

Agentic AI Engineering: Autonomous Agent Orchestration & Deployment

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service provides specialist engineering and deployment support for autonomous agentic workflows within the UK public sector. Leveraging our accelerator, Velocity AI, we help organisations transition from static Generative AI chatbots to autonomous "Agentic" ecosystems. These systems are capable of multi-step reasoning, persistent memory, and dynamic tool use to automate complex, non-standardised digital processes while maintaining strict human-aligned stewardship.

1.2 Scope of the Service

- **Discovery & Value Loop Identification:** Mapping complex workflows suitable for agentic automation.
 - **Agentic Architecture Design:** Designing multi-agent systems with reasoning frameworks.
 - **Velocity AI Deployment:** Setting up the enterprise agentic runtime environment.
 - **Policy Graph Engineering:** Codifying domain knowledge and constraints into AI logic.
 - **Integration & Tooling:** Connecting agents to legacy systems and APIs via MCP/A2A.
 - **Trust Layer Implementation:** Deploying guardrails for security, bias, and safety.
 - **AgentOps & Monitoring:** Continuous telemetry and performance tuning.
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1.3 Delivery Approach

We follow an agile, "Value Loop" driven delivery model:

- **Inception:** Rapid identification of high-impact agent use cases.
 - **Alpha (MVP):** Building a single-purpose agent to prove the reasoning and tool-use logic.
 - **Beta (Scaling):** Orchestrating multi-agent workflows and integrating with live data.
 - **Live (Maturity):** Full deployment with continuous Eval Agent monitoring and AgentOps.
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1.4 Tools, Methods & Standards

- **Platforms:** Velocity AI Enterprise Agentic Platform, Azure AI, AWS Bedrock, GCP Vertex AI.
 - **Methodologies:** Agile, DevSecOps, and AgentOps.
 - **Standards:** NCSC Cloud Security Principles, ISO27001, GDPR, and GDS Service Standards.
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1.5 Deliverables

- Production-ready Agentic AI Workflows.
 - Velocity AI Runtime Configuration.
 - AI Governance & Policy Graph Documentation.
 - Integration Architecture Maps.
 - Agent Performance & Safety Reports.
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1.6 Dependencies & Constraints

- **Data Access:** Requires secure access to relevant client data and API endpoints.
 - **SME Availability:** Access to subject matter experts to map tacit knowledge into Policy Graphs.
 - **Compute:** Availability of high-reasoning LLMs within the client's cloud tenant.
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1.7 Customer Responsibilities

- Provision of cloud environment and necessary permissions.
 - Clear definition of business goals and success metrics for AI agents.
 - Appointment of a Product Owner for human-in-the-loop (HITL) validation.
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1.8 Quality Assurance & Governance

We utilise "Eval Agents"—specialised AI agents designed to monitor other agents—to ensure outputs remain within specified parameters for accuracy, safety, and bias. This is underpinned by GlobalLogic's standard QA frameworks and regular governance reviews.

1.9 Security, Data Protection & Compliance

Service delivery is compliant with BS7858:2019 screening. We implement an "AI Trust Layer" that includes prompt injection protection, PII masking, and adversarial threat detection to ensure all autonomous actions meet UK public sector security standards.

2. Onboarding & Offboarding

2.1 Onboarding

Standard onboarding takes 2–4 weeks, including security clearance validation, environment setup, and the initial Value Loop discovery workshop.

2.2 Offboarding

At the end of the engagement, we provide a full knowledge transfer pack, including all policy graphs, code repositories, and documentation to ensure no vendor lock-in and full client autonomy.

3. Pricing & Commercial

This service is delivered via a hybrid model. Foundational setup and discovery are typically Fixed Price or T&M (based on the G-Cloud Rate Card), while ongoing engineering and AgentOps are provided via Time & Materials (T&M) based on the G-Cloud 15 Rate Card.

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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