

Service Definition

Fujitsu Cloud HOPS

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G-Cloud 15

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Fujitsu Cloud HOPS Overview

Cloud HOPS overview

HOPS in the Cloud is a complete back-office service for processing bus, rail, tram and ferry ticketing and journey transactions, certified to UK Department for Transport ITSO standards. The HOPS in the Cloud can be used by public and private transport authorities to manage concessionary and commercial ticketing customers. It has the following features:

- Secure web-based access and administration
- HOPS is certified to every version of the ITSO standard
- HOPS supports all ITSO smart media (CMD) and ticket types (ITSO Product Entity)
- HOPS API support for all ITSO certified Electronic Ticket Machines, Underground Gates, Platform Validators, Ticketing Vending Machines, Handheld readers, card issuing systems etc.
- ITSO Secure Asset Management (ISAM) management and control
- Security key management and processing
- Card and product hotlist management
- Card and product action list management
- Central message store for all ticket and journey transactions
- Data analysis and reporting
- Ticket issuance and collection monitoring
- Secure audit trail for all activity

Summary of Usage and Features

Fujitsu HOPS in the Cloud is offered as a cloud service. Users connect via a web browser giving access to a fully functional HOPS service.

Typical users

HOPS in the Cloud is a multi-tenanted service for: -

- Public sector authorities
- Transport Operators

HOPS in the Cloud is highly configurable to the user's requirements.

Features

HOPS in the Cloud provides the following example features: -

- Quickly adhere to UK DfT requirements through managing ITSO concessionary scheme
- Central message store for all customer ticket and journey transactions
- Allocate passengers to ITSO transport concessionary entitlements within minutes
- Automatically issue ITSO travel card to cardholder (single or bulk issue)
- Data securely held and partitions in an enterprise class database, designed through serving many UK local authorities

HOPS in the Cloud also provides powerful reports to aid with viewing the status of operations.

Optional service modules

The HOPS in the Cloud service can be further enhanced with optional integrations to other Fujitsu cloud services.

Fujitsu Customer and Card Management Service (CMS).

This provides a range of benefits including:

- Full support for ITSO concessionary smart cards and tickets
- Customer registration and concessionary entitlement eligibility management
- Process payments with integrated payment service (i.e. lost card replacements)
- Introduce secure pay as you go products to customers accounts (i.e. auto top up tickets)
- Load, store and manage eligibility documentation
- 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.

Fujitsu Account Based Ticketing (ABT)

This provides a range of benefits including:

- Support for a wide range of travel tokens – barcode, ITSO, EMV etc.
- Pre-pay (e-purse) and Post-Pay (PAYG) accounts
- Capable of scaling from a single operator to a large multi-modal, multi-operator scheme
- Flexible capping and best value product rating, including rolling caps of any duration
- The industry's most inclusive ABT offer supporting the unbanked and concessionary groups
- Simple rules-based configuration
- Full compliance with rail and bus ticketing standards
- Open APIs for ease of integration
- Cloud hosted for rapid deployment
- MaaS ready

Fujitsu Remote POST

This provides a range of benefits including:

- Supports all ITSO smart media (CMD) and ticket types (TYP/PTYP).
- Provides a Fulfilment API to smart ticketing Retail channel clients.
- Provides a Collection API to smart ticketing Retail channel clients.
- Provides a Pass Activation API permitting ticket activation before travel.
- Provides centralised ITSO ISAM management/control via Fujitsu Cloud HOPS.
- Supports card and product hot and action list management.
- Provides comprehensive Fulfilment, Collection and pass activation reports.

Onboarding

The following onboarding activities are available:

Activity	Details
Procurement	The service HOPS in the Cloud will 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. Pricing is subject to minimum 2 years contract.
Termination terms	As per Fujitsu terms and conditions provided for this service. Any termination charges shall be issued monthly in arrears with respect to those Termination Services that have been completed during the applicable month and an invoice will be issued no earlier than the first Working Day of the month following the month to which the Termination Charges relate.
Service Initiation	Fujitsu provide service setup, including creation of user accounts.
Data Migration	If you have an existing legacy HOPS service, Fujitsu can import your HOPS data in accordance with our data import formats and standards. This is a chargeable service using Fujitsu SFIA standard day rates. A data import service will be established for each client that will allow the client to submit a csv formatted file for cleaning and importing into the core HOPS database. Once complete the Client can edit and maintain the data on line through the web browser.
Business Operations	Additional professional services associated with change management are available such as support for card issuance, journey transaction feeds, ITSO CMS service, reporting and analytics.
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. Additional test and non-operational environments are available and priced separately.
Customisation	Fujitsu architects and service engineers can support the customer in the customisation requirements. This additional service is a chargeable service using Fujitsu SFIA standard day rates.
ITSO and ISAMs	Every HOPS service must have a set of security modules (called ISAMs) which contain the scheme security keys. These are provided to the Scheme and or Operator by ITSO. Pricing excludes any ISAM and or ITSO costs. Please reference www.itso.org.uk for pricing details.

Table 1: Onboarding

Service Management and Constraints

Service levels

The service is hosted in Fujitsu Cloud 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 2: 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.

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. Customer must install a HOPS service browser SSL certificate issued by Fujitsu support to connect to the service. Full instructions are provided by Fujitsu support.

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 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 standard open times 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 HOPS Cloud services deployed for a client are proactively managed to ensure the ongoing health of the service.

Periodic Service Assessment

The Fujitsu HOPS Cloud service will be subject to regular performance review against evolving criteria to ensure 'value-for-money'. The results will be discussed between the client and Fujitsu and appropriate corrective actions will be taken to resolve any problems.

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 HOPS service the Customer must be an ITSO Licensed member and must provide ISAMs to Fujitsu free issue.
- To provide card scheme configuration information to Fujitsu in a timely manner so that the HOPS service is configured for Customer user.

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 and Remote POST 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.

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