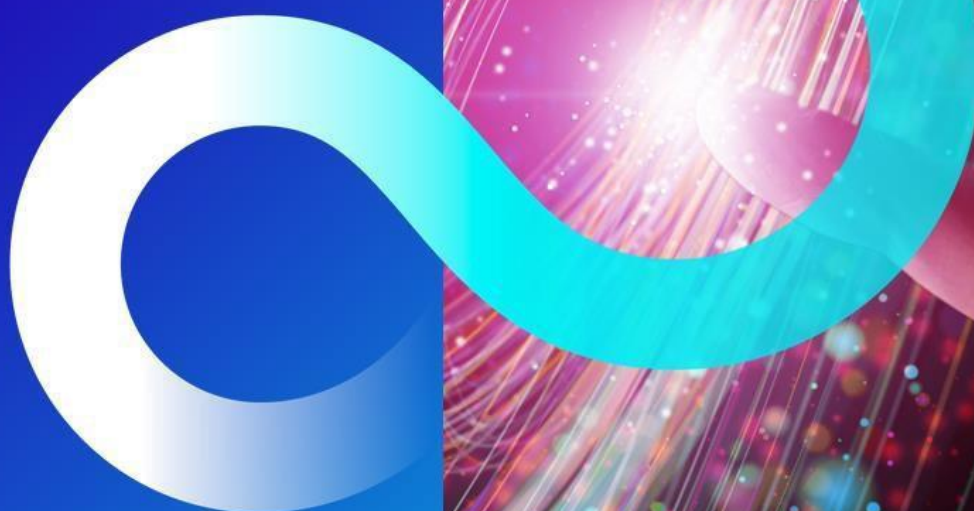


Service Definition

Cloud Remote Post

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 Cloud Remote POST Service

Overview

Fujitsu's Remote POST Service in the Cloud is a complete back-office service for the retail, collection and activation of smartcard products relating to bus, rail, tram and ferry journey products, certified to UK Department for Transport ITSO standards (v2.1.4). The Remote POST Service in the Cloud can be used by public and private transport authorities to manage commercial smart ticketing schemes.

- The Remote POST Service is certified to v2.1.4 of the ITSO standard and supports all ITSO smart media (CMD) and ticket types (ITSO Product Entity)
- Provides a Fulfilment API to smart ticketing Retail channel clients to add and delete products from a smartcard.
- Provides a Collection API to smart ticketing Retail channel clients to read smartcards and collect/load ticket onto smartcards via direct fulfilment requests or action list item received.
- Provides a Pass Activation API permitting ticket activation before travel.
- Provides a Catalogue API to smart ticketing Retail channel clients to access the scheme Remote POST catalogue.
- Provides centralised ITSO Secure Asset Management (ISAM) management and control via the Fujitsu Cloud HOPS which performs the ITSO "service operation" role for the Remote POST service.
- Supports the management and application of card-related or product-related action and hotlist items.
- Supports non-disruptive software upgrades to the service that results in no loss of service.
- Enterprise-class virtualised shared infrastructure that provides outstanding stability, resilience and 24/7 system availability.
- Provides multiple service environments to support initial service integration testing as well as staging and live environments to support scheme-specific implementation and testing.
- Provides comprehensive service reporting for incident/problem management and volumetric reporting on Fulfilment, Collection and Pass Activation.
- Provides a secure audit trail for all API activity.

Summary of Benefits and Features

Fujitsu Remote POST in the Cloud is offered as a cloud service. Users connect via a web-based API to access to a fully functional Remote POST Part-11 service.

Typical users

Remote POST in the Cloud is a multi-tenanted service for: -

- Public sector authorities
- Transport Operators
- POST providers who wish to easily add ITSO capability to new or existing "in-the-field" hardware.
- Ticket retail or mobility-as-a-service (MaaS) providers who wish to easily add ITSO ticket fulfilment and/or collection capability to their mobile applications or web site.

Features

Remote POST in the Cloud provides the following example features: -

- Allows quick integration to ITSO v2.1.4 accredited Part-11 ticket fulfilment and collection services for concessionary and commercial smart ticketing schemes.
- Provides a simple non-ITSO API that facilitates fast integration when on-boarding client offerings to the

service.

- Supports a scheme-specific centralised ITSO product catalogue to simplify integration so that the client doesn't require any in-depth ITSO knowledge.
- Provides a central retail and collection message store for all customer product related transactions.
- Reduces cost through use of a highly scalable shared service environments.
- Removes complexity of managing ISAMs from the ITSO scheme operator.
- Removes scheme-specific POST2HOPS integration risk by using of Fujitsu Cloud HOPS for POST2HOPS comms forwarding messages HOPS2HOPS to scheme HOPS. Note: the Fujitsu Cloud HOPS has successfully integrated HOPS2HOPS messaging will all ITSO HOPS suppliers.
- Offers real time fulfilment of products to ITSO transport commercial ticketing and Account-based ticketing schemes.
- Offer collection of products to ITSO transport commercial schemes with purchase to collection in under 10 minutes.

Onboarding

The following on board activities are available:

Activity	Details
Procurement:	The service Remote POST can be procured via the Government G-Cloud 15 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:	Fujitsu provide service setup, including creation of user accounts, client certificates, product catalogue and updates to ISAM profile configuration where we required. Technical support to assist client integration is available at an additional price.
Data Migration:	Where applicable, existing scheme and/or 3rd party action and hot lists items will be sourced from the list item originator. Should any existing fulfilment items from an existing Remote POST service require transitioning to the Fujitsu Remote POST in the Cloud service then this is available at an additional price
Business Operations	Additional professional services associated with change management are available to support the introduction of new and/or the removal of old scheme products or variants. Changes to service reports etc.
Knowledge Management	A client bundle containing API specification, diagrams and client sample code are provided as part of standard onboarding. Addition training can be offered including train-the-trainer or specific technical knowledge management and skills transfer sessions can optionally be provided.
Environments	The standard service provides for • To support scheme specific onboarding, testing and operation: • Primary service environment with standby disaster recovery service. • Pre-production (staging). • To support device suppliers generically integrate their product to the service • An additional generic (I2F) test environment can be made available.

Customisation	Changes to the supported products sets and functionality provided by the Fujitsu Remote POST in the Cloud service can be requested via change control.
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ITSO and ISAMs	The Fujitsu Remote POST in the Cloud standard service includes pool of centrally managed security modules (called ISAMs) which contain the required security keys for the schemes connected to service. Should a scheme operator require the service to maintain their own separately configured and maintained pool of ISAMs, the options are available at extra cost.
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Offboarding

The following offboarding activities are available:

Activity	Details
Notification	The client will be able to cease the service provision with 6 calendar months' notice which must be given in writing. Client access credentials will be terminated. Please refer to the Fujitsu Terms and Conditions
Closure Period	At the cessation of the service, Fujitsu will archive the scheme from the shared 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. Also refer to the associated Fujitsu Terms and Conditions.
Data Retention	Remote POST in the Cloud can export data in delimited format. Fujitsu will work with clients for a data retention (purge) policy.
Data Purge	Client data i.e., terminal and fulfilment 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 (acting reasonably) to ensure proper closure.
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.

Service Management and Constraints

Service levels

The service is hosted in Fujitsu Cloud data centres which offer a level of service availability of 99.5% measured on a rolling month-by-month basis.

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.

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

Client access to the service will be via the published API.

Backup & Restore

The following backup and restore services are provided: -

- Backups will be taken daily between the hours of 12am and 8am
- 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 HOPS in the Cloud 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 licenced clients and a self-service support offering via an online call logging and information tracking portal.

The Helpdesk hours are:

Normal Business Hours	09.00am to 17.00pm Monday to Friday in each week, excluding Public and Bank Holidays, in the UK.
Weekend Hours	09.00am to 17.00pm Saturday. 10:00am to 16:00 Sunday week, excluding Public and Bank Holidays, in the UK.
Out of Hours	any time outside the Normal Business and Weekend Hours.

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 can 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 to assist with ongoing evaluation of the service's capacity and instigate the implementation of relevant and pertinent upgrades to the service where necessary.

System Health Checks

The Fujitsu Remote POST in the Cloud services deployed for a client are proactively managed to ensure the ongoing health of the service.

Periodic Service Assessment

The Fujitsu Remote POST in the Cloud service will be subject to regular performance review.

Customer responsibilities

The following (not exhaustive) responsibilities apply, please see Fujitsu HOPS 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.
- To use the ITSO Remote POST in the Cloud service the Customer must be an ITSO Licensed member.

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 HOPS 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, including HOPS services
- Account Based Ticketing services

We have successfully delivered proven and measurable business benefit for our clients across business process, organisational, 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.

Contact: government.frameworks@fujitsu.com

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