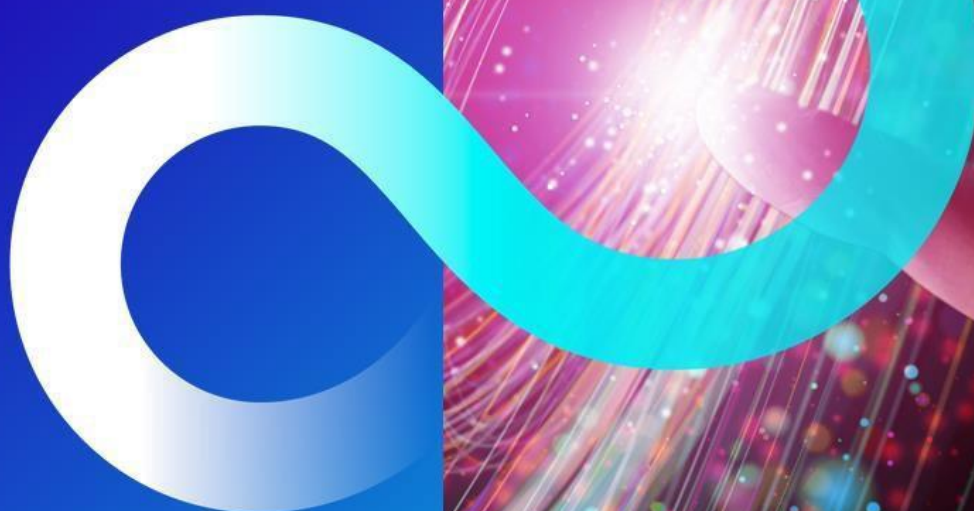


Service Definition

Digital Strategy Consulting

FUJITSU



G-Cloud 15

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Digital Strategy Consulting Overview

Rapid change and technology innovation is one of the most disruptive forces organisations have ever faced. Those who fail to create and execute on a Digital Playbook are likely to suffer a severe downturn in fortunes, and public sector bodies will fail to deliver on their core outcomes.

Our human centric approach to transformations helps organisations realise their digital ambitions. We help customers crystallise their vision, clarify their current challenges and drivers and develop pragmatic initiatives that deliver value at pace, balancing sustainability with business goals, and ensure the initiatives are supported by a proven benefits realisation program.

Fujitsu's Digital Strategy Consulting programme is a fixed fee engagement that provides organisations with a full-time Digital Strategy Consultant and additional Fujitsu services delivery resources as needed according to the playbook. The service drives Digital Transformation success by connecting technology purchase and deployment directly to strategic business initiatives. It defines and delivers technology and change projects to improve business performance.

Our Fujitsu Digital Strategy Consultants:

- Create and drive the implementation of a pragmatic Digital Transformation Roadmap
- Utilize a canvas-based approach to deliver at pace without compromise
- Lead a proven approach to benefits realisation to ensure the program has real impact
- Apply a structured approach to innovation using Design Thinking
- Initiate Rapid technology prototyping to prove the value of innovations
- Define and execute on a globally unique approach to Leadership and Culture change to full address all the people aspect of the transformation

Fujitsu have successfully worked with a variety of organisations to enable them to benefit from this service:

- Major Financial Services organisation: Deployed human Centric Technologies at the forefront of Retail Banking with user-friendly ATM
- Major Logistics organisation: Co-creation of an Artificial Intelligence solution to quickly identify flaws during manufacturing processes
- Major Retail customer: Empowering customer and employees to a more human-centric shopping experience

Service Delivery Approach

Fujitsu deliver a Digital Playbook that drives business and technology change across the organisation. This is supported by business cases, and a series of projects that deliver on the digital playbook agenda

Fujitsu Digital Strategy Consultants will collaborate with organisations to:

- Understand objectives, drivers, and issues to confirm and build consensus around the consensus using our unique, canvas driven approach
- Undertake a gap analysis of findings to understand what is needed to deliver on those objectives and the initiatives required to achieve this.
- Create a roadmap of initiatives within a benefits realisation framework (with business cases) to secure, align and deliver against funding
- Define and support innovation work including the development of prototypes to ensure value can be delivered before initiating larger investment
- Run an integrated Leadership and Culture program to develop and standardize the right mindset and behaviors across the organization
- Help shape technology and service roadmaps to support the business model transformation
- Orchestrate and manage additional resources for services delivery to provide subject matter expertise, such as guidance on technologies, reference architectures, deployment, and service models

The Digital Strategy Consulting programme is a twelve-month engagement and the average price for customers is approx. £285,000. This will be confirmed during discussions prior to the start of assessment.

Service Deliverables

The following are delivered as part of the activity and are updated on an ongoing basis:

- A Transformation Plan
- Status Updates
- Any deliverables as agreed in the Transformation Plan

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 fulfil 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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