

Legacy Application Modernisation & Technical Debt Review

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

The **Legacy Application Modernisation & Technical Debt Review** is a strategic engagement to unblock innovation by remediating the "brittle architecture" and "high error rates" typical of legacy estates.

Public sector organisations often face "stifled innovation" due to systems that have reached an "unknown breaking point". GlobalLogic's service identifies these bottlenecks and designs a modernisation path—whether re-hosting, re-platforming, or re-architecting.

We target specific, high-value engineering outcomes: a **~98% reduction in deployment lead times**, a **~70-75% reduction in change failure rates**, and the elimination of "key-person dependency" through automation and documentation.

1.2 Scope of the Service

The service delivers a comprehensive modernisation roadmap covering:

- **Architecture Assessment:** Review of "brittle architecture" and scalability limits.
 - **Technical Debt Quantification:** Analysis of the "high error rate & risk" inherent in the current codebase.
 - **Pipeline Optimisation:** Review of CI/CD maturity to improve the "product release cycle".
 - **Resilience Review:** Identification of "unknown breaking points" and lack of DR strategy.
 - **Skills Analysis:** Identification of "key-person dependency" and knowledge silos.
 - **Modernisation Strategy:** Design of cloud-native patterns (Serverless, Containers) to enable "business agility".
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1.3 Delivery Approach

We utilise a "Sprint 0" methodology to deliver a clear path forward in days:

- **Day 1 (Deep Dive):** Collaborative workshops to "analyse environment, identify patterns & pain points".
 - **Day 2–5 (Build Insights):** Our architects model modernisation scenarios, "quantify risks," and design the "to-be" architecture.
 - **Day 6 (Playback):** Presentation of the **Modernisation Strategy** and **Remediation Backlog**.
 - **Day 7+ (Execution - Optional):** Execution of the backlog to pay down technical debt.
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1.4 Tools, Methods & Standards

- **Methodologies:** 6 Rs of Migration (Rehost, Replatform, Rearchitect, etc.), Agile "Sprint 0".
 - **Standards:** Well-Architected Framework (AWS/Azure/GCP), 12-Factor App methodology.
 - **Tools:** Code analysis tools (SonarQube), Application Performance Monitoring (APM), and cloud-native assessment tools.
 - **Security:** Staff screening to BS7858:2019 and SC clearance where required.
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1.5 Deliverables

- **Technical Debt Report:** A detailed breakdown of "brittle architecture" and "high error rate" risks.
 - **Modernisation Roadmap:** A phased strategy to move from legacy to cloud-native.
 - **CI/CD Optimisation Plan:** Blueprint for automated pipelines to reduce "deployment lead time".
 - **Risk Quantification Model:** Assessment of "unknown business risks" and "costly & risky scaling".
 - **Resilience Strategy:** Design for Disaster Recovery (DR) and high availability.
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1.6 Dependencies & Constraints

- **Access:** Requires access to source code repositories, architecture diagrams, and CI/CD tools.
 - **Stakeholders:** Availability of Lead Developers and Product Owners for the Day 1 workshop.
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- **Delivery Model:** Services are delivered via a hybrid/blended model (UK Onshore, Nearshore, Offshore).
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1.7 Customer Responsibilities

- Provisioning access to repositories and documentation prior to Day 1.
 - Providing context on business goals and known "pain points".
 - Reviewing and approving the Modernisation Strategy during the Playback session.
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1.8 Quality Assurance & Governance

- **Metrics-Driven:** Modernisation success is measured by "Deployment Lead Time Reduction" (~98%) and "Efficiency Gain" (~50%).
 - **Architecture Review Board:** All designs are reviewed by Principal Architects to ensure scalability.
 - **ISO 9001:** Quality management aligned to international standards.
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1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 27001, Cyber Essentials Plus.
 - **Data Handling:** All assessment data is processed in accordance with UK GDPR.
 - **Staff Vetting:** Staff security screening to BS7858:2019. SC Clearance available.
 - **Secure by Design:** Modernisation patterns embed security into the pipeline (DevSecOps).
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Confirmation of scope, application boundaries, and stakeholder availability.
- **Access Setup:** Secure exchange of repository credentials.
- **Baseline Review:** Measurement of current deployment frequency and failure rates.

2.2 Offboarding

- **Handover:** Transfer of the Modernisation Roadmap and Technical Debt Report.
 - **Knowledge Transfer:** Playback session to ensure the engineering team understands the path forward.
 - **Data Deletion:** Secure removal of any client code or diagrams from GlobalLogic systems.
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3. Pricing & Commercials

Pricing Model: Time & Materials (T&M) based on the GCloud Rate Card or Fixed price for agreed scope.

4. Case Studies

4.1 Public Sector Application Modernisation (Representative Outcomes)

- **Challenge:** An organisation faced "stifled innovation" due to "brittle architecture" and "high error rates".
 - **Solution:** GlobalLogic delivered a Technical Debt Review and CI/CD optimisation, moving the client to cloud-native patterns.
 - **Outcome:**
 - ~**98%** reduction in Deployment Lead Time.
 - ~**70-75%** reduction in Change Failure Rate.
 - ~**50%** efficiency gain in engineering operations.
 - **Resilience:** Elimination of "unknown breaking points".
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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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