

Agentic AI Enablement with Vertex AI and Gemini Enterprise

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Agentic AI Enablement service empowers public sector organisations to move beyond simple chatbots to sophisticated ecosystems of orchestrated intelligence. Using our deep partnership with Google, we integrate Vertex AI and Gemini Enterprise to build agents that do not just advise, but execute—performing multi-step tasks, accessing external APIs, and making reasoned decisions within defined guardrails. This service ensures that AI is not a siloed tool but an integrated part of your technology strategy.

1.2 Scope of the Service

- **AI Capability Analysis:** Auditing current processes to identify high-value agentic use cases.
 - **Agent Architecture Design:** Designing multi-agent systems with specialized roles (e.g., researcher, executor, validator).
 - **RAG Implementation:** Grounding agents in your specific organisational data for accurate, context-aware outputs.
 - **Security & Governance:** Establishing "Security Everywhere" with NCSC-aligned IAM, logging, and monitoring.
 - **Integration:** Connecting AI agents to existing cloud infrastructure (GKE, Cloud Run) and legacy databases.
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1.3 Delivery Approach

- **Discovery:** Identifying success criteria and key data sources.
 - **Design:** Creating a blueprint for the agentic ecosystem and security foundation.
 - **Build:** Iterative development of AI agents and orchestration pipelines.
 - **Test:** Rigorous automated testing and human-in-the-loop validation for quality assurance.
 - **Transition & Handover:** Detailed reporting and workshops to enable internal teams.
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1.4 Tools, Methods & Standards

- **Tools:** Vertex AI, Gemini Enterprise, Google Search API, Terraform, GKE.
 - **Methods:** Velocity AI Strategy, Agile delivery (Scrum/Kanban), DevOps, SRE.
 - **Standards:** NCSC Cloud Security Principles, WCAG 2.2 AA accessibility.
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1.5 Deliverables

- **AI Readiness Assessment:** Report on maturity and high-impact modernisation opportunities.
 - **Production-Ready AI Agents:** Fully deployed agentic workflows in GCP.
 - **Automated CI/CD Pipelines:** For continuous model and agent updates.
 - **Operational Runbooks:** Guidelines for managing and monitoring AI system health.
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1.6 Dependencies & Constraints

- **Access:** Timely access to data stores and GCP administrative permissions.
 - **Data Maturity:** Quality of agent outputs is dependent on the cleanliness of input data.
 - **Remote-First:** Service is primarily delivered via remote collaboration.
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1.7 Customer Responsibilities

- **Stakeholder Access:** Providing access to SMEs for process definition and feedback.
 - **Deliverable Approval:** Timely review of designs and validation reports.
 - **Attendance:** Participation in governance and progress review sessions.
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1.8 Quality Assurance & Governance

We maintain excellence through weekly progress reviews, RAID log maintenance, and automated security-by-design checks. Our performance engineering approach ensures AI agents meet specified latency and accuracy targets before production transition.

1.9 Security, Data Protection & Compliance

GlobalLogic is ISO 27001 and Cyber Essentials Plus certified, and we have an ISO 9001-aligned Quality Management System. We ensure all AI deployments respect UK GDPR requirements and maintain data residency controls. We apply NCSC-aligned least-privilege access to all AI environments.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding starts with a project kick-off to map data sources, provision secure environment access, and establish the governance framework within days of contract start.

2.2 Offboarding

At completion, we conduct thorough workshops and transfer all code repositories and documentation to the client, ensuring no vendor lock-in.

3. Pricing & Commercials

This service is provided on a Time & Materials (T&M) basis according to our G-Cloud 15 rate card. Optional fixed-price discovery modules may be available for defined scopes.

4. Case Studies

4.1 Global Entertainment Provider (Living Games Hub)

- **Challenge:** Needed a cloud-native platform to showcase capabilities seamlessly without local installs.
 - **Solution:** Designed an end-to-end platform using GCP, Vertex AI, and Terraform, integrating real-time session services and AI-based monitoring.
 - **Outcome:** Achieved a 25% cloud-cost reduction and a 90% cut in setup effort, establishing a reference architecture for future cloud-streamed projects.
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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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