

Managed Boomi Centre of Excellence (CoE) & Support

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

Comprehensive managed support for your Boomi ecosystem. Our Boomi CoE provides 24/7 operations, maintenance and proactive optimization using clear metrics. We embed core product engineers into projects to ensure superior outcomes, high availability and resilient disaster recovery for mission-critical integration flows, driving long-term stability and platform governance.

1.2 Scope of the Service

This service covers the end-to-end management of the Boomi Enterprise Platform. The scope includes 24/7 proactive monitoring, incident management, platform maintenance and performance optimization. We provide strategic governance through a dedicated Centre of Excellence (CoE), ensuring that all integration flows adhere to best practices. Additionally, the service includes disaster recovery planning, security patch management and regular technical health checks of the integration estate.

1.3 Delivery Approach

Our approach is engineering-led and ITIL-aligned. We transition your integration estate into our Managed Service via a structured onboarding process. Once operational, we use proactive monitoring to identify and resolve issues before they impact business services. Our Boomi product engineers are embedded within the support team to provide deep technical insights and continuous optimization. We conduct monthly service reviews to report on KPIs and SLAs while proposing architectural improvements.

1.4 Tools, Methods & Standards

We utilize Boomi AtomSphere monitoring tools, GlobalLogic proprietary accelerators and industry-standard ITSM platforms. Our delivery follows ITIL v4 standards for service management and NCSC Cloud Security Principles. We apply DevOps principles to platform maintenance, ensuring automated deployments and version control are maintained across all Boomi environments.

1.5 Deliverables

Key deliverables include monthly service performance reports, SLA/KPI achievement dashboards and updated technical documentation. Customers receive regular integration health check reports, platform upgrade roadmaps and incident root cause analysis (RCA) documents. We also deliver a governance framework and best-practice guides for new integration developments.

1.6 Dependencies & Constraints

Success is dependent on the provision of administrative access to the Boomi AtomSphere platform and relevant client monitoring tools. Customers must provide current documentation for existing integration flows. Service performance is constrained by the inherent limitations and API availability of third-party systems being integrated.

1.7 Customer Responsibilities

Customers are responsible for providing a designated service owner for governance meetings. Responsibilities include the approval of maintenance windows, provision of necessary security clearances for support staff and maintaining 3rd-party software licenses. Customers must also notify GlobalLogic of any planned changes to their broader digital estate that may impact integration flows.

1.8 Quality Assurance & Governance

Our Boomi CoE provides a robust governance layer, ensuring all support activities meet GlobalLogic and Boomi engineering standards. We conduct regular internal audits and peer reviews of support tasks. A formal governance structure is established with the customer, including weekly operational calls and monthly strategic service reviews.

1.9 Security, Data Protection & Compliance

We operate in accordance with ISO 27001 and Cyber Essentials Plus standards. The service is fully compliant with UK GDPR. We ensure secure credential management within Boomi, regular audit log reviews and alignment with the client's internal security policies. All support data remains within agreed geographical boundaries.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding involves a transition phase where we audit the current Boomi estate, document existing flows and establish secure connectivity. We define the communication protocols, SLA targets and escalation paths. A formal "Service Commencement" milestone is reached once the support team has successfully completed the knowledge transfer.

2.2 Offboarding

Offboarding ensures a smooth transition to the client or another provider. We provide all updated technical documentation, operational manuals and a log of open incidents. We conduct a series of handover workshops and ensure all client-specific data and credentials are securely returned or deleted.

3. Pricing & Commercials

Customers can use the G-Cloud rate card for Time and Materials based support. Alternatively, pricing is calculated using a monthly managed service fee based on the volume and complexity of the integration estate linked directly to the rate card.

4. Case Studies

4.1 Global Leader Provider of Sustainable Packaging

We provided a Managed Boomi CoE for a global sustainable packaging leader, managing over 4,000 active flows with 24/7 coverage. For a major automotive manufacturer, we delivered engineering-led support that ensured 100% uptime for critical Salesforce and SAP integrations during high-volume sales periods.

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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