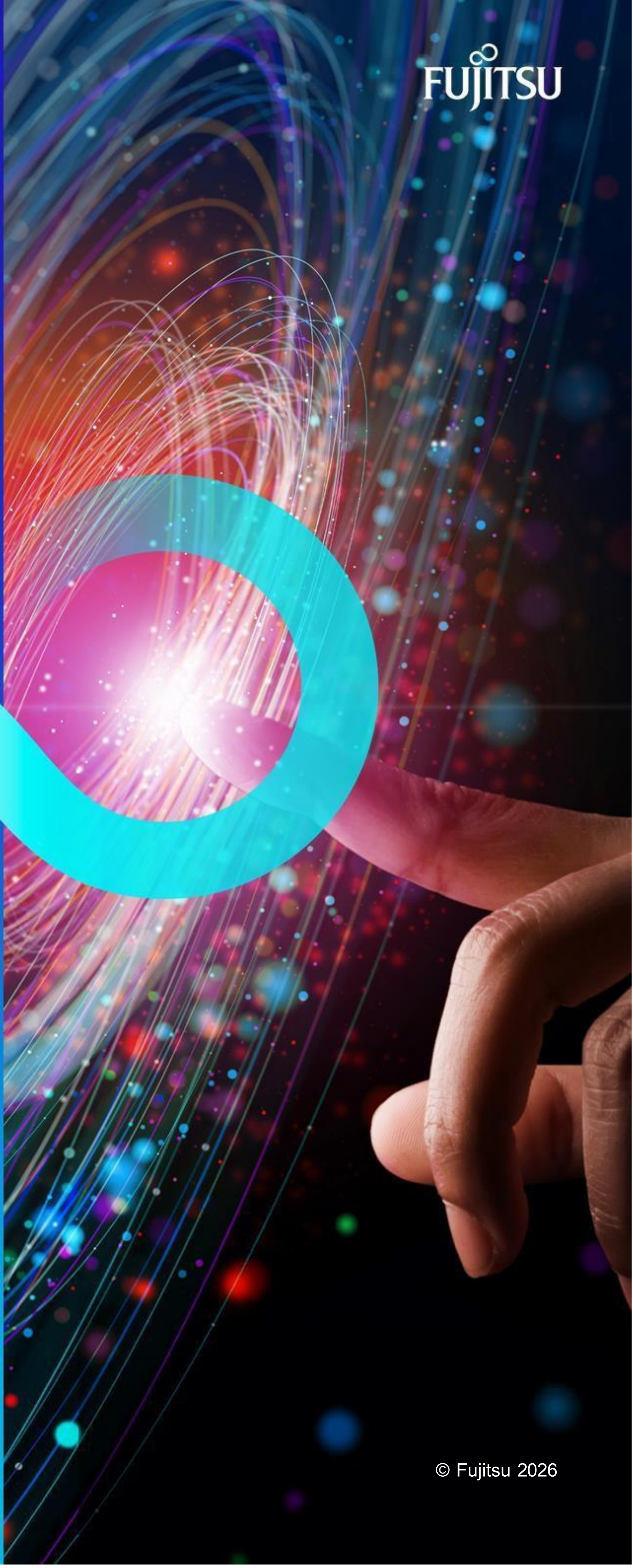
Service Definition

Technology Roadmap



FUJITSU

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Technology Roadmap Overview

In an age of increased disruption, organisations need a full understanding of their technology landscape to ensure it is fit for the digital age and can meet the demands of a fast-moving market. A technology roadmap allows organisations to:

- Establish an understanding of their technological landscape in terms of its maturity against external benchmarks; informing them where change is required and prioritization needed.
- Identify how the existing technology landscape underpins success, what changes are required and provide strategic direction to ensure technology enables future business success.
- Clearly identify technological risks they face and what actions are required to mitigate them, set out on the roadmap.

Fujitsu provide comprehensive technology roadmaps to ensure technological strategic alignment, risk mitigation and holistic change required to inform investment decisions. This includes an integrated business and technological assessment (using an established methodology) aligned with the organisations wider business strategy and is genuinely technology independent. It encompasses business initiatives, the technology landscape and emerging trends, and risk management.

Fujitsu has many subject matter experts across the technological stack who can advise on current and future technological trends. Fujitsu Industry Consultants utilise sector-specific expertise to tailor roadmaps to an organisations strategic direction.

Fujitsu has a strong record of accomplishment of delivering technology roadmaps, including to prominent customers within the Public and Transport Sectors.

Service Delivery Approach

The Technology Road Map is delivered in four stages: Kick off, Current State Assessment, Technology Options Assessment and Future State Recommendations. Each stage will commence with an initial meeting between Fujitsu and the organisation project teams to look at prioritisation and backlog.

Stage 0: Kick-Off

Introductory workshop to set engagement objectives, high level plan for delivery and formerly begin the engagement. The session will involve the complete project team coming together to review the scope, timelines, resources, and dependencies. This will include the customer's dependencies and ensures the project commences in a controlled way

Stage 1: Current State Assessment

Stage 1 will assess the current state of the technological landscape, process alignment, security approach and data architecture, assessing its maturity and identifying risk.

Stage 2: Technology Options Assessment

Stage 2 will be based on the current landscape to identify options for change required to ensure strategic alignment to the organisation's business strategy, risk assessment and mitigation, articulate where value for money can be achieved, investment decisions required and technological options available to enable change.

Stage 3: Future State Recommendations

Stage 3 will define the future technological landscape providing alignment to business strategy, risk mitigation plans and points when investment decisions are required; encapsulated within a technology roadmap.

Fujitsu shall provide the following resources:

- Engagement Manager – Working closely with the Client Project Manager to manage the overall project
- Solution Architect – Working directly with the Engagement Manager to identify the existing technological landscape, articulate areas for change and identify technology changes to address
- Security Consultant – Working directly with the Engagement Manager to assess current security procedures, approaches, and processes. Identifying areas of risk and plans to mitigate
- Project Manager – Working directly with the Engagement Manager provide planning support and cost tracking

The Technology Roadmap programme is a Twelve (12) week engagement and the average price for customers is approx. £120,000. This will be confirmed during discussions prior to the assessment taking place.

Service Deliverables

The following are delivered at the conclusion of each stage:

Current State Assessment

- Business requirements for change based on strategic drivers
- Existing process, system, and data architecture views
- Security assessment showing maturity of existing procedures and processes
- Strategic assessment showing evaluation and alignment of existing technological landscape including maturity level and risks

Technology Options Assessment

- Technology options for change
- Strategic assessment showing deeper evaluation of maturity levels against industry best practice
- Benefit maps showing value of each technological option
- Outline cost for each technological option
- Risk assessment for risk mitigation and investment decisions required

Future States Recommendations

- Future systems and process landscape showing different views based on technological options
- Technological Recommendations Report showing summary of current state assessment, technology options assessment and future state recommendations
- Outline business case for recommended technological options
- Required information Complete All Relevant Details
- Technology Transition Roadmap including strategic direction, changes required, points of investment decisions needed, and risk mitigation required

Commercial

Ordering and invoicing Process

- We will commence delivery of the Service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the “Due Date”)
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day-to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

Successful delivery of the Service is subject to the following dependencies upon the Customer:

- Appropriate communications and engagement within the Customer organisation
- Appointment of a single point of contact for the Service
- Any information available and required for the Service will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Managed Innovation Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer’s failure to fulfill these dependencies. Should a delay to the Service result from the Customer’s failure in relation to the above dependencies, for example, if there is no full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule, and/or Charges with no liability and shall be entitled to charge Customer for any cost incurred as a result.

Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

N/A.

Service Exclusions

N/A.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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