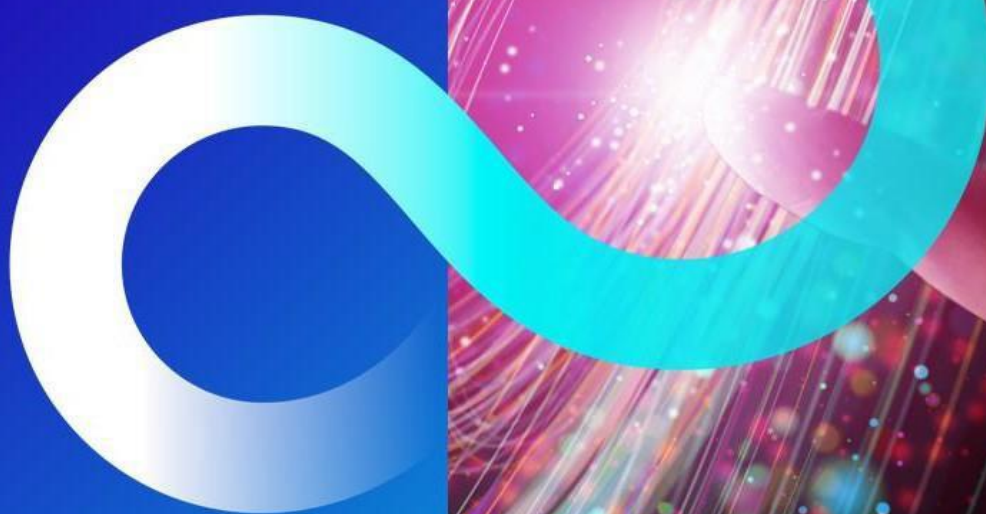


Service Definition

Fujitsu Smart Ticketing Commercial Portal

FUJITSU



G-Cloud 15

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About Fujitsu

Transforming the passenger experience to build a sustainable future.

Today, there is mounting pressure to deliver sustainable and efficient public transport systems that provide environmentally friendly and personalised travel experiences for transport users. For over 40 years Fujitsu has worked in partnership with UK public transport organisations supporting their transformation journey. Our human-centric approach to innovation places people firmly at the heart of everything we do.

Whether we're developing and deploying solutions to reduce carbon emissions, AI and data capture to provide accurate asset positioning vital to project planning, or smart ticketing to enhance the passenger experience, our innovative digital solutions are helping our customers to reshape the UK's transport infrastructure and associated business operations.

Fujitsu supports many of the transport operating companies and local transport authorities in delivering retail and validation on national rail, Smart and Account Based Ticketing for leading transport organisations across the UK including enabling 6 million active smartcards nationally, connecting 30,000 bus ticketing systems daily, processing 1 billion smart transactions per year and enabling the collection of £0.6bn in revenue per year.

Digitally Transforming Public Transport

Working as your technology partner, we co-create solutions that empower you to deliver on your vision of the future. Bringing together our integration capabilities and cutting-edge solutions, we support your success and enable you to contribute to a more sustainable world.

We aim to work across the industry including partners to help our customers deliver:

Deliver simpler, more flexible and better customer experiences

- Deliver seamless end to end journeys
- Optimise the use of public transport to drive economic growth and improve the quality of life

Transforming the passenger experience to build a sustainable future

- Reduce carbon emissions, road congestion and pollution
- Transform the use of real-time information for both passengers and operators
- Optimise operations and better manage disruption
- Build on existing services rather than replacing what exists today

Together, we can change the face of public transport to deliver better value for your passengers.

Fujitsu Smart Ticketing Commercial Portal Overview

The Fujitsu Smart Ticketing Commercial Portal service provides a customer facing website which is delivered across an agreed web URL and is accessed by the end user as either, a discreet website, or as a redirect from an existing website.

The Fujitsu Smart Ticketing Commercial Portal is designed for use within smart ticketing schemes and contains the required functions that provide the card holder with the self-serve ability to register for an account and manage their account ongoing.

Fujitsu understands that some schemes, especially commercial ticketing schemes, will want to charge the customer for purchasing of new products and topping up existing products. Fujitsu has therefore integrated the Fujitsu Smart Ticketing Commercial Portal with approved, PCI compliant Payment Service Provider (PSP).

The Fujitsu Smart Ticketing Commercial Portal guides the customer through the payment process whilst maintaining all actions through the Portal screens. Strong Customer Authentication (e.g., 3D Secure) enrolment and confirmation is completed as an external interface with all payments being handled directly via the PSP. On successful completion of payment, the Portal confirms the order number to the customer on-screen and generates a confirmation email that is sent to the customers email address.

The Fujitsu Smart Ticketing Commercial Portal service requires the Fujitsu Smart Ticketing CMS service (must be ordered separately via G-Cloud 15) which is used to store all customer and card records and provide workflow for card issuance and action list management. The Fujitsu Smart Ticketing Portal service is typically branded with customer logos and colours and linked to from the customers own web site. The website can be hosted on the customers own domain or reside on its own scheme orientated domain.

The Fujitsu Smart Ticketing Commercial portal service displays details about the products purchased and value added, the payment method, and an associated order reference number. The transaction history data can be printed using the standard web browser page printing functionality.

Summary of Usage and Features

The Fujitsu Smart Ticketing Commercial Portal is offered as a Cloud service. Users can connect to the Portal via the following web browsers:

- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome
- Microsoft Edge

The Fujitsu Smart Ticketing Commercial Portal is configurable to the user's requirements.

Typical users

The Fujitsu Smart Ticketing Commercial Portal service is a multi-tenanted service for: -

- Transport Operators
- Local authorities

Features

The Fujitsu Smart Ticketing Commercial Portal service provides the following example features: -

- Fully integrated with the Fujitsu Smart Ticketing CMS (required and to be ordered from G-Cloud 15 separately)
- Create an account
- Request a card
- Link an existing card to a new account
- Purchase product to be added to the card

- Purchase product to be topped up to the card (product)
- Report cards and lost/stolen and request a replacement

Optional service modules

The Fujitsu Smart Ticketing Commercial Portal service requires the Fujitsu Smart Ticketing CMS service to function (to be ordered from G-Cloud 15 separately). This provides a range of benefits including:

- Central store for customer details
- Single customer view removing duplication and improving customer contact experience.
- Mail merge individuals or groups
- Manage customer contacts with automated workflows
- Hotlist customer cards from central web console
- Action list customer cards from a central web console
- Automatically initiate smart card production and encoding from a central console (additional charges apply, please contact Fujitsu directly).

Onboarding

The following onboarding activities are available:

Activity	Details
Procurement	The Fujitsu Smart Ticketing Commercial Portal service can be procured via the Government G-Cloud Digital Marketplace.
Ordering and invoicing	A valid purchase order together with signed terms and conditions should be provided. Invoicing is monthly in arrears.
Service Initiation	The provision of the service is governed by Fujitsu but will heavily depend on cooperation from the Customer to ensure that the wording, imagery and colouring of the Fujitsu Smart Ticketing Commercial Portal is completed as per the Customer requirements. Fujitsu will look to complete a Customisation Pack with the Customer prior to delivery of the Fujitsu Smart Ticketing Commercial Portal.
Data Migration	The Fujitsu Smart Ticketing Commercial Portal service does not typically store or require Customer Data. The Commercial Portal links directly with the Fujitsu Smart Ticketing CMS service (must be ordered separately) and obtains, transfers and processes data directly with the Fujitsu Smart Ticketing CMS service. Any data migration is a chargeable service based on volume and validation requirements. Fujitsu SFIA standard day rates apply.
Business Operations	Primarily the Fujitsu Smart Ticketing Commercial Portal is used to allow our Customers clients the ability to apply for, renew or replace their smart card. Additional professional services associated with change management are available such as support for card issuance, journey transaction feeds, ITSO HOPS service and customer data.
Knowledge Management	A range of training can be offered including train-the-trainer or specific knowledge management and skills transfer sessions.
Environments	The standard service provides for a primary service environment with standby disaster recovery service.

Table 1: Onboarding

Offboarding

The following offboarding activities are available:

Activity	Details
Notification	The client will be able to cease the service provision at 6 calendar months' notice which must be given in writing. Client access credentials will be terminated.
Closure Period	At the cessation of the service, Fujitsu will archive the service for a period of 1 calendar month (to allow for additional data recovery at extra cost using agreed mechanisms), after which point it will be deleted and no data (except for billing data) will be retained.
Data Retention	Data retention policy will be aligned with the schemes Fujitsu Smart Ticketing CMS service.
Data Purge	Client data i.e. Passenger data excluding all Fujitsu data (stored on magnetic media) is to be destroyed in accordance with its sensitivity or returned to the client. Data provision on exit is a chargeable service and subject to Fujitsu SFIA rate charges.
Problem Resolution	All open problem tickets will be concluded to the satisfaction of the client to ensure proper closure and completion of the off boarding all problem tickets will be closed.
Device Retrieval	There will be no local device requirements for the Fujitsu Smart Ticketing Commercial Portal.
Security Compliance	Where an investigation into a possible security incident is ongoing, the data will need to be returned to the client in a form which maintains its legal admissibility.
Suspension/Termination	Fujitsu reserves the right to suspend or terminate the specific instance and access in the event of a breach of terms and conditions. Termination may be immediate in cases where security has been breached, inappropriate or illegal content has been stored, or any other material breach of contract. The client remains liable for the conduct of all their users.

Table 2: Offboarding

Service Management and Constraints

Service levels

The service is hosted in Fujitsu datacenters offering a number of different levels of service dependent on need: Bronze, Silver, Gold and Platinum. Availability service levels for each are:

Service Level	Service Availability
Bronze	99%
Silver	99.5%
Gold	99.9%
Platinum	99.95%

Table 3 Service Levels

Fujitsu will work with each client to ensure an appropriate service response time and will ensure that each service is tuned initially to support a “normal” workload. Exceptional response time requirements can be support based on agreement and may require additional project work to enable feasibility assessment and subsequent delivery.

Maintenance

Standard service maintenance windows of 2-6 hours are allocated quarterly and during working hours to cater for transport transaction data being typically being sent between 11pm and 5am. It should be noted that any maintenance window impacting the Fujitsu Smart Ticketing Commercial Portal service will not impact on live customer service.

Service Baselining

Upon completion of an install and configuration of an agreed solution, the service will need to be base-lined and accepted by Fujitsu Service Management into the ‘Initial Known Good State’. Post-initial configuration and tuning to create a baseline will be performed under the guidance of an assigned administrator. Further work will be under change control.

Go-live will occur on an agreed service commencement date for the service.

The baseline support service will be based on the alerting and notification criteria dependent upon the services selected for the client along with modifications carried out through consultation with the client. These modifications will be dependent on any unique aspects within the client’s infrastructure and/or additional regulatory requirements.

Technical requirements

Web Brower access is required from a Windows PC or Apple Mac. Photo upload via a webcam will require local user webcam enablement.

Backup & Restore

The following backup and restore services are provided: -

- Backups will be taken daily between the hours of 0000 and 0800
- Backup/Restore schedules operate on a recovery point objective of 24 hours (at point of last completed backup)
- Backup/Restore schedules operate on a recovery time objective of 24 hours
- Restores of client data (for example through mistaken deletion) will be chargeable.

Business Continuity Planning

Fujitsu will work collaboratively with clients to integrate the SaaS into the client's business continuity plans by maintaining Service Level Agreements (SLAs). In the event of a failure within the Fujitsu domain, we will restore to the target recovery point. In the event of any serious business disruption within the client domain, Fujitsu will engage with clients if requested, on a chargeable basis, to assist in the resumption of normal business operations.

Disaster Recovery

In an emergency or unscheduled interruption involving the Fujitsu Smart Ticketing Commercial Portal services, Fujitsu will notify the client in a manner consistent with the highest alert definition. Fujitsu will maintain availability via the Service Level Agreements (SLAs). Fujitsu proactively monitors the hosting environments and infrastructure to maintain the integrity of the SLAs and manages reliability by applying remedial measures in advance of anticipated impact. If a failure occurs, Fujitsu will restore to the target recovery point and resume service according to the SLAs.

Support Service

Fujitsu operates a manned engineer helpdesk for licensed clients and a self-service support offering via an online call logging and information tracking portal. The standard open time for the helpdesk is Monday – Friday 07:30 to 17:30 excluding UK public / bank holidays.

Non-standard (chargeable separately) Fujitsu Helpdesk ours range from Saturday 09:00 to 17:30, Sunday 10:00-16:00 or 24/7 excluding UK public / bank holidays. Please contact Fujitsu for further details and costs.

Helpdesk

Fujitsu provides clients with a web-based client helpdesk service system that is integrated into the workflow and ticketing tool that Fujitsu support teams utilise for problem management and service requests. The Fujitsu Helpdesk service gives clients the ability to create, update, and search ticket history. This feature provides a real-time Web-based channel for understanding and servicing the client's environment.

Fault resolution

Clients are able to use the web-based helpdesk service to monitor and track fault resolution progress.

Service Incident Reports

Fujitsu provides a Service Incident Report at the conclusion of all significant service-impacting events. This report consists of:

- Summary of the event
- Details the timeline of events
- Problem resolution
- Provides root cause analysis for Severity 1 events
- Preventative measures and risk mitigations.

Change Control

Fujitsu and the client will record configuration changes on the in-scope devices or applications via an agreed change control process. Change events include: outage (network), service infrastructure modification (relating to the client), client configurations and modifications etc.

Capacity Management

Fujitsu will generate statistics that will allow the production of periodic reports and make relevant and pertinent recommendations based upon the capacity report output, such as sizing guides, suitable recommended upgrade paths, etc.

System Health Checks

The Fujitsu Smart Ticketing Commercial Portal services deployed for a client are proactively managed to ensure the ongoing health of the service.

Periodic Service Assessment

The Fujitsu Smart Ticketing Commercial Portal service will be subject to regular performance review to ensure performance against agreed service levels.

Customer responsibilities

The following (not exhaustive) responsibilities apply, please see Fujitsu Reimbursement terms and conditions for further responsibilities: -

- The Customer will provide and will be responsible for the operation and maintenance of all necessary

Ethernet, internet and network capability within its own environment and is responsible for the proper performance and availability of said services.

- The Customer will be responsible for the completion of the Fujitsu Smart Ticketing Commercial Portal customisation pack. This will need to be completed prior to the Fujitsu Smart Ticketing Commercial Portal can be delivered to the Customer. Fujitsu will work closely with the Customer and guide them through this pack.
- Should the Customer wish the Fujitsu Smart Ticketing Commercial Portal to use their owned domain, the Customer will be required to provide Fujitsu with a relevant certificate that will be installed on Fujitsu servers.

Training

Standard one-day training supports up to 8 delegates will cover all the main features and functionality of the system (within the confines of the course objectives). Tailored training uses the client's own data and environment, and all materials are tailored for the course. Our trainers take the time to understand your scheme and its environment and how you use the software provided by Fujitsu. Training can be provided at Fujitsu Cardiff, Manchester, or Chippenham offices or at client premises.

Consultancy Services

The services described above relate to the procurement and ongoing provision of customer and card management services in the Cloud SaaS. In addition, clients can optionally engage with Fujitsu to procure additional professional services that cover: -

- Overall data management including assistance in planning data migration, data design and standards, data quality policies and procedures, database administration etc.
- Business operations optimisation and best practices for smart card schemes
- Change management specifically for transport ticketing
- Reporting and analytics services
- ITSO services

We have successfully delivered proven and measurable business benefit for our clients across business process, organisation, location, data, application and technology domains.

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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