

Data Platform Migration Factory: Hadoop

SERVICE DEFINITION DOCUMENT - VERSION V1.0

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1. Detailed Service Description

1.1 Overview

This service enables public sector organisations to de-risk and accelerate the transformation of complex legacy Hadoop data platforms onto modern cloud-native architectures. By leveraging GlobalLogic's Data Platform Migration Factory, we provide an end-to-end modular approach that automates schema conversion, ETL refactoring, and data integrity testing. Our solution utilises a proven "Factory Lane" for rapid, scalable migration and a "Hypothesis Lane" for complex unknowns, ensuring business continuity while significantly reducing total cost of ownership (TCO).

1.2 Scope of the Service

- **Legacy Platform Migration:** End-to-end transition of Hadoop estates.
 - **Automated Schema Conversion:** Migration of source schemas and database objects into target cloud environments.
 - **ETL and Pipeline Modernisation:** Refactoring legacy ETL processes into modern, cloud-optimised data pipelines.
 - **Procedural Logic Remediation:** Migrating and remediating stored functions, procedures, and application-embedded logic.
 - **Data Integrity Validation:** Automated comparative testing between legacy and target environments to ensure 100% accuracy.
 - **Operational Transition:** Establishment of cutover governance and handover of the modernised platform to BAU teams.
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1.3 Delivery Approach

GlobalLogic employs a structured, multi-phase migration lifecycle:

- **Discovery:** Automated gathering of platform detail, object counts, and application code dependencies to facilitate design.
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- **Design & Plan:** Creation of an approved migration design, re-baselining of costs, and development of a detailed lifecycle plan.
 - **Migration Cycle Sprints:** Utilising an Agile Scrum framework to remediate schemas, migrate data, and modernize logic in parallel sprints.
 - **Testing Support:** Supporting customer UAT, NFT, and regression testing with dedicated defect management.
 - **Cutover & Warranty:** Managing the live migration event through a Command and Control team, followed by post-implementation support.
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1.4 Tools, Methods & Standards

- **Agile Delivery:** Scrum and Sprint-based methodologies for continuous development and testing.
 - **Automated Accelerators:** Use of GlobalLogic Data Platform AI and Velocity AI for rapid code conversion.
 - **Governance Frameworks:** Integration of Witboost and Dataswitch for computational policy enforcement.
 - **Industry Standards:** Alignment with NCSC Cloud Security Principles and GDS standards.
 - **Accessibility:** Adherence to integrated accessibility protocols (WCAG 2.2 AA).
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1.5 Deliverables

- **Discovery & Assessment Reports:** Comprehensive documentation of source systems and migration complexity.
 - **Migration Solution Design:** Approved architecture for the target cloud platform.
 - **Modernised Data Assets:** Remediated schemas, tables, and functional logic in the target environment.
 - **Automated Test Reports:** Documented outcomes of unit, integration, and performance testing.
 - **Cutover Schedule of Events (SoE):** Detailed plan for live service transition.
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1.6 Dependencies & Constraints

- **System Access:** Requires read access to legacy source platforms and detailed system configuration data.
 - **SME Availability:** Success relies on access to customer SMEs for application walkthroughs and business use-case validation.
 - **Environment Provisioning:** Customer must provide or configure appropriate target cloud infrastructure to host the migration cycles.
 - **Constraint:** No independent hardware purchase, co-location services, or contingent labor inside IR35.
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1.7 Customer Responsibilities

- **Governance Approval:** Timely sign-off on design documents and re-baselined project plans.
 - **Platform Readiness:** Provisioning of performant environments for development, testing, and production.
 - **Business Testing:** Execution of User Acceptance Testing (UAT) and final regression testing in higher environments.
 - **Knowledge Sharing:** Providing existing test scripts, automation, and documentation relating to legacy data patterns.
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1.8 Quality Assurance & Governance

GlobalLogic integrates automated quality gates into the migration pipeline to enforce computational policies. This includes:

- **Pre-Migration Checks:** Automated verification of table definitions and naming conventions before data movement.
 - **Data Validation Concepts:** Proactive record counting, checksum validation, and referential integrity checks.
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- **Progress Monitoring:** Landscape perspective of migration results via an integrated data marketplace.
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1.9 Security, Data Protection & Compliance

- **Standards Compliance:** Conforms to ISO 27001, ISO 9001, and ISO 14001.
 - **Cyber Security:** Cyber Essentials Plus certification is maintained for all Cloud Support services.
 - **Data Handling:** All migration activities are fully compliant with UK GDPR requirements and NCSC cloud security principles.
 - **Governance Shift Left:** Security and privacy policies are embedded directly into automation templates to ensure compliance by design.
 - While we use global delivery centres, **customer data stays within the UK sovereign border** (unless otherwise agreed).
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2. Onboarding & Offboarding

2.1 Onboarding

The onboarding process initiates with a project kick-off and governance setup. We provision access to necessary tools and SMEs, validate source environments, and establish a clear communication plan across smart team topologies.

2.2 Offboarding

Offboarding includes a formal final reporting phase, the transfer of all modernised code and documentation, and the completion of knowledge-transfer workshops to BAU teams. GlobalLogic ensures a 4-week post-cutover warranty to support incident resolution before final project closure.

3. Pricing & Commercials

- **Pricing Models:** Options for Time & Materials (T&M) based on GCloud 15 rate card, Fixed Price based on T-shirt sizing, or Hybrid modules. All professional services are priced according to the GCloud-15 rate card provided, with roles mapped to the GDAD model.
 - **Indicative T-shirt Sizing:** Effort is categorized into Small, Medium, and Large based on object complexity and estimated effort days.
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4. Case Studies

4.1 Major UK Retail Bank:

Migrated a critical Hadoop platform to a cloud-native AWS/Databricks data lake in 12 months, significantly reducing maintenance costs and enabling secure self-service access.

4.2 Major UK Retail Bank:

A 12-year strategic partnership included modernising Hadoop onto a secure data mesh, resulting in over £100M in cost savings and a 95% reduction in development effort.

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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