

Boomi Enterprise Integration & Implementation: Low-Code iPaaS Engineering

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

Expert design, architecture and implementation of Boomi Enterprise Platform. We provide engineering-led integration services, API management and Boomi AI connectivity. Our automation first approach utilizes the Intelligent Migration Utility (our accelerator) to accelerate cloud-native transitions, ensuring seamless connectivity across hybrid estates while driving operational excellence and digital maturity for public sector organisations.

1.2 Scope of the Service

The scope of this service includes Boomi Enterprise Platform architecture and design to ensure scalable hybrid cloud-native integration hubs. We provide iPaaS engineering covering the full-lifecycle development of Boomi processes, connectors and profiles. The service also encompasses API Management to securely manage internal and external APIs. We implement Boomi AI, Agentstudio and AI Agents for workflow automation alongside automated migration services for legacy system transitions. Additionally, we configure the Master Data Hub for data orchestration and establish a Boomi Centre of Excellence (CoE) for governance.

1.3 Delivery Approach

Our approach begins with a discovery phase involving protocol analysis and classification of current flows to determine compatibility and security requirements. This is followed by a design phase where we create reference architectures and blueprint secure integration patterns. During the build phase, our engineers develop Boomi components using GenAI-powered accelerators. The testing phase uses automated validation against defined data contracts. Finally, the transition phase ensures successful deployment with knowledge transfer to the customer.

1.4 Tools, Methods & Standards

We utilize Agile delivery methodologies such as Scrum and Kanban. Our technical toolkit includes the Intelligent Migration Utility (our accelerator) powered by AWS Bedrock, Boomi AtomSphere APIs for automated component creation and established DevOps CI/CD pipelines. All delivery is aligned with NCSC Cloud Security Principles, Secure-by-Design engineering and Well-Architected frameworks for AWS, Azure and GCP.

1.5 Deliverables

Key deliverables include an integration strategy and roadmap for digital maturity. We provide functional Boomi components such as profiles, maps and processes deployed in production. Customers receive a documented API hub and a governance framework including CoE standards. We also deliver automated test suites and scripts for ongoing validation and regression testing.

1.6 Dependencies & Constraints

Success is dependent on client provision of access to relevant source and target environments. Stakeholder availability is required for requirements gathering and mapping validation. Performance is constrained by the availability and speed of third-party application APIs. Boomi platform licensing is a prerequisite and is usually managed as a separate cost.

1.7 Customer Responsibilities

Customers are responsible for providing access to subject matter experts and provisioning required environment access. Responsibilities include the approval of deliverables and milestone completions as well as participation in weekly progress reviews and governance sessions.

1.8 Quality Assurance & Governance

Quality is maintained through our engineering-led CoE which leverages direct product engineering expertise. We conduct regular progress reviews and maintain robust RAID logs. Automated validation scripts ensure high coverage and compliance with technical standards. Our governance framework includes clear acceptance criteria and change control processes.

1.9 Security, Data Protection & Compliance

We hold ISO 27001, ISO 9001 and ISO 14001 certifications. Services are fully compliant with UK GDPR and NCSC Cloud Security Principles. Technical security controls include encryption in transit and at rest, identity and access management and data residency management. We conduct regular automated scanning and security-by-design engineering.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding starts with a kick-off meeting to align on objectives, timelines and governance structures. We then proceed with access provisioning for development environments and the Boomi AtomSphere. An immersion program is utilized to accelerate team productivity and ensure a smooth ramp-up.

2.2 Offboarding

Offboarding involves the transfer of all technical blueprints and mapping documents to the customer. We conduct knowledge transfer workshops to ensure internal self-sufficiency. Final reports and data extractions are provided as required to close the engagement.

3. Pricing & Commercials

Pricing Model

Pricing is primarily calculated on a Time and Materials basis using the G-Cloud rate card. Optional Fixed-Price modules are available for clearly defined integration deliverables.

4. Case Studies

Case Study

4.1 Leading Australian Automotive Manufacturer

We established a Boomi Integration Hub for a global sustainable packaging manufacturer to replace legacy systems, managing approximately 4,000 active flows. For a leading Australian automotive manufacturer, we modernised back-office integrations by moving from peer-to-peer structures to a scalable Boomi cloud-based iPaaS, migrating over 50 million records.

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