

Service Definition

Application Managed Services

FUJITSU



G-Cloud 15

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Application Managed Services Overview

As a Cloud agnostic, Digital Transformation specialist, Fujitsu has over 50 years of extensive experience, providing Application Managed Services (AMS) that deliver successful business outcomes for Public Sector bodies; including HM Revenue & Customs, Home Office (HO), Department for Education (DfE) and Department for Energy Security & Net Zero (DESNZ).

Our Application Managed Services offers a full lifecycle solution for effective application management, acting as a bridge between the rapidly changing digital landscape and existing business operations. While the digital world demands speed and flexibility, it is crucial that the existing operational landscape operates seamlessly. We facilitate this evolving, hybrid digital world with a Cloud First strategy, ensuring quality, stability and continuity through proactive management and automation.

Our priority is to deliver substantial business value to our clients by deploying and managing fully optimised, automated solutions in a cost-effective manner. Our commitment to achieving maximum efficiency not only enhances operational agility but also guarantees that the client's investment in Digital Solutions yields tangible business value.

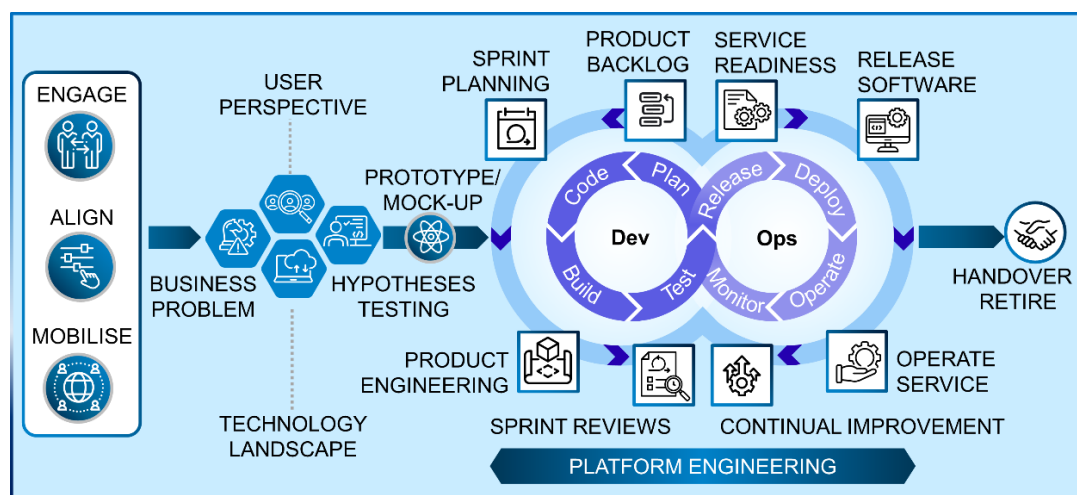
Our systematic approach to application management, we aim to enhance the quality of applications through a cycle of continuous improvement and continuous deployment.

Agile Approach

Fujitsu understands that customers are unique. 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.

We have created a set of working practices that can adapt the standard methods that allow us to provide flexibility while maintaining a consistent and dependable delivery, meaning that any Agile approach will be determined on a case-by-case basis.

Fujitsu's approach is defined within our Adaptive Digital Engineering (ADE) DevOps delivery methodology, which aligns with the UK Government's GDS Service Manual and is consistent with the Digital, Data and Technology (DDAT) approach, as illustrated in the following diagram.



Our services are flexible to align to 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 to deliver more.

Service and Approach

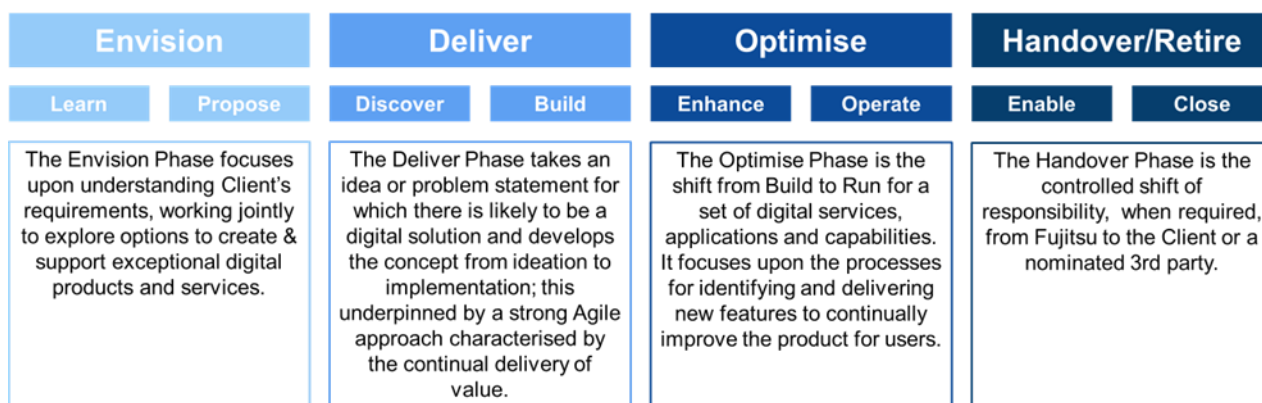
DevOps

Fujitsu implements a collaborative DevOps approach to break down the traditional barriers that have 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.

Adaptive Digital Engineering (ADE) is our bespoke DevOps delivery methodology and accelerator that provides a framework within which Fujitsu and our customers can collaboratively design, build and operate Digital Services in line with their shared fundamental principles, values and culture. ADE has been especially developed by Fujitsu to align to the GDS Service Manual, focusing on delivering user needs by applying approaches such as; Test Driven Development, User Centred Design, Secure by Design, etc. to ensure the most robust, secure and optimised digital outcomes adding the most value for our customers.

It is a phased approach, which can be applied end-to-end or in individual sub-sections, allowing our customers the flexibility required, delivering maximum impact and business benefits. The ADE methodology is designed to optimise application development, delivery and operation covering the full Application Lifecycle Management (ALM) of our customers Digital Services.

It comprises four phases and eight stages, which are identified below and outline a workplan for delivery of successful outcomes:



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

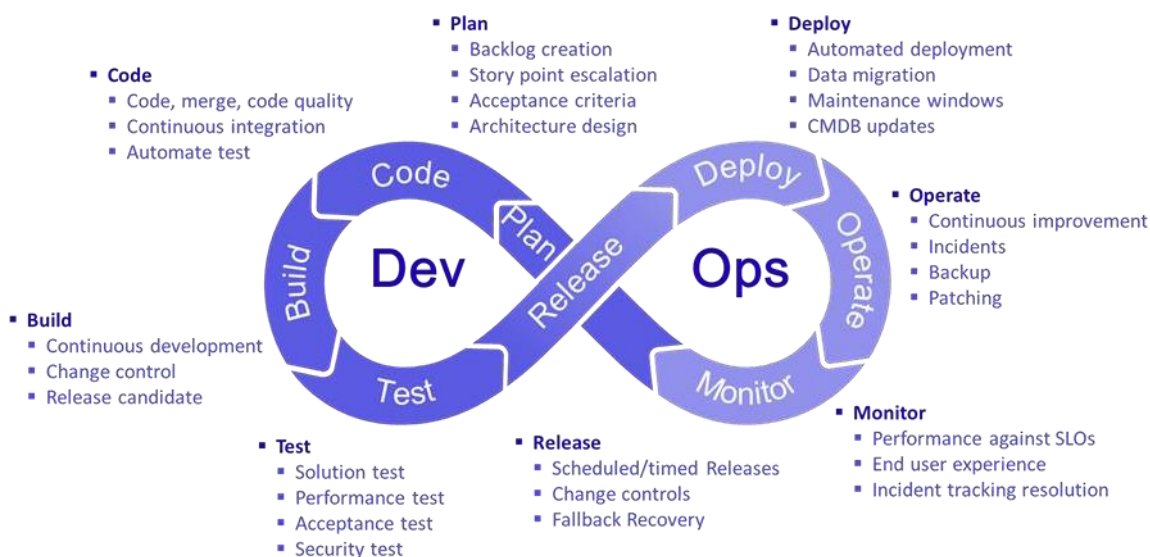
- **Culture of Collaboration:** we promote a culture where development, operations and other stakeholders collaborate seamlessly, breaking down silos and fostering shared responsibility, as One (DevOps) Team.
- **Automation:** we maximise automation for driving optimum efficiencies, that include infrastructure 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, AWS DevOps, etc., enabling early detection of integration issues and ensuring that the software remains in a deployable state at all times.
- **Continuous Delivery (CD):** we promote the practice of automating the delivery process to deploy code changes into production or other environments rapidly, reliably and frequently, integrating with the chosen cloud tooling platform to seamlessly deploy services. Additionally, we implement monitoring and alerting mechanisms to track the pipeline's performance and detect any issues.
- **Infrastructure as Code (IaC):** we treat infrastructure configuration as code, enabling infrastructure provisioning and management through code-based tools, such as AWS CloudFormation, Azure Resource Manager, Google Deployment Manager or Terraform, which ensures quality, repeatability and scalability. Additionally, we use configuration management tools like Ansible or Puppet to automate the provisioning and configuration of resources and we apply best practices for modularisation, parameterisation and reusability of infrastructure code
- **Monitoring and Feedback:** we advocate continuous monitoring of applications and infrastructure to provide feedback on performance, user experience and other agreed metrics, enabling the collective team, including stakeholders, to make data-driven decisions and improve continuously.

- **Feedback Loops:** we establish feedback loops throughout the development lifecycle, enabling teams to gather insights from users, stakeholders and monitoring systems to iterate and improve rapidly, through agile ceremonies including sprint retrospectives, show and tells, demos, etc.
- **Lean Practices:** we apply lean principles to eliminate waste, streamline processes and optimise workflows, ensuring that resources are utilised efficiently and value is delivered to customers quickly.
- **Cross-Functional Teams:** we encourage the formation of cross-functional teams with diverse skills and expertise, enabling them to take ownership of end-to-end delivery and respond quickly to changing requirements.
- **Shared Goals and Objectives:** we align the goals and objectives of DevOps and other stakeholders with the overall customer business objectives, fostering a sense of a common purpose and collective responsibility towards delivering value.

By embracing these principles, we create a culture of collaboration, automation and continuous improvement that ensures the delivery of high-quality software in most optimum, reliable and secure way.

The success of DevOps is as much about a cultural shift as process and technology to enable seamless rapid business change.

The diagram below provides a high-level outline of the tasks performed for the various DevOps stages covering the full Application Lifecycle Management (ALM).



Application Managed Service

The AMS service provides application support for the consistent, continuous development and continuous improvement of business applications during the agreed service hours and in accordance with the defined service levels.

This includes the ongoing maintenance and operations of the managed applications including 2nd, 3rd and 4th line support. Fujitsu can also manage third party suppliers who provide 4th line support for instances when Fujitsu does not have access to the application's source code. Additionally, Fujitsu can provide additional optional application enhancement services when required: minor application enhancements; and standalone application enhancements.

The ongoing management and maintenance of our customer applications is ingrained within our ADE approach with a retained focus on continuous improvement, to ensure that user needs continue to be met in the most effective manner.

Our Operate stage focuses on the ongoing incident response and service support to ensure any issues with the digital product are identified and mitigated at pace. ADE Operate is based on a true DevSecOps model to bring Agility to the product whilst giving certainty of service.

ADE builds on standard ITIL practices of traditional SLAs by pivoting to focus on business value of an action and treating Service Management records as part of the overall Product backlog.

The Key Activities associated with the operate stage are:

Key activities	
▪ Continuous Improvement ▪ Incident Management ▪ Problem Management	▪ Change Management ▪ Release Management ▪ Capacity and Availability Management

The Key Inputs and Outputs associated with the operate stage are

Inputs	Outputs
▪ ADE-designed digital service or product ▪ Complete product documentation, including product roadmap, enhancement & bug history ▪ Product performance metrics ▪ Support model with agreed client SLAs	▪ DevSecOps operation service ▪ Sprint based support model ▪ End-to-end digital service support ▪ Ongoing engineering support and continuous improvement ▪ Incident & problem management ▪ Change & Release management ▪ Configuration Management ▪ Event Management ▪ Availability & Capacity Management ▪ Knowledge Management ▪ Information Security Management

Business Value

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 customer's needs. This is drawn from a workforce of over 7,000 UK employees, with over 1,000 employees trained in Agile Scrum and SAFe. Furthermore, 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's allows up to respond to our customers' ever-changing demands.

Fujitsu's service delivery benefits includes the following elements:

- Global blended delivery – Fujitsu provides cost-effective, flexible, global delivery models, ensuring the optimal mix of onsite, onshore, nearshore and offshore service delivery. We will determine the most efficient and cost-effective combination of service delivery options for the customer throughout, from the start of engagement, at agreed checkpoints and throughout the subsequent service delivery.
- Flexible resourcing – Fujitsu operates a flexible resourcing model for Application Services. We optimise resource utilisation and ensure that the appropriate skills are acquired and deployed as per the customer's business demands. By planning and by investing in specialist skill development, we ensure that the right people are available at the right time.
- Collaborative governance – We work closely with the customer in an environment of cooperation and mutual trust, allowing the AMS service to enable change and to continuously evolve to meet the customer's changing business requirements.

Fujitsu's AMS is one of a complete set of services for the lifecycle management of applications, from initial transition, through management and innovation, to Application Transformation. These services encompass the deployment of new applications, the integration of proprietary applications and the support and enhancement of legacy applications.

Pricing

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

Other pricing models can be agreed to support your 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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