

AI Accelerated Mainframe Modernisation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

Contents

1. Detailed Service Description	3
1.1 Overview	3
1.2 Scope of the Service	3
1.3 Delivery Approach	4
1.4 Tools, Methods & Standards	4
1.5 Deliverables	5
1.6 Dependencies & Constraints	5
1.7 Customer Responsibilities	5
1.8 Quality Assurance & Governance	6
1.9 Security, Data Protection & Compliance	6
2. Onboarding & Offboarding	7
2.1 Onboarding	7
2.2 Offboarding	7
3. Pricing & Commercials	8
4. About GlobalLogic & Why We're the Right Partner	9
4.1 About GlobalLogic	9
4.2 Why GlobalLogic	9
4.3 Social Value & Ethical Impact	10
5. Contact Details	11

1. Detailed Service Description

1.1 Overview

GlobalLogic's **AI Accelerated Mainframe Modernisation** service helps public sector organisations transition from legacy mainframe estates to cloud-native architectures on AWS, Azure, or GCP. Leveraging deep partnership capabilities and AI-driven accelerators, we de-risk the migration of mission-critical workloads; including batch processing, schedulers, and data stores.

Our hybrid delivery model combines UK-based onsite expertise for high-touch stakeholder management with the scale of our nearshore and offshore engineering centres. This ensures we meet tight regulatory deadlines while maintaining rigorous security standards. Whether for initial **Assessment & Strategy** (F-203) or full-scale **Migration & Execution** (F-204), we provide a secure, automated path to reducing technical debt and MIPS costs.

1.2 Scope of the Service

Our service covers the end-to-end modernisation lifecycle, structured around five core technical pillars:

- **Batch Migration & Modernisation:** Automated conversion of legacy batch jobs (COBOL, PL/1) to Java. Includes infrastructure setup (e.g., AWS Batch) to replicate and optimise batch performance in the cloud.
 - **Scheduler Migration:** Strategic assessment and migration of legacy scheduling logic to modern, cloud-native orchestration tools (e.g., Apache Airflow, AWS Step Functions) or equivalent cloud-compatible schedulers.
 - **Data store Replatforming:** Safe migration of data and schemas from on-premise mainframes to cloud-native databases (e.g., Amazon Aurora, Azure SQL, Cloud Spanner) or managed DB2 instances, ensuring data integrity and consistency.
 - **UI Modernisation:** Upgrading legacy monolithic front-ends to modern frameworks, improving accessibility (WCAG 2.2) and user experience without breaking backend logic.
 - **Microservices Refactoring:** Breaking down monolithic application logic into containerised microservices (Docker/Kubernetes) to enable agile release cycles and independent scaling.
-

1.3 Delivery Approach

We utilise a phased, iterative delivery model that supports both Strategy (F-203) and Execution (F-204) engagements:

1. **Discovery & Assessment (F-203 Focus):** Automated code scanning and dependency mapping to identify complexity. Delivery of a Migration Strategy, Business Case, and Target Architecture design.
 2. **Pilot / Proof of Concept:** Proving the conversion path on a non-critical module to validate the toolchain and performance.
 3. **Migration Factory (F-204 Focus):** Mass conversion and refactoring using our nearshore/offshore delivery centres. iterative sprints to migrate Batch, Data, and UI components.
 4. **Testing & Validation:** AI-accelerated functional and regression testing to ensure parity between the legacy mainframe and the new cloud environment.
 5. **Transition & Optimisation:** Parallel run support, cutover management, and "Day 2" optimisation to leverage cloud-native features (e.g., auto-scaling).
-

1.4 Tools, Methods & Standards

- **Methods:** Agile (Scrum/Kanban), DevOps, Secure-by-Design, 12-Factor App methodology.
 - **Migration Tools:** AWS BluAge (for refactoring), proprietary AI-driven code analysis tools, Database Migration Service (DMS).
 - **Orchestration:** Apache Airflow, AWS Batch, Azure Logic Apps.
 - **Languages & Frameworks (examples):** COBOL/PL1 (Source), Java 17+, Spring Boot, React/Angular, JSF/Facelets.
 - **Cloud Standards:** AWS Well-Architected Framework, Azure Cloud Adoption Framework.
-

1.5 Deliverables

- **Assessment Phase:** Legacy Estate Discovery Report, Migration Roadmap, Target Architecture Definition, TCO/ROI Business Case.
 - **Execution Phase:** Converted & Refactored Source Code (Java/Modern), Migrated Database Schemas & Data, Containerised Microservices (Helm Charts/Terraform), CI/CD Pipelines, Operational Runbooks.
-

1.6 Dependencies & Constraints

- **Access:** Provision of timely access to legacy mainframe source code, copybooks, and data samples.
 - **SMEs:** Availability of client subject matter experts (SMEs) to validate business logic and assist with User Acceptance Testing (UAT).
 - **Tooling:** Licensing for specific third-party migration tools may be required if not included in the hyperscaler platform costs.
 - **Freeze Periods:** Code freeze windows may be required on the legacy estate during final cutover.
-

1.7 Customer Responsibilities

- Providing access to the current mainframe environment and relevant documentation (e.g., scheduler job definitions).
 - Defining acceptance criteria for functional parity.
 - Participating in sprint reviews and UAT.
 - Approving target cloud landing zone configurations.
-

1.8 Quality Assurance & Governance

- **Governance:** Weekly status reporting, RAID log management, and steering committees aligned to GDS Service Standards.
 - **QA:** Automated regression testing suites to verify functional equivalence between Mainframe and Cloud outputs.
 - **Code Quality:** SonarQube analysis for refactored Java code; adherence to modern coding standards (not just "transliteration").
-

1.9 Security, Data Protection & Compliance

- **Compliance:** Fully aligned with NCSC Cloud Security Principles.
 - **Certifications:** ISO 27001, ISO 9001, Cyber Essentials Plus.
 - **Data Security:** Data encryption in transit (TLS 1.2+) and at rest (AES-256). Masking of production data for lower environment testing.
 - **Personnel:** Staff vetted to BPSS as standard, with Security Clearance (SC) available for critical public sector data handling.
-

2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Alignment workshop to confirm scope, roles (RACI), and communication channels.
- **Access Setup:** Establishment of secure connectivity (VPN/Direct Connect) to client environments.
- **Toolchain Integration:** Deployment of CI/CD pipelines and migration tools into the client's cloud tenant.

2.2 Offboarding

- **Knowledge Transfer:** Structured handover of codebases, architectural documentation, and runbooks to internal teams.
 - **Data Deletion:** Secure destruction of all client data and code from GlobalLogic environments (compliant with NIST 800-88).
 - **Final Review:** Close-out report detailing project outcomes against initial success criteria.
-

3. Pricing & Commercial

- **Pricing Model:** We offer flexible commercial models to suit the project phase:
 - **Time & Materials:** Based on the GCloud Rate Card (e.g., for Assessment/Strategy phases or agile development).
 - **Fixed Price:** Available for well-defined work packages (e.g., Migration Factory phases) where scope and complexity are agreed.
-

4. About GlobalLogic & Why We're the Right Partner

4.1 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.

4.2 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.

4.3 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.

5. Contact Details

Email: public.sector@globallogic.com

Website: www.globallogic.com/uki