

HashiCorp Nomad Services

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

This service provides public sector organisations with hyperspecialised engineering support for HashiCorp Nomad, an easy-to-use, flexible workload orchestrator. We enable departments to deploy and manage diverse applications across on-premises and multi-cloud environments. By utilising Nomad, we help teams automate the deployment of containerised and non-containerised workloads, reducing the operational overhead typically associated with complex orchestration platforms.

1.2 Scope of the Service

The scope of this service includes:

- Automated deployment and management of high-availability HashiCorp Nomad clusters.
 - Migration of legacy workloads to modern orchestrated environments.
 - Integration with the HashiCorp ecosystem, including Vault for secrets and Consul for networking.
 - Implementation of GitOps workflows for workload management.
 - Development of automated resource lifecycle policies.
 - Performance tuning and scaling of Nomad server and client instances.
 - Ongoing support and maintenance of cluster health.
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1.3 Delivery Approach

Our delivery approach follows our proprietary Lab engagement model, utilising Agile methodologies:

- **Discovery:** Assessment of current application landscapes and workload requirements.
 - **Design:** Architecture of scalable, secure Nomad clusters aligned with NCSC principles.
 - **Build:** Automated provisioning of infrastructure using Terraform and Ansible.
 - **Transition:** Migration of workloads and established zero-downtime deployment pipelines.
 - **Handover:** Comprehensive documentation and team training to ensure self-sufficiency.
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1.4 Tools, Methods & Standards

We utilise leading technologies and frameworks to ensure delivery excellence:

- Orchestration: HashiCorp Nomad.
 - Security: HashiCorp Vault and Sentinel.
 - Infrastructure: Terraform, Packer and Ansible.
 - Standards: NCSC Cloud Security Principles, Technology Code of Practice and GDS Service Manual.
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1.5 Deliverables

- Validated production-ready HashiCorp Nomad clusters.
 - Documented workload job specifications and deployment runbooks.
 - Automated CI/CD pipelines for application delivery.
 - Security audit reports for orchestrated environments.
 - Knowledge transfer materials and training sessions.
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1.6 Dependencies & Constraints

- **Access:** Timely access to environment infrastructure and technical SMEs is required for success.
 - **Network:** Deployment relies on appropriate network connectivity between server and client nodes.
 - **Licensing:** Clients are responsible for any required HashiCorp Enterprise licenses.
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1.7 Customer Responsibilities

- Providing a dedicated engagement lead for governance and approvals.
 - Ensuring availability of internal technical staff for knowledge transfer.
 - Providing necessary security clearances and system access permissions.
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1.8 Quality Assurance & Governance

GlobalLogic applies rigorous QA through automated testing of infrastructure code and workload manifests. We conduct weekly progress reviews and maintain detailed RAID logs to ensure project milestones are met securely.

1.9 Security, Data Protection & Compliance

Our services are built on a Secure-by-Design philosophy:

- **Certifications:** ISO 27001, ISO 9001 and ISO 14001.
 - **Cyber Essentials:** We hold Cyber Essentials Plus certification.
 - **Compliance:** Services align with UK GDPR and Government Security Classification levels.
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2. Onboarding & Offboarding

2.1 Onboarding

The onboarding process involves a formal kick-off, environment validation and the establishment of secure communication channels and governance structures.

2.2 Offboarding

At contract conclusion, we ensure a smooth transition through documentation and digital assets/deliverables transfer, final knowledge transfer workshops and the secure extraction of client data.

3. Pricing & Commercials

Pricing Model

Pricing is provided on a Time and Materials (T&M) basis according to the G-Cloud 15 rate card. All prices exclude VAT and travel expenses.

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