automated testing and validation.
 - Improves security posture and compliance with modern standards.
 - Unlocks data value and enables AI/ML integration.
 - Flexible delivery models (UK, Nearshore, Offshore) optimise costs.
 - Seamless user experience improving adoption and satisfaction.
 - Vendor-agnostic approach prevents cloud vendor lock-in.
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1.2 Scope of the Service

Our service covers the full modernisation lifecycle, from initial assessment to production cutover:

- **AI-Accelerated Discovery:** Automated analysis of legacy code, dependencies, and complexity to produce accurate roadmaps.
- **"Sprint 0" Assessment:** Rapid feasibility study, risk mitigation planning, and "to-be" architecture design.
- **Code Refactoring & Re-platforming:** Upgrading legacy frameworks (e.g., .NET Framework to .NET 8) and moving to cloud-native PaaS/IaaS.
- **Monolith Decomposition:** Breaking down monolithic applications into scalable, stateless microservices.
- **Automated Test Generation:** Using AI to generate comprehensive test suites for regression testing and validation.
- **Containerisation:** Docker/Kubernetes implementation for portable, scalable deployment.
- **DevSecOps Integration:** Establishing CI/CD pipelines with automated security and quality gates.
- **Cloud Landing Zone:** Configuration of secure, compliant cloud environments (AWS, Azure, GCP¹).

These services can be engaged either as individual elements as logical groupings or end to end.

1.3 Delivery Approach

GlobalLogic employs a phased, iterative delivery model underpinned by our "AI-Accelerated SDLC":

1. **Sprint 0 (Discovery & Planning):** We deploy AI analysis tools to map the legacy codebase, identifying dependencies, "dead code", and complexity hotspots. We define the migration

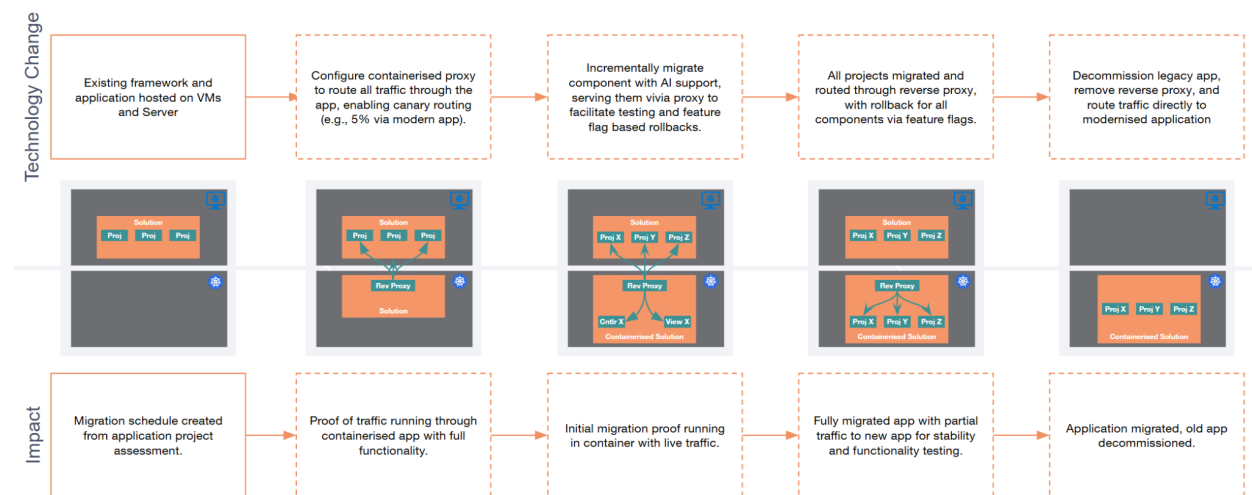
strategy (e.g., Strangler Fig, Big Bang, or Reverse Proxy) and establish the business case.

2. Modernisation (Iterative Execution):

- **Step 1: Test Modernisation:** We migrate or generate automated tests to create a safety net.
- **Step 2: Code Modernisation:** We refactor logical units (e.g., MVC controllers) to modern standards using AI-assisted tooling.
- **Step 3: Verification:** We execute tests against the baseline to ensure functional parity.
- **Step 4: Refactor & Re-architect:** We optimise the architecture for the cloud, removing statefulness and implementing microservices patterns.

3. Transition: We support the cutover to the new environment, often using techniques like Canary deployments or Blue/Green deployment to minimise risk.

The diagram below helps bring our delivery to life:



1.4 Tools, Methods & Standards

We utilise industry-standard and AI-enhanced tooling to ensure quality and velocity:

- **Methodologies/Approaches:** Agile (Scrum/Kanban), DevOps, SRE.
 - **Cloud Platforms:** AWS, Microsoft Azure, Google Cloud Platform (GCP).
 - **Infrastructure as Code:** Terraform, AWS CloudFormation, Azure ARM.
 - **Containerisation:** Docker, Kubernetes (EKS, AKS, GKE).
 - **CI/CD:** Jenkins, GitLab CI, Azure DevOps, GitHub Actions.
 - **AI Acceleration:** Proprietary and partner AI agents for code analysis, refactoring, and test generation (human-in-the-loop governance).
 - **Standards:** NCSC Cloud Security Principles, GDS Service Standard, WCAG 2.2 AA.
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1.5 Deliverables

Typical deliverables include, but are not limited to:

- **Modernisation Assessment Report:** Detailed complexity analysis and risk register.
 - **Target Architecture Design:** High-level and low-level designs for the cloud-native solution.
 - **Refactored Codebase:** Clean, modernised source code stored in the buyer's repository.
 - **Automated Test Suite:** Comprehensive unit and integration tests generated for the new system.
 - **CI/CD Pipelines:** Fully automated build and deployment workflows.
 - **Service Manual & Documentation:** Operational guides and API documentation (OpenAPI/Swagger).
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1.6 Dependencies & Constraints

- **Cloud Agnostic:** Services can be delivered across AWS, Azure, and Google Cloud Platform or other on-prem/public/private clouds.
 - **Access Requirements:** We require access to the existing legacy codebase, documentation, and current production/non-production environments for assessment.
 - **SME Availability:** Availability of Buyer Subject Matter Experts (SMEs) or 3rd party subject matter experts (as appropriate) are required for business logic clarification.
 - **Cloud Accounts:** Provision of necessary cloud accounts and permissions (if Buyer-hosted).
 - **Licensing:** Third-party licensing for specific dependencies (if applicable) is excluded from the service price.
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1.7 Customer Responsibilities

- Providing timely access to systems, data, and stakeholders.
 - Reviewing and approving architectural designs and sprint outputs.
 - Participating in "Sprint 0" workshops and governance meetings.
 - Managing internal change control and user acceptance testing (UAT).
 - Ensuring appropriate licensing is in place for any retained third-party software.
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1.8 Quality Assurance & Governance

We apply a rigorous quality framework:

- **Automated Testing:** High coverage (aiming for 80%+) using AI-generated unit and regression tests.
 - **Static Code Analysis:** Continuous monitoring of code quality and security (e.g., SonarQube).
 - **Peer Review:** Mandatory code reviews for all refactoring work.
 - **Governance:** Weekly status reporting, RAID log maintenance, and regular steering committees.
 - **Standardisation:** Alignment with GDS Service Standards and Technology Code of Practice.
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1.9 Security, Data Protection & Compliance

Security is embedded into our engineering lifecycle ("Secure by Design"):

- **Compliance:** Services aligned with ISO 27001, ISO 9001, and Cyber Essentials Plus.
 - **Clearance:** Staff screened to BS7858:2019; Security Clearance (SC) available for sensitive projects
 - **Data Protection:** Full compliance with UK GDPR; data processing agreements in place.
 - **Security Testing:** Automated SAST/DAST scanning and dependency checking in CI/CD pipelines.
 - **Secure Architecture:** Implementation of Zero Trust principles and NCSC guidance.
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2. Onboarding & Offboarding

2.1 Onboarding

Our onboarding process ensures a seamless start to the engagement:

1. **Kick-off Meeting:** Confirming objectives, stakeholders, and "Sprint 0" scope.
2. **Access & Tooling:** Establishing secure connectivity, repository access, and CI/CD environments.
3. **Knowledge Transfer:** Workshops to understand the legacy application and business domain.
4. **Way of Working:** Agreeing on Agile ceremonies, reporting cadence, and communication channels.

2.2 Offboarding

We ensure a smooth transition at the end of the service:

1. **Knowledge Transfer:** Handover sessions with the Buyer's team or incoming supplier.
 2. **Documentation:** Delivery of all technical and operational documentation.
 3. **Asset Handover:** Transfer of all code, scripts, and configuration artefacts.
 4. **Data Deletion:** Secure removal of Buyer data from GlobalLogic systems (if applicable).
 5. **Service Closure Report:** Summary of achievements and recommendations for future roadmap.
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3. Pricing & Commercials

- **Pricing Model:** We offer flexible commercial models including Time & Materials (based on the GCloud Rate Card) and Fixed Price work packages (e.g., for "Sprint 0" Discovery or defined migration phases).
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4. Case Studies

4.1 Case Study 1: Cloud-Native Migration for Global Audit Software Provider

- **Challenge:** The client faced scalability and performance issues with a critical Human Capital Management (HCM) suite built on legacy VB.NET and .NET Framework 4.7.
- **Solution:** GlobalLogic delivered a "Sprint 0" discovery followed by a comprehensive modernisation. We refactored the monolith into a stateless, microservices-based architecture on AWS, migrating backend logic to .NET Core/C# and the frontend to React.
- **Outcome:** Successfully modernised 80+ UI pages and reports, improved automated test coverage to ~80%, and enabled unlimited scalability through a containerised, cloud-native design.

4.2 Case Study 2: Web App Modernisation for Fleet Management Leader

- **Challenge:** A global fleet management provider needed to replace a legacy tracking application that could no longer meet reliability and load demands.
 - **Solution:** We took ownership of re-building the application using modern React and Redux. Our team built a robust test automation framework and delivered a new system with 8 modules and 500+ features in just one year.
 - **Outcome:** Delivered a 100% cloud-native solution supporting fleet analytics, dangerous event detection, and live video streaming, significantly improving user experience and system resilience.
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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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