

Azure Cloud Migration Execution and Modernisation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Azure Cloud Migration Execution and Modernisation service provides the technical expertise required to move complex public sector workloads to the cloud. We bridge the gap between high-level strategy and technical delivery by providing a squad of cloud architects and DevOps engineers who specialise in high-velocity, secure migrations. Our approach is engineering-led, focusing on automation (IaC) and modern software practices to ensure that migrated applications are more resilient, scalable and cost-effective than their legacy counterparts.

1.2 Scope of the Service

- **Environment Build:** Creation of secure landing zones and networking (Hub and Spoke).
 - **Workload Migration:** Execution of rehosting (lift and shift) and replatforming tasks.
 - **Application Modernisation:** Refactoring applications to use cloud-native services like Functions and AKS.
 - **Data Migration:** Transitioning on-premises databases to Azure-managed database services.
 - **Testing and Cutover:** Comprehensive functional testing and managed go-live support.
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1.3 Delivery Approach

Our delivery model ensures a structured and repeatable migration lifecycle:

- **Discovery:** Final validation of dependencies, migration priorities and success criteria.
 - **Design:** Detailed architecture design for the target Azure environment and migration paths.
 - **Build:** Construction of infrastructure as code and migration of application data.
 - **Test:** Automated and manual validation of security, performance and functionality.
 - **Transition and Handover:** Final cutover support followed by comprehensive knowledge transfer.
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1.4 Tools, Methods & Standards

- **Methods:** 7-R Migration Methodology, Agile (Scrum), DevOps and Site Reliability Engineering.
 - **Tools:** Terraform, Azure Migrate, Azure DevOps, GitHub Actions, Docker and Kubernetes.
 - **Standards:** NCSC Cloud Security Principles, Azure Well-Architected Framework and WCAG 2.2 AA.
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1.5 Deliverables

- **Production-Ready Azure Environment:** Fully automated and secure cloud landing zone.
 - **Migrated Workloads:** Applications and data operational within the Azure platform.
 - **CI/CD Pipelines:** Automated deployment workflows for ongoing application updates.
 - **Operational Runbooks:** Detailed documentation for managing the new cloud environment.
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1.6 Dependencies & Constraints

- **Environment Access:** Timely provision of access keys and administrative permissions.
 - **Network Connectivity:** Adequate bandwidth between source data centres and Azure.
 - **Stakeholder Engagement:** Prompt feedback and approval from application owners.
 - **Legacy Support:** Access to documentation or SMEs for older, undocumented systems.
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1.7 Customer Responsibilities

- **Access Provisioning:** Providing the migration team with necessary system and network access.
 - **Data Quality:** Ensuring source data is cleansed and validated prior to migration.
 - **Testing Participation:** Providing SMEs to perform User Acceptance Testing (UAT).
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1.8 Quality Assurance & Governance

- **Sprint Reviews:** Regular demonstrations of migration progress and technical milestones.
 - **Automated Scanning:** Use of security and compliance scanning tools during the build phase.
 - **Governance Reporting:** Weekly status updates including RAID logs and budget tracking.
 - **Social Value:** Ongoing measurement of delivery impact against the Social Value Model.
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1.9 Security, Data Protection & Compliance

GlobalLogic maintains ISO 27001, ISO 9001 and Cyber Essentials Plus certifications. All migration activities are performed in strict alignment with UK GDPR and public sector data residency requirements. We embed security into the migration process, ensuring all Azure resources are encrypted, monitored and governed by least-privilege access controls.

2. Onboarding & Offboarding

2.1 Onboarding

Onboarding begins with a project kick-off to establish communication channels, governance structures and access requirements. We typically aim to have the migration squad integrated and beginning technical builds within ten working days of the contract start date.

2.2 Offboarding

At the conclusion of the migration, we conduct a series of handover workshops to ensure the customer's internal team is fully equipped to operate the new environment. We provide a final transition report and ensure the secure deletion or return of all client-specific data and credentials.

3. Pricing & Commercials

This service is provided on a Time and Materials (T&M) basis according to our G-Cloud 15 rate card. Fixed-price work packages may be available for specific, well-defined migration phases following an initial discovery.

4. Case Studies

4.1 Global Logistics Provider

- **Challenge:** The client lost access to a primary data centre and needed to migrate complex VM environments to the cloud immediately using only backup images.
 - **Solution:** GlobalLogic engineers performed reverse engineering and restored operations using Terraform automation and automated landing zones.
 - **Outcome:** Achieved a rapid migration with zero downtime for existing business integrations and established a scalable, secure cloud foundation.
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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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