GlobalLogic®
A Hitachi Group Company

# GlobalLogic Digital QA Services

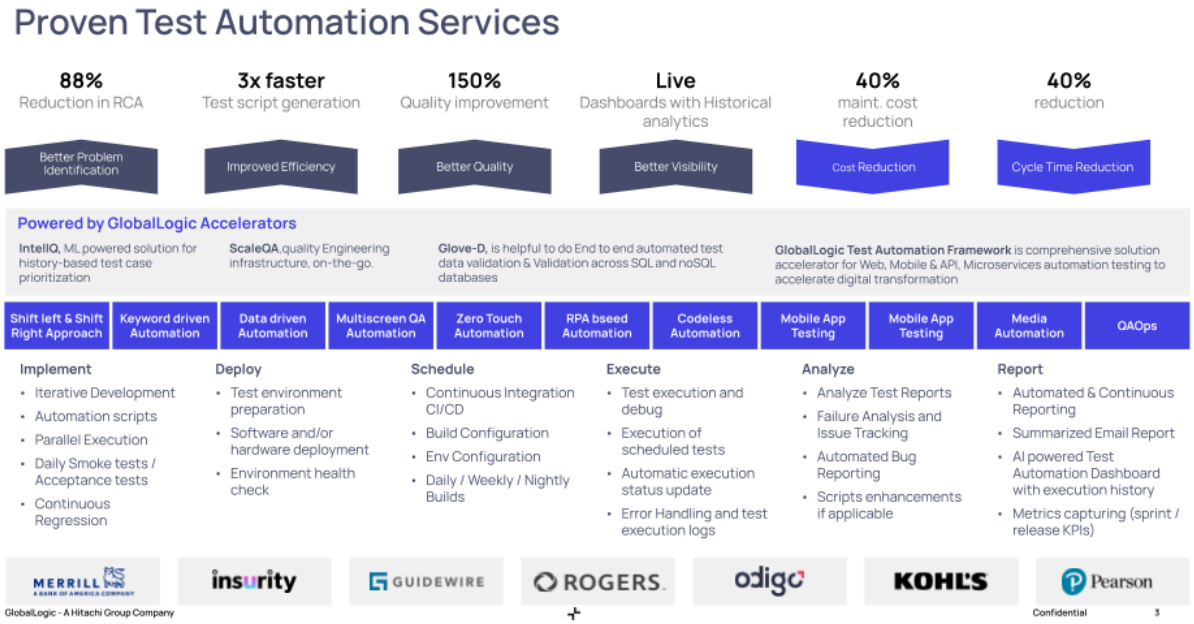
*SERVICE DEFINITION DOCUMENT - VERSION 1.0*

# Contents

# 1. Detailed Service Description

## 1.1 Overview

GlobalLogic Digital QA Services provide a comprehensive quality assurance solution that blends rigorous human-led testing with advanced automation and AI accelerators. Designed for the public sector, this service focuses on "Shift-Left" and "Shift-Right" methodologies to integrate testing early in the development lifecycle while ensuring robust functional integrity in production. We support a wide ecosystem of **industry-standard tools** (including Selenium, Playwright, and Jira) while utilising GlobalLogic's accelerators to boost efficiency and reduce regression efforts by up to 70%[1].




## 1.2 Scope of the Service

Our Digital QA Services cover the full software testing lifecycle (STLC), ensuring functional integrity across web, mobile, API, and microservices architectures.

- **Functional & Regression Testing:** Manual and exploratory execution to verify business requirements and prevent regression.
- **Test Automation:** Implementation of robust frameworks using standard tools (Selenium, Cypress, Playwright) and our modular accelerator GlobalLogic Test Automation Framework
- **Test Management:** Full lifecycle management using industry-standard Application Lifecycle Management tools like Jira, Xray, and Zephyr.
- **AI-Enhanced QA:** Where available, we will utilise GenAI for test case generation and test data creation to increase productivity.
- **Mobile App Testing:** Execution across iOS and Android using Appium and device farms (BrowserStack, SauceLabs).

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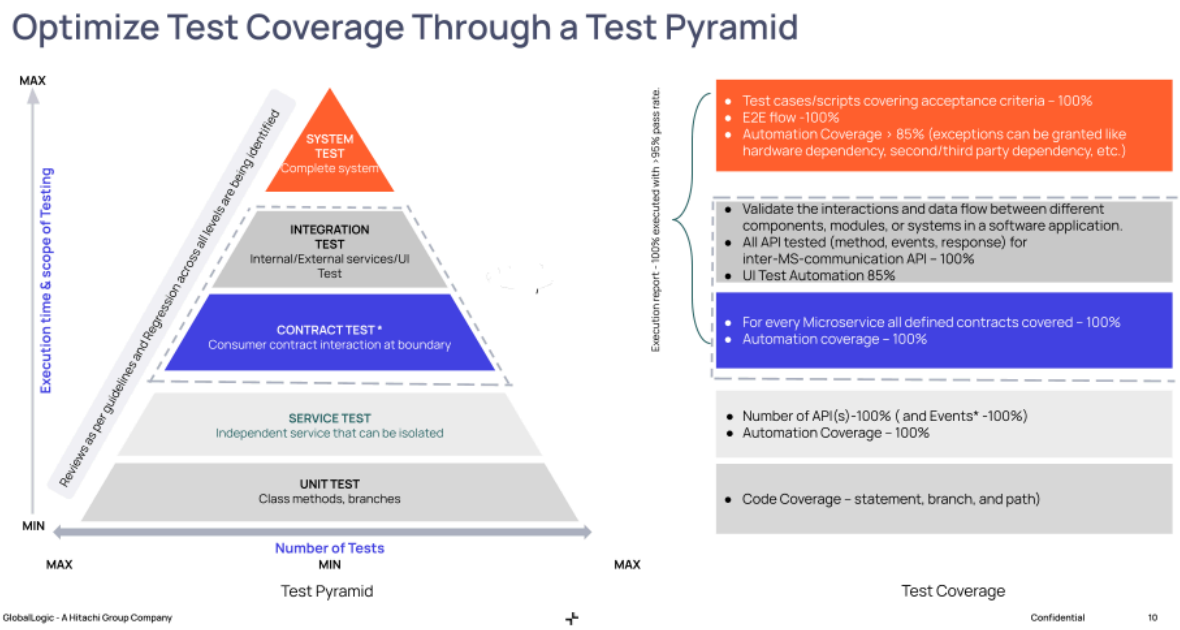
## 1.3 Delivery Approach

We follow industry standard frameworks like the Scaled Agile Framework for our delivery approach and look to embed quality at every stage of the Software Development Lifecycle:

- **Discovery & Strategy:** We assess current QA maturity using our Digital Assurance Assessment Framework to identify gaps in people, process, and technology.

- **Shift-Left Implementation:** We integrate automation early in the sprint (In-sprint Automation) to provide fast feedback to developers.

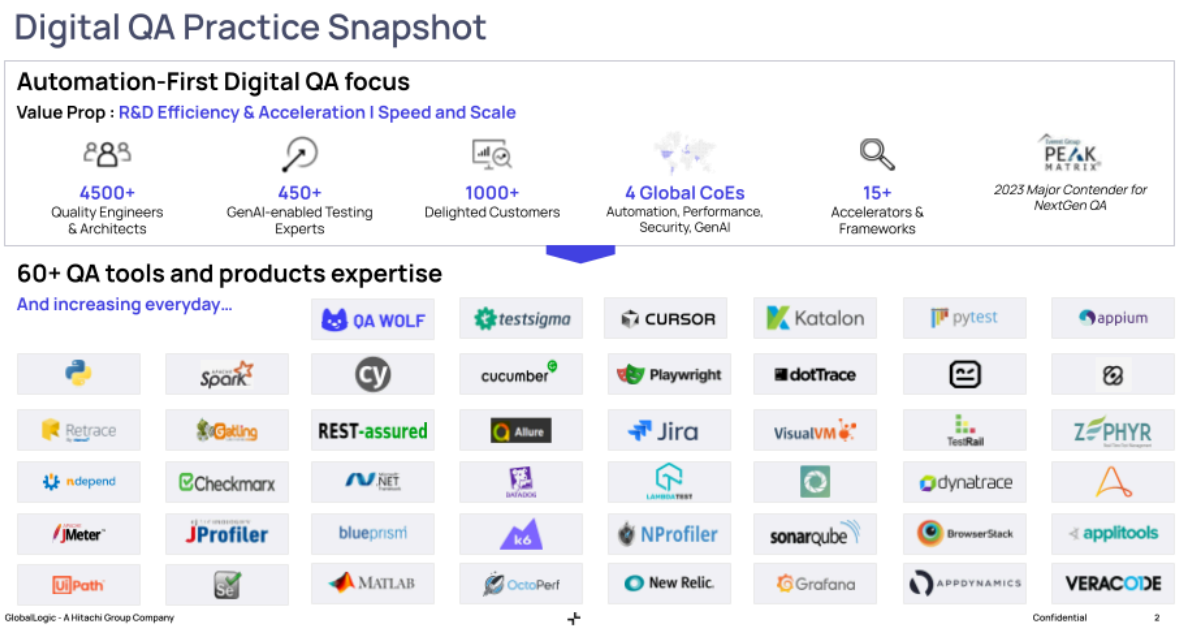
- **Execution & Governance:** Continuous testing is managed via Quality Gates, ensuring code coverage targets (e.g., >85%) and requirement traceability are met before release.




## 1.4 Tools, Methods & Standards

Our service is built on open-source technologies and industry standards to ensure compatibility and no vendor lock-in.

- **Automation Frameworks:** Selenium, Playwright, Cypress, Appium, Cucumber (BDD), Robot Framework.
- **Test Management & ALM:** Jira, Xray, Zephyr, TestRail, QMetry, HP ALM, Azure DevOps.
- **API Testing:** Postman, Swagger, Rest Assured
- **CI/CD Integration:** Jenkins, Azure DevOps, GitLab CI, CircleCI
- **Code Quality & Security:** SonarQube, Checkmarx, Veracode.
- **GlobalLogic Accelerators:**
    - **GTAF:** GlobalLogic Test Automation Framework
    - **InteliQ:** AI-driven test prioritisation and failure analysis.
    - **ScaleQA:** On-demand quality engineering infrastructure.
- **Standards:** ISO 9001, ISO 27001, WCAG 2.2 AA (Accessibility).




## 1.5 Deliverables

- Test Strategy and Plan documents.
- Automated Test Scripts (Repository).
- Test Execution Reports (Daily/Weekly).
- Defect Logs and Root Cause Analysis.
- Traceability Matrix linking requirements to test cases.

## 1.6 Dependencies & Constraints

- Access to client environments (staging, QA, pre-prod) via secure VPN or VDI.
- Availability of business stakeholders for requirement clarification and UAT sign-off.
- Provision of necessary test data or access to data generation tools within the client network.
- Third-party tool licensing (e.g., Jira, SauceLabs) is typically the responsibility of the buyer unless otherwise agreed.

## 1.7 Customer Responsibilities

- Providing access to architecture documentation, user stories, and design artifacts Reviewing and approving the Test Strategy and Test Plans.
- Participating in "Go/No-Go" quality assessment meetings.

- Facilitating access to necessary environments and third-party integrations.

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## 1.8 Quality Assurance & Governance

We employ a KPI-led governance model to ensure continuous improvement and alignment with business goals.

- **Quality Gates:** Strict criteria for promotion between environments, such as 100% requirements coverage and zero critical defects.
- **Metrics:** We track Defect Leakage, Automation Coverage (>85% target), and Test Execution Efficiency.
- **Governance Council:** A joint body reviewing risks, process adherence, and tool approvals on a regular cadence.

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## 1.9 Security, Data Protection & Compliance

- **Data Handling:** We utilise synthetic test data generation to avoid using sensitive production data in lower environments.
- **Secure Pipelines:** Automation scripts are integrated into secure CI/CD pipelines with static code analysis (SonarQube) and security scanning.
- **Compliance:** Our delivery adheres to ISO 27001 standards for information security.

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# 2. Onboarding & Offboarding

## 2.1 Onboarding

Our onboarding process ensures rapid team integration and environment setup.

1. **Knowledge Transfer:** Workshops to understand the application landscape and business logic.
2. **Access & Tooling:** Setting up VPNs, VDIs and repositories
3. **Framework Setup:** Initial configuration of the test automation framework and CI/CD pipelines.
4. **Shadowing:** QA engineers shadow existing teams to understand domain nuances.

## 2.2 Offboarding

1. **Asset Handover:** Transfer of all test repositories, scripts, and documentation to the client.
2. **Knowledge Transfer:** Sessions to train client staff on maintaining the automation framework.
3. **Data Cleanup:** Secure deletion of test data and credentials from GlobalLogic systems.
4. **Final Reporting:** Summary of testing outcomes, metrics, and known issues.

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# 3. Pricing & Commercials

We offer flexible commercial models to suit different project needs:

- **Time & Materials (T&M):** Charged based on the GCloud rate card, suitable for Agile projects with evolving requirements.
- **Fixed Price:** Defined work packages for specific outcomes

# 4. Case Studies

## 4.1 Case Study 1: MedTech Major

GlobalLogic developed an automation system for a next-gen insulin pump, reducing testing effort by ~400x and executing formal runs 15x faster. We owned 100% of the automation system development, achieving FDA-compliant validation.

## 4.2 Case Study 2: Global Mobile Network Provider

For a leading telco vendor, we increased test automation coverage from 12% to 65%, developing ~3,900 automated test cases. Our team managed planned releases and emergency patches, taking full responsibility for QA and DB administration.

# 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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