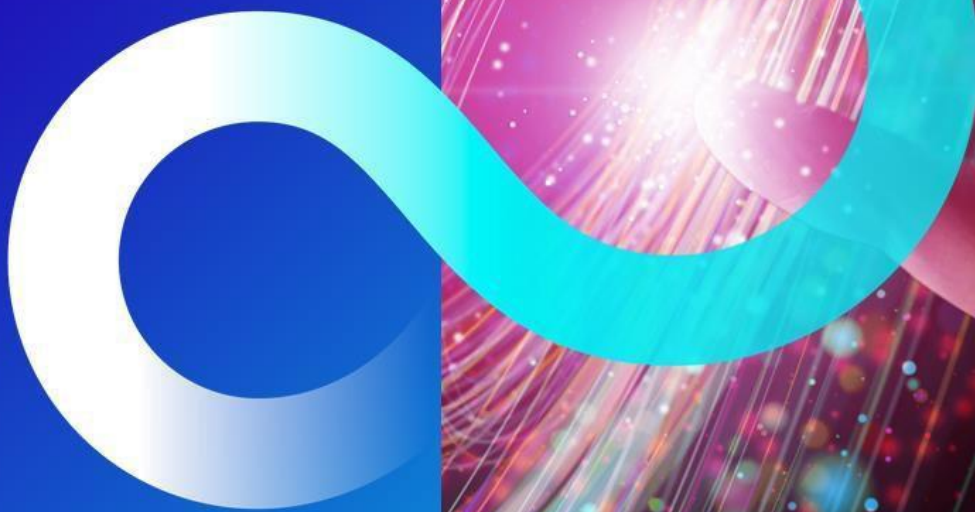


Service Definition

Automation Managed Services

FUJITSU



G-Cloud 15

© Fujitsu 2026

Contents

Automation Managed Services Overview 3

Service Delivery Approach 4

Service Deliverables 8

Pricing 9

Commercial 10

Automation Managed Services Overview

Robotic Process Automation (or RPA) is an emerging form of business process automation technology that allows automation of high-volume repeatable tasks that previously required humans to perform. These tasks can include reading process inputs from excel, PDF, web pages, and web services, performing calculations and repetitive tasks on the inputs, and submitting the output to an application, excel, or any other target system.

Robotics Process Automation (RPA) technology and its adoption have matured the market and reached a watershed moment. There are significant benefits realised in RPA pilots and initial deployments that can be rapidly scaled out across the enterprise. Yet business and IT leaders are struggling to move the needle with only an additional 1% of enterprises scaling to over 50 robots in the past year. IT Security concerns, challenges in supporting robot farms in the thousands, as well as a war on talent are challenges faced by organisations.

Apart from providing industrialised RPA services, Fujitsu provides managed services for your RPA landscape tailored to suit the needs specific to RPA environments. Our Managed Services is an extensive service including key areas of deployment, monitoring, management, and service combined into a unique solution that will not only manage the existing identified benefits but also, and most importantly, grow the programme to meet future objectives and targets within a customer's organisation.

Our Managed Service offering covers the below areas and can be tailored to suit your requirements based on the following:

- Deploy
 - Validate current process automation targets
 - Provide the resource and knowledge that Customers may lack to validate the existing processes, ensuring they conform to their objectives and satisfy the "Customer's requirements for software rollout
 - Create the documentation conforming to Customer standards was not available.
- Monitor
 - All robots based on "Customer" premises can have access via the selected Software/Orchestrator remotely/on-premise
 - Deploy a Service Delivery Manager
- Manage
 - Day to day operational performance of the virtual workforce
 - A single point of contact for all RPA services including reporting, changes requests, service reviews
 - Co-ordination of activities between the "Customer, Fujitsu, and the relevant Software provider(s)
- Service
 - SLA governed and End to End
 - Following a familiar engagement process between Customer and Fujitsu

Service Delivery Approach

Fujitsu offers managed services for RPA implementations for our customers. This section describes our approach to services delivery which can be tailored to suit the needs of customers based on their specific requirements. Our Managed Services engagement is a three-phased approach where it commences with an optional due-diligence element followed by transition and moving to live managed services.

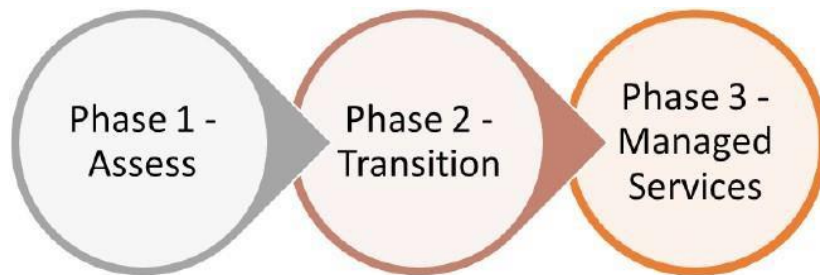


Figure 1 - Managed Service Approach

- Phase 1 – Assess:** Our Assess phase includes activities that are prerequisite for Fujitsu to gather sufficient information about your RPA environment before commencement of knowledge transition. This includes:
 - Stakeholder engagement includes project manager, Process SMEs, and developers from the customer team with SDM and the Support team from Fujitsu
 - Gather information about the RPA platform and understand the current situation of the RPA program
- Phase 2 – Transition:** Fujitsu brings extensive experience in managing transitions and has a proven transition methodology that will be adopted for the transition. For each bot, it is expected that Fujitsu Managed Services will engage with the bot developer or process SME in at least one workshop. The workshop will give a run-through of the process to Fujitsu, whilst confirming that all required technical documentation has been completed.

An effective knowledge transfer will improve long-term efficiency, by reducing the need to rediscover knowledge. The knowledge transfer cannot be considered complete until the technical documentation has been completed. Three documents (Handover document, Code Review checklist, and Security Review checklist) ensure consistency of high-quality knowledge transfer, in addition to mitigating operational risks to the business.

Fujitsu also brings all necessary templates to support the successful transition along with the right governance model.

Management and Governance Approach

Fujitsu will deliver a robust approach to the management of a Virtual Workforce. Our governance model is defined below. Fujitsu is responsible for the management of the RPA software. Responsibility for identification and remediation of faults related to infrastructure, OS, or applications USED in the automation resides with the Customer.

Fujitsu will provide a Service Delivery Manager (SDM) to support the day-to-day operations and performance management of the Virtual Workforce. This SDM will report to the customer's designated head of the RPA function.

The SDM will deliver the following responsibilities:

- Manage the day-to-day operations and performance of the Virtual Workforce
- Act as the customer's single point of contact for all existing RPA services
- Provide Weekly and Monthly reporting on the health and performance of the Virtual Workforce to support the meetings set up for Governance

- Integrate into the “Customer” Change Management process, attending the relevant “Customer” CAB’s
- Review and approve/reject any “Customer” requested changes and provide justification for doing so
- Attend Account Service Reviews and provide service updates on the Virtual Workforce performance
- Co-ordinate interactions between the “Customer” Process Owners, Fujitsu technical teams, and Software Vendor
- The Fujitsu SDM will log on to the Orchestrator console to monitor the Virtual Workforce daily. The SDM will do this to ensure proper process prioritisation, process log and exception information, and intelligent schedule advisories.
- The Fujitsu SDM will run the “Customer” RPA Change Authorization Board twice on a weekly basis.
- Fujitsu SDM will also co-ordinate, schedule, and manage the following Account Service Review
- Fujitsu SDM will develop appropriate action plans and proposals to implement the decisions of the Monthly and Weekly meetings coordinating and drawing upon the expertise of the Customer, Fujitsu, Software Vendor, and other parties.

Service, Incident, Problem, and Change Management

To efficiently govern the RPA service, “Customer” requires an ITIL-related service be setup with a clear set of service levels. Towards this Fujitsu will provide several services under its Managed Services delivery.

Fujitsu will setup a support model to accommodate the Customer’s requirements according to the below:

End-to-End Service Management

Fujitsu will enable end-to-end service management for “Customer” for its RPA automation. The high-level diagram illustrates the levels of support that are planned.

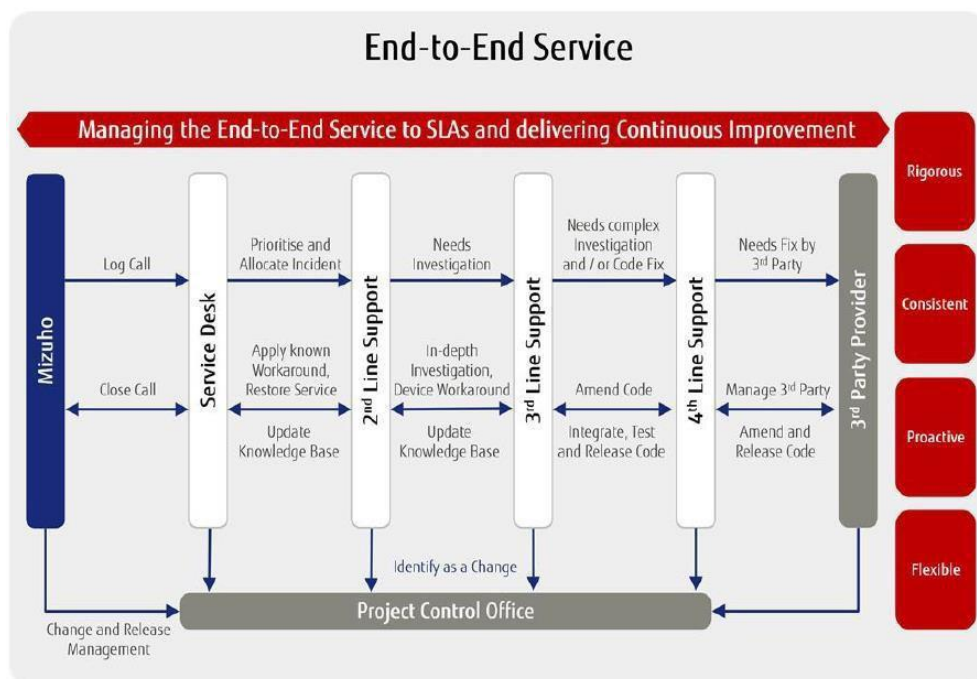


Figure 2 – End-to-End Service Management

The RPA Managed Service will follow a familiar and established engagement process between Fujitsu and the Customer. The service desk will provide Level 1 support supported by second- and third-line Fujitsu RPA subject matter experts.

Function	Description
Service Desk (1st Line) (Customer)	Provides End Users with a single point of contact for all Service issues. The 1st line Service Desk is supplied by "Customer" and offers the following functions: - Incident logging, assignment, and End to End Incident management 1st line support/triage - First Time Fix
Service Desk (2nd Line) (Fujitsu : L2 RPA)	Provides 2nd level support for Service issues, following triage and assignment by the 1st line Service Desk. The 2nd line Service Desk is provided by the Fujitsu RPA and offers the following functions: - Incident Management for all calls assigned - Service Requests - Access requests
Platform Support Service Desk (3rd Line) (Fujitsu : L3 : RPA)	Provides 2nd and 3rd Line of support and interface with 4th Line of support for any platform issues that are affecting the processes. COE RPA experts will initiate work following detailed issue/error documentation from L2 Service desk. If the issue cannot be rectified within the agreed time limit, COE will escalate to Software Vendor – subject to the client license agreement
Service Desk (4th Line) (Software)	The software Vendor will work with Fujitsu on the problem for rectification

Table 1 – Service Description

Service Components managed/contributed by Fujitsu include Change Management, Problem and Exception Management, Release Management, Configuration Management, Event Management, Incident Management, Request Management, Access Management, Knowledge Management, and Escalation Management.

Service Hours

Fujitsu will apply the following Service hours for the service provided to the Customer or can be tailored to suits specific needs of a customer

Description of Service	Standard Support Hours	Extended Service Hours if Applicable
Service Management	09:00 – 17:00 Monday to Friday, excluding Bank Holidays	By agreement or as a call of service with Overtime provision

Table 2 – Service Hours

Incident Response

In the event of an incident, the following SLAs will apply as a part of our standard offering.

Function	P1	P2	P3	P4	P5
Response Target	1 Hour	4 Hours	48 Hours	72 Hours	As Per Agreement
Service Target*	Monday – Friday 0900 - 1700 Excl B/H	Monday – Friday 0900 - 1700 Excl B/H	Monday – Friday 0900 - 1700 Excl B/H	Monday – Friday 0900 - 1700 Excl B/H	Monday – Friday 0900 - 1700 Excl B/H
Resolution Target*	12 Hours	Next Business Day	Next Business Day	Following 3 Business Days	Following 5 Business Days

Table 3 – Incident Response

*Fujitsu will apply best efforts for resolution time and Fujitsu can provide extended service hours by agreement

Incident priority levels are explained in Table 4 below.

Priority Level	Description
1	Requests for RPA support where the RPA application is totally unusable because of failures, either at an interface/integration, communications, or platform level
2	Requests for RPA application support where, because of a problem with the RPA application it is available only on a significantly restricted basis. Examples include: - The RPA Service is not accessible by the Customer's users - The whole RPA Service application operates with significant difficulty or delay
3	Incidents requiring RPA support where the RPA service is working on a restricted basis A part of the RPA application or individual feature is not functioning: - Individual Virtual Workers or processes are failing - Individual Virtual Workers or processes are operating with delays or difficulties
4	Minor incidents include: - A failure that does not materially affect the performance of the service - Minor problems that affect the individual user(s) or processes of the RPA application but are not affecting the whole service or all users
5	Incidents relating to the documentation for the RPA application which restrict the user's ability to interact with the service (i.e. request changes/amendments)

Table 4 – Incident Priority Levels

Third-Party Management

Fujitsu will manage the day-to-day performance of the RPA Supplier Software Service Elements including:

- Following Software Vendor processes for logging, updating, and closing calls
- Tracking status and progress of calls
- Monitoring and review of Software Vendor performance
- Liaison with Change Management if a third-party fix is due to be issued.

Service Deliverables

- Respond to all Incidents and Requests in the ITSM Management toolset and record resolution
- Engage with the end-user logging the call to complete the Fujitsu Incident diagnosis process
- Handling pre-approved Service Requests
- Performance dashboards and MI reporting
- Weekly, monthly, and quarterly reporting

Pricing

Fujitsu offers various attractive commercial models based on the requirements of the customers. We are keen to engage with our customers and offer the right price model which can be submitted for specific call-off orders.

Our cost will be based on the Fujitsu SFIA G-Cloud 15 rate card in the Pricing Document.

Commercial

Ordering and Invoicing Process

- We will commence delivery of the service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the “Due Date”)
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day-to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement [or any part thereof], at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement [or any part thereof], at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

- Successful delivery of the Assessment Service is subject to the following dependencies upon the Customer:
- Appropriate communications and engagement within the Customer organisation
- Appointment of a single point of contact for the Assessment
- Any information available and required for the assessment will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting.
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Assessment Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer's failure to fulfill these dependencies. Should a delay to the Service result from the Customer's failure in relation to the above dependencies, for example, if there is no full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule, and/or Charges with no liability and shall be entitled to charge Customer for any cost incurred as a result.

Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

N/A.

Service Exclusions

N/A.

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

FUJITSU-PUBLIC | Uncontrolled if printed.

© Fujitsu 2026 | All rights reserved. Fujitsu and Fujitsu logo are trademarks of Fujitsu Limited registered in many jurisdictions worldwide. Other product, service and company names mentioned herein may be trademarks of Fujitsu or other companies. This document is current as of the initial date of publication and subject to be changed by Fujitsu without notice. This material is provided for information purposes only and Fujitsu assumes no liability related to its use. Subject to contract. Fujitsu endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same. No part of this document may be reproduced, stored or transmitted in any form without prior written permission of Fujitsu Services Ltd. Fujitsu Services Ltd endeavours to ensure that the information in this document is correct and fairly stated, but does not accept liability for any errors or omissions.