

Service Definition

Platform Engineering

FUJITSU



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Fujitsu Platform Engineering Service Overview

Many organisations struggle with the inherent complexities of modern software development. Challenges in acquiring specialised skills, adapting organisational culture, selecting optimal tools, and integrating new processes into existing change control frameworks frequently hinder progress. These complexities directly impact your ability to deliver new features and innovative solutions to market quickly and efficiently.

The Fujitsu Platform Engineering Service is designed to directly address these challenges, transforming your development landscape. We provide the foundational infrastructure and advanced tools that empower your DevOps teams to develop, test, deploy, and monitor applications with unprecedented efficiency and effectiveness.

By extending your existing platform capabilities with our specialised accelerators – offering advanced orchestration, pipeline automation, and Infrastructure as Code (IaC) – we remove the operational burden. This partnership results in a stable, efficient, and highly scalable development platform that allows your developers to focus exclusively on creating high-quality business outcomes, accelerating innovation and driving your competitive advantage.

Our approach is validated through our Adaptive Digital Engineering (ADE) DevOps delivery methodology, which aligns seamlessly with leading industry standards like the UK Government's GDS Service Manual and the Digital, Data, and Technology (DDAT) approach.

Fujitsu Platform Engineering Service Scope

Fujitsu Platform Engineering is an extension of customers' platform teams to help build and extend a platform for developers and system operators, using our Platform Engineering accelerators that provide orchestration capabilities, pipeline automation, and Infrastructure as Code capabilities.

This provides a stable, efficient, and scalable platform that allows developers to focus on creating high-quality business outcomes, and consists of the following core features:

- **Cloud-Agnostic Automated Account Vending and Guardrail Deployment** ensuring consistent governance across different cloud providers.
- **Automated Build of Kubernetes Clusters** streamlining the orchestration of containerised workloads.
- **Automated Deployment of CI/CD** enabling rapid and reliable code integration and delivery.
- **Credential Management** securing sensitive information and access across the environment.
- **Automated Deployment of a Full-Stack Monitoring and Observability Tool** providing comprehensive visibility into system health and performance.
- **Container Backup and Restore** protecting critical data and ensuring business continuity.
- **Software Provided on an Open-Source Basis** reducing vendor lock-in and fostering community-driven innovation.
- **Code and Backup Support** providing ongoing assistance to ensure platform stability.

Fujitsu Platform Engineering Service Accelerators

Fujitsu Platform Engineering offering is based on a suite of curated application and platform accelerators and resources. By extending your existing platform capabilities with our specialised service accelerators – offering advanced orchestration, pipeline automation, and Infrastructure as Code (IaC) – we remove the operational burden.

The following Fujitsu Platform Engineering application and platform service accelerators can be provided:

Fujitsu Platform Engineering Consultancy

Fujitsu's experts will engage with key stakeholders to assess the current state of DevOps in an organisation and make

proposals for how to implement Platform Engineering DevOps in simple pragmatic steps using proven methodologies.

Solution Blueprints

Fujitsu have several standard solutions for Platform Engineering (DevOps) tooling. This includes use of Cloud native tools such as AWS and Azure DevOps, or Cloud independent tools such as Gitlab and Jenkins. Fujitsu can provide fully automated CI/CD pipelines for:

- REACT / Node.js
- Java Springboot
- Python
- .Net
- Golang

Pipeline Development

Our Platform Engineering services can develop pipelines for the common CI/CD tools including GitLab, GitHub, Jenkins and the Cloud native tools. They are also able to develop automations in Terraform and Ansible to integrate with those pipelines.

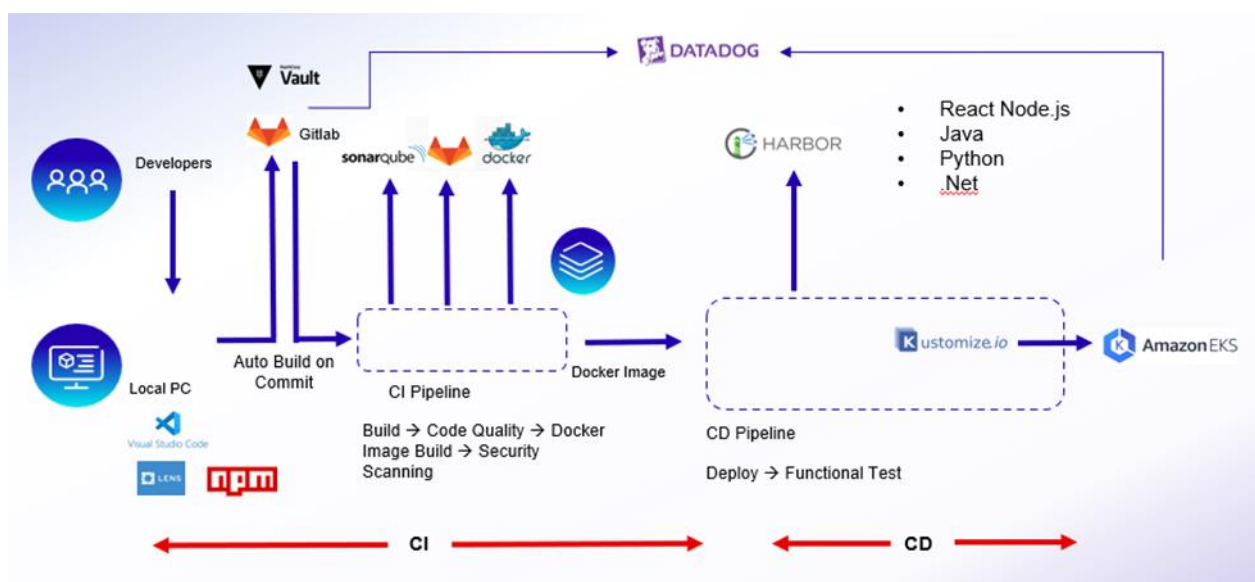


Figure 1: Typical Fujitsu Platform Engineering CI/CD Pipeline Blueprint

Tool Support

Typically, the following tools can be supported, and additional tools are being added to this list continually.

- GitLab
- Jenkins
- GitHub
- Azure DevOps
- AWS DevOps
- Ansible
- Terraform
- Kubernetes AKS, EKE GKE, RKE
- Rancher, Tanzu, Openshift
- Vault
- Sonarqube
- Harbor

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- Kong
- Swagger
- Flux
- Jira
- Confluence
- Elastic
- Datadog
- Dynatrace
- Selenium
- Jest

Tool license management

Where the enterprise version of tooling is required, Fujitsu can source the licenses and provide a license management function on behalf of the customer.

Tooling identity management

The Fujitsu Platform Engineering service can provide Identity management services for single sign-on and manage movers, leavers, joiners' processes.

Integrated observability: Pipeline Monitoring

Using full stack monitoring tools such as Datadog or Dynatrace the Fujitsu Platform Engineering service can provide monitoring of pipelines.

Integrated observability: Full stack monitoring

Fujitsu can provide full stack monitoring capabilities to provide application performance management and user experience monitoring of deployed applications.

Integrated Security

Fujitsu's Platform Engineering services have been designed to enhance the DevOps solution to provide security solutions such as code scanning, repository scanning, PEN testing to be able to adopt a DevSecOps model.

CI/CD tool evaluation

The Fujitsu Platform Engineering service can provide evaluation of CI/CD tools to meet the customer requirements and make recommendations.

Portal development

The Fujitsu Platform Engineering Service can develop portals to support the automation of DevOps Processes and self-service from Developers. This typically involves the integration to APIs of the CI/CD tooling which Fujitsu have considerable experience of.

Automated testing

Fujitsu's Platform Engineering service has ability to develop automated testing to be included in CI/CD pipelines.

Automated account vending

Our Platform Engineering service enables automated account vending, allowing organisations to efficiently create and manage multiple user accounts within multiple cloud environments including Azure and AWS. This automation helps streamline operations, enhance security, and ensure compliance with organisational policies.

Fujitsu Platform Engineering Service Approach

Adaptive Digital Engineering (ADE)

Fujitsu understands that customers are unique, and that the scale and pace of change in consumer behaviour, socio-economic conditions, and advances in technology, require organisations to respond and adapt evermore quickly.

So, while understanding the importance of Agile industry methods such as SAFe, Scrum, etc., we know that these need to have the flexibility to meet each customer's specific needs.

To meet these needs, we have created a set of adaptable and dependable working practices that provide the flexibility required to accommodate standard and bespoke methods, all whilst maintaining a reliable and effective delivery. This allows our Agile approach to be determined on a case-by-case basis, that best suits customer needs. We call this Adaptive Digital Engineering (ADE).

Our Adaptive Digital Engineering (ADE) DevOps methodology underpins our Platform Engineering services and defines our unique delivery approach to drive the delivery of high-quality products at high velocity, delivering business value sooner. ADE blends modern engineering practices with a deep focus on user-centred design and delivery; it is Agile by design.

It is a phased, modular approach which can be applied end-to-end or in individual sub-sections, allowing our customers the flexibility required to deliver maximum impact and business benefits. It comprises four phases and eight stages, which outline a workplan for the delivery of successful outcomes, as shown in the diagram below:

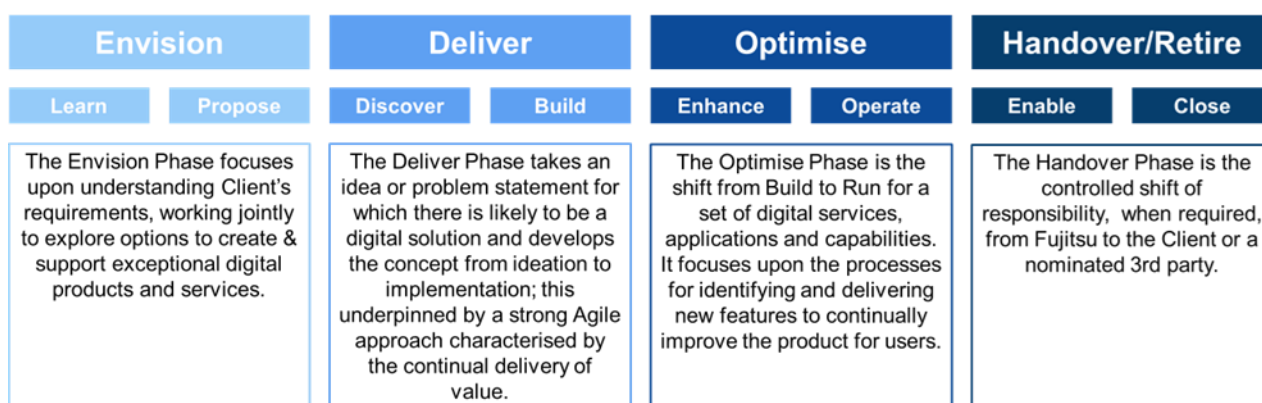


Figure 2: Fujitsu ADE DevOps Methodology

ADE has been especially developed by Fujitsu to align with the GDS Service Manual and is consistent with the Digital, Data, and Technology (DDAT) approach, focusing on delivering user needs by applying approaches such as:

- **Test Driven Development:** Ensuring code quality from the outset.
- **User Centred Design:** Focusing on the user and their needs in each phase.
- **Secure by Design:** Integrating security into the architecture from day one.

These practices ensure the most robust, secure, and optimised digital outcomes, adding the most value for our customers.

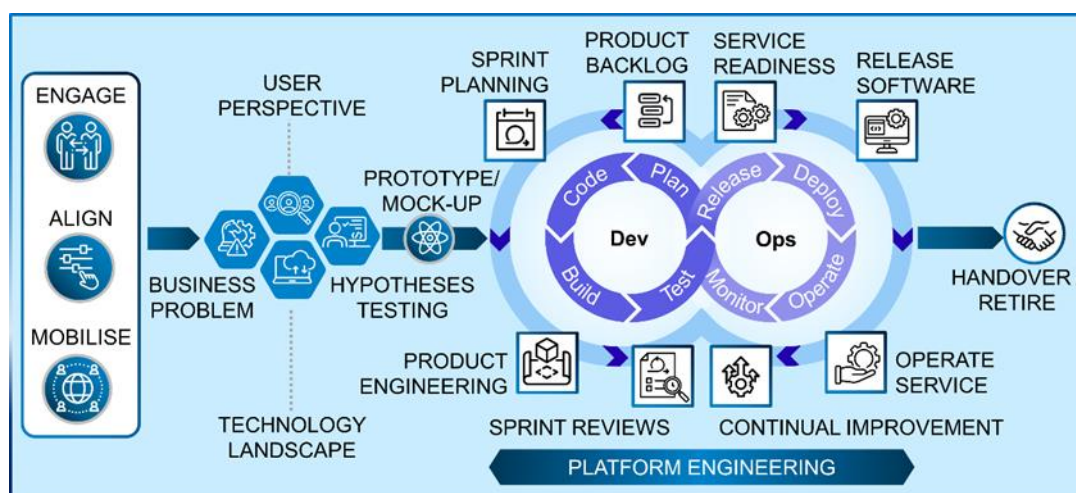


Figure 3: Digital, Data and Technology approach

Our Platform Engineering service is flexible to align with this DevOps delivery methodology model, where we:

- **Build:** Fujitsu will be responsible for delivering the business outcome.
- **Supply:** Fujitsu will deliver your outcome using Fujitsu capability or a hybrid team (where Fujitsu augments your team) for a defined term, including enablement and knowledge transfer to allow you to insource.
- **Deploy:** Fujitsu will deliver a Fujitsu product to help you accelerate and deliver more.

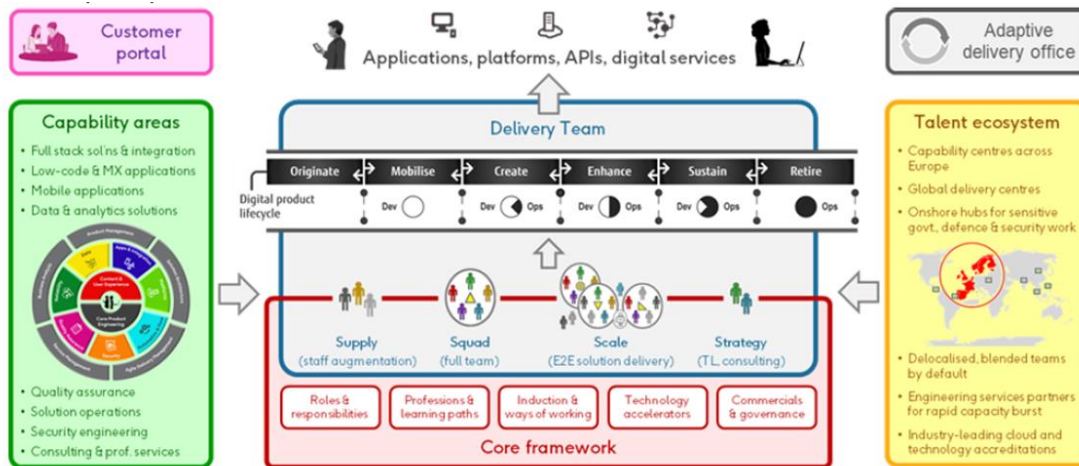


Figure 4: Fujitsu Platform Engineering service approach

Our DevOps Working Principles

The success of DevOps is as much about a cultural shift as it is about process and technology, enabling seamless and rapid business change. To enable this cultural shift, Fujitsu implements a collaborative DevOps approach to break down the traditional barriers that have historically existed between development and operations teams.

Our tried and tested DevOps methodology drives professionalism in application development and application operations by fostering collaboration and standardisation.

Our Working Principles for DevOps are centred around collaboration, automation, and continuous improvement:

- **Culture of Collaboration:** We promote a culture where development, operations, and other stakeholders collaborate seamlessly, breaking down silos and fostering shared responsibility as "One DevOps Team".
- **Automation:** We maximise automation to drive optimum efficiencies, including infrastructure provisioning, testing, deployment, and monitoring, to ensure quality, reduce errors, and accelerate delivery.
- **Continuous Integration (CI):** We encourage frequent integration of code changes using industry-standard tools (e.g. Jenkins, GitLab, Azure DevOps), enabling early detection of integration issues and ensuring the software always remains deployable.
- **Continuous Delivery (CD):** We automate the delivery process to deploy code changes into production rapidly and reliably. We implement monitoring and alerting mechanisms to track pipeline performance and detect issues early.
- **Infrastructure as Code (IaC):** We treat infrastructure configuration as code using tools such as Terraform, AWS CloudFormation, or Azure Resource Manager to ensure repeatability and scalability. We use configuration management tools like Ansible to automate resource provisioning.
- **Monitoring and Feedback:** We advocate continuous monitoring of applications and infrastructure to provide feedback on performance and user experience, enabling data-driven decisions.
- **Feedback Loops:** We establish feedback loops throughout the development lifecycle, using agile ceremonies

such as sprint retrospectives and "show and tells" to iterate and improve rapidly.

- **Lean Practices:** We apply lean principles to eliminate waste, streamline processes, and optimise workflows, ensuring resources are utilised efficiently.
- **Cross-Functional Teams:** We encourage the formation of teams with diverse skills, enabling them to take ownership of end-to-end delivery and respond quickly to changing requirements.
- **Security:** We adhere to strict security principles at every stage. We undertake threat modelling (using STRIDE and OWASP techniques) to drive the hardening of both the CI/CD pipeline and the applications.
- **Shared Goals and Objectives:** We align DevOps goals with overall customer business objectives, fostering a common purpose and collective responsibility towards delivering value.

The diagram below provides a high-level outline of the tasks performed at the various ADE DevOps stages:

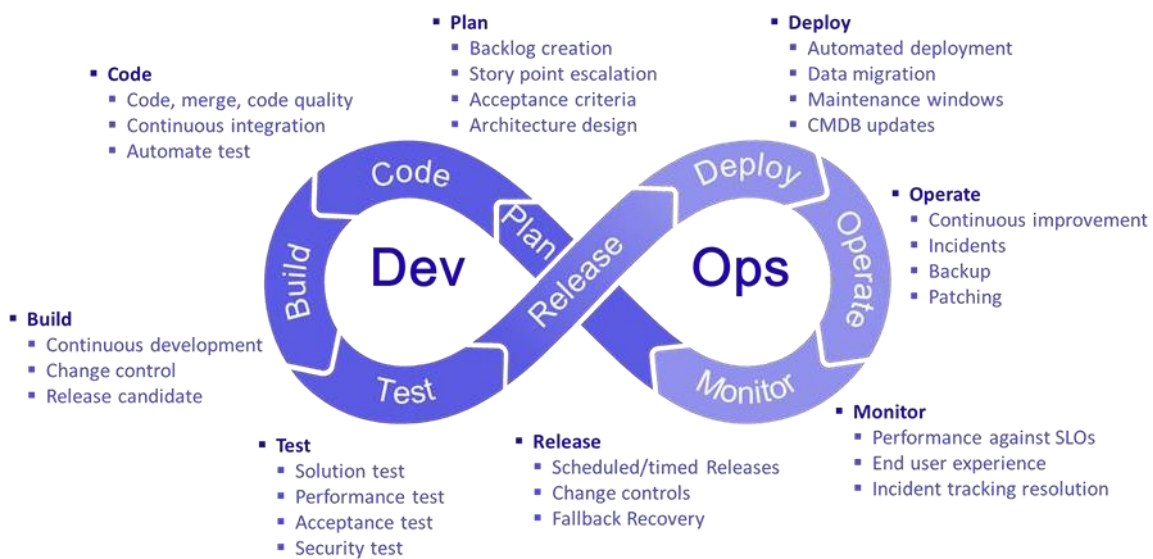


Figure 5: High-level tasks performed during the Fujitsu ADE DevOps stages

Support

A support service provided by Fujitsu Engineers is available for our Platform Engineering service. The support service has been designed to ensure the operational stability and continuous availability of the core platform tooling, and encompasses critical services such as:

- Routine backup and restoration procedures
- Proactive patching & essential upgrades (including vendor support where required e.g. AWS, Datadog, Terraform, Gitlab)
- Dedicated assistance for the associated Platform Engineering portal functionalities.

Our structured support approach can be tailored and configured to individual customer support requirements and aims to maintain the integrity and performance of your platform engineering environment.

Business Value

The Fujitsu Platform Engineering Service is engineered to empower your organisation to achieve the following outcomes, by unlocking tangible business value with rapid Innovation and operational excellence:

- **Accelerated Time-to-Market:** Rapidly move from concept to deployment, significantly accelerating the delivery of critical business applications and features using cloud-native practices and automated pipelines.

- **Enhanced Innovation Capacity:** Free your development teams to focus on creating breakthrough solutions, unburdened by infrastructure complexities.
- **Superior Software Quality & Security:** Reduce the risk of costly security vulnerabilities and defects through integrated DevSecOps practices and robust code quality.
- **Operational Efficiency & Consistency:** Maximise the benefits of Infrastructure as Code (IaC) for consistent, repeatable, and cost-effective infrastructure management.
- **Adaptable & Compliant Delivery:** Benefit from a flexible, collaborative Agile model that ensures continuous delivery while adhering strictly to GDS Agile policies for optimal outcomes.
- **Leverage Extensive DevOps Expertise:** Gain direct access to deep, proven DevOps experience to guide your transformation journey.

In addition, Fujitsu has access to a substantial pool of in-house, highly skilled resources, covering a wide range of experience and roles required to meet our customers' needs. This is drawn from a workforce of over 7,000 UK employees, with over 1,000 employees trained in Agile Scrum and SAFe.

Fujitsu manages a robust partner ecosystem comprising over 60 organisations, ranging from Global Alliance Partners like Microsoft and Amazon to smaller, specialist SMEs. This ecosystem provides a broader pool of specialist and niche resources.

By actively managing our partner ecosystem and continually fostering healthy relationships, our extensive resourcing model allows us to respond to our customers' ever-changing demands.

Some of the most common opportunities that the Fujitsu Platform Engineering service can help organisations with include:

- **Business growth:** *Rigid IT controls slow down business transformation plans.*
Fujitsu's Platform Engineering services decreases deployment times from weeks to hours with automated pipelines and self-service infrastructure.
- **Innovation:** *Difficulty adopting new technologies and sub-optimal integration*
Developers can deploy applications with once click and seamlessly integrate solutions to provide business agility.
- **Scalability & resiliency:** *Requires time consuming manual adjustment and reliance on DevOps teams.*
Auto scales based on demand and pre-agreed thresholds to empower developers to focus on value-adding initiatives.
- **Security & compliance:** *Developers must follow complex policies and face increasing exposure to vulnerabilities.*
Reduces security vulnerabilities with automated compliance checks and integrated security tools.
- **Developer experience:** *Organisations can't retain talent because "it's too difficult to get things done"*
Goodbye slow and frustrating workloads. Hello smooth, fast, and hassle-free workflows – helping you win and retain talent.

Proven Excellence: UK Government Case Study

Fujitsu has demonstrated its expertise in DevOps by adding significant business value through the implementation of a platform for the UK Government. The platform was designed to help businesses and traders navigate the regulations on the movement of goods between Great Britain and Northern Ireland.

The project was completed within a tight deadline of four months, which required Fujitsu to mobilise, design, deliver, and test the platform within this period. Despite the challenging timeline, Fujitsu was able to scale up a team of over 30 internal resources in less than two weeks of contract award and utilised specialist suppliers from their established partner ecosystem to scale up quickly.

Key Outcomes:

Successful Onboarding: 36,000 registered traders.

High Volume: 150,000 reported goods movements involving over 500,000 consignments.

Efficiency: Over 90% of declarations were successfully processed.

Digital First: 80% of enquiries were raised online.

This showcases Fujitsu's ability to deliver complex projects within tight deadlines and highlights our expertise in DevOps. Our approach to scaling up resources and utilising specialist suppliers allowed us to deliver the project successfully and add significant business value to the UK Government.

Pricing

This service is priced as per the SFIA rate card for this service.

Other pricing models can be agreed to support the project requirements.

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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