

Service Definition

SD-WAN

FUJITSU



G-Cloud 15

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SD-WAN Overview

Fujitsu's SD-WAN service provides a full service SD-WAN offering able to run over any network provider's infrastructure. It supports a number of SD-WAN vendor offerings, and can be deployed on traditional hardware and on white box Universal CPE (uCPE). In the case of the uCPE option it can be combined with additional security and network functions as well as applications.

Fujitsu manage the SD-WAN overlay network and can provide additional services for incident management within the underlay networks, next generation security and proactive network performance analysis. Fujitsu offer a 24x7 NOC service to provide monitoring, incident management and break-fix support and a range of site SLAs to meet the Consumer requirements.

SD-WAN for Cloud

The move to remote working and the centralisation of services in the Cloud, as well as emerging technologies such as SASE (Secure Access Service Edge) makes SD-WAN the technology of choice for most networks. SD-WAN allows organisations to move away from expensive MPLS network offerings toward Direct Internet Access and even, where it makes sense, consumer broadband services. While individual circuits are less reliable the flexible routing of SD-WAN combined with transport diversity can often compensate for this. SD-WAN solutions typically use Application Routing and Application performance monitoring to select the best path through the many physical networks for a given application according to the observed network performance.

Most SD-WAN solutions integrate well with all major Cloud providers, and for organisations with a global outlook it provides opportunities to use the Cloud provider's backbone networks through technologies such as Azure Virtual WAN. The SASE approach of using cloud-based security, combined with a fully featured SD-WAN can also provide for a unified set of security policies for users regardless of how they access their services.

Why Fujitsu SD-WAN

Fujitsu have experience of a range of SD-WAN deployments, from corporate and financial, to retail and even secure environments. Fujitsu understand that while it is true not all SD-WAN solutions are created equal it is also true that the choice of SD-WAN is often about the type of estate it is being deployed in and the applications it uses and the data flows that take place within it. Fujitsu can match the right SD-WAN to the customer network and ensure not only an efficient network but also value for money. In addition, Fujitsu are independent of network operators and can help ensure that the right connectivity is provided to meet the needs of the solution.

The key benefits of Fujitsu's SD-WAN solution are as follows:

- Vendor agnostic, SD-WAN vendor selection can be dictated by the Consumer but can also be determined by the network requirements as part of Fujitsu's initial solution design.
- Supports both traditional network hardware deployments and next-generation uCPE deployments with support for Network Functions Virtualisation (NFV) and Edge Compute.
- Full Network design and consultation service, including options for network performance analysis and discovery.
- Flexible and modular service, including options for underlay network incident resolution and advanced security services.
- Option for network optimisation service where the network is continually analysed to maximise the Quality of Experience (QoE) for users.
- 24x7 network monitoring with incident management and break-fix, services.
- Patch management to keep the SD-WAN deployment current and respond quickly to identified security vulnerabilities.
- Standard and enhanced SLAs available to keep mission critical services connected.
- Cloud integration support and access to Fujitsu expertise in Digital Transformation and Cloud.

Service Architecture and Components

Service Architecture

The components of Fujitsu's SD-WAN service are shown below.

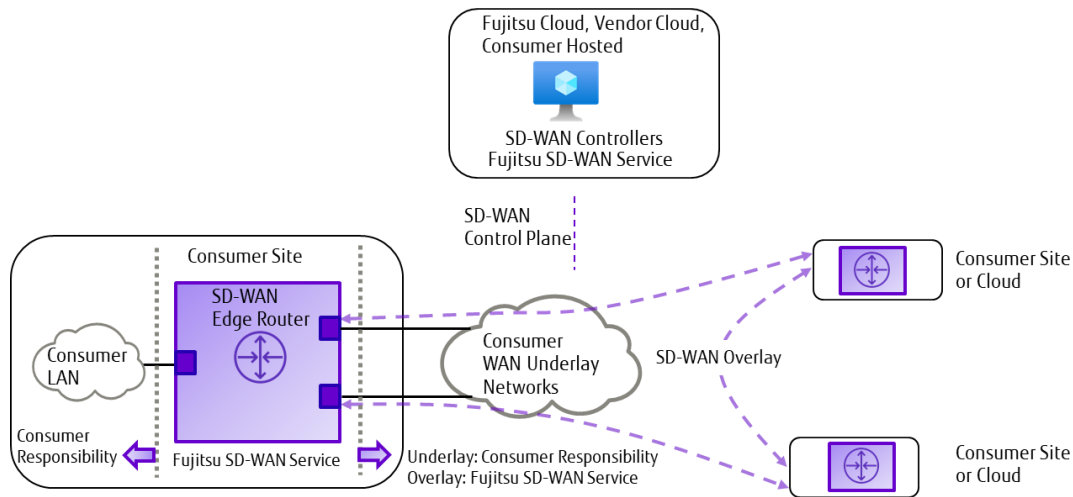


Figure 1: Service Architecture

The SD-WAN Edge Router deployed at a site may be a physical or a virtual router depending on requirements. NB not all SD-WAN vendors support virtual router deployments.

The SD-WAN edge router connects to the Consumer LAN and the underlay links that make up the Consumer WAN. The WAN links may use several transport technologies including MPLS, DIA, Consumer Broadband (PON, xDSL), 4G, 5G and in some cases satellite (including Low Earth Orbit satellite). The SD-WAN edge router is responsible for establishing an overlay network (as defined in the solution design) and for routing Consumer traffic over the overlay network, or alternatively breaking it out directly to the Internet depending on policy.

The SD-WAN edge router also provides a LAN handoff function to pass Consumer traffic from the SD-WAN into the LAN and from the LAN into the SD-WAN, this would typically interface to a site router but in some cases may also act as the site router.

Most, but not all, SD-WAN solutions have a centralised control plane that can either operate in the cloud, in Fujitsu infrastructure or if needed in the Consumer infrastructure. Fujitsu integrate the SD-WAN control plane components into a single pane of glass scalable network management toolset for efficient network operations backed by ITSM tools. The SD-WAN controllers may be hosted in an SD-WAN vendor cloud, or a Fujitsu cloud (which may be located in a Fujitsu data centre) or may be Consumer hosted.

Core Service Components

Fujitsu provides the following:

- End to End SD-WAN network design and configuration build.
- Consultancy and planning for service deployment.
- Site deployment including SD-WAN overlay establishment and configuration.
- 24x7 NOC for SD-WAN Overlay network monitoring, including LAN handoff components.
- Incident and Problem management
- Break-fix management
- Service reporting
- Patch Management for critical vulnerabilities.
- Change Assessment and Change Management.

Optional Service Components

The following are options that can be chosen as required.

- On-site installation
- Patch Management to a recommended vendor baseline (evergreen service)
- Transport Network Management, i.e. to provide Incident and Problem management within the Consumer's Underlay network on behalf of the Consumer
- Advanced Security Services, where supported by the SD-WAN Vendor
- SD-WAN Optimisation to ensure pro-active network analysis and recommendations for maximising the user QoE
- NFV deployment option on x86 whitebox (SD-WAN vendor dependent) including a range of value added VNFs (for example test agents, security appliances, enhanced application monitoring and control appliances, WAN optimisers and local applications) as well as orchestration functions
- Installation training (where customer self-install is chosen as an option)
- A Managed Network Service to provide and manage the underlay network (a separate service with separate terms and conditions)

Commercial

Minimum and Maximum Terms

The minimum term is 12 months, the maximum term is 60 months.

Consumer Responsibilities

Consumer responsibilities vary according to the options chosen for the SD-WAN. The following apply in all circumstances:

- The Consumer is required to have an ITSM toolset and to provide integration support to enable integration with Fujitsu's ITSM toolset.
- The Consumer is required to support design and planning activities to define their required solution and to enable deployment.
- Where a design determines that changes are required to the LAN or the WAN as part of the SD-WAN deployment the Consumer shall ensure such work is completed prior to SD-WAN deployment on the site.
- The Consumer shall enable site access and site information gathering to allow for deployment and for break-fix and incident resolution.
- The Consumer shall provide a secure hosting location for the SD-WAN edge router(s) deployed to each site. This includes space, power and connectivity operating within the agreed environmental conditions for the project.

Service Constraints

This service is subject to a minimum order quantity of 50 devices.

Service exclusions

This service excludes the configuration, operation, and management of the Consumer site LANs and the Consumer WAN unless specifically identified as part of the Solution Design.

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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