

Data Platform Cost Optimisation (Databricks, Snowflake & Cloud Data)

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Data Platform Cost Optimisation Service transforms data platform spend into strategic investment. We address the challenge of excessive charging in cloud data environments, such as Databricks and Snowflake, which often stems from inefficient compute utilisation, data sprawl, and a lack of governance.

Our service provides a deep technical and operational review to identify root causes of waste. We deliver a technical, actionable summary of optimisation levers and implement changes that promote economical methodologies. By combining our data engineering know-how with robust FinOps practices, we ensure accurate cost attribution and chargeback, making costs transparent and commensurate with business usage.

1.2 Scope of the Service

This service is a cloud support service focused on the optimisation of data platforms.

- **Assessment & Audit:** Comprehensive review of assets, cost drivers, and current tagging strategies.
 - **Platform Hygiene:** Remediation of legacy code, refactoring ETL pipelines, and removing inefficiencies.
 - **Compute Optimisation:** Implementation of automated cluster provisioning, termination controls, and instance rightsizing.
 - **Storage Management:** Enforcing data lifecycle policies to remove aged, temporary, or duplicate data and manage retention.
 - **Governance & Attribution:** Implementation of mandatory tagging to enable accurate chargeback/showback to business units.
 - **Reporting:** Deployment of cost dashboards and trend forecasting tools.
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1.3 Delivery Approach

GlobalLogic follows a structured, two-phase delivery model designed to deliver immediate value while establishing long-term capability.

Phase 1: Rapid Assessment & Quick Wins (~1–2 Months)

- **Discovery:** Audit assets and identify primary cost drivers.
- **Design:** Define tagging strategies and retention policies.
- **Build (Quick Wins):** Implement immediate remediation such as resizing compute resources and automating instance termination.
- **Deliverable:** Initial Range of Savings Assessment and deployment of cost dashboards.

Phase 2: Strategic Deep Dive & Implementation (~6 Months)

- **Discovery/Deep Dive:** Detailed analysis of pipeline and code efficiency.
 - **Build:** Refactor legacy frameworks and inefficient code (e.g., rebuilding representative pipelines).
 - **Transition:** Implement full tagging compliance, mature automation, and long-term lifecycle management policies.
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1.4 Tools, Methods & Standards

We utilise industry-standard tools and frameworks aligned with NCSC and FinOps principles:

- **Platforms:** Deep expertise in data platforms (such as Databricks and Snowflake) configuration and optimisation.
 - **Methodology:** FinOps principles for cloud financial management and GreenOps for sustainability.
 - **Automation:** Terraform/ARM/CloudFormation for Infrastructure as Code (IaC) to manage provisioning policies.
 - **Security:** Alignment with NCSC Cloud Security Principles and ISO 27001 standards.
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1.5 Deliverables

- **Cost Optimisation Report:** Detailed findings on usage patterns, technical inefficiencies, and recommended changes.
 - **Optimised Environment:** Implementation of resized warehouses, automated clusters, and cleaned storage.
 - **Cost Dashboards:** Enhanced reporting tools for ongoing spend monitoring and forecasting.
 - **Governance Framework:** Define policies for data retention, deletion, and cost attribution.
 - **Implementation Plan:** Strategic roadmap for long-term platform health and "To-Be" state
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1.6 Dependencies & Constraints

- **Access:** Requires full access to platform logs, admin consoles, and billing data to perform accurate assessment and remediation.
 - **Availability:** Access to client SMEs is required to understand business context for data usage and chargeback models.
 - **Approvals:** Remediation activities involving production pipelines require timely client approval and change management authorisation.
 - **Scope:** Optimisation is focused on cloud data platforms (e.g., Databricks, Snowflake) and associated cloud infrastructure.
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1.7 Customer Responsibilities

- Provide access to relevant system logs, admin consoles, and billing portals.
 - Approve deliverables and remediation plans in a timely manner.
 - Provide access to SMEs for context on business units and project codes for tagging.
 - Attend governance and progress review sessions.
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1.8 Quality Assurance & Governance

- **Progress Reviews:** Regular touchpoints to track savings targets and implementation progress.
 - **RAID Log Maintenance:** Active management of risks and issues related to service changes.
 - **Code Scanning:** Automated scanning for refactored pipelines to ensure quality and security.
 - **Change Control:** Strict adherence to change control processes for all remedial actions in production environments.
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1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 27001, ISO 9001, ISO 14001, and Cyber Essentials Plus.
 - **Data Handling:** Fully compliant with UK GDPR; data remains within the UK/EEA unless otherwise agreed.
 - **Encryption:** All data handling adheres to strict encryption standards in transit and at rest.
 - **Vetting:** Staff are screened to BS7858:2019, with SC clearance availability.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Initial workshop to define savings goals, scope, and access requirements.
- **Access Provisioning:** Setup of secure access to client data platforms and billing tools.
- **Environment Validation:** Verification of access and tool connectivity.

2.2 Offboarding

- **Knowledge Transfer:** Handover of dashboards, new governance policies, and technical documentation.
 - **Final Reporting:** Summary of realised savings, future savings projections, and "To-Be" state recommendations.
 - **Access Revocation:** Secure removal of GlobalLogic access to client systems.
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3. Pricing & Commercials

Pricing is available in two primary models to suit client maturity and needs:

- **Time & Materials:** Based on the GCloud Rate Card for flexible "Agile Pods" or strategic implementation.
 - **Fixed Price:** Available for defined packages such as the "Quick Start" assessment (~4 weeks) or specific "Quick Win" implementation phases (~3 weeks).
 - **Inclusions:** All standard tooling and reporting templates.
 - **Exclusions:** Third-party platform license costs (e.g., Snowflake credits) are not included.
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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

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