

Service Definition

Agile Services

GDS Aligned

FUJITSU



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Agile Service Overview

Our purpose is to make the world more sustainable by building trust in society through innovation.

Empathising with people's challenges, we will collaborate and act with agility to create solutions that make a positive impact to the environment, society and the economy. We are building a regenerative society through working together to deliver digital-led solutions and helping customers transform their business

Our Agile services support organisations to adopt and implement Agile methodologies and practices, allowing businesses to readily adapt to changing needs whilst transitioning to Agile operating models. We enable Digital Shifts: Fujitsu business and organisational transformation centred on "people," "systems," and "culture". This aligns with the UN SDGs: decent work and economic growth (SDG 8), industry, innovation and infrastructure (SDG 9), reduced inequalities (SDG 10), responsible consumption and production (SDG 12). The UK Government GDS Service Manual mandates: You must use the Agile approach to project management to build and run government digital services

Our Agile Service

With the speed and scale of inherently more complex products, solutions and services, the unpredictable usage patterns and growth of customer requirements, companies are required to adapt rapidly and effectively. Agile is an approach focused on outcomes of a process whilst delivering value.

Fujitsu Agile is a service that will support your organisations to adopt and implement Agile methodologies and practices, allowing your business to readily adapt to those changing needs. This allows your business to maintain clear competitive advantage, deliver value sooner and support business goals.

Effective Agility requires a cultural shift across teams and organisations, this transition is undoubtably vast. Supported by our range of expert coaches with a customised approach your teams will gain detailed understanding and move towards a smooth transition into newer ways of working which support your Business Agility.

These services include Agile coaching, training, community, consultancy and delivery. Helping you to achieve greater business Agility to accelerate change and transformation.

Features

- Agile maturity assessment of current team and tools capabilities
- Agile coaching / mentoring of teams and individuals
- Agile transformation for digital service delivery
- Agile upskilling of teams and individuals
- Agile community building and support
- Proven training frameworks with resources provided
- Scaled Agile, Inc.'s (SAFe) Partner Program Gold Transformation Partner
- 243 SAFe Certified Professionals
- 261 Scrum Alliance: Certified Scrum Masters
- Onsite, Remote or International delivery available

Key Benefits

- Improved agile adoption across organisations
- Helps teams realise value faster from their delivery processes
- Optimise team operations to align to industry best practice
- Increased confidence preparing for GDS service assessments
- Coaching / knowledge skills transfer to civil servants and leaders.
- Proven approach with case studies and delivery assets
- Service Manual mandates: Use Agile to build and run services
- Agile ceremonies and practices embedded throughout project and organisation
- Leaders capable of leading change and governance
- Motivated staff empowered through decentralised decision-making

Our Capability:

- Over 250 Scrum Alliance: Certified Scrum Masters
- Over 200 SAFe Certified Professionals including certified SAFe trainer
- Over 150 APMG Agile Project Management Foundation qualified people

Fujitsu has been named in the FORTUNE 2023 list of "World's Most Admired Companies" for the fifth consecutive year. Fujitsu was selected in the category for the IT Services industry and was highly evaluated in areas including, innovation, global competitiveness, financial soundness and quality of products/services

Fujitsu is dedicated to staying current with industry knowledge through investment (~\$2 billion) in industry- specific research, development and publications, economic research centres and innovative engagements with Government bodies. We enable our learnings to benefit our customers by:

- Periodic 'guest speakers' on industry or technology trends or directives. These are Fujitsu's Distinguished Engineer experts or other industry experts.
- Access to Fujitsu 'Professions', thriving technical communities enabling continuous skill development for staff. We share our technical insights with our customers and invite like-minded staff to events/workshops to benefit them from knowledge sharing.
- Providing industry knowledge via our partner experts, e.g., AWS, Microsoft, VMware by Broadcom, Cisco, Juniper and ServiceNow and 800+ partners with niche IT specialists, SMEs and academia.
- Access to Fujitsu's Co-Design Studio. We use these facilities with our customers to tackle specific solution challenges and share best practices.
- Encouragement to experiment and quickly share the results in a safe, constructive and no-blame forum.

Fujitsu and Scaled Agile – a Gold Partnership

Fujitsu's Gold Partnership with Scaled Agile is a testament to both parties' commitment to delivering leading- edge solutions to their clients. As a Gold Partner, Fujitsu has demonstrated a deep understanding of the Scaled Agile Framework (SAFe®) and has a proven track record of implementing it successfully in real-world scenarios. With this partnership, Fujitsu can offer its clients access to the latest tools, techniques and best practices in Agile development. This enables our customers to accelerate time-to-market, improve product quality and increase customer satisfaction. Whether you're looking to optimise your Agile processes, scale Agile across your organisation, or simply looking to enhance your product delivery capabilities, Fujitsu's Gold Partnership with Scaled Agile is the key to achieving your goals.



Service Delivery Approach

What is Agile Transformation?

Agile transformation is a comprehensive approach to improve an organisation's culture and performance by adopting Agile principles throughout operations.

The process requires a change in an organisation's way of working to align with the values of the Agile Manifesto - teamwork, efficiency, collaboration, customer input and continuous review. This involves forming teams, building backlogs, producing increments of value and coordinating dependencies.

Fundamentally, Agile requires management commitment, employee empowerment and continuous improvement. Fujitsu can help aid and develop each of these areas to ensure success. The transformation strategy is based on the current and desired states of the organisation, utilises sprint cycles and a roadmap to guide the process and delivers results through increased response rates and visibility.

Why is change important?

- Only 32% of business leaders say their last change achieved healthy adoption
- 79% of employees report low trust in organisational change
- Organisations experiencing “ungovernable change” are 1.6× less likely to have high change trust
- Just 45% of employees say they achieved their organisation's change goals

Source – Gartner HR Research (2025)

The benefits

- Continuously improve and deliver value for customers.
- Improved collaboration and coordination throughout the organisation
- Enhanced operational performance visibility.
- Faster communication, rapid decision making and shared ownership.
- Clearer understanding and usage of measurable data
- Greater efficiency working at pace and adapting to change – high performing development teams.
- Increased productivity, more process efficiencies and strong team morale.

How can Fujitsu help Delivery?

Agile Training

Fujitsu will work with you on this journey ensuring we focus on what you want to achieve. We will focus on the goal, the evaluating along the way to ensure Agile principles and practices help scale the business.

Kick-start your Agile journey by understanding the basics, starting off on a small scale with teams or projects, with support along the way. We will ensure you deliver customer value through products/services whilst embedding Agile values in practices.

Agile Coaching

Agile coaches help organisations increase performance, improve visibility and better manage change by highlighting current strengths in their setup as well as areas to improve effectiveness. Coaches provide guidance and empower teams and organisations to address their real-world challenges and achieve real-world success.

At Fujitsu our Agile coaches will fill knowledge gaps within existing teams. Through observation and guidance, we will support in streamlining operations and help minimise the risk of failure. Our coaches will enable teams through organisation, ensuring they are motivated to continually improve and collaborate naturally, without supervision.

We understand that a business transformation with culture change is critical for development of the business and individuals. Therefore, we will work closely together to co-create a solution that is bespoke, ensuring you get the best value and benefits from our coaching.

Focus Activities:

- Qualified Agile experts
- Tailored course content
- Onsite customer focus
- Competitive capex pricing

Example Techniques used:

The following are a few of the proven techniques that Fujitsu Services uses to share knowledge with teams:

Shadowing: To learn and share knowledge about a particular job or role, Fujitsu Services assigns less experienced resources who will shadow (observe) an experienced resource in order to provide “real life” exposure to the job. Shadowing may be used to share knowledge so that the recipient can acquire competency about an application or application portfolio. Fujitsu Services uses this technique to facilitate succession and workforce planning efforts as described below.

Reverse Shadowing: To further gain knowledge and hands-on experience, Fujitsu Services assigns the less experienced resource to practice the activities and skills they have gathered during the Shadowing phase. As appropriate, Fujitsu Services will develop or refine development/testing documentation (e.g., Standard Operating Procedures) based on the experience gathered in the Shadowing and Reverse Shadowing phases and populate/update the Knowledge Base accordingly.

Mentoring: To develop knowledge or skill competency on an individual one-to-one basis, Fujitsu assigns an experienced resource to advise, transfer knowledge and work with a new/reassigned resource that has a specific knowledge gap and/or there is a need to have knowledge transferred quickly and effectively. Mentors can be team leads or project managers, or they may be peers who perform the same role (e.g., tester, developer). Peers can reinforce the initial work package orientation and knowledge transfer to the protégé/trainee.

Team Training: Fujitsu provides team training, typically instructor-led classroom training, where there is an expected steep learning curve. Once the training needs are identified, Fujitsu will provide developmental training in these areas. For example, we would leverage external training providers on technical skills for new applications and tools and provide internal learning events on topics such as standards and operating procedures.

Workshops: To teach specialised skills or explore a particular subject area, Fujitsu will use workshops to impart knowledge and information. Workshops are typically used for interactive learning and problem solving.

Lunch and Learn: To supplement formal training, Fujitsu will hold information technology sessions, called ‘Lunch and Learns’, where we bring in experts on leading-edge technologies. Projects/engagements have used these sessions to present innovations and new approaches/practices to team colleagues or to share project experience (e.g., lessons learned) and solutions.

Process and Procedure Documentation: A Fujitsu standard practice is for team members to review process and procedure documentation. Documentation is standardised to enable flexible self-learning and is centrally available in a Knowledge Base.

Service Deliverables

The service deliverables are listed below for the Agile Service:

- Bespoke Agile Framework
- Training Materials

Agile Maturity Assessments

Agile Maturity Assessments are a method of reviewing your Agile tools and techniques in order to seek continual improvement. Focusing on People, Process and Tools, the assessment gives a wholesale view of Agile adoption with a targeted improvement plan.

Fujitsu will conduct a review of existing Agile practices, approaches and business agility. Utilising: Surveys, Interviews, Focus Workshop(s) and Observation then analyse the assessment output. Using key areas to guide the analysis; Agile Fundamentals, Team Working, Collaboration & Culture, Delivery & Planning and Quality.

Key Outcomes:

- Achieve greater responsiveness from teams.
- Enhance customer satisfaction through quicker feedback loops.
- Increase team productivity.

Key Benefits:

- Faster communication, rapid decision making and shared ownership.
- Clearer understanding and usage of measurable data.
- Greater efficiency working at pace and adapting to change.
- Increased productivity, more process efficiencies and strong team morale

Focus Activities:

- Comprehensive report covering:
 - Findings by team & organisation
 - Growth opportunities
 - Proposed plan to mature capability
- Further develop and educate individuals, teams and the organisation to adopt and adapt based on proven Agile principles, practices and values.

Case study – English City Council

Challenge:

The City Council historically worked on manual processes with limited technology. This made many of the processed ineffective, with manual work across all departments. These practices took up immense time and vast amounts of money, which did not support plans for further growth and better customer service.

Solution:

- Identify the ineffective processes costing the large sums of money and are time intensive.
- Identify possible automation on manual processes using the Agile methodology.
- Train and coach city council staff to understand the fundamentals of working in an Agile way and its benefits to automation.
- An agile SoW was created to allow agile delivery and flexible resourcing to meet demand and Fujitsu ran two-day agile training to the joint Fujitsu-City Council team. There is now an empowered Fujitsu-lead agile delivery team with scrum master, agile delivery manager and product owner in place with core resources 100% allocated to the team.
- Managed business requirements and held workshops to support The City Council with business process flows and User journey process flows.

Outcomes:

- The City Council have accelerated its growth and speed of product delivery, giving an early return of investment yet maintaining quality standards.
- A transformed Agile operating model across multiple business functions, increasing accountability, providing alignment and enhancing collaboration.
- Managing business requirements effectively has enabled faster time to market boosting productivity and customer satisfaction.

What The Council had to say!

"I was slightly apprehensive at first regarding going into a Power Apps meeting and working on a sprint, everything was new in regard to the process, new colleagues and collaborative partners from outside of the council. There was nothing to fear, it was great to see likeminded people who wanted to make a difference and

deliver efficiencies through technology and a collective approach to do this. The process was methodical, well presented and all of the colleagues from IDS were patient with me and Lee as we got to grips with the “Bang for Buck” and “Fibonacci”. The stand-up meeting gave us direction on things we need to do or to raise changes and improvements to the overarching goal. There was a quick turnaround to the production of a working demonstration, which is looking positive and the service is looking at currently to feed back in the next sprint session. On a personal note, the team have been great, I have expressed this at the end of most meetings and thanked them for assisting"

Commercial

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 (now The Times Top 50 Employers for Gender Equality), a Stonewall Gold accreditation in 2023 and were awarded an EcoVadis Bronze Rating, the world's largest provider for sustainability ratings.

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