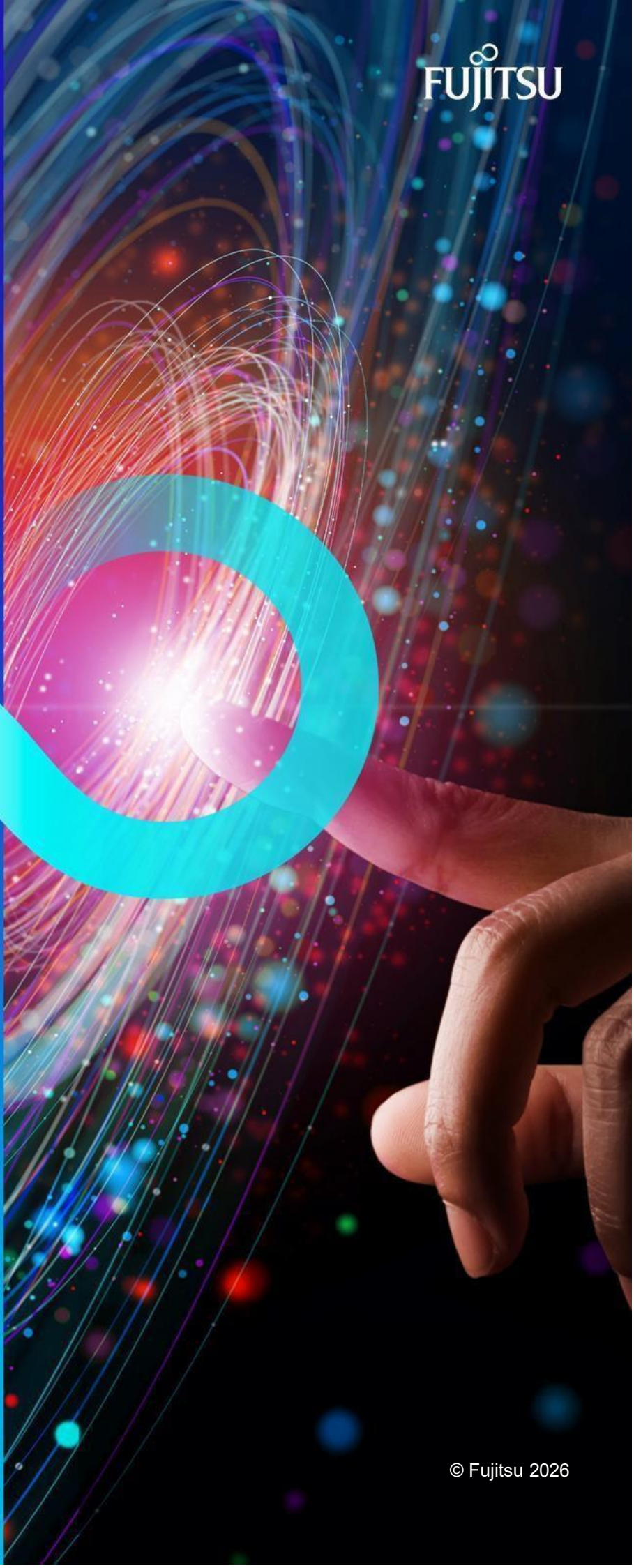
Service Definition

Microsoft Application Development and Support Services



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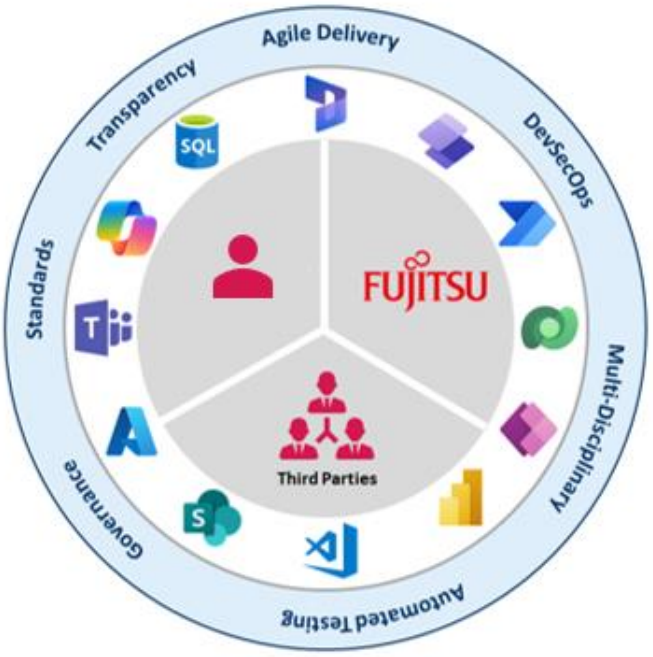
Microsoft Application Development and Support Services

Fujitsu provides a consultancy-led approach to designing and delivering bespoke application and data solutions, across the Microsoft Azure ecosystem. We specialise in modernising and integrating applications and data platforms that seamlessly fit within your existing infrastructure. From legacy system transformation, to building enterprise-scale data platforms with advanced analytics, we deliver high-value outcomes tailored to your business needs.

Our expertise spans both low-code and pro-code development within the Microsoft stack; leveraging Power Platform for rapid, low-code innovation in combination with bespoke, enterprise-grade solutions. Utilising our expertise and professional development practices in C#, .NET frameworks, Azure Functions, Logic Apps and robust CI/CD pipelines managed through Azure DevOps, we ensure flexibility and scalability.

Every solution is designed, implemented and governed by experts who apply best practices for architecture, security and compliance, ensuring the optimal approach for achieving desired client outcomes. Our expertise also extends to Microsoft Fabric, Azure Synapse Analytics, Power BI, Azure Databricks and Microsoft Purview to deliver scalable, governed and insight-ready data services.



Fujitsu's Fusion Delivery Model

Fujitsu takes a multi-faceted approach to design end-to-end services across multiple channels for application development and adopts a 'fusion team' delivery approach to ensure project success, underpinned by effective communication, transparency and working together to achieve business outcomes. This approach employs a flexible, agile, multi-disciplinary, multi-skilled, integrated team comprising resources from Fujitsu and third parties/suppliers working together across organisational boundaries.

We are singularly focused on achieving business outcomes and realising value. This fusion team approach is supported by key enabling technologies and processes, which create a sense of one-team cohesion.

What We Offer

Fujitsu designs, builds and deploys solutions that seamlessly integrate with your existing systems, adhering to consistent and open standards. We partner closely with you and your stakeholders, leveraging a business outcome-led approach to ensure full engagement, clear benefit realisation and a well-defined technical and solution roadmap.

We leverage our strategic partnership with Microsoft to deliver complex, transformative solutions using Agile, Waterfall and DevOps methodologies. We are recognised for our deep technical skills and proven capability in delivering large, transformative digital solutions that deliver maximum value for our clients.

- Microsoft Solutions Partner for Business Applications
- Low-Code Application Development Specialisation
- Microsoft Solutions Partner for Data & AI (Azure)
- Microsoft Solutions Partner for Digital & App Innovation (Azure)

- Global System Integrator (GSI) Partner
- Azure Expert Managed Service Provider
- Microsoft Solutions Partner for Azure Infrastructure
- Microsoft Solutions Partner for Security
- Copilot Specialisation
- 2025/2026 Inner Circle for Microsoft AI Business Solutions
- ISG Industry Leader in Power Platform Services

User-Centric Design

Our team of User Researchers, Service Designers and other specialists work with customers to establish a deep understanding of user needs, through evidence-based research and data-driven insights. We employ a range of engagement approaches to capture authentic user requirements, supported by persona development and user journey mapping. To elevate this process, we integrate automation and AI-powered tools that streamline research, analysis and design activities. These technologies enable rapid synthesis of qualitative and quantitative data, automate pattern detection and generate actionable insights at scale.

Our approach minimises participant response bias, promotes plain language communication and ensures inclusivity. By combining human-centred expertise with intelligent automation, we deliver designs that are not only empathetic and accessible but also optimised for efficiency and innovation, helping users succeed the first time.

Iterative prototyping and refinement

Our expert team can:

- Create dynamic prototypes leveraging diverse expertise in using tools such as the GDS prototyping tools and Figma.
- Create quality designs to meet user needs and business requirements in line with GOV.UK patterns, components and standards.
- Ensure that a simple, seamless and intuitive user experience is developed to maximise engagement, reduce operational costs and inefficiencies, enabling all eligible users to effectively use the service.
- Abstract and minimise content, ensuring that users are presented with functionality relevant to their persona.
- Follow user-centred design and research processes, based on an understanding of user personas, behaviours and scenarios, on an ongoing basis to gain a greater understanding of user needs including assisted digital support.
- Design and develop applications using a ‘progressive enhancement’ strategy. We can support users with low internet bandwidth or older technology, by employing development techniques that promote the core content and functionality of the application.

This iterative approach introduces a strong and effective design-test-adjust validation loop and offers regular and early feedback to ensure that users are brought on board, kept on board and the systems delivered are catered to the needs of a user base with diverse skill sets.

Technology

We adopt and utilise industry-recognised best practice approaches. Examples include:

- Implementing Azure Bastion for connecting to Azure VMs rather than making RDP connections publicly accessible.
- Adopting Azure Active Directory security groups (with standardised and clear naming conventions) to enable/restrict access to functionality and data.
- Using Azure App Registration and Service Principals, rather than using Service Accounts.
- Implementing Azure AD API Management, with Azure AD Security Policies and IP Whitelisting to secure API endpoints.

- Adopting GOV.UK pre-tested, open-source components in favour of building new services.
- Encrypting data both at rest and in transit.
- Utilising Azure Security Centre to help secure and manage fast-changing workloads.
- Using Azure Key Vault for securely storing and accessing secrets such as API Keys, Passwords and Certificates.
- Configuring Azure Active Directory Multi-Factor Authentication and Conditional Access features to tightly control access.
- Leveraging Microsoft Purview for unified data governance, encompassing comprehensive data discovery, classification, and controlled access across data assets.
- Utilising secure, centralised data lakes/repositories to ensure a single source of truth, enabling efficient data sharing and reducing duplication while maintaining strong security and governance.
- Using automated and auditable data pipeline capabilities for secure data ingestion, transformation, and orchestration, ensuring data quality and reliability from source to insight.
- Applying Microsoft's Responsible AI principles, including fairness, transparency, and accountability, to all Copilot and AI implementations.
- Ensuring AI models and Copilot solutions comply with GDPR and organisational data protection standards, using secure data handling and anonymisation where required.
- Designing prompts and workflows with strict guardrails to prevent data leakage and enforce ethical usage.
- Combing low-code solutions (Power Apps, Power Automate) with pro-code extensions for advanced scenarios, ensuring governance via Power Platform CoE and DLP policies.

Security

We ensure that a healthy security culture is prevalent and that a holistic approach to delivering secure services is adopted, looking across people, organisation, processes and technology.

- Ensuring each user story acceptance criteria consider or contain key non-functional requirements (NFR) such as security
- As part of our Agile delivery approach, we integrate security considerations and approaches as early as possible into the development phases – adopting a DevSecOps approach.
- Creating a security management plan for each account. This plan, created by one of our security experts in consultation with you, will outline the measures and checks and balances we will employ in ensuring that our services are delivered in line with your organisational needs and are aligned with ISO27001 and Cyber Essentials Plus.
- We apply robust AI governance and security controls to ensure responsible use of AI technologies, including model risk assessment, bias monitoring, and compliance with organisational and regulatory standards.

Measure and Monitor

Fujitsu monitors and measures the effectiveness of the approach and adopts a continuous improvement process, supported by user research, to ensure the success of a programme delivery.

Our user researchers use the Digital Inclusion Scale to help identify the skills, concerns, and competencies of end-users and can offer enhanced support to address this. We iteratively develop and test our solutions to simplify the service and remove barriers.

We measure solution adoption using available technologies (e.g., Azure Application Insights). For solutions with low digital take-up, we seek to understand the reason for this and work with users to provide support to encourage increased user adoption.

Testing

We take a holistic and coordinated approach to assuring and testing the quality of solutions we develop. Within this approach, our Test Engineers conduct:

Tailored testing

We recognise that a one-size-fits-all approach is ineffective. We utilise tooling and methodologies specific to your technologies, business outcomes and regulatory requirements, covering both functional and non-functional elements including accessibility, performance and compatibility.

Automated testing

We emphasise CI/CD techniques through automation, primarily utilising Azure DevOps. Our automated pipelines are responsible for verifying supporting infrastructure (VMs, databases, web services) and deploying the system into user-accessible environments. This commitment to automation aims for single-click releases and deployments, shifting the effort from manual deployment to robust pipeline implementation.

Transparent management

Throughout the testing programme, we maintain an open and transparent approach, utilising Azure DevOps for the management of Test Suites, Test Plans and Execution results, which can be shared directly with customers.

Managed Services

Fujitsu's experts provide adaptive 24x7x365 managed services, designed around customer needs. We offer client-specific or shared service support teams, to proactively safeguard application environments and quickly resolve issues to maintain seamless operations.

Our Evergreen Managed Service ensures Microsoft business applications remain fully functional and compliant through every update, protecting configurations, interfaces and data integrity. With optional Technical Service Manager support and training, we empower customers to leverage Microsoft's innovative technology without operational disruption, focusing on driving continuous value.

Training and Evangelism

We collaborate closely with end-users, providing comprehensive training and support to proactively address any challenges they may encounter. Training can be hosted in person, remotely and in hybrid formats. This can be tailored to client preferences. Examples of training and evangelism include:

- Creation of detailed, step-by-step user guides/documents.
- Creation of 'bite-sized' videos, with accessible captions and transcripts, to allow users to follow along and undertake the completion of processes.
- Assisting with solution evangelism and adoption hesitancy.
- Outlining the benefits of the system, addressing any concerns (e.g., data, e-safety) and speaking to users in a non-technical manner.
- Undertaking floor walking, helping train solution champions and offering enablement and encouragement.
- Facilitating specialised training sessions, on behalf of Microsoft, such as official Microsoft 'In a Day' events (e.g., Fabric Analyst in a Day, Agent in a Day, App in a Day).

Service Features

- Design, development, delivery and support of applications and components that address your specific and unique requirements.
- Seamless integration with Microsoft 365, Azure (including Azure Analytics Services), Power Platform, Dynamics 365, and Microsoft Fabric.
- Connect decoupled business applications internally and externally to your organisation.
- Boost productivity by automating repetitive processes and enabling intelligent workflows.
- Leverage expertise in Microsoft Fabric for unified data analytics, real-time insights and scalable data processing.
- Implementation of Microsoft Purview for robust data governance, lineage tracking and compliance across hybrid environments.

- Agile DevOps models with Continuous Delivery/Integration (CI/CD) aligned to GDS standards.
- Management of business change to ensure smooth delivery and adoption.
- Flexible delivery options; resource augmentation, hybrid teams and full-service engagements.
- Solutions for interactive content, content roll-up and event management.
- Integration with third-party RESTful services and APIs for extended functionality.
- Microsoft Technology Stack specialists with multi-disciplinary expertise across ASP.NET Core MVC, JSON, HTML, CSS, C#, CAML, Entity Framework and Azure API skills.
- Dedicated data and analytics specialists certified in Microsoft Fabric, Azure Databricks, Azure Data Factory, Power BI, and Microsoft Purview.
- Modern app development experience with Blazor and .NET MAUI for single-page web and mobile apps.
- Copilot integration across Microsoft 365 and Power Platform.
- Deliver intelligent assistance embedded in apps like Word, Excel, Teams and Power Apps to automate tasks, summarise content, and accelerate workflows.
- Build bespoke Copilot experiences tailored to your business processes, leveraging secure APIs and connectors.
- Implement advanced AI capabilities such as natural language processing, image recognition, and conversational AI for smarter applications.
- Combine low-code Power Platform solutions with AI-driven insights for predictive analytics, anomaly detection and intelligent decision-making.
- Apply Microsoft's Responsible AI Principles, with robust governance frameworks to ensure ethical, secure and compliant AI usage.
- Use Azure Machine Learning and Microsoft Fabric to deliver predictive modelling, real-time insights, and automated data pipelines.
- Accelerate coding and testing with GitHub Copilot and integrated DevSecOps practices for secure, efficient development.

Service Benefits

- Highly skilled team of 100+ professionals, bringing extensive collective experience to every engagement.
- Trusted expertise: Delivering reliable, adaptable, resilient and cost-effective solutions across the Microsoft ecosystem.
- Access multi-disciplined, experienced, BPSS-cleared resources.
- Empowerment: Built-in approach to skills and knowledge transfer, ensuring long-term self-sufficiency.
- Unlock data value: Leverage certified expertise in cutting-edge analytics platforms to drive informed decision-making and actionable insights.
- Flexible collaboration: Agile engagement models, including joint teams and hybrid delivery options tailored to your needs.
- Responsive delivery: Multi-disciplined, experienced professionals applying repeatable IP developed through extensive systems integration and managed service experience.

Service Delivery Approach

The Approach

We have adopted a standardised approach for designing, implementing, transitioning and supporting solutions. It combines our industry specific business knowledge with our technical expertise in Microsoft technologies.

User-centred design is a fundamental element of our delivery methodology enabling us to work closely with stakeholders. We use it to:

- Acquire profound understanding of service user requirements through rigorous research and analysis.
- Drive continuous improvement by deploying incremental changes and prioritising collaborative feedback for superior outcomes.
- Grasp the strategic drivers and core business Key Performance Indicators (KPIs) underpinning each project.
- Create innovative solutions through rapid prototyping, guided by clear business objectives, validated user needs, thorough testing and intuitive user experiences.
- Utilise sophisticated analytics and tools for accurate, data-driven assessment of project effectiveness and solution performance.

We support customers on their journey from Discovery through to Live. We ensure that key stakeholders are engaged, that key benefits are identified and captured in a benefits roadmap, input is provided to the customer's business case and that there is a technical and solution roadmap defined.

Whilst experience tells us that most benefit will be realised through the adoption of an agile/iterative approach for the deployment of integration solutions, with requirements aligned to time-boxed iterations/sprints enabling the project team to focus on the high priority elements of the solution, our approach also supports Waterfall and hybrid methods. This flexibility allows the creation of effective processes and procedures as well as provides a way for us to meet our customer's needs and ensure the development of a stable and usable solution ready for deployment.

Examples of activities, within our tailorable portfolio of services, can be found below.

Discovery: Understanding business objectives, user needs, evaluating technology and confirming policy boundaries.

- Project planning.
- Onsite/hybrid meetings and workshops (flexible based on client needs).
- Business strategy and objectives.
- Project and technical scoping.
- User requirements and persona development.
- Benchmarking and KPI reporting.
- Stakeholder engagement.

Alpha: Prototyping solutions to validate design and functionality.

- Business analysis.
- UX/UI design.
- Interactive wireframe development.
- Testing.
- Accessibility testing with screen readers, keyboard navigation and voice input.
- Stakeholder feedback.

- Iterative agile process.
- Alpha assessment.

Beta - Develop: Building robust solutions at scale, against the demands of a live environment in conjunction with business requirements.

- Full-stack, Low-code and Pro-code development.
- Power Platform environment configuration.
- Power Platform customisation.
- WCAG accessibility compliance.
- Quality assurance.
- Security and compliance testing – formal testing.
- Beta assessments.

Live: Iterative development continues post-launch, delivering continuous improvement whilst adapting to an evolving environment.

- Operational managed service.
- Continuous user research.
- React to changing user needs.
- Iteratively improve the service.
- Iterative development.
- Continuous integration.
- Live service support.

Service Deliverables

Our service deliverables are dynamic and customer-centric, aligning with an organisation's specific needs and its current stage of digital maturity. Below is a representative selection of potential outcomes that demonstrate our comprehensive approach to service delivery.

- A formal, systematic approach to identifying, quantifying, and agreeing outcomes.
- Clearly defined Rough Order of Magnitude (RoM) costs for budgetary planning.
- Robust business case and a detailed benefits management plan.
- Strategic adoption and change management plan.
- Comprehensive technical and solution roadmap.
- User research programme for deeper insights.
- End-to-end implementation service design.
- Optimised solution architecture and business process design.
- Intuitive customer experience design (UX/UI).
- Detailed High-Level Design (HLD) and Low-Level Design (LLD) documentation.
- Precise requirements specification.
- Full-stack development.
- Thorough build documentation.
- Strategic testing strategy, comprehensive test plan, and execution.
- Targeted training and post-go-live support.
- Simple proposals to define scope, leading to a structured and actionable statement of work.
- Enablement and empowerment through ‘In a Day' workshops and interactive hackathons.

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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