



G-Cloud 13 Service Descriptions

Hitachi Group Identity

Mission

Contribute to society through the development of superior, original technology and products.

Values

WA

Harmony | Trust | Respect

MAKOTO

Sincerity | Fairness | Honesty | Integrity

KAITAKUSHA-SEISHIN

Pioneering Spirit | Challenge

Vision

Hitachi delivers innovations that answer society's challenges. With our talented team and proven experience in global markets, we can inspire the world.

Our Mission Statement



People First

We strive to find harmony among people, processes, and technology. It all begins with building trust, gaining buy-in, and fostering collaboration. Our goal is to enhance the way people work together, communicate, and operate.

We understand the significance of coaching, mentoring, and facilitating change to achieve sustainable, long-term improvements.



Be Agile

We're fully aligned with the entire service lifecycle, from Discovery to live deployment.

Our approach is iterative, not incremental, utilising multidisciplinary teams dedicated to continuous testing and learning. We recognise that every organisation is unique, which is why we prioritise flexibility to tailor our solutions to government's specific needs.



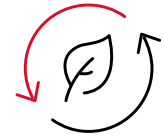
Delivery Excellence

We're acknowledged as specialists in successfully delivering large, complex transformation programmes. We're well-versed in effective governance and risk management practices, relying on data and insights rather than guesswork to plan and execute projects. Our collaborative culture fosters open communication and accountability, with a focus on achieving tangible results.



Strategy & Innovation

We excel in navigating ambiguity and uncertainty, whether it's thought leadership, demonstrating innovative possibilities or shaping practical green book business cases. We stay abreast of the latest technology and innovation trends, ensuring that our ideas are always grounded in data-driven insights.



Sustainable Solutions

We're driven by our mission to advance a sustainable future for all and champion social value. Committed to achieving Net Zero, we deliver carbon-neutral transformation projects, employing sustainable software development, design, and planning, aligning with government policy commitments to sustainability.

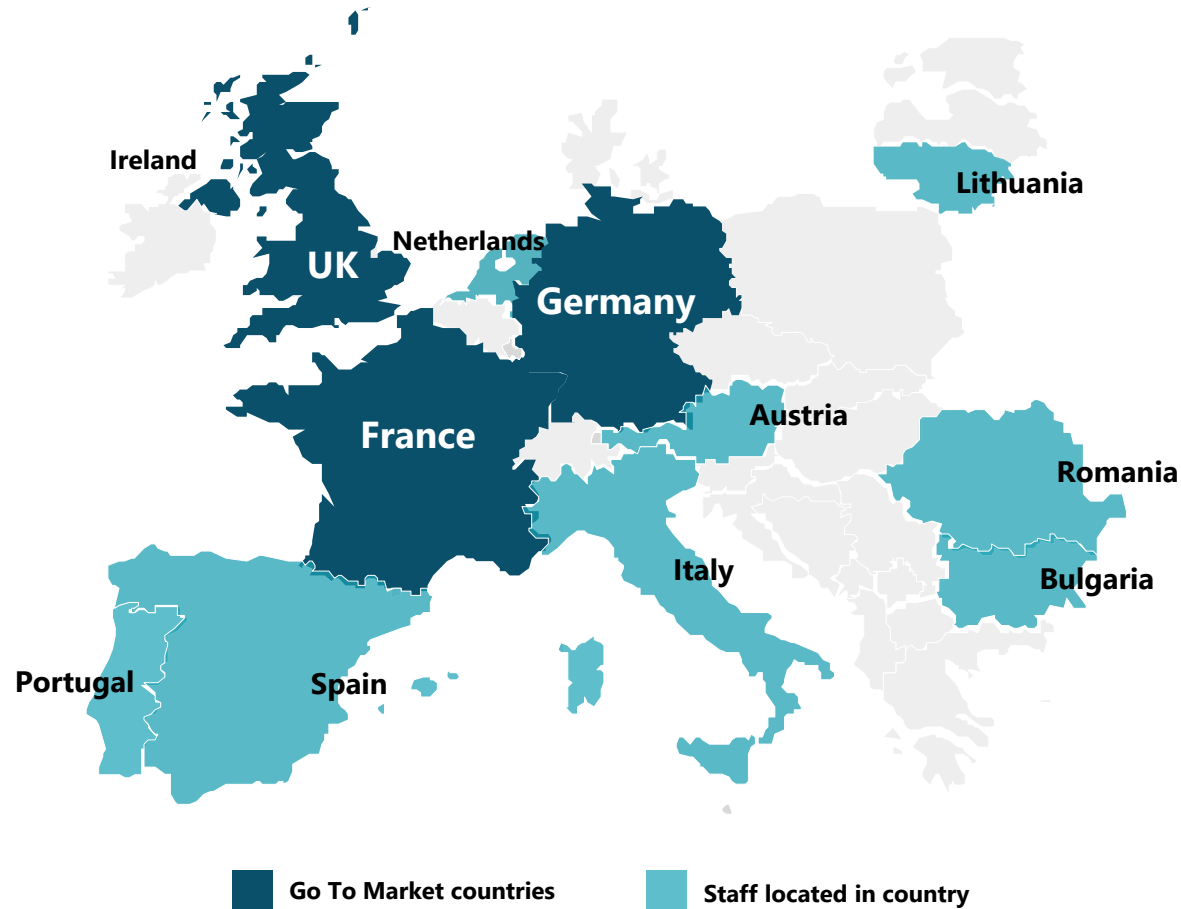
Hitachi Solutions **Europe Team**

≈1000
Team Members

550
Expert Technical
Consultants

50
Strategy, Advisory &
Design Services

75
BI & Analytics



125

Programme Director,
Project Manager, PMO & Change

50

Cloud Solutions Research
& Development & Azure

75

Testing and Live
Support Services

135

Sales & Marketing, Human
Resources, Finance,
Management & Administration

Our Team



Edward Pikett
Head of Central
Government

Edward has spent his whole career designing and delivering public sector digital transformation projects. He leads Hitachi Solutions' Central Government Practice, helping new customers through complex challenges and is responsible for ensuring our existing clients achieve their goals. Before joining Hitachi, Edward spent over a decade in the Civil Service within the Cabinet Office, 10 Downing Street and as Director of Digital, Data and Technology at the Department for International Trade.



Sharna Quirke
Head of Local &
Regional Government

For 20 years, Sharna has designed digital solutions for complex public needs. She developed UK Policies and legislation to improve service delivery through technology and data. She has also been responsible for delivery of customer-driven technology portals, working for governments around the world. An expert in her field, she has published articles on E-Democracy, advised the World Bank on digital inclusion and published the EU benchmarking framework to assess all European local services. She has worked extensively across UK local government and is a chair of TechUK Local Public Services Committee.



David Vaughton
Head of Data

David Vaughton, Hitachi Solutions' Head of Data, boasts 17 years of expertise. His journey began at BMW before joining Hitachi, where he's led data programs for government clients like DHSC, DEFRA, and the Environment Agency. David holds a degree in Business Management and Computing from Brunel University, blending technical prowess with strategic vision. He's a thought leader in data strategy, passionate about leveraging data for transformative growth in public sector, driving operational efficiencies, and innovating public services.



Brian Cooper
Head of Delivery

Brian is responsible for the delivery of all Hitachi's public sector projects, including DEFRA, HMRC, FCDO and the Royal Borough of Kensington and Chelsea. Brian brings over 10 years of experience delivering complex digital and technology transformation leadership. His focus on collaboration, personal growth and creating a people centric culture that delivers outstanding value to customers. Before joining Hitachi Brian spent 10 years serving with the British Army including tours in Kosovo/Macedonia, Iraq, Afghanistan & Belize.



Michal Ozorowski
Head of Design

With over two decades of hands-on design and development expertise, Michal operates as a leader in crafting functional, innovative products for diverse sectors. Preceding his tenure at Hitachi, Michal held the pivotal role of Head of Design at the Department for International Trade. His influence extends beyond sectors, advising entities like BBC, UEFA, and Cancer Research. At Hitachi Solutions, he fosters a dynamic, inclusive team, driving digital transformation for clients like HMRC, Defra, and FCDO.

Social Value

Fighting Climate Change

Carbon Neutrality Commitment

- Hitachi Solutions commits to achieving carbon neutrality at all our sites by 2030 and working towards Net Zero across our value chain by 2050.
- Our carbon footprint undergoes external validation, and we follow a science-based reduction plan.
- Our environmental management system complies with ISO14001 standards.

Carbon Neutral Projects

- Collaborate with customers to deliver carbon-neutral projects, minimising our collective impact.
- Forecast programme emissions and set ambitious goals to embed sustainable practices into project delivery.
- Offset residual emissions through investments in Verified Carbon Standard projects.
- Integrate knowledge sharing on sustainability into partnerships.

Sustainable Solutions

- Align solutions with Greening Government Commitments and GDS Technology Code of Practice.
- Consultants undergo green coding training and certification by the Green Software Foundation.
- Prioritise lean, user-centric design and efficiency through the "Well Architected Framework."
- Emphasise remote work and minimise travel, in alignment with customer requirements.
- Provide transparent reporting on sustainability activities.

Covid-19 Recovery

Hitachi Solutions offers a hybrid working model, fostering flexibility for employees to balance work and personal commitments, enhancing productivity and job satisfaction while bolstering resilience to disruptions like COVID-19.

- Ongoing support is provided for the physical and mental health of our workforce and their families affected by COVID-19 and 'Long COVID'.
- The introduction of the 'Digital Ally' programme aims to bridge digital divides for thousands of individuals, focusing on areas with skill gaps, poverty, or accessibility challenges.
- Collaboration with Manchester Young Professionals contributes to community growth through mentoring and upskilling initiatives.
- Pro-bono support is provided to non-profit organisations like Young Lives vs Cancer and Mind, the UK's leading Mental Health charity.

Equal Opportunity

At Hitachi, our commitment to diversity, inclusion, and equity is ingrained in our culture and ethical values. We champion this commitment through impactful initiatives such as:

- Our DEI programme, diverse recruitment panels, and Enlightening Talk series raise awareness on topics like inclusion, discrimination, volunteering, wellbeing, and mental health.
- Being dedicated to narrowing the disability employment gap, we proudly stand as a Disability Committed Employer.
- Aligning with government initiatives such as the Good Work Plan, we advocate for Fair and Decent Work, following the Mental Health at Work Commitment.
- Our DEI OSF, enhanced to include 4 ERGs, fosters cultural improvements embracing diverse backgrounds, providing spaces for Women, Disabled/Neurodivergent individuals, different ethnicities, backgrounds, cultures, and LGBTQIA+ individuals and allies.
- Recognised as a Great Place to Work®, over 93% of employees report fair treatment regardless of race, age, or gender, with 85% feeling authentic at work and 86% strongly endorsing Hitachi Solutions as a great place to work.

Tackling Economic Inequality

At Hitachi, inclusivity, accessibility, and equality form the core of our company culture. Our commitment includes nurturing young talent through work experience, internships, and graduate schemes in the UK and Europe.

- The SPACE program offers paid, project-based roles alongside top consultants, engaging participants in global Microsoft Technology projects.
- Our Graduate Learning and Development program fast-tracks individuals into IT consultancy, exposing them to diverse, large-scale projects worldwide.
- Revamped Work Experience aligns with our mission of reducing barriers for those in deprived or marginalised groups, offering equitable opportunities in the tech industry. These programs aim to guide young talent towards potential career paths.

Wellbeing

At Hitachi Solutions, our team's wellbeing is paramount. Here's how we ensure their mental health and overall wellness:

- Certified Mental Health First Aiders offer accessible support and proactive assistance across our European and UK sites.
- Wellbeing Advocates curate diverse initiatives, from virtual group sessions to workplace meditation and yoga.
- Our internal KOROKO Podcast fosters openness and vulnerability among team members by sharing personal experiences.
- During Mental Health Awareness Week 2024, we launched the 'HiWell' app, empowering employees to manage their wellbeing with tools for career, mental health, physical health, finance, and relationships.
- Monthly sessions address current trends in employee wellbeing.
- Recognised as a Great Place to Work®, our culture prioritises employee experience, reflecting our genuine care for our people.

Our Capabilities

Azure & Cloud Solutions

- Azure Managed Cloud Services
- Cloud Application Management
- Cloud Design, Integration, Migration, and Development
- Cloud Security, Performance, and Sustainability Solutions

Data & Analytics

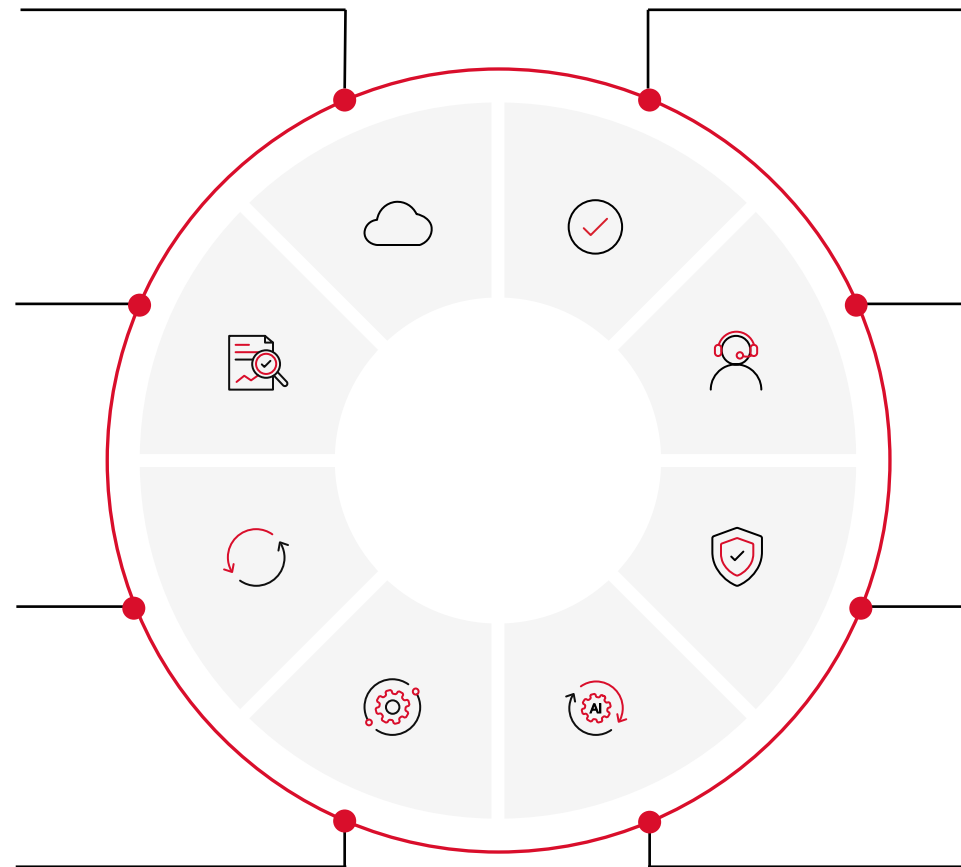
- Advanced Analytics & Insights Transformation
- Data Analytics & Visualisation
- Data Management, Governance, & Architecture
- Data Integration & Platform Services
- Big Data & IOT Streaming

Business Transformation & Change

- Business & Digital Strategy
- Digital Transformation for Government
- Business Analysis and Change
- Agile Project & Programme Management
- Business Process Management & RPA

Live Services Support

- Managed Service Delivery Transformation Services
- Application Support
- Release & Environment Management
- Telemetry and Proactive Monitoring



Microsoft Implementation & Engineering

- Microsoft Centre of Excellence
- Microsoft Co-Pilot Services
- Microsoft Dynamics 365 Services (Customer Insights, Customer Service, Finance, Sales, Field Service, Supply Chain, Project Operations)
- Microsoft Power Platform Services
- Application Modernisation & Implementation Services

Product & Application Development

- User Centred Design, GDS Delivery
- Open-Source Engineering & Custom Development
- Design Sprints
- Discovery & Prototyping
- Content, UX, UI & Service Design
- Testing As a Service

Cyber Security and Identity Management

- NCSC Cyber Security Services
- Security Education & Awareness
- Business Continuity Services
- Identity & Access Management
- Security Operations Centre

AI & Innovation

- Artificial Intelligence, Natural Language & Machine Learning
- Digital Twins
- Emerging Technology

Microsoft Practice

50x
Microsoft Partner
of the Year

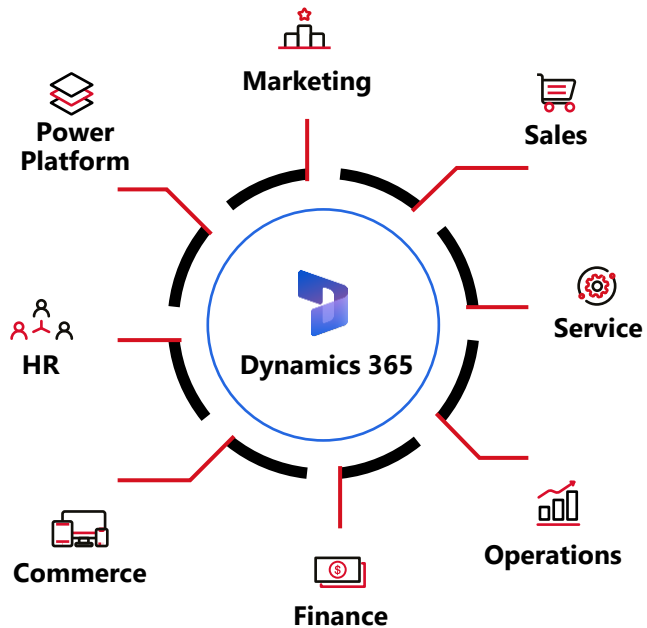
Partner of The Year Awards 2023



Microsoft Dynamics 365 Supply Chain Management and Dynamics 365 Services
Partner of the Year



Microsoft Partner of the Year
Finalist for Government



Microsoft Accredited Technical Experts

325

Microsoft Dynamics 365 for Finance & Supply Chain

225

Microsoft Dynamics 365 for Customer Engagement / Power Platform

75

BI & Analytics

Our Accomplishments



14

Microsoft Specialisations



18

Years as a Microsoft Gold Competency Partner



13

Microsoft MVP Experts



100

Partner Contribution Index Score *out of 100*



19

Years on Microsoft's Partner Advisory Council



21

Years in Microsoft's Inner Circle

Existing Clients



Department
for Environment
Food & Rural Affairs



Department
of Health &
Social Care



Foreign, Commonwealth
& Development Office



Rural Payments
Agency



Valuation Office
Agency



Homes
England



HM Revenue
& Customs

Office for
Students



THE ROYAL MINT
THE ORIGINAL MAKER



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba



Hitachi Solutions Project Lifecycle

Aligned to Government Digital Standards

Discovery

Conduct user research and understand user needs. Asking:

- "Do we need to build something?"
- "What technology might be involved?"
- "What team might we need?"



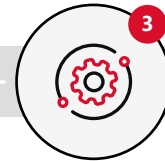
Alpha

- Try out different solutions to the problems you learnt about during discovery.
- Testing low-fi solutions to better understand the riskiest assumptions.



Private & Public Beta

- Take your best idea from alpha and start building it for real.
- Carry out user research and start to gather data on how successful the service is based on metrics.
- Iterate the service based on what you learn.



Live

The live phase is about supporting the service in a sustainable way and continuing to iterate and make improvements.



Our Partners



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt
Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs
CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald
Director of Customer Services,
Aberdeen City Council



"We could see that we could improve efficiency and effectiveness through using a modern, integrated approach and reduce organisational risks from using older software. Working in partnership with Hitachi Solutions meant we achieved our project goals and delivered new systems which have been smooth to transition to and will support our organisation's continued growth."

Cathy Green
OIA Head of Operational Services



"We would like to express our appreciation to Hitachi Solutions for their outstanding work on this project. Throughout the entire process, they have maintained a can-do attitude and provided exceptional support. We look forward to continuing our partnership with them and exploring new opportunities to improve our services."

Fred Weston
Monmouthshire County Council



"Working with Hitachi Solutions has been a really positive experience. They understand and get what we have to do and why we have to do it. They have supported our internal teams first's foray into low-code no-code platforms. It was a very quick turnaround to meet tight deadlines from a situation that nobody expected."

Philip Degg
Head of Business Solutions
Birmingham City Council

Our **Service Offerings**

01 —

**Business
Transformation &
Change**

02 —

**Azure & Cloud
Services**

03 —

**Product &
Application
Management**

04 —

**Implementation &
Engineering**

05 —

Data & Analytics

06 —

AI & Innovation

07 —

**Cyber Security &
Identity
Management**

08 —

**Live Services
Support**

Business Transformation & Change

Driving Government Agility Through Strategy, Innovation & Evolution

In facilitating business transformation and change within the UK public sector and government organisations, Hitachi Solutions offers robust expertise and tailored solutions. With a focus on digital delivery and cloud computing, we align with the governmental mandate for transformation. Our approach emphasises Transformation Strategy and joined-up services, fostering seamless integration of technology and processes.

Through a pragmatic lens of Business & Digital Strategy, we guide organisations through their digital transformation journey, underpinned by comprehensive Business Analysis and people centric Change Management services. Agile Project & Programme Management ensures adaptable responses to evolving needs, while Business Process Management & RPA drive operational efficiencies.

Hitachi Solutions is committed to delivering tangible results by focusing on your targeted benefits. Our methodology prepares your organisation to adopt and leverage new capabilities successfully, aligning change with business strategy and ensuring disciplined delivery. Together, let's navigate the complexities of digital transformation for government, driving sustainable innovation and efficiency.

Digital Transformation for Local Government

Service Description

To drive digital transformation in local government, Hitachi Solutions extends beyond infrastructure investment. Our service aligns local strategy with digital initiatives, leveraging cloud investments and cultivating a transformative culture for progress. Our seasoned Digital Transformation experts offer standalone guidance or manage integrated programmes to achieve municipal objectives.

Service Features

- Leadership in local government digital transformation.
- Effective RAID management tools and techniques.
- Lean Product Management and Value Proposition Analysis.
- Agile Programme and Project Management expertise.
- Demand and Digital Engagement in complex environments.
- User research and GDS service design excellence.
- Business Change Management and Impact Assessment.
- Benefit Management and Realisation strategies.
- Process model-based digital & technology design.
- Procurement planning and execution against CCS frameworks.

Service Benefits

- Overseeing, tracking, and achieving your business case and benefits.
- Effectively embedding and sustaining Digital Transformation changes.
- Maximising adoption of your Digital Transformation initiative.
- Catalysing a significant shift in your organisational culture.
- Identifying, analysing, and mitigating risks holistically.
- Equipping employees for smooth transition amid Digital Transformation.
- Ensuring operational continuity with minimal disruption during transition.
- Managing resistance and enhancing adoption and engagement effectively.
- Optimising cost efficiencies from implemented changes.
- Enhancing processes and fostering effective post-Digital Transformation workflows.

Digital Transformation for Central Government

Service Description

Hitachi Solutions digital transformation approach aligns organisational objectives, strategy and capability underpinned by agile iterative delivery with a focus on culture and wellbeing. Digital transformation Services include strategy, organisational design, change management, digital, data and cloud services and designing and implementing enterprise information architecture

Service Features

- Leadership, Design and Management of central government digital transformation
- Effective RAID management and Lean Product Management
- Agile Programme and Project Management in complex environments
- User research, GDS service design, and Business Change Management
- Benefit Realisation and process model based technology design
- Procurement execution against CCS frameworks and end-to-end transformation
- Identification of channel shift opportunities and digital discovery audit
- Digital business case development and rapid scaling of project teams
- Access to diverse skilled resources and Digital strategy management
- Enhancing customer journey and consultant transition to Civil Servants

Service Benefits

- Strategy to digital delivery, early barrier identification, maximised digital value.
- Exploit existing investments, consider digital change across operating models.
- Programme-led governance, lean product development for shorter time-to-market.
- Incremental digital transformation, alignment across process and technical models.
- Strong procurement governance, business case development for benefits realisation.
- Promote agility, discover capability gaps, ensure Digital by Default.
- Cost reduction, efficiency, new revenue streams through digitisation.
- Improve online services, customer access, bespoke training, tailored delivery.
- Enhance internal capability, representation, no IR35 risk with employed consultants.

Change Management for **Cloud Services**

Service Description

Hitachi Solutions offers change management services, ensuring cloud technology projects meet objectives while adhering to Government Digital Service (GDS) standards. With a structured approach, we facilitate smooth transitions, enabling organisations to effectively adapt and realise the benefits of their transformation journey in line with GDS principles.

Service Features

- Managing Cloud-enabled transformation programmes: tackling complexity effectively.
- Developing strategy and governance for cloud migration initiatives.
- Stakeholder analysis: identifying impacted groups and key influencers.
- Assessing business readiness and barriers for Cloud change initiatives.
- Communicating vision and case for Cloud-based transformation.
- Equipping people for Cloud through Digital Learning.
- Managing Cloud migration impact and change mitigation.
- Reviewing and redesigning business processes for Cloud integration.
- Identifying, planning, and realising Cloud migration benefits.
- Delivering continuous improvement, performance management, and reinforcing change.

Service Benefits

- Mitigates organisational risk during the lifetime of the project
- Aligns leaders around the strategic aims and scale of the change
- Provides knowledge and training to enable employees to operate successfully
- Provides support to drive the right behaviours
- Develops workforce capabilities and new ways of working in the cloud
- Identifies and upskills change leaders in your organisation
- Identifies business areas where change will have the greatest impact
- Adoption of new processes and solutions to realise benefits
- Provision of multi-skilled professionals for business change implementations.

Business Strategy & Transformation

Service Description

We offer Business Transformation and Advisory services led by experienced practitioners, accelerating outcomes, enhanced digital capabilities, and streamlined operations. Strategic review, Business objectives alignment and business case development, strategic planning, baselining against best practice delivery improvements, considering various cloud, digital, and mobile technologies.

Service Features

- Defining and executing transformation strategy and blueprint
- Defining Target Operating Model aligned to business case
- Developing communication and engagement strategies
- Mobilising and upskilling super users and change leaders
- Designing Business Transformation management methodology and business case development
- Mapping and designing process change
- Managing people and workstreams of change programme
- Upskilling and transfer of business transformation skills to customers
- Defining and managing ROI and benefit realisation for Cloud Adoption

Service Benefits

- Reduces employee burnout, stress & turnover during a transformation
- Provides leaders with the tools & knowledge to articulate the vision
- Maintains a positive culture during the delivery of the transformation
- Enables successful benefits realisation, ROI and sustained change
- Ensures effective management of resistance and engagement
- Promotes new behaviours and ways of working
- Encourages continuous improvement and future capability development
- Development of the optimal operating model for your organisation
- Aligns the business and technology delivery approach
- Maximising adoption and embedding sustained change

Digital Strategy & Transformation for Nuclear

Service Description

Our Digital Strategy and Transformation service is tailored specifically for UK government nuclear energy organisations, offering a comprehensive approach to drive digital innovation, efficiency, and resilience. With a focus on addressing the unique challenges and opportunities within the nuclear sector, we provide strategic guidance and practical solutions to support your digital journey.

Service Features

- Sector-specific strategy aligned with regulatory requirements.
- Robust governance for compliance, security, and effective management.
- Tailored technology roadmap addressing sector-specific challenges and opportunities.
- Scalable solution architectures enhancing operational efficiency.
- Custom software addressing nuclear energy-specific challenges.
- Training to foster digital fluency and innovation culture.
- Strengthened cybersecurity and regulatory compliance measures.
- Data analytics for actionable insights and optimisation of operations.
- Change management support for smooth adoption and implementation.
- Continuous improvement processes driving ongoing digital innovation excellence.

Service Benefits

- Enhanced safety, security, and resilience of nuclear facilities.
- Operational efficiency through streamlined processes and reduced downtime.
- Regulatory compliance and stakeholder trust maintenance.
- Cost reduction and optimised resource allocation.
- Innovation leadership in digital transformation and sustainability.
- Data-driven decision-making and asset management improvement.
- Workforce empowerment and culture of innovation.
- Resilience to threats, ensuring operational continuity.
- Environmental sustainability and reduced carbon footprint.
- Strategic positioning as technologically advanced and safety-focused organisations.

Business Process Management & Robotic Process Engineering

Service Description

We offer Business Process Management (BPM) and Robotic Process Automation (RPA) to revolutionise your organisation's efficiency. RPA automates digital tasks, allowing staff to focus on strategic work. Hitachi Solutions employs RPA for tasks where direct integration isn't viable, boosting productivity by automating repetitive tasks in legacy systems.

Service Features

- GPT/Generative AI artificial intelligence
- Analysing business process & enabling business improvements using Cloud based solutions
- Designing and optimising end-to-end processes
- Aligning RPA to overall enterprise strategy
- Defining realisable benefits for the "to-be" processes
- Advising on the most suitable RPA tools for your organisation
- Estimating total cost of ownership for the automating technology
- Articulating the service levels and technical support for automating technology
- Cognitive, machine learning, analytics and performance management
- Identify automation and AI opportunities

Service Benefits

- Reduced cost, higher productivity with increased speed & accuracy
- Extra security and compliance to business rules and regulations
- Accelerate digital transformation to generate higher ROI
- Increased customer satisfaction due to quicker response times
- Improved employee morale by reducing mundane transactional tasks
- Improves Accuracy: Reduces human errors in data entry and processing.
- Scalability: Easily adjusts to varying workloads and business growth.
- Integration: Seamlessly integrates with existing Microsoft applications.
- User-Friendly: Offers a low-code platform for easy bot creation.
- Insights and Analytics: Offers data-driven insights for decision-making.

Cloud Services: Training & Digital Learning

Service Description

For CRM, ERP, Power Platform and Data related programmes, the required transformation of the organisation, its business processes, people's behaviours, routines and skills is exceptionally complex. This service helps to ensure that the potential benefits of the business transformation project are delivered.

Service Features

- Training needs analysis to identify training needs according to role
- Training strategy identifying tools and approach to training material development
- Assessment and selection of digital learning tools
- Training materials development for all business areas and business processes
- Classroom based training to the business users
- Deployment of blended learning solutions
- Development of training success measures to ensure complete user adoption
- Training resource, plan and budget management

Service Benefits

- Role based training ensures users received the required training
- Ensures training solutions match organisations culture and preferred delivery approach
- Guarantees cost effective and most up-to-date learning technology deployed
- Can rollout training solutions to 1,000s of employees
- Ensures training material available for new starts and post go-live

Azure & Cloud Services



Empowering Government Efficiency with Seamless Cloud Integration

At Hitachi Solutions, we are not only pioneers in digital transformation but also champions of sustainable design and government efficiency. With a commitment to innovation and a deep understanding of the public sector's unique challenges, we offer unparalleled expertise in Cloud and Azure Solutions to propel government towards their full potential in the digital age.

Our comprehensive range of capabilities spans Enterprise Applications, Power Platform, Data & Analytics, and Azure Cloud Solutions, enabling seamless integration and optimisation across diverse business landscapes. As a distinguished Microsoft Partner, we hold coveted Solution Partner Designations across Infrastructure, Data & AI, Digital Innovation, Modern Work, Security, and Business Applications, highlighting our commitment to delivering holistic, value-driven solutions.

Driven by a user-centric approach and fortified by cutting-edge technologies, our solutions encompass everything from application development and custom portals to enterprise integration and DevOps, ensuring agility, security, and scalability at every step. Whether it's migrating to the cloud, fortifying security measures, or optimising cloud infrastructures, our 500+ technical and transformation experts are equipped with the expertise to navigate complex challenges and deliver transformative outcomes.

Embark on your cloud journey with confidence. Choose Hitachi Solutions, your trusted partner for Cloud and Azure Solutions, and unlock limitless possibilities for your business growth and innovation.

Cloud Integration

Service Description

Hitachi Solutions' cloud integration service delivers end-to-end design, development, implementation, and testing of service interfaces in the Cloud. With comprehensive risk assessment and mitigation, it ensures digital service flexibility and scalability on any Cloud platform, facilitating seamless migration and achieving strategic objectives.

Service Features

- Hitachi Solutions designs and deploys Cloud platforms and integration points.
- Development of integrations between Cloud APIs and legacy system APIs.
- Iterative, incremental sprints connect Cloud platforms seamlessly.
- Enhancing SaaS platform capabilities by integrating with other platforms.
- Custom integrations between legacy architecture and Cloud platforms.
- Early and frequent builds ensure each release is a candidate.
- Automated, monitored cloud deployment mitigates integration risk effectively.
- Design-for-failure approach ensures environment availability and scalability.
- Security analysis and performance troubleshooting integrated into development.
- Comprehensive Cloud technology assessment and risk mitigation strategy development.

Service Benefits

- Hitachi Solutions prioritises cost-effective delivery and user-centric development.
- Agile, multidisciplinary teams ensure scalable, flexible solutions.
- Transparent, Agile-managed sprints expedite cloud solution delivery.
- Seamless integration with existing architecture and technology is guaranteed.
- Risk reduction and legacy technology removal optimises efficiency and cost.
- Strategic guidance facilitates smooth transition to the cloud.
- Continuous monitoring and infrastructure optimisation ensure peak performance.
- Collaboration with Cloud Integration Consultants enhances ROI.
- Tailored migration strategies and application modernisation tools are provided.
- Embedded consultants offer end-to-end guidance and expertise.

Privacy Impact Assessment & GDPR Readiness Service

Service Description

EU GDPR Compliance Services provide comprehensive guidance for clients at any stage of their compliance journey. From EU GDPR Readiness Assessments through Data Privacy Data Flow Mapping to Outsourced Data Protection Officer (DPO) Services. Hitachi offers tailored support based on your specific requirements.

Service Features

- Conduct comprehensive readiness assessment to evaluate GDPR compliance status.
- Map data flows, collection, and usage to identify compliance gaps.
- Review existing GDPR programs and provide recommendations for improvement.
- Implement tailored policies aligned with GDPR requirements.
- Conduct Data Protection Impact Assessments to identify and mitigate risks.
- Implement Privacy-by-Design and Privacy-by-Default principles into processes.
- Provide advisory services for navigating GDPR compliance complexities.
- Offer outsourced Data Protection Officer (Virtual DPO) services as needed.

Service Benefits

- Snapshot and action plan for GDPR/DPA adherence
- Safeguard the rights of individuals whose personal data is in your possession
- Information asset register / Records of processing activities (ROPA)
- Respond to GDPR rights requests
- Ensure GDPR/DPA-compliant policies and documentation are in place
- Provide ongoing expert guidance for daily operations
- Mitigate risks of non-compliance with GDPR/DPA regulations
- Enhance transparency and trust with customers regarding data handling practices
- Streamline processes for managing personal data within legal frameworks
- Minimise potential fines and penalties associated with GDPR/DPA violations.

Microservices Architecture

Service Description

Delivery of Microservices Architecture through design of cloud adoption strategies centred on microservices architecture, including containerisation and Kubernetes. This approach ensures easy planning and maintenance, enhancing flexibility and scalability. New features are iteratively rolled out with minimal impact to live services and support rapid returns on investment.

Service Features

- Advocacy for microservice architecture aligns with GOV UK TCoP.
- Transformation from monolith to microservices facilitated for scalability.
- API-centric discovery enhances flexibility and scalability for rapid development.
- Domain-Driven Design (DDD) guides model-driven analysis for microservices.
- End-to-end delivery for Spring Boot and Microsoft Azure-based implementations.
- Reusable assets in the form of technical services streamline development.
- Deployable Docker images ensure efficient management and deployment.
- Usage strategy for cloud platform services tailored for PCF, Azure.
- Assistance in building scalable and resilient cloud-native microservice applications.
- Containerisation with Kubernetes manages and orchestrates distributed systems effectively.

Service Benefits

- Modern cloud transformation providing easily maintainable systems with minimal disruptions.
- Adherence to GOV UK service standards ensures reliable, regularly patched systems.
- Open-source technology and cloud-first approach prevent vendor lock-in.
- Minimise technical dependencies for codebase readability and maintenance.
- Sustainable design with containerisation reduces unnecessary compute resource usage.
- Modular design avoids system bloat, enhancing system scalability.
- Rapid deployment of cloud-native applications increases efficiency.
- Reusable microservice assets accelerate learning and development processes.
- Open-source technology with no license costs and inbuilt horizontal services.
- Automation and continuous delivery streamline service discovery and monitoring.

Cloud Vision **Workshop**

Service Description

Hitachi's Cloud Vision Workshop offers in-depth technical assessment for seamless cloud integration. We collaborate with your teams to evaluate readiness, focusing on team abilities, technical infrastructure, and operational processes. Receive tailored recommendations and a roadmap for efficient cloud adoption, ensuring smooth deployment or transition.

Service Features

- Stakeholder Perspective Analysis: Understand key stakeholders' viewpoints and priorities.
- Potential Evaluation: Assess potential benefits and opportunities for organisation.
- Implementation Plan: Clear roadmap for successful cloud integration.
- Tailored Business Case: Develop business case aligned with objectives.
- Value Management Framework: Monitor and maximise ongoing business value.
- Cloud Lock-in Mitigation: Prevent vendor lock-in with technical considerations.
- Organisational Readiness Assessment: Evaluate culture, skills, and processes.
- Innovation Integration: Integrate innovative solutions for competitive advantage.
- Risk Management Strategy: Identify and mitigate risks associated with cloud adoption.
- Continuous Improvement Framework: Establish processes for ongoing enhancement.

Service Benefits

- Unified Vision: Align business and IT goals with cloud adoption.
- Positive Outcomes Articulation: Define benefits for business and IT.
- Transformation Timeline: Outline key steps for cloud journey.
- Risk Mitigation Plan: Address key risks in achieving cloud vision.
- Business Case Development: Establish case supporting cloud adoption.
- Practical Steps: Define actionable tasks to realise cloud vision.
- Stakeholder Alignment: Align goals of business and IT stakeholders.
- Organisational Clarity: Clarify changes for cloud alignment.
- Gap Identification: Identify gaps and future strategy opportunities.
- Scalability Enhancement: Achieve flexibility to meet evolving business needs.

Cloud Sustainability, Net Zero & Green Coding

Service Description

Hitachi Solutions leads in environmentally responsible digital transformation, prioritising sustainability. Working with platform partners we develop, manage and monitor sustainable cloud-based solutions, helping provide greener IT. We support customers to understand ESG data and develop sustainable solutions. Services include thorough assessments, sustainable architecture reviews, cloud migration expertise.

Service Features

- Assess current cloud practices for environmental impact and efficiency.
- "Well architected" solution assessment, optimising infrastructure to reduce energy use.
- Cloud migration and refactor legacy applications to improve sustainability.
- Develop custom strategies to align cloud usage with green goals.
- Aid in migrating to sustainable cloud platforms and practices.
- Implement green coding techniques that minimise energy consumption and waste.
- Continuous monitoring for efficiency improvements and environmental impact.
- Automate the collection of ESG data to provide actionable insights.
- Microsoft Sustainability Manager and ESG data lake solutions

Service Benefits

- Helps fight climate change by reducing energy consumption.
- Improves awareness of sustainable practices and processes
- Helps deliver sustainability and social value goals.
- Provides insight and understanding of ESG data.
- Increases efficiency and productivity and reduces digital waste.
- Reduces costs through energy efficiency and operational optimisation.
- Improves brand reputation in environmentally conscious markets.
- Future-proofs against environmental regulations and market shifts.
- Helps attract eco-conscious customers, partners and new employees.
- Contributes to a greener, more sustainable future.

Cloud Readiness **Assessment**

Service Description

Our collaborative cloud readiness assessment ensures a smooth transition or deployment. We evaluate team capabilities, technical readiness, and operational preparedness. Whether it's a new deployment or transition, we tailor our assessment to your organisation's needs, ensuring successful cloud adoption.

Service Features

- Cloud Adoption Strategy: Tailored plan for organisation's cloud adoption journey.
- Landing Zone Review: Assess current cloud environment for optimisation.
- Well-Architected Analysis: Review workload against best practices for cloud architecture.
- Team Skills Assessment: Evaluate staff skills for managing cloud-based workloads.
- Organisational Readiness Check: Assess departments' readiness for cloud transition.
- Cost Optimisation Plan: Analyse and optimise cloud costs for efficiency.
- Security Baseline Assessment: Evaluate cloud security measures and identity management.
- Transformation Timeline: Detailed schedule for migration or transformation to cloud.
- Solution Design Blueprint: Detailed plan for cloud-based solution implementation.

Service Benefits

- Defined roadmap tailored for seamless cloud integration journey.
- Estimate potential savings through thorough cost modelling analysis.
- Strategically plan application migration in line with business priorities.
- Align cloud adoption with overarching business objectives.
- Scale infrastructure to meet evolving business demands effectively.
- Navigate organisational changes seamlessly through structured management.
- Align business and technical strategies for cohesive cloud integration.
- Integrate technologies that drive achievement of strategic business objectives.

Cloud Performance & Testing Services

Service Description

Hitachi Solutions ensures optimal application performance across cloud platforms (IaaS, PaaS, SaaS). We use cloud-based testing tools to minimise costs and provide scalability. Our services include comprehensive performance and stress testing, covering all network and infrastructure layers for realistic user experience.

Service Features

- Measure and optimise cloud application performance.
- Identify and fix performance bottlenecks efficiently.
- Conduct various testing types: load, peak, availability, failover.
- Provide agile, certified testing team for expert support.
- Set up scalable cloud-based test lab for simulations.
- Utilise tools like Blazemeter, JMeter, Selenium, etc.
- Offer pay-as-you-go model for flexibility in testing.
- Utilise cloud load generators to simulate user access.
- Ensure exclusive software and hardware usage for testing.
- Make testing accessible from anywhere for testers' convenience.

Service Benefits

- Boost quality, cut risks, and lower testing costs.
- Enhance user experience and optimise cloud expenses effectively.
- Utilise cloud load generators for handling heavy loads efficiently.
- Support geographical testing for realistic simulation scenarios.
- Gain control with cloud environments over traditional testing methods.
- Seamlessly integrate with Continuous Integration tools for streamlined processes.
- Speed up test cycles, enabling faster issue resolution.
- Provide wide data range with input parameter files for comprehensive testing.
- Compatible with various application technologies, ensuring versatility.
- Deliver detailed end-of-test reporting and convenient scheduling for better management.

Cloud Migration

Service Description

At Hitachi Solutions, we specialise in rapid and secure cloud migration services. We will use migration analysis tools that leverage AI (machine learning) capabilities to craft the best way to migrate your workloads to the cloud. With expertise in strategy, design, and implementation, we ensure alignment with GDS digital and technical standards and maximise ROI post-migration.

Service Features

- Strategic recommendations and prioritisation options for Cloud Migration.
- Assessment of current cloud architecture against migration end state.
- Gap analysis between current and target architectures for migration planning.
- Review and development of Cloud Migration roadmap.
- Assurance reviews for compliance with cloud frameworks during migration.
- Evaluation of security risks and mitigation strategies for migration.
- Modelling and architecting solutions for Cloud Migration.
- Master data management for Cloud Migration.
- Assessment of business intelligence and data warehousing architecture for migration.

Service Benefits

- Strategy definition guidance for cloud migration transition.
- 24/7 monitoring of your cloud environment by our team.
- Optimisation of cloud migration infrastructure.
- Shared responsibility optimisation aligned with business models.
- Modernisation of application using the latest cloud migration tools.
- Custom optimisation based on enterprise workloads.
- Designing, building, or enhancing analytic architecture.
- Review, advice, and optimisation by our migration consultants.
- Embedded consultants for end-to-end guidance within your organisation.
- Expertise in DevOps, continuous integration, and automation.

Cloud Landing Zone

Service Description

We offer a comprehensive service to establish your cloud landing zone, a foundational environment essential for migrating workloads. Aligned with Microsoft Well-Architected framework and Government security standards, our clouding landing zone methodology integrates DevOps practices, infrastructure as code, and continuous compliance tools for a robust setup.

Service Features

- Azure cloud foundation with secure zero-trust architecture.
- Prepped for future platform or application cloud migration.
- Governance and security policies tailored to your needs.
- Network design ensures seamless connectivity.
- Policies enforce governance and security controls effectively.
- Resources organised precisely to align with your requirements.
- Access controls safeguard sensitive data access.
- Monitoring and alerting systems configured for proactive security.
- Identity and access management protocols ensure secure authentication.
- Comprehensive documentation for reference and compliance auditing.

Service Benefits

- Customised environment tailored to business and operational needs.
- Future-proof integration for deploying new services seamlessly.
- Enhanced security with default zero-trust design approach.
- Skill gap bridged as staff learn necessary skills during setup.
- Precise insight into cloud platform configuration and costs pre-migration.
- Identification of cloud compatibility for common operating systems and applications.
- Foundation laid for understanding future application modernisation strategy.
- Improved agility and scalability to meet evolving business needs.
- Reduced risk of downtime or data breaches with proactive security.
- Enhanced cost efficiency through optimised resource management.

Legacy Modernisation

Service Description

Hitachi Solutions' Legacy Modernisation service leverages cloud technology to update outdated applications. By deploying new tools and cloud-native technologies, it enhances scalability, reliability, cost-effectiveness, performance, and security. Our app modernisation specialists ensure a seamless transition to cloud-native and PaaS services, reducing operational costs.

Service Features

- Comprehensive migration service for legacy applications, optimising them for cloud.
- Hypercare support during transition, ensuring seamless integration with existing systems.
- Facilitates innovation with flexible technology and proven architectural patterns.
- Health checks and performance monitoring dashboards ensure system optimisation.
- Risk reduction using managed automation and configuration, ensuring smooth operations.
- Specialists experienced in modernising government services, providing tailored solutions.
- Transformation of legacy apps into secure, flexible solutions, enhancing efficiency.
- Migration to streamlined, efficient processes, improving overall productivity.
- Ongoing support and maintenance ensure continued success and adaptability.
- Service optimised to harness cloud capabilities, driving digital transformation.

Service Benefits

- Streamlines processes and boosts efficiency through legacy modernisation project.
- Ensures security and reliability with NCSC-aligned approach and data.
- Accelerates digital alignment and innovation with cloud-based solutions.
- Reduces operational costs and enhances scalability for future needs.
- Improves service levels, reliability, and user experience with modernisation.
- Mitigates risks associated with outdated technologies and legacy systems.
- Enables faster delivery and continuous deployment for agile operations.
- Minimises support and maintenance costs through efficient modernisation strategies.
- Enhances data management and security with cloud-based services.
- Future-proofs IT infrastructure for long-term sustainability and success.

Continuous Delivery for **Microsoft Azure Cloud**

Service Description

Our Continuous Delivery approach on Microsoft Azure Cloud empowers your organisation to embrace agile methodologies for both infrastructure and application development projects, elevating your Azure cloud deployments. With a comprehensive approach covering the entire development lifecycle and integrated AI pair programming for enhanced efficiency.

Service Features

- Hands-on exercises to immerse your team in modern DevOps tooling.
- Demonstrations on implementing CI/CD processes in your application release cycle.
- Deployment within your own Azure tenant to preserve training configurations and examples.
- Agile collaboration sessions fostering teamwork and interactive learning.
- Use case exploration tailored to your organisation's specific needs.
- Guidance from seasoned DevOps consultants to steer clear of common pitfalls.
- Customisation options to align with your team's existing experience and requirements.
- Migration of environments to Microsoft Azure infrastructure.
- Expertise in server automation and continuous integration tools.
- Ongoing support from Hitachi's Continuous Delivery and DevOps teams.

Service Benefits

- Improved time-to-market for new features and functionality.
- Decreased deployment risk with zero downtime deployments.
- Enhanced responsiveness to change, including rapid mitigation of security vulnerabilities.
- Automated configuration across deployment pipelines for consistency.
- Redundant infrastructure design to eliminate single points of failure.
- Expedited roll-back procedures for faster recovery from issues.
- Cost-efficient infrastructure setup with resilient architecture.
- Auto-scaling capabilities to meet fluctuating demand.
- Built-in disaster recovery measures responding within seconds.
- Automated security patching integrated into the Continuous Delivery pipeline.

Cloud Hosting: Microsoft Azure Cloud Services

Service Description

Swiftly deploy highly available applications in your preferred language. Simplify management with auto-scaling, security updates, and integrated monitoring. Focus on development while we handle infrastructure, ensuring efficient, reliable solutions for your business.

Service Features

- Deploy scalable, highly available applications quickly.
- Build web/cloud applications in your preferred language.
- Simplify app management, helps facilitate high availability with cloud services.
- Automatically scale based on demand, optimising costs.
- Automate updates for increased security.
- Benefit from integrated health monitoring, load balancing.
- Focus on application development, not infrastructure.
- Deploy applications within minutes, leveraging cloud efficiency.
- Create resilient, scalable cloud solutions effortlessly.
- Streamline deployment, management for web applications.

Service Benefits

- Scalability: Easily scale resources up or down based on demand.
- Flexibility: Choose from a wide range of tailored solutions.
- Security: Advanced features and compliance certifications protect customer data.
- Reliability: High availability and robust infrastructure ensure consistent performance.
- Cost savings: Optimize spending with pay-as-you-go pricing models.
- Speed: Rapid development, testing, and deployment for faster time-to-market.
- Collaboration: Seamless communication and teamwork with integrated tools.
- Disaster recovery: Backup solutions ensure data protection and business continuity.
- Global reach: Reach users worldwide with a network of datacentres.
- Innovation: Stay ahead with Azure's evolving platform and ecosystem.

Product & Application Development



Bespoke Solutions Tailored to Government Needs

At Hitachi Solutions, we're all about creating digital solutions that cater to the unique needs of the UK government and public sector. We follow the Government Digital Service (GDS) design stages, ensuring our approach covers all bases of application and product design.

Picture this: our team of experts—User Researchers, User Experience Designers, and Content Designers—dives deep into understanding what users really want and need. It's not just about User-Centred Design (UCD), though that's a big part of it. We also consider other crucial aspects, like Service Design, which maps out the entire user journey. We gather insights through collaborative discovery sessions to understand the specific needs of users. This informs our agile design methodologies, enabling us to create intuitive and personalised experiences across service, content, and user interfaces.

In the design phase, we're all about testing and refining our ideas. We create prototypes, do usability testing, tweak and iterate until we get UX just right. And let's not forget about Content Design—crafting content that's clear, concise, and user-friendly is key to a great user experience.

Throughout it all, we're combining application and product design with our Agile principles, making sure our solutions are not only technically stable but also totally user-focused and deliverable. At the end of the day, we're all about creating digital experiences that make life easier for both government organisations and the people they serve.

Cloud Application Development

Service Description

Hitachi Solutions offers bespoke application development and custom portal design and build in line with the service standard and TCoP. Leveraging both Microsoft-centric or Open-Source technology stacks, our expert teams ensure seamless hosting on the Azure cloud, aligning with modern development standards and user-centric design principles.

Service Features

- End-to-end development: business case to live support process.
- App dev: .NET, Java, or COTS including Power Platform.
- Reuse existing patterns, platforms, including FORMS for development.
- Enhance distributed app development for scalability, resilience improvements.
- Utilise Serverless Computing for infrastructure-free application building.
- Support containerization via Azure Kubernetes Service (AKS) for applications.
- Leverage Azure's managed services for seamless integration, development.
- Harness Azure's managed database services for versatile data utilisation.
- Enable CI/CD pipelines for swift feature rollout, performance.
- Streamline development with Infrastructure as Code, automated deployment.

Service Benefits

- Efficient cloud infrastructure tailored for large-scale operations and growth.
- Agile cloud solutions drive rapid business expansion and scalability.
- Efficiency focus and cost savings through reuse of existing code base
- Azure's managed services simplify infrastructure management for innovation emphasis.
- Diverse tools address precise business needs effectively.
- Seamless cloud integration with other services for enhanced functionality.
- Continuous integration enables swift updates and market responsiveness.
- Robust resilience and rapid recovery capabilities ensure operational continuity.
- Simplified operations reduce deployment complexities and streamline maintenance.
- Extensive ecosystem supports diverse cloud-native application requirements.

Digital Strategy & Transformation

Service Description

Hitachi's Digital Transformation Services offer a comprehensive suite of solutions to guide government through the complexities of digital change and drive meaningful business outcomes. From digital strategy development to enterprise-wide implementation and benefits realisation, we empower businesses to thrive in the digital age.

Service Features

- Clear digital strategy aligned with organisational goals and trends.
- Roadmap translating vision into executable plans with key milestones.
- Guidance for organisational change resulting from digital transformation.
- Robust solution architectures enabling scalability for transformation objectives.
- Building digital platforms for seamless customer interactions and efficiency.
- Compelling business cases to justify digital transformation investments.
- Metrics and methodologies to measure benefits realisation from transformation.
- UX consultancy for intuitive, user-centric digital solutions.
- End-to-end service design delivering superior customer experiences.
- Agile delivery for rapid, flexible digital transformation services.

Service Benefits

- Foster innovation and digital fluency with clear digital strategy.
- Streamline processes, reduce costs, and unlock new revenue streams.
- Develop optimal model for digital aspirations, driving efficiency.
- Promote innovation, continuous improvement, and value-added solutions.
- Improve service delivery, enhance satisfaction through digital channels.
- Modernise legacy applications, improving agility and reducing technical debt.
- Implement scalable platforms supporting objectives, enabling growth and innovation.
- Achieve single version of truth via master data management.
- Adopt incremental approach, minimising disruption and allowing improvements.

Open-Source Engineering

Service Description

Our Open-Source Engineering service is tailored specifically for the public sector, offering a comprehensive suite of solutions to harness the power of open-source technologies. With a focus on transparency, collaboration, and cost-effectiveness, we enable government agencies to accelerate innovation and achieve their mission-critical objectives.

Service Features

- Strategic roadmap aligned with public sector goals and regulations.
- Deploying open-source tools for development and collaboration initiatives.
- Bespoke software solutions tailored to public sector agency needs.
- Robust security and compliance measures to protect sensitive data.
- Training programs to upskill government staff in open-source technologies.
- Facilitating collaboration within the open-source community for innovation.
- Comprehensive documentation and ongoing technical support for open-source solutions.
- Integrating open-source components for interoperability and efficiency.
- Refining strategies based on feedback and emerging technologies.
- Offering impartial guidance on selecting open-source technologies and vendors.

Service Benefits

- Reduce licensing costs, enabling efficient allocation of public funds.
- Drive innovation with collective expertise, delivering cutting-edge solutions.
- Foster interoperability and data exchange between government agencies.
- Enhance transparency and build trust with citizens.
- Tailor solutions for specific public sector requirements, ensuring agility.
- Expedite deployment using pre-existing open-source components and frameworks.
- Strengthen cybersecurity and ensure compliance with community-driven audits.
- Promote environmental sustainability by reducing reliance on proprietary software.
- Empower agencies to independently manage and maintain open-source solutions.
- Deliver citizen-centric services, driving satisfaction and engagement.

Testing as a **Service**

Service Description

Hitachi Solutions offers Testing as a Service, providing comprehensive QA/testing activities. Our offering encompasses Functional, Integration, Automated Regression, Non-Functional, and UAT test management. With an agile approach aligned to GDS/CDDO standards, we ensure robust reporting and consultancy throughout the discovery, design, and implementation phases.

Service Features

- Test governance and consultancy in adherence to best practices.
- Scalable methodology covers projects of any size or type efficiently.
- Automated test solutions using varied tooling: Selenium, JMeter, etc.
- Comprehensive end-to-end test services from strategy to closure provided.
- Testing types include functional, system, integration, accessibility, acceptance and more.
- UAT management and support included in comprehensive service offerings.
- Risk-based approach prioritises critical functionality testing early in projects.
- Non-functional testing services encompass performance and accessibility domains.
- Security accreditation guarantees protection of citizen data at all levels.
- Specialisms cover various sectors like justice, policing, and central government.

Service Benefits

- Full range of E2E software testing services provided as required.
- Measurable cost efficiency ensures earlier defect identification and resolution.
- Agile Automation Frameworks offer flexibility with Test/Behaviour/Acceptance Driven Development.
- Improved productivity and automation lead to earlier implementation and benefits.
- In-depth expertise aids in quality and test process implementation.
- Test Engineers bring proven business/domain knowledge and product understanding.
- Scalable resource teams provide flexibility for diverse organisational needs.
- Clear, honest, and measurable approach ensures transparency and effectiveness.
- Logical, comprehensive frameworks enable easy re-utilisation of processes and strategies.
- Extensive network of digital SME partners enriches experience and capability.

Rapid Emergency Technology

Service Description

Leveraging design sprints and reusing exiting product and platform building blocks and bespoke custom build to rapidly design, prototype, develop, integrate, and deploy a new end-to-end digital service. E.g., building blocks: Power Apps, Power Automate, Power BI, Dataverse, Databricks, Dynamics (CRM), Azure AI Studio, GOV.UK Forms, GOV.UK One Login

Service Features

- Rapid design, prototyping and development of an end-to-end digital service
- Enabling a fluid transition from policy to digital delivery
- Compliance with Service Standard, Technology Code of Practice
- Compliance with NCSC Cloud Security Principles, GDPR, policy, accessibility
- Iterative approach to integration with the existing technological landscape
- Reporting capability from the day one
- Data driven service iterations
- Capacity planning to select optimal solution for cost autoscaling efficiency
- Able to provision new capabilities in days not months

Service Benefits

- Rapid team deployment, solution identification, and delivery
- Extensive experience in Covid-19 Test and Trace support
- Experience from Covid-19 Coronavirus Outbreak Management and Contact Tracing
- Vendor collaboration e.g. Microsoft/AWS/Google
- Building blocks for rapid solutions in public and back-office services
- Compliance with Service Standard, TCoP, NCSC Principles, GDPR, policy, accessibility
- Provide necessary tools to support Crisis management
- Simplify data Reporting challenges by blending source datasets
- Ability to respond to Government Reporting requirements

Discovery

Service Description

Our multidisciplinary discovery teams follow GDS standards, defining problems, understanding users, constraints. Using quantitative, qualitative research, stakeholder mapping, service design, we offer clear Alpha phase recommendations, ensuring compliance, improved delivery. Discovery services are core to Hitachi Solutions' digital offerings, covering user research, prototypes, feasibility, design, audit, analytics, content.

Service Features

- Multidisciplinary teams for holistic problem-solving approaches.
- User research uses quantitative, qualitative methodologies.
- Stakeholder mapping identifies key roles, relationships.
- Service design enhances customer satisfaction.
- Customer journeys inform strategic insights, improvements.
- Service blueprints aid service delivery process optimisation.
- User needs catalogue guides product/service development.
- Risk analysis evaluates constraints for mitigation.
- Technical fit/gap analysis assesses compatibility with enterprise requirements.
- Alpha phase recommendations guide initial development for optimal outcomes.

Service Benefits

- Evidence based decisions ensuring value for money
- Compliance with GDS Service Standard, ensuring assessment readiness.
- Accelerated delivery with a clear roadmap
- Enhanced service adoption through clearly identified user needs.
- Comprehensive understanding of problem space, enabling informed decision-making.
- Experienced discovery teams improve collaboration, promoting synergy and alignment.
- Empowered civil servants through coaching and knowledge transfer.
- Clearly defined deliverables for phases, facilitating effective planning/execution.
- Hybrid teams supporting knowledge transfer to Civil Servants

Digital Strategy

Service Description

Hitachi Solutions specialises in crafting tailored digital strategies for our clients. With a focus on innovation and efficiency, we collaborate closely to develop comprehensive strategies, plans and roadmaps aligned with business objectives. From enhancing customer experiences to optimising workflows, we deliver transformative solutions that drive growth and success.

Service Features

- In-depth discovery and research to uncover challenges and opportunities.
- Analysis of policy and strategy documents, stakeholder input, user feedback.
- Assessment surveys, demand trends, and usage data insights.
- Definition of a business-aligned digital vision and gap analysis.
- Establishment of strategic objectives and success criteria.
- Collaborative strategy co-creation leveraging digital and cloud technologies.
- Identification of strategic themes, roadmaps, and sequencing priorities.
- Recommendation of architecture and technology solutions.
- Define work packages and success factors aligned with green book proposal.
- Mapping of value chains and organisational transformation readiness assessment.

Service Benefits

- Clear vision of future goals for business and customers.
- Coherent digital strategy aligned with policy, business and customer needs.
- User-driven, collaborative approach ensures customer-centric solutions.
- Rapid strategy identification reflecting organisational objectives.
- Tailored digital roadmap enables targeted transformation efforts.
- Agile exploitation of innovation through strategic digital planning.
- Prioritisation of key customer digital challenges for effective change.
- Actionable recommendations based on evidenced requirements and demand.
- Collaborative approach ensures client ownership throughout the process.
- Alignment with digital-first principles for effective service delivery.

Design Services

Service Description

We employ an iterative approach to create services across Discovery, Alpha and Beta phases, that align with user needs and business goals. Our methods encompass user-centred design and Service Standard principles, ensuring seamless user experiences across all touchpoints, driving change and adoption.

Service Features

- User Research: Analyse user needs; quantitative and qualitative research.
- Service Design: Craft seamless experiences; map journeys, blueprint services.
- UX Design: Innovate with prototyping, code; prioritise user interaction.
- Content Design: Create compelling content; strategise, optimise user experience.
- Behavioural Archetypes: Develop personas; understand user motivations, behaviours.
- UX Audits: Assess usability; identify issues, optimise user experience.
- Co-design Workshops: Collaborate with stakeholders; ideate, innovate, problem-solve together.
- Design Sprints: Intensive sessions; accelerate innovation, develop rapid solutions.
- UCD Training: Empower teams; instil user-centric principles, methodologies.
- UI Design: Create intuitive interfaces; prioritise usability, aesthetics, accessibility.

Service Benefits

- Develop deep knowledge about users and create services they understand
- Drive digital transformation with easy-to-adopt services
- Reduce friction for internal (Civil Servants) and external users
- Fast track to value realisation via rapid concept development and iterations
- Data-driven and evidence-based decisions enhance decision-making capability
- Ensure value for money by designing user-centric solutions
- Reduce risk of building wrong solutions through iterative learning
- Meet real user needs, discover unrealised ones
- Seamlessly increase productivity and efficiency
- Improve user productivity and efficiency with seamless products, tools, services

Application Modernisation

Service Description

Our service aids organisations in upgrading their applications deployed on-site or in the cloud. We assist in selecting the optimal modernisation path, be it re-platforming, re-building, re-architecting, or replacing. Our approach aligns with Microsoft's Well-Architected principles and harnesses the advantages of the Azure cloud.

Service Features

- Migration of your applications to an Azure cloud environment.
- Create a new Cloud Native application to replace existing application.
- Creation of Integration services using API Management and Service Bus.
- Analysis and documentation of existing code, database and environmental dependencies.
- Full agile development lifecycle for new or existing applications.
- Identify new user stories and propose updates to functionality.
- Create business insights, aid organisation in its decision-making process.
- Testing and deployment of Azure services, and assistance in migration.
- Implementation of a DevOps pipeline for code and release management.
- Ongoing maintenance and support available.

Service Benefits

- Maintain your applications and stay supported on Azure.
- Extend the life of your application, protects your investment.
- Releases the burden of maintaining underlying servers and network infrastructure.
- Improves user experience and application workflow.
- Use low code cloud technologies to reduce maintenance costs.
- Identify cloud capabilities like cognitive skills to automate manual processes.
- Enterprise scale and reliability. Start small scale to 1,000's users.
- Create responsive applications that can be accessed from any device.
- Use Github with DevOps Pipelines. Use IaaS, PaaS or SaaS.
- Use proven design patterns for Event driven and Microservices applications.

Managing Channel Shift

Service Description

Craft your channel shift strategy with Hitachi Solutions, a digital leader. Fully accredited Microsoft Solutions Partner and ISO Certified, with government expertise. Our strategies optimise customer interactions across web, mobile, contact centre, and in-person, supported by cloud services. Successful channel shift drives intended channel usage for desired outcomes.

Service Features

- Develop strategy to digitise citizen interactions through collaborative workshops.
- Create outcome-focused roadmap with clear delivery goals and metrics.
- Evaluate benefits of cloud-based approach; design target solution architecture.
- Procure services based on fixed-cost, T&M, or hybrid-team service.
- Deliver programme with GDS-compatible governance framework; measure performance.
- Analyse volumes, cost, satisfaction, goal achievement, and business performance.
- Facilitate stakeholder engagement; consider users' viewpoint and business drivers.
- Use data analysis to identify points of failure and optimise interactions.
- Design principles guide interaction placement; align with business drivers.

Service Benefits

- Cost reduction: Encourage efficiency low-cost interaction channels for gains.
- Enhanced experience: Timely, appropriate options boost customer satisfaction levels.
- Satisfaction boost: Low-barrier, omni-channel service options enhance contentment.
- Advocacy improvement: Elevate advocacy through enriched customer experiences.
- Digital migration driver: Prompt adoption of digital channels for streamlined processes.
- Interaction optimisation: Shift low-value interactions to cost-effective digital platforms.
- Device-friendly experiences: Ensure digital accessibility for seamless citizen interactions.
- Interaction simplification: Minimise physical contact, simplify social distancing challenges.
- Citizen-centric approach: Define needs with tangible criteria, enhance service quality.

Design Sprint

Service Description

Hitachi's Design Sprint integrates the latest Sprint Methodology. A 4-day process to rapidly ideate and solve complex problems, create new products, or improve existing ones. Compresses months of work into just a few days. Accelerated innovation and streamlined decision-making, saving time and resources through workshops, research, rapid prototyping & testing.

Service Features

- Efficient 4-day process with 2-day workshop, 1-day prototyping.
- Facilitation by experts skilled in Design Sprint 2.0 delivery.
- Design Thinking exercises foster innovative problem-solving.
- User-Centred Design prioritises user needs and experiences.
- Collaborative approach engages cross-functional teams for effective brainstorming.
- Identification, design, build of Proof of Concept (POC).
- Identifying success metrics for potential solutions ensures project alignment.
- Early user feedback enhances solution refinement and effectiveness.
- Behavioural analysis provides insights for iterative improvements.

Service Benefits

- Quickly identifies viable solutions
- Fosters collaboration among cross-functional teams
- Ensures that teams are focussed on solving the right problem.
- Supports greater understanding of problems and user needs
- Reduces the risk associated with product and service development.
- Identifies the value proposition of the proposed solution.
- Provides opportunity to prototype solutions.
- Enables data-driven decisions based on user feedback.
- Drives better outcomes for service users.
- Helps to ensure compliance with GDS service standards.

Beta

Service Description

Hitachi's multi-disciplinary, user-led design and development team prioritises refining vulnerable ideas from Alpha to Beta, producing and deploying public-facing and internal back-office services. Specialising in build, testing, iterative refinement, beta service assessments, transition support, and continuous improvement, we ensure positive customer outcomes.

Service Features

- Comprehensive enterprise project/programme management ensures project success.
- Technical and solution design for effective cloud enablement.
- Change and Training management ensures smooth transition and user adoption.
- Business analysis, process reengineering for optimised workflows and efficiency.
- Solution delivery services for robust and scalable outcomes.
- Strategic advice on emerging technical capabilities for future-proofing.
- User-centred design and testing ensure intuitive and user-friendly solutions.
- Testing as a service guarantees quality and reliability.
- Support transition and continuous improvement for ongoing project success.

Service Benefits

- Optimise Alpha ideas for maximum business benefit and ROI.
- Track business outcomes and benefits during Beta phase.
- Phased transition in legacy environments to maintain BAU.
- Assurance for Beta Assessments (Accessibility, Security, Scalability, Performance).
- Multiple programme planning and architecture roadmap.
- Deliver iteratively with user feedback loop for early adoption.
- Adhere to GOV UK Service Standard and GDS principles.
- Enhance user experience and satisfaction through iterative improvements.
- Ensure alignment with emerging technical capabilities for future scalability.
- Mitigate risks through comprehensive testing and continuous improvement.

Alpha

Service Description

Hitachi's government digital delivery prioritises user-centred design and development. Our diverse team identifies the riskiest assumptions in user needs and technical requirements, challenges conventional approaches, and provides support through design and technical prototypes. This guarantees strict adherence to GDS standards and business value

Service Features

- Multi-disciplinary approach across all project phases.
- Identify and address riskiest assumptions in user and technical designs.
- Assess business and technical capabilities for future service development.
- Create UI prototypes using paper and clickable interfaces.
- Develop rapid low-code prototypes with Microsoft Power Platform.
- Validate proof of concept and business value.
- Conduct usability testing for user-centric design.
- Ensure compliance with GDS standards and client TDA process.
- Define structured beta backlog for seamless transition to next phase.

Service Benefits

- Mitigate risks for future Beta phases.
- Focus on user needs and problem identification.
- Assess business/technical capabilities to support service.
- Define beta backlog for future delivery.
- Gather early user feedback from design and technical prototypes.
- Guide evidence-based decisions for prioritising key investments.
- Develop solution designs for future beta phases.
- Secure stakeholder buy-in through regular demonstration sessions.
- Plan for Service Standard compliance and Alpha assessments.
- Boost confidence in planning future Beta phases.

Agile Product Design & Development

Service Description

Hitachi Solutions specialises in agile design and development services for digital and cloud products, ensuring a user-centred approach, scalability and security. Our end-to-end methods cover the entire development lifecycle, including GDS-compliant project governance, user research, service and interaction design, development and testing.

Service Features

- Full-stack development using agile methodologies
- Scrum, Kanban, and Lean practices for efficient project governance
- Discovery, Alpha, Beta, and Live project phases aligned to GDS Standards
- Product development aligned to Technology Code of Practice
- User-centred approach to develop frictionless products for users
- User research and service, interaction and content design
- Open-source prototyping and web development
- Iterative sprints with builds and behaviour driven development
- Web applications development and testing
- Deployment to SaaS, PaaS, and IaaS protocols

Service Benefits

- User-centred approach and development to deliver value for money
- Compliance with GDS, GOV.UK Designs, GDPR, WCAG, and TCoP
- Build in-house skills through knowledge transfer
- Ensure robust, scalable, and secure products
- Enhanced adaptability to evolving requirements
- Improved project structure, planning, and control
- Accelerated time-to-market through iterative development cycles
- Improved stakeholder engagement and alignment with evolving user needs.
- Fostering a collaborative ethos and empowering inclusive teams.

Accessibility audit, testing, and WCAG 2.1 AA compliance

Service Description

Our accessibility services ensure your service meets WCAG 2.2 AA standards. We research and identify existing issues and build new services with accessibility in mind applying deep experience of working with users with diverse needs. Through automated to moderated user testing, we achieve the highest accessibility standards ensuring services are inclusive and compliant.

Service Features

- Assessments and audits covering WCAG 2.2 AA criteria.
- Automated accessibility testing for citizen facing and enterprise solutions
- Identification and resolution of accessibility challenges.
- Designing experiences tailored to users with diverse accessibility needs.
- Designing accessible content
- Writing accessibility statements
- Application of GDS accessibility guidelines, ensuring successful GDS assessments.
- User testing with diverse accessibility requirements ensures inclusive design practices.
- Upskilling internal teams to better understand accessibility
- Research with hard-to-reach audience with diverse needs

Service Benefits

- Meeting WCAG 2.2 AA standards across all service aspects.
- Understanding of necessary adjustments to build inclusive services.
- Consistent alignment with accessibility standards, ensuring inclusivity.
- Expanded reach to users with diverse accessibility requirements.
- Successful GDS assessments, demonstrating best practice adherence.
- Enhanced user satisfaction and engagement through inclusive design principles.
- Improved brand reputation for commitment to accessibility and inclusivity.
- Reduced risk of legal issues related to accessibility non-compliance.
- Increased user trust and loyalty by catering to diverse needs.
- Enhanced innovation by leveraging insights from diverse user perspectives.

Microsoft Implementation & Engineering

Advancing Public Sector with Microsoft

Hitachi Solutions demonstrates exceptional implementation and engineering capabilities, anchored in a robust methodology refined through numerous successful implementations worldwide. Our methodology ensures consistency in project delivery, incorporating a continuous feedback loops to leverage best practices effectively. Pillars supporting Solution, Project Governance, and Business Change drive our approach, combining Agile techniques with rigorous quality control and detailed deliverables.

We excel in business process-driven solutions, supported by a library of hundreds of best practice processes that accelerate project delivery. Our bespoke Microsoft aligned Consensus Agile methodology guides projects through key phases:

- Inception: Our consultancy team collaborates closely with clients to understand their business operations and define project scope, efficiency, priorities, and approach.
- Construction: Detailed solution specifications are developed, encompassing integration and data migration requirements, with a focus on agility and flexibility through sprints.
- Transition: We prepare for go-live, ensuring a smooth handover with comprehensive training, data migration, and support for the in-house project team.
- Operation: Hitachi Solutions remains by your side during the early stages of operation, providing go-live support and facilitating a seamless transition to the Managed Services team.

With expertise deeply rooted in Microsoft technologies, including Azure, Power Platform and Dynamics 365, Hitachi Solutions delivers transformative solutions that drive business success and innovation.

Microsoft Co-Pilot Services

Service Description

Hitachi Solutions, a Microsoft Solutions Partner, empowers government agencies with innovative technologies. Our end-to-end services, from Discovery to Live, showcase how Microsoft 365 Copilot can enhance productivity, efficiency, and ROI in government operations. We offer comprehensive support, including research, analysis, change management, business case development, adoption, and implementation.

Service Features

- Copilot Transformation: Tailored solution for full Microsoft 365 Copilot integration.
- Readiness Assessment: Evaluate organisation's readiness for Copilot adoption.
- Value Framework: Align business goals with Copilot's capabilities.
- Information Management: Ensure data security, privacy, and compliance.
- Change Enablement: Structured approach for Copilot adoption and change management.
- Customisation: Enhance Copilot with extensions, connectors, and plug-ins.
- LOB Integration: Integrate Copilot with line-of-business systems for accessibility.
- SharePoint Premium: Advanced AI capabilities for content organisation and security.

Service Benefits

- Enhanced Productivity: Streamlines complex tasks, offering time-saving shortcuts.
- Amplified Creativity: Generates content, assists in various creative tasks.
- Enterprise-grade Security: Ensures security, privacy, and compliance.
- Data Insights: Analyses data, presents insights visually for informed decision-making.
- Improved Collaboration: Facilitates seamless collaboration among teams and departments.
- Enhanced Efficiency: Automates routine processes, increasing operational efficiency.
- Enhanced Customer Service: Provides personalised responses, improving customer interactions.
- Streamlined Workflows: Optimises workflows, reducing manual effort and errors.
- Faster Decision-making: Provides real-time insights, enabling faster decision-making.
- Cost Savings: Reduces operational costs through automation and improved efficiency.

Microsoft Power Platform Services

Service Description

Hitachi Solutions maximises the potential of Microsoft Power Platform, integrating Power Apps, Power Automate, Power BI, Dataverse, CDS, and Power Virtual Agents. Our CoE model enables rapid application development for Housing Associations, Local Government, Central Government, and Health sectors, guiding you through Discovery to live deployment.

Service Features

- GDS CDDO compliant, scalable apps with Design Thinking approach.
- Low to no-code platform for democratised modern solutions.
- RPA and AI for workflow automation and legacy system integration.
- Secure data platform with seamless application integration.
- CoE support from Discovery to Live for Power Platform.
- Transformation planning, change, and incident management assistance.
- Hands-on tutorials, remote support, and enhanced SLAs available.
- ISO and Cyber Essentials Plus certified Microsoft Solutions Partner.
- Multilingual, responsive design with FluentUI and WCAG adherence.
- Extensive experience with Premium connectors and integrations.

Service Benefits

- Rapid application modernisation and technology rationalisation for streamlined processes.
- Mobile and web accessible solutions supporting GDPR compliance.
- Cost reduction with Azure-based solutions and flexible licensing options.
- Adherence to government standards and accessibility principles like WCAG.
- Secure, agile development by a certified Microsoft Cloud Solution Provider.
- Automation of manual processes into BI services for improved productivity.
- Scalability and reliability with leading cloud platform hosting.
- Seamless integration with familiar tools like Outlook and Excel.
- Ongoing excellence through continual improvement and Agile iteration processes.
- Enhanced operational productivity with rapid deployment and ease of configuration.

Microsoft Dynamics 365 Services

Service Description

Hitachi Solutions provides end-to-end Microsoft Dynamics 365 services, from health checks to ongoing support. D365 implementation, testing, optimisation, change management, application management, agile. Dynamics support includes D365 helpdesk, incident management, license support, health monitoring, seamless ERP solution.

Service Features

- Consultancy, Implementation, and Support for Dynamics 365 solutions
- Business Case and Digital Strategy support tailored for Dynamics 365
- Configuration, Customisation, Integration, and Development for Dynamics 365
- Comprehensive Dynamics 365 training and support with SLAs
- Optimisation for all Dynamics 365 versions, ensuring peak performance
- Seamless deployment of new developments and extensions
- Increase user adoption through tailored training programmes
- Agile addition of modules and functional processes as needed
- Support for creating and managing new legal entities in Dynamics365
- Functional impact assessments of Microsoft updates with testing services

Service Benefits

- Enhanced efficiency and productivity with Dynamics 365 solutions.
- Tailored support for business case and digital strategy development.
- Customised configurations and integrations for specific business needs.
- Comprehensive training and ongoing support with SLAs.
- Optimised performance across all Dynamics 365 versions.
- Smooth deployment of new developments and extensions.
- Increased user adoption through tailored training programs.
- Agile addition of modules and functional processes as required.
- Streamlined management of legal entities within Dynamics 365.
- Proactive assessment and testing of Microsoft updates for minimal disruption.

Microsoft Dynamics 365 for Finance

Service Description

We provide end-to-end Microsoft Dynamics 365 Finance consultancy globally. Our services cover scoping, design, implementation, and support, aiding Central and Local Government organisations. Leveraging pre-built assets and a streamlined delivery method ensures rapid, low-risk transformation and finance function enhancement with Dynamics 365.

Service Features

- Business analysis, 'Design Thinking', and comprehensive ERP services offered.
- Financial management, reporting, budgeting, and Professional Services Automation solutions.
- Solution and Technical Architectures, embedded analytics, and global visibility.
- Implementation, Upgrades, Training, Support, and Business Case Development services.
- Business Change Management, Assurance, BI, Supply Chain, and Strategy.
- Governance, AI, KPI management, Reporting, and Programme Management expertise.
- Full lifecycle implementation, Technical and programme assurance guaranteed.
- Seamless integration with Microsoft 365 for enhanced efficiency and productivity.
- Rapid time to value with MVP solutions and expert support.
- SaaS model ensures customers are always on the latest version.

Service Benefits

- Adopt, not Adapt, maintaining core functionality seamlessly integrated with Microsoft365
- Efficiency gains, cost savings, enhanced services with Hitachi's leading practice
- Assurance of outcomes as a strategic Microsoft Solutions Partner awardee
- Hitachi's expertise in public sector financial management ensures success
- Dynamics 365 suite optimises user experience, responsiveness, and productivity
- Automated workflows, customised workspaces, and accurate data improve efficiency
- Rapid time to value with MVP solutions and readily available training
- SaaS model guarantees customers access to the latest versions
- Post-implementation support, managed services, and continuous improvement assured
- Programmes designed for accelerated ROI and knowledge transfer for sustainability

Housing Association, Operations and Property Management

Service Description

Design, implementation and support services for Housing using Microsoft's Dynamics 365 CE (CRM) Finance (ERP), Power Platform (Power Apps, Power Automate, Power BI, Common Data Service (CDS)). Enhances Housing services to tenants, property management and reduced costs by improving efficiencies. Hitachi brings Housing Accelerators to deliver quicker RoI.

Service Features

- HACT alignment to compliance and standards
- Rent setting, Service charges, Asset creation, Asset management, Repairs management
- Reactive and Planned programme maintenance, manage Financial operations, Warranty management
- Manage Back and front office integration to existing legacy applications
- Predictive and personalised approach to tenancy and asset management
- Single source of data across front, middle and back-office
- Housing Management including ASB, Repairs, Voids and Complaints
- Integrated customer self-service and Omni-channel support
- End to end business process and workflow automation
- Integration to call centre telephony solutions

Service Benefits

- Single platform allows determination of actual maintenance and repairs costs
- Social Housing experienced Consultants who understand the Housing business
- Granular Mi/Bi reporting providing insight and analysis
- Housing specific IP and Accelerators covering front and back office
- Single view of customer and property across entire portfolio
- Significantly de-risk and expedited delivery process
- Global delivery capability
- Microsoft accredited and future-proofed solution
- Full audit trail and holistic view of all tenant activity
- Safe, secure and compliant infrastructure from Microsoft

Microsoft Adoption & Change Management Service

Service Description

For CRM, Finance, Power Platform and any ERP environment, the required transformation of the organisation, its business processes, people's behaviours, can be complex. This service helps to ensure that the potential benefits of the business transformation project are delivered, and new systems adopted

Service Features

- Business Stakeholder identification, planning, onboarding and management
- Identify key business impacts and changes across all process areas
- Management and mitigation of key changes to ensure successful adoption
- Develop change management strategies and approach for your business
- Develop communications strategies to support ERP and Dynamics 365 deployments
- Create and deliver multi-channel communications and messages to stakeholder groups
- Identify and measure adoptions KPIs and benefits
- Develop and deliver robust early life support strategies

Service Benefits

- Develops engagement with business stakeholders maximising buy-in and minimise resistance
- Business solutions to communicate the impacts to minimise business disruption
- Alignment of change management approaches to system implementation reducing risk
- Business readiness activities allows quicker adoption and benefits realisation
- Provides early warning of system or processes issues
- Enables ROI and benefits to be measured

Microsoft Agile DevOps

Service Description

Microsoft Power Platform (Power Apps Model and Canvas, Power Automate, Power BI, Dataverse, CDS and Power Virtual Agents), integrate with existing Legacy applications and data sources. For Housing Associations, Local Government and Central Government and Health enabling you to rapidly develop applications for your organisation.

Service Features

- Supports Design Thinking approach to service delivery
- Provide services based on GDS compliant design approach
- Provide services based on Local Digital Declaration approach
- Low to no code democratised development platform
- Build advanced, modern and scalable application to fit your needs.
- Automate workflow processes
- Automate robotic processes with Artificial Intelligence
- Use Robotic Process Automation for legacy application integration
- Single secure common data platform
- Easily integrate with other applications

Service Benefits

- Achieve application modernisation
- Rationalise applications and technologies
- Rapid time to value
- Easily adapt solutions as organisational needs change
- Solutions supported by all modern devices both mobile and web-based
- Reduce build, maintenance and support cost.
- Reduce cost.
- Built on Azure.
- Supports and enables GDPR compliance
- Enable mobile and field-based work.

Design and Delivery of **Microsoft Data Platforms & Data Service Offerings**

Service Description

Design, delivery and support of standardised, scalable and secure Microsoft Data platforms and data service offerings. Based on Microsoft Fabric, Azure, Data Mesh, Purview, Power BI and AI services, we help organisations to scale data operations through repeatable services, accelerating deployment and agile delivery across multiple programmes.

Service Features

- Architectural Pattern Development: Scalable, maintainable designs for long-term success
- Design, development, delivery and support of repeatable data service offerings
- Design/build Azure data platform solutions meeting your business needs
- Cost Optimisation strategies for efficient Azure resource utilisation
- Best practices for data governance, management and strategic planning
- DevSecOps to streamline deployment with integrated security to organisational/government standards
- Design/delivery of data sharing mechanisms and public-access APIs
- ETL/Data Pipelines including Big Data and streaming (IOT) data
- Data Integration/Migration patterns and services across legacy systems/data sources

Service Benefits

- Common reusable best practice patterns/service offerings for rapid time-to-value
- Empower departments through data decentralisation with Data Mesh technology
- Cost efficiency: optimised Azure costs and shorter deployment cycles
- Security: Robust measures ensuring data and platform integrity
- Fabric Ready: Ensure alignment with Microsoft Fabric roadmap
- Facilitate inter-departmental and external data sharing and teamwork
- Ongoing support/assistance for scaling and onboarding
- Governance: Enhanced data compliance including through Azure Purview
- Expert Consultation: Access to industry-leading certified Azure professionals

Microsoft Azure **Synapse Analytics Services**

Service Description

Design Implementation and support services for Microsoft's Azure Synapse Analytics platform, enabling enterprise data warehousing and big data analytics. Hitachi also brings a range of Accelerators to deliver transition and support services quicker maximising the benefit from your current investment.

Service Features

- Develop data strategy & data governance solutions
- Data quality health check
- Analytics assessment
- Microsoft Power BI self service business analytics
- KPI Framework
- Master Data Management (MDM)
- Single version of the truth for data and analytics
- Data integration solutions
- Azure Synapse Analytics Solutions
- Modern Data Platform and data lake solutions

Service Benefits

- Define a roadmap aligning data strategy with the corporate objectives
- Understand, profile and improve data quality across the organisation
- Identify analytics solutions to improve business process efficiencies
- Quicker and better business decisions based on trusted data
- Mobile, real-time delivery of BI, MI and performance analytics
- Improve data quality and remove duplicates using Artificial intelligence AI
- Build trust in your data to make better business decisions
- Combine multiple data sources, building 360-degree view of your data
- Enterprise data warehousing and big data analytics delivering data value
- Migrate old & legacy business intelligence systems to the cloud

Microsoft Dynamics **Solution Health Check**

Service Description

Health Check covering Design, implementation and support services for Microsoft's Dynamics 365 CE (CRM) Finance (ERP), Power Platform (Power Apps, Power Automate, Power BI, Common Data Service (CDS)). Allowing better delivery of services and reduced costs by improving efficiencies. Report, recommendation and support services available.

Service Features

- Health check auditing all versions of Microsoft Dynamics CRM ERP
- Detailed consultancy analysis of overall CRM or ERP system health
- Audit Dynamics implementation for configuration, customisation and integration
- Provide Dynamics 365 upgrade recommendations
- Provide diagnostic analysis with improvement recommendations
- Audit server and database configurations assessment
- Undertaking database maintenance plans and recommended service improvements
- Provide a full review of Microsoft Dynamics CRM and ERP
- All Microsoft Dynamics CRM versions
- All Microsoft Dynamics ERP versions AX and 365

Service Benefits

- Change and innovate at speed/scale using modern platforms and methods
- Low Code Scalable and Secure Cloud platform increasing corporate agility
- Access digital services anywhere/anytime improving productivity and Customer Service
- Proven, award winning Microsoft Government Solutions Partner to reduce risk
- Flexible/modern delivery methods including Agile focussed on maximising benefits realisation
- Highly skilled teams including onshore, near/off-shore including Security Clearance
- Focus on collaboration and relationship management to drive improved outcomes
- Build knowledge and capability internally to reduce support costs
- Consolidate legacy line-of-business systems reducing costs and improving integration
- Range of tools/accelerators to reduce cost and improve time-to-value

Microsoft Power Platform Centre of Excellence

Service Description

Hitachi's Power Platform Centre of Excellence (CoE) offers a comprehensive suite of services designed to maximise the value and potential of Microsoft Power Platform within your organization. With a focus on innovation, efficiency, and scalability, our CoE provides the expertise and guidance needed to drive digital transformation and empower your workforce.

Service Features

- Tailored strategy aligned with goals and industry best practices.
- Establish governance policies ensuring compliance, security, and resource efficiency.
- Design scalable solutions addressing business challenges using Power Platform.
- Build custom applications meeting specific business requirements effectively.
- Provide training to empower employees in leveraging Power Platform.
- Offer support ensuring reliability and performance of Power Platform solutions.
- Integrate Power Platform with existing systems for seamless interoperability.
- Refine solutions based on feedback, business needs, and emerging tech.
- Use Power BI for actionable insights and informed decision-making.
- Foster innovation and learning through community engagement.

Service Benefits

- Innovate: Develop and deploy applications quickly, driving agility.
- Boost Productivity: Automate tasks, gain insights, enhance efficiency.
- Save Costs: Build solutions faster, more cost-effectively with Power Platform.
- Govern Data: Ensure security, compliance, integrity across Power Platform.
- Improve Decision-making: Utilise real-time insights from Power BI.
- Scale Easily: Adapt to changing needs without major resource investment.
- Empower Workforce: Enable citizen developers to address business challenges.
- Streamline Processes: Automate workflows, improve operational efficiency.
- Gain Advantage: Innovate faster, respond to market changes effectively.
- Foster Learning: Encourage continuous improvement in low-code development practices.

Agile Project & Programme Management

Service Description

Agile Project Management is central to Hitachi Solutions' delivery process. Our Agile digital approach covers strategy design and implementation through the cloud lifecycle. Full alignment to the Service Standard and the Technology Code of Practice on system integration, software engineering, technology, applications and cloud ensuring iterative development and VFM.

Service Features

- Efficient project execution by certified Agile project management professionals.
- Agile coaches driving product vision and user alignment.
- Timely and effective project delivery overseen by delivery specialists.
- Scalable services optimised for cloud-based delivery.
- Strategic guidance for effective project outcomes.
- Continuous delivery through agile methodologies for rapid iterations and ROI.
- Proactive identification and mitigation of project risks.
- Facilitated collaboration and feedback loops to ensure stakeholder satisfaction.
- Real-time monitoring and analysis for optimised project performance.
- Collaborative sprint planning sessions for iterative development goals.

Service Benefits

- Agile Project Management: Streamlines project execution, ensuring timely delivery.
- Product Ownership: Enhances vision alignment, maximising user engagement.
- Delivery Management: Ensures on-time completion, reducing delays.
- Cloud-Based Delivery: Optimises scalability, enhancing system flexibility.
- Strategy and Design: Guides decision-making, aligning with organisational goals.
- Iterative Development: Accelerates ROI with continuous improvement cycles.
- Risk Management: Minimises disruptions, safeguarding against setbacks.
- Stakeholder Engagement: Fosters collaboration, ensuring satisfaction and success.
- Performance Monitoring: Enhances efficiency, identifying areas for improvement.
- Sprint Planning: Increases productivity with clear goals and prioritisation.

Cloud Software: Microsoft Dynamics 365 Application Services

Service Description

Hitachi Solutions provides end-to-end Microsoft Dynamics 365 application services, from health checks to ongoing support. D365 implementation, testing, optimisation, change management, application management, agile. Dynamics support includes D365 helpdesk, incident management, license support, health monitoring, seamless ERP solution.

Service Features

- Consultancy, Implementation, and Support for Dynamics 365 solutions
- Business Case and Digital Strategy support tailored for Dynamics 365
- Configuration, Customisation, Integration, and Development for Dynamics 365
- Comprehensive Dynamics 365 training and support with SLAs
- Optimisation for all Dynamics 365 versions, ensuring peak performance
- Seamless deployment of new developments and extensions
- Increase user adoption through tailored training programmes
- Agile addition of modules and functional processes as needed
- Support for creating and managing new legal entities in Dynamics365
- Functional impact assessments of Microsoft updates with testing services

Service Benefits

- Enhanced efficiency and productivity with Dynamics 365 solutions.
- Tailored support for business case and digital strategy development.
- Customised configurations and integrations for specific business needs.
- Comprehensive training and ongoing support with SLAs.
- Optimised performance across all Dynamics 365 versions.
- Smooth deployment of new developments and extensions.
- Increased user adoption through tailored training programs.
- Agile addition of modules and functional processes as required.
- Streamlined management of legal entities within Dynamics 365.
- Proactive assessment and testing of Microsoft updates for minimal disruption.

Cloud Software: Microsoft Power Platform Application Services

Service Description

Transform your organisation with Power Apps and Power Automate. Effortlessly create innovative apps, connecting to existing data. Automate workflows across devices, prioritising security and compliance. Empower all users to build secure, automated solutions, seamlessly integrating robotic and digital process automation in one cloud-based platform.

Service Features

- Create a secure environment for low code rapid application development.
- Simplify app creation, supporting DevOps and Azure ALM principles.
- Build business apps connecting to cloud-based or on-premises data.
- Connect to data with 1100+ out of the box connectors.
- Utilise Dataverse for standard data storage and process modelling.
- Deploy across web, tablet, mobile with one build.
- Native integration with Microsoft 365, Azure, Dynamics 365.
- Incorporate pre-built AI components like image classification.
- Leverage device capabilities such as cameras, GPS, and pen controls.
- Accelerate application creation with Copilot's assistance.

Service Benefits

- Modernise processes throughout your organisation, enhancing efficiency and productivity.
- Remove barriers, rapidly transforming ideas into innovative, secure apps.
- Empower everyone to develop apps quickly and securely.
- Accelerate development with pre-built templates and intuitive tools.
- Enjoy drag-and-drop simplicity, extending app capabilities effortlessly.
- Launch working apps swiftly, iterating continuously for optimal performance.
- Seamlessly connect apps to existing data & platforms.
- Ensure built-in security, governance, and compliance standards effortlessly.
- Scale efficiently with automation across your operations.
- Increase productivity with automated workflows powered by AI intelligence.

Cloud Software: Microsoft Co-Pilot Application Services

Service Description

Hitachi Solutions, a Microsoft Solutions Partner, empowers government agencies with innovative technologies. Our end-to-end services, from Discovery to Live, showcase how Microsoft 365 Copilot can enhance productivity, efficiency, and ROI in government operations. We offer comprehensive support, including research, analysis, change management, business case development, adoption, and implementation.

Service Features

- Copilot Transformation: Tailored solution for full Microsoft 365 Copilot integration.
- Readiness Assessment: Evaluate organisation's readiness for Copilot adoption.
- Value Framework: Align business goals with Copilot's capabilities.
- Information Management: Ensure data security, privacy, and compliance.
- Change Enablement: Structured approach for Copilot adoption and change management.
- Customisation: Enhance Copilot with extensions, connectors, and plug-ins.
- LOB Integration: Integrate Copilot with line-of-business systems for accessibility.
- SharePoint Premium: Advanced AI capabilities for content organisation and security.

Service Benefits

- Enhanced Productivity: Streamlines complex tasks, offering time-saving shortcuts.
- Amplified Creativity: Generates content, assists in various creative tasks.
- Enterprise-grade Security: Ensures security, privacy, and compliance.
- Data Insights: Analyses data, presents insights visually for informed decision-making.
- Improved Collaboration: Facilitates seamless collaboration among teams and departments.
- Enhanced Efficiency: Automates routine processes, increasing operational efficiency.
- Enhanced Customer Service: Provides personalised responses, improving customer interactions.
- Streamlined Workflows: Optimises workflows, reducing manual effort and errors.
- Faster Decision-making: Provides real-time insights, enabling faster decision-making.
- Cost Savings: Reduces operational costs through automation and improved efficiency.

Data & Analytics

Unlocking Government Insights for Informed Decision-Making.

In today's data-rich environment, the UK government and public sector grapple with managing and extracting insights from dispersed data sources. Hitachi Solutions offers extensive expertise in data and analytics, addressing crucial areas like Open Data, Ethical AI, and Data Culture. Our capabilities encompass:

- **Data Integration and Management:** We unify varied data sources, enabling advanced analytics like machine learning and AI while ensuring data integrity and governance.
- **Insightful Decision Making:** Leveraging business intelligence and data warehousing, we align data with governmental challenges, providing precise insights through cloud-based solutions like Power BI.
- **Scalable Solutions:** Our data and AI solutions empower governmental processes with advanced analytics, leveraging cloud-based tools such as Azure Data Bricks and Synapse Analytics to scale insights on vast data volumes.
- **Data Governance and Protection:** We implement adaptive data governance and protection measures to track and control data throughout its lifecycle, fostering a data culture within the UK government and public sector for evidence-based decision-making and ethical data usage.

From data integration to scalable analytics, Hitachi Solutions empowers the UK government and public sector to maximise their data assets, spurring innovation and informed decision-making across the spectrum.

Data Culture & Capability

Service Description

We provide customised operating model designs aligned with enterprise data strategies. Specialising in Data Culture, Self-service enablement and Maturity Assessments, our CoE serves as a central hub for data excellence. Our blueprint enhances data service consolidation, expansion and accessibility, optimising functions across people, process, and technology realms for seamless operations.

Service Features

- Tailored operating model design aligned with data strategies.
- Cultivation of robust Data Culture and capability within the organisation.
- Enablement of Data Self-service for enhanced data accessibility.
- Comprehensive Data Maturity Assessment to gauge organisational readiness.
- Establishment of a centralised Data Centre of Excellence (CoE).
- Guidance on implementing best practices in data governance.
- Training programs to enhance data literacy and skills.
- Continuous monitoring and improvement of data processes.
- Implementation of data quality management frameworks.
- Provision of ongoing support and consultation for data initiatives.

Service Benefits

- Enhanced decision-making with data-driven insights.
- Improved organisational agility and responsiveness to market changes.
- Increased operational efficiency and optimised resource utilisation.
- Empowered employees with self-service access to relevant data.
- Enhanced data quality, fostering greater trust in information.
- Better alignment of data initiatives with business objectives.
- Accelerated innovation and product development cycles.
- Mitigation of data-related risks and compliance issues.
- Improved customer experiences through personalised services.
- Competitive advantage gained by leveraging data strategically.

Data Design & Consultancy

Service Description

Hitachi Solutions provides Data Design and Consultancy Services, integrating software, technology, and support to elevate business insight. Leveraging cloud-based Machine Learning, Statistics, and Predictive Analytics we deliver comprehensive planning, design, and implementation of cutting-edge digital solutions, including migration consultancy for seamless transitions to advanced platforms.

Service Features

- Tailored design consultancy against business requirements.
- Wireframing and storyboarding for visual clarity.
- Design Data QA protocols and processes.
- Expert data modelling for efficient analysis.
- Versatile SaaS toolset for flexible solutions.
- Sustainability-focused data solutions.
- Green coding practices for eco-friendly processing.
- Data Mesh design and implementation for scalable architecture.
- Comprehensive data services include design sprint and health check.
- Azure-based services encompass big data architecture and BI capability.

Service Benefits

- Tailored efficiency maximises business operations and productivity.
- Predictive analytics enhances future outcome predictions for informed decisions.
- Increased data asset value drives data-driven internal decision-making.
- Elasticity and auto-scaling to optimise underlying data architecture flexibility.
- Reduced time/costs for operational responses improve efficiency.
- Enhanced product performance and usability elevating overall functionality.
- Leadership on software development ensures robust processes.
- Identifying cloud transition opportunities, risks, and rewards for informed decisions.
- Environmental responsibility reduces carbon footprint through eco-friendly practices.
- Scalable architecture and effective data management boost operational performance.

Data Analytics, Insights & Visualisation

Service Description

Delivering insight from data through Analytics and Visualisation: data cleansing, single version of the truth, data sharing without duplications, interactive visualisations, all adhering to data standards and Accessibility. We specialise in Microsoft Azure cloud transformation, interoperability, big data analytics, Azure OpenAI, Power BI, and data science.

Service Features

- Align data/analytics with TCoP, GOV-UK Data Maturity, guidelines.
- Co-create data strategy, roadmap for realising benefits.
- Data modelling: star, snowflake, medallion architecture in data lakehouse.
- Interactive, WCAG 2.2 AA compliant dashboards, reporting.
- Expertise in Power BI, Tableau, Qlik visualisation tools.
- Azure infrastructure-as-code, automated deployment, testing.
- Enterprise data standards, governance, sharing, retention, archiving.
- Collaborate, design, develop, deliver training materials with client teams.

Service Benefits

- Unlock data value, maximise return on investment through analytics.
- Empower end users for accessing, working with data effectively.
- Enable evidence-based, near/real-time decision-making with analytics insights.
- Cloud enablement minimises carbon footprint, enhances sustainability efforts.
- Ingest once, share to avoid duplicating silos of data stores.
- Improve data discoverability, lineage for better insights and decisions.
- Enhance operational efficiency, streamline workflows through data insights.
- Drive innovation, competitive advantage through data-driven strategies.
- Mitigate risks, identify opportunities with comprehensive data analytics.
- Enhance customer experience, satisfaction through personalised insights and offerings.

Data Integration & Interoperability

Service Description

Our comprehensive Data Integration and Interoperability services encompass IoT, API integration, and more. We specialise in designing open data platforms, delivering seamless data interoperability. We leverage vendor-agnostic solutions, integrating in public/private clouds, legacy systems, and SaaS products. Offering data quality assessments, we modernise systems and build open data-sharing platforms.

Service Features

- Strategic roadmap planning, design, and implementation for integration.
- Expertise in IoT, APIs, and Open Data platforms.
- Seamless interoperability across systems for efficient data integration.
- Custom connectivity solutions for third-party, SaaS, and legacy systems.
- Legacy and on-premise data services and API implementation.
- Integration across multiple cloud platforms, including Azure Data Factory.
- Real-time, scheduled, or event-driven database synchronisation.
- Secure connectivity across private and public clouds, supporting IAM.
- Data transformation and alignment with government and industry standards.
- Bulk, incremental, and synchronized data migration services available.

Service Benefits

- Modernise legacy systems for enhanced efficiency and functionality.
- Seamlessly connect and integrate disparate data silos for coherence.
- Ensure a secure pathway for migrating to the cloud.
- Access real-time operational data for informed decision-making.
- Facilitate comprehensive analytics across departments and systems.
- Integrate both on-premise and cloud systems seamlessly.
- Align with governmental and industry standards for compliance.
- Leverage Open data to drive research and innovation.
- Supported by multi-certified, multi-platform engineering experts.

Data Management & Governance

Service Description

Hitachi Solutions presents Data Management & Governance Solutions. We design and deliver Data Management & Governance transformations meet business needs, covering discovery, proposal design and development. Leveraging accelerators and best practices, we ensure strategic alignment with business objectives, focusing on master data and data quality enhancement.

Service Features

- Enterprise data governance framework development and implementation services.
- Advisory on data management for strategic and operational reporting.
- Platform-design handling large volumes of structured and unstructured data effectively.
- Lifecycle management of master data, reference data, and metadata.
- Use of Data Management & Governance Tooling and Technologies.
- Data governance for role-based access to data.
- Rule-based workflow for efficient data management processes.
- Execution of generic and regulatory Data Management & Governance projects.
- Transparent communication maintained throughout the engagement process.
- Knowledge transfer to foster in-house capability development.

Service Benefits

- Establish user data ownership and comprehend data lineage.
- Govern enterprise information assets and data elements effectively.
- Drive business and cultural shifts to enhance data quality.
- Experienced, proven, SC-Cleared Data consultants/engineers for solutions.
- Accurate reporting on deliverables to all stakeholders.
- Our team will seamlessly integrate into internal culture/processes/methodologies.
- Enable data-driven decision-making for enhanced business outcomes.
- Enhance data quality via standards, policies, and process improvements.
- Seamlessly migrate legacy data across systems and to the cloud.

Data Platform **Services**

Service Description

Hitachi's data platform services offer a structured approach, expediting projects and mitigating risk in cloud data platform migration/transformation. Supporting modernisation, migration, development, live service support, strategy, advisory, implementation, service design, legacy platform decommissioning, and cost optimisation.

Service Features

- Assess Azure capabilities required and train teams to use the platform.
- Align platform to organisational goals & objectives.
- Identify and analyse current data estate and opportunities for savings.
- Plan the implementation and migration activities for a modern platform.
- Data platform architecture design on all major cloud platforms.
- Design conceptual and physical data models.
- Build data pipelines to move data efficiently and securely.
- Design, build, test and deploy the new platform.
- Migrate legacy data and data pipelines to the platform.
- Perform parallel running with legacy systems and cut over safely.

Service Benefits

- Data Platform Discovery/Analysis to understand requirements.
- Certified Azure Data Platform specialists guarantee expertise.
- Benefits of a modern data platform, including tailored design.
- Cost savings from legacy platform decommissioning.
- Reduced regulatory risk via data consolidation and simplification.
- Tailored data platforms, right-sized for organisational needs.
- Seamless integration with existing data sources and tools.
- Incorporation of BI, visualisation, and reporting tools integration.
- Alignment with organisational goals and objectives.
- Efficient delivery of insights to relevant stakeholders.

Modern Data Architecture & Engineering

Service Description

Hitachi has deep expertise in cloud data engineering, including planning, architecture, development, automated deployment, and assurance that cleanse, ingest, process, and securely store structured/unstructured data from different data sources. We collaborate with you to acquire datasets that align with business needs and robustly build a foundation for advanced visualisations and AI.

Service Features

- Data/Analytics assessment aligned with TCoP, GOV-UK Data Maturity.
- Co-create data strategy, roadmap to realise benefits effectively.
- Modern data platform utilising Azure Synapse Analytics, Microsoft Fabric.
- Utilising Purview, PowerPlatform, PowerBI, Azure Devops, Databricks, StreamAnalytics.
- Structured/unstructured data ingestion from diverse sources like Dataverse, Access.
- Data modelling (star, snowflake), data lakehouse with medallion architecture.
- Metadata, discoverability, lineage with Microsoft Purview for comprehensive insights.
- Azure cloud IaC, automated deployment, and testing for efficiency.
- Cost, storage optimisation for minimising carbon footprint, enhancing sustainability.
- Enterprise data standards, governance, sharing, retention, archiving for compliance.

Service Benefits

- Unlock value in your data and maximise return on investment
- Accelerate time to value with industry established infrastructure and patterns
- Improve data quality, remove data silos to arrive at trusted single source of truth for advanced analytics and AI
- Secured storage, auditing and DevSecOps
- Cloud enablement that minimise your carbon footprint
- Ingest once and share to avoid duplicating silos of data stores
- Modern data platform as standard cloud infrastructure pattern aimed at reuse
- Knowledge transfer and training to enable in-house support capability.

Advanced Analytics & Insights Transformation

Service Description

Hitachi Solutions empowers customers to evolve into insight-driven organisations, prioritising people, processes, and business objectives. We evaluate data maturity, pinpoint use cases, and deploy and maintain advanced analytics and data visualisation services (Microsoft PowerBI, Qlik, Tableau). Leveraging industry-leading big data and machine-learning services, we convert data into actionable insights.

Service Features

- Vision, strategy, and technology roadmap development for organisations.
- Enablement of Data Discovery and self-service visualisation.
- Assessments of data maturity, quality, and use case development.
- Identification of business priorities and user requirements.
- Customer enablement and culture change towards insights-driven operations.
- User-centric approach aligned with GDS service standards.
- Agile methodology for delivering and realising value promptly.
- Governance, security, privacy, GDPR compliance, and audit practices.
- Utilisation of leading analytics tools: PowerBI, Qlik, Tableau.
- Trusted Microsoft Solutions Partner and 2023 award winner.

Service Benefits

- Enables efficient analysis, yielding greater insights and valuable data.
- Self-service analytics reduces reliance on traditional methods, saving costs.
- Builds capability, culture, and understanding of data and analytics.
- Enhances customer, market, and business insight, guiding strategic decisions.
- Propagates consistent data, reducing silos and enhancing governance.
- Enables data-driven decision-making, fostering trust and agility.
- Implements advanced analytics effectively, reducing risk and costs.
- Accelerates processing of big data, enhancing risk management and response.
- Embeds a data and insight culture, improving traceability and confidence.
- Improves data quality, governance, and strategic decision-making across the board.

Fabric Foundations

Service Description

Hitachi Solutions is a market leader in leveraging Microsoft Fabric to streamline your application development process. From architecture design to deployment and management, we ensure scalable, resilient, and reliable solutions. Our Microsoft specialist will unlock the full potential of microservices architecture, empowering your business for seamless digital transformation.

Service Features

- Designing architectures for microservices-based applications
- Developing scalable and resilient microservices using Microsoft Fabric
- Implementing service discovery and communication mechanisms
- Integrating with Azure services for enhanced functionality and scalability
- Setting up deployment automation and CI/CD pipelines
- Providing monitoring and management solutions for distributed applications
- Optimising performance and tuning for microservices architecture
- Migrating existing applications to microservices architecture
- Delivering training and workshops for development teams on Microsoft Fabric
- Offering ongoing support and maintenance for microservices-based applications

Service Benefits

- Enhanced agility in application development and deployment processes
- Increased scalability and resilience of digital solutions
- Improved efficiency through automated deployment and management
- Seamless integration with Azure services for expanded functionality
- Greater reliability and performance in distributed application environments
- Streamlined monitoring and management of their application ecosystem
- Optimised resource utilisation and cost savings
- Smooth transition from monolithic to microservices architecture
- Empowered development teams with specialised training and support
- Continued assurance of high-quality, maintained digital solutions

Data Mesh **Architecture**

Service Description

Data Mesh At Hitachi Solutions: our expertise spans consulting, architecture, and engineering for data-mesh ecosystems. We tailor solutions to balance responsibility decentralisation and central oversight, ensuring seamless data interoperability. Leveraging the Cloud Adoption Framework, we distribute data and pipelines across domains, empowering domain-level ownership and product development.

Service Features

- Assess data mesh suitability for customer's data estate and business
- Design data mesh architecture and offer implementation recommendations
- Scope projects and provide implementation roadmap for data mesh solutions
- Define organisational data principles supporting data mesh implementation
- Implement and engineer data mesh platforms for seamless integration
- Govern data mesh implementations for compliance and efficient operation
- Architect Azure Data Mesh for enterprise-scale, petabyte data management
- Consolidate disparate data sources into unified, secure platforms
- Connect on-premises and cloud data sources securely and efficiently
- Provide unified platform for Data Engineering and Data Science with AI

Service Benefits

- Define and articulate data-mesh principles for adoption
- Enable domains to swiftly move and deliver value with data
- Enhance data interoperability across the organisation's domains
- Facilitate cross-domain data sharing to unlock incremental value
- Empower customers to become data-driven organisations
- Enable users to discover, analyse, and visualise data efficiently
- Seamlessly integrate with other Azure BI components for synergy
- Make data available across processes, services, and domains seamlessly
- Address complex reporting needs through visual dashboards effectively
- Provide a robust data science platform for intricate analysis

Big Data

Service Description

At Hitachi Solutions, we offer end-to-end solutions encompassing design, build, and operations for big data and analytics. We offer Hypercare, Distributed Computing for Data Analytics, Data Risking, reports & dashboards, data mining, AI/ML, and Search data discovery. Additionally, we assist clients in managing big data strategy, roadmap development, and tool selection.

Service Features

- Tailored discovery, design and architecture for big data solutions
- Deployment and management of distributed computing frameworks
- Assessment and mitigation of data risks
- Creation of detailed data reports and interactive dashboards
- Advanced data mining and analysis capabilities
- Integration of AI/ML algorithms for predictive analytics
- Search data discovery solutions for efficient data retrieval
- Development of big data strategy and roadmap planning
- Guidance on selecting tools aligned with business needs
- Ongoing support and optimisation for sustained operations

Service Benefits

- Enhanced insights from comprehensive big data analytics
- Improved decision-making through predictive analytics capabilities
- Increased efficiency and agility in data processing and analysis
- Mitigated risks through thorough data risk assessment
- Greater visibility with detailed reports and dashboards
- Optimised operations and resource utilisation
- Accelerated innovation with AI/ML integration
- Streamlined data retrieval with search data discovery solutions
- Strategic guidance for long-term big data strategy
- Peace of mind with ongoing support and maintenance

AI and Innovation

Driving Government Innovation for a Smarter Future.

Hitachi Solutions' AI Advisory and Transformation service drives government transformation by defining business-value-driven use cases, assessing data readiness, and designing transformation plans aligned with government priorities.

In the public sector, AI streamlines processes, aids self-diagnostics, and enhances fraud detection. Hitachi Solutions offers comprehensive AI implementation, aligning use cases with government objectives for efficiency and sustainability. We assess AI maturity, recommend cloud tools, and prioritise scalable transformation plans to ensure service excellence and operational efficiency.

Hitachi Solutions adapts to rapid technology evolution, aligning with cloud trends and leveraging expertise in AWS and Azure. We engage stakeholders to explore AI possibilities, integrating innovative technology into plans. Our use case roadmap balances innovation with practicality, reflecting the latest advancements to meet government needs.

Artificial Intelligence, Data Science & Emerging Technologies

Service Description

Research, design, and implementation of emerging technologies to solve real-world problems. The Data & Artificial Intelligence (AI) team brings Machine Learning, Digital Twins, Generative AI, Ethical AI, Data Fabric, advanced analytics, big data, Azure Open AI, natural language processing and mining capabilities to improve business processes, productivity, and efficiency.

Service Features

- Hitachi AI Playbook: strategic service for foundational AI Adoption.
- Aligning business use cases with appropriate AI/Digital Twin tech.
- Advisory on data quality, AI risk, compliance, and governance.
- Data quality improvements, AI prompt engineering, smart IoT devices.
- Alignment with National AI Strategy, TCoP, and security principles.
- Generative AI, Azure Open AI capabilities.
- Azure AI Services: Content Safety, Vision, Language, Speech, Translator.
- Azure Bot Service, Azure AI Search for enhanced functionalities.
- Azure Machine Learning, Automated ML, hyperparameter optimisation, ML-Ops.

Service Benefits

- Strategic AI adoptions: education, envisioning, governance, training, roadmap, benefits realisation.
- Adherence to GOV UK Generative AI Framework, Data Ethics, TCoP.
- Ensure human oversight in AI design and implementation decisions.
- Rapid prototyping, feedback collection for business use case support.
- Simulations for regulatory feasibility, digital twin environment analysis.
- Smart IoT devices, preventive maintenance programme implementation.
- Risk, trend predictive analysis enhancing decision-making capabilities.
- Chatbot, data mining accelerating information search, customer engagement initiatives

Artificial Intelligence (AI) & Machine Learning (ML)

Service Description

Artificial Learning AI and Machine Learning ML strategies and adoption roadmaps aligned with GOV UK AI standards, leveraging Azure services. We integrate AI into your services, ensuring compliance with governance protocols. From chatbots to citizen-facing platforms, we provide strategy, architecture, implementation, and support for optimal outcomes.

Service Features

- Hitachi AI Playbook: Strategic service supporting AI adoption foundations.
- Align business use cases with appropriate AI technology.
- Advisory services: data quality, AI adoption, risk mitigation, compliance, governance.
- Generate high-quality Generative AI output through data improvements.
- Adhere to National AI strategy, TCoP, Service Standard, NCSC principles.
- Generative AI, Azure Open AI.
- Azure AI Services: Content Safety, Vision, Language, Speech, Translator.
- Azure Bot Service, Azure AI Search.
- Azure Machine Learning: Automated ML, hyperparameter optimisation, ML-Ops.

Service Benefits

- Support government in AI adoption (education, workshops, adoption roadmap).
- Adhere to GOV UK Generative AI Framework, Data Ethics, principles.
- Ensure humans have final decision-making authority in AI design.
- Rapid prototyping for user engagement, feedback collection, business use cases.
- Establish governance structure to support AI strategy.
- Training and AI adoption.
- Track AI benefits realisations.
- Enhanced efficiency and productivity in government operations.
- Improved decision-making through data-driven insights.
- Better delivery of public services and policy outcomes.

Chatbots

Service Description

Chatbots in an organisation serve as automated digital assistants, streamlining customer service, enhancing productivity by automating routine tasks, providing 24/7 support, and facilitating data-driven decision-making. They help in reducing operational costs and improving overall efficiency. Hitachi Solutions will help you design, implement, test and deploy chatbots across any digital channel.

Service Features

- No-code graphical interface for bot creation
- Integration with Power Automate with 1000+ prebuilt connectors
- Extensibility to Azure bot Services for advanced scenarios
- AI-driven insights to monitor chatbot performance
- Topic creation for different scenarios
- Use of variables, entities and questions for conversation design
- Publishing of chatbot to a demo website
- Support for all channels such as Facebook, Skype, Slack, Telegram and SMS
- Topic redirect feature
- Integration with Teams platform

Service Benefits

- Reduces deployment times: Accelerates the implementation of new services and processes.
- Minimises business risk: Provides consistent responses, reducing human error potential.
- Cuts operational costs: Automates routine tasks, saving on labour expenses.
- Improves customer service: Offers 24/7 support, enhancing customer satisfaction.
- Increases productivity: Frees up staff for more complex tasks.
- Enhances data accuracy: Eliminates manual data entry, reducing inaccuracies.
- Streamlines workflows: Automates processes, making operations more efficient.
- Boosts scalability: Handles high volumes of requests effortlessly.
- Improves response times: Provides instant responses, improving user experience.
- Facilitates decision-making: Collects and analyses data for informed decisions.

Retrieval Augmented Generation (RAG)

Service Description

Integrate Retrieval Augmented Generation (RAG) with advanced Large Language Models (LLMs) to reveal the insights hidden within your documents and unstructured data. Present relevant content in straightforward, user-centred formats, utilising cutting-edge and innovative technology to enhance accessibility and usability across your organisation.

Service Features

- Custom integration of Retrieval Augmented Generation and Large Language Models
- Development of tailored algorithms for document retrieval and content generation
- Implementation of user-friendly interfaces for accessing and interacting with data
- Creation of intuitive search functionalities for quick/accurate information retrieval
- Design of automated summarisation and content generation tools
- Deployment of scalable infrastructure to support document processing and analysis
- Integration with existing data management systems and workflows
- Training and support for users to effectively utilise RAG/LLM
- Continuous monitoring and optimisation of algorithms for performance enhancement
- Provision of ongoing maintenance/updates to ensure reliability and efficiency

Service Benefits

- Improved access to information within documents and unstructured data
- Streamlined data retrieval processes for heightened efficiency
- Enhanced decision-making through comprehensive insights
- User-friendly interfaces for effortless data interaction
- Automated summarisation tasks to save time and effort
- Scalable infrastructure to support expanding data requirements
- Seamless integration with existing systems, minimising disruptions
- Expert training and support to maximise RAG and LLM benefits
- Continuous monitoring and optimisation for sustained performance gains
- Confidence in reliable system operation and ongoing maintenance support

Vector Databases

Service Description

Hitachi Solutions provides tailored vector database solutions, focusing on optimising data processing for analytical and scientific tasks. We conduct thorough research, discoveries, assessments, design efficient architectures, implement solutions, and offer ongoing support and maintenance to ensure seamless integration and iterative performance enhancement for your specific requirements.

Service Features

- Thorough assessment of current data infrastructure
- Tailored design of vector database architecture
- Deployment of efficient data processing workflows
- Integration with existing systems and tools
- Optimisation of vectorised data operations
- Performance tuning and benchmarking
- Data migration and transformation services
- Training and knowledge transfer for internal teams
- Ongoing support and maintenance for vector database solutions
- Continuous evaluation and adaptation to evolving requirements

Service Benefits

- Improved data processing efficiency and performance
- Enhanced scalability to handle growing data volumes
- Seamless integration with existing systems and workflows
- Optimised operations for faster insights and decision-making
- Reduced operational costs through efficient data handling
- Increased accuracy and reliability of analytical results
- Streamlined data migration and transformation processes
- Empowered internal teams with specialised training and support
- Continuous support and maintenance for uninterrupted operations
- Confidence in meeting evolving data processing needs efficiently

Cyber Security and Identity & Access Management

Protecting Government Assets with Proactive Security Measures

Hitachi Solutions' cybersecurity capabilities are designed to address the evolving security needs of UK Government. Our team of dedicated security professionals, aligned with recognised standards like ISO/IEC 27001, Technology Code of Practice, NCSC and GDPR legislation, provides comprehensive support in administering and supporting security controls and processes.

From analysing threats to implementing operational improvements, our experts ensure that clients stay ahead of evolving cyber risks. At the helm, our Solutions and Security Delivery Directors orchestrate global teams, fostering collaboration to meet UK public sector security needs effectively.

Our commitment to continuous improvement ensures proactive risk management, while transparent communication fosters trust and clarity. Through collaborative engagement and knowledge sharing, we empower clients to enhance their security posture and risk exposure. Our proactive approach and industry expertise enable Government to navigate the cybersecurity landscape confidently, safeguarding critical assets and data.

Cyber Security Services

Service Description

Hitachi Solutions offers comprehensive cyber security services. Our tailored solutions encompass Cyber Architecture, Cyber Analyst as a Service, Cyber Security Training, and a Cyber Security Operations Centre. With a focus on Threat Intelligence, Monitoring, and Incident Response, we ensure business continuity and resilience against evolving cyber threats.

Service Features

- Cyber Analyst as a Service provision.
- Tailored Cyber Security Education Awareness and Training programmes.
- 24/7 Monitoring and Management from our Cyber Security Operations Centre.
- Advanced Threat Intelligence Service implementation.
- DevSecOps Audit for enhanced security in development processes.
- Digital Forensics and Incident Response (DFIR) support.
- Information Assurance (IA) Services for compliance and risk management.
- Penetration Testing and IT Health Check (CHECK) for vulnerability assessment.
- NCSC-compliant Security Architecture and Engineering Service design and implementation.
- Vulnerability Management as a Service (VMaaS) for proactive threat mitigation.

Service Benefits

- Proactive threat detection and response capabilities.
- Enhanced employee awareness and cyber security hygiene.
- Continuous monitoring and rapid incident response from our SOC.
- Reduced downtime and improved business continuity.
- Actionable intelligence for preemptive threat mitigation.
- Strengthened DevSecOps practices and secure development lifecycle.
- Timely and effective digital forensics and incident response.
- Assurance of compliance with regulatory standards.
- Identification and remediation of vulnerabilities before exploitation.
- Robust security architecture and engineering for long-term resilience.

Identity & Access Management

Service Description

Our Identity Assurance and Access Management (IDAM) service offers expert guidance to Government entities, ensuring customer privacy and data security. We provide flexible engagements aimed at helping you ascertain the identity of individuals accessing your services and safeguarding information, integrating with GOV.UK One Login and adhering to Trust Framework standards.

Service Features

- Technological landscape analysis for integration capabilities (OIDC, OAuth2, SAML2, DIY)
- Technological landscape analysis for automation capabilities (onboarding, moving, off-boarding)
- Business processes analysis to identify IDAM requirements
- Identify access boundary requirements
- Joiner Mover Leaver (JML) requirements
- Identify GPG45 & GOV.UK One Login Identity verification level requirements
- Identify gov.uk One Login integration requirements (including wallet)
- Identify gov.uk Shared Signals Framework(SSF) - identity fraud notifications requirements
- Design, delivery and integration of best-fit solution (cloud native, on-prem, bespoke)
- Design, integration, implementation and automation of Joiner Mover Leaver(JML)

Service Benefits

- Enhanced support for existing internal and public facing services.
- Quantified trust in the digital user identity ensured.
- User-centric designs prioritise speed and accuracy for efficiency.
- Collaborative fraud exchange mechanisms with other departments established.
- Strengthened Joiners, Movers, Leavers (JML) process.
- Streamlined and optimised onboarding experience for users.
- Capability to publish and consume certificates via GOV.UK One Login wallet.
- Solutions aligned to NCSC Security principles for compliance.

Live Services Support —

Reliable Support Ensuring Government Operations Run Smoothly

Hitachi's Lifetime Services provide comprehensive support tailored to evolving government needs. Our flexible implementation and support services and agile approach ensure rapid value delivery. We're aligned with ITIL v4 standards, offering robust application support and Microsoft management.

Service Management is seamless with dedicated teams, 24/7 portal access, and clear reporting. Our training programs, led by expert trainers, cater to government specific goals.

We go above and beyond mere problem-solving; we're committed to your long-term success. From advising on Microsoft updates to ensuring system health, we're your reliable partner throughout your journey.

Managed Services & Live Service Support

Service Description

Enhance digital service operations sustainably with Hitachi Live Services, incorporating DevSecOps capability. Seamlessly transition to BAU teams, embedding long-term sustainability practices. Utilise live user data for ongoing optimisation and compliance with GDS standards. Ensure continual improvement based on user research, compatibility, accessibility, and quality assurance.

Service Features

- Support and maintenance for service reliability and stability assurance.
- Enhancements based on user research to improve user experience.
- Ensure Solution compatibility and accessibility (WCAG compliance).
- Quality assurance processes maintain service standards and reliability.
- Explore feedback for informed service improvements.
- Monitor performance metrics and implement optimisation strategies.
- Continuous improvement and deployments through solution Enhancements
- Metrics measure Live Services success based on agreed KPIs and SLA's.
- End-to-end service transition support includes L1/L2/L3 support tiers.

Service Benefits

- Alignment with GDS Service Manual and Technology Code of Practice.
- Scalable operational support matching fluctuating demands effectively.
- 24x7 coverage for priority defects or incidents impacting the production environment.
- Flexible support options: fully managed or embedded within existing teams.
- ITILv4 Certified personnel ensuring quality and best practises.
- On-demand development and bug-fixing capabilities ensure service agility.
- User-Centred Design (UCD) approach optimises Live Services operational support.
- Tailored Live Service SLAs for personalised and effective service.

DevOps Managed Service

Service Description

Hitachi Solutions provides expert DevOps managed services, optimising software delivery pipelines for seamless collaboration between development and operations teams. Utilising advanced tools and practices, DevOps services ensures rapid deployment, continuous integration, and efficient automation, empowering businesses to innovate swiftly and deliver value in a dynamic digital environment.

Service Features

- DevOps delivers efficient software pipelines for rapid deployment.
- CI/CD pipeline setup for continuous integration and deployment.
- Automated testing enhances code quality and reliability.
- IaC deployment ensures scalable, consistent environments.
- Proactive monitoring identifies and resolves issues promptly.
- Implementation of security best practices in development and deployment.
- Optimisation for resource efficiency and application responsiveness.
- Integration of collaboration tools for team communication efficiency.
- Promotion of DevOps culture through training and knowledge sharing.
- Ongoing support and maintenance for sustained operational excellence.

Service Benefits

- Accelerated time-to-market with streamlined development and deployment processes.
- Improved software quality through automated testing and continuous integration.
- Enhanced scalability and reliability with infrastructure as code (IaC).
- Proactive issue resolution with robust monitoring and alerting capabilities.
- Strengthened security posture through best practice implementation across pipelines.
- Increased team collaboration and efficiency with integrated collaboration tools.
- Cost savings through optimised resource utilisation and performance enhancements.
- Cultivation of a DevOps culture for innovation and agility.
- Confidence in compliance with regulatory standards and industry best practices.
- Continual support and improvement for sustained operational excellence and growth.

Microsoft Solution **Support**

Service Description

Handover of Dynamics 365 Finance and Power Platform (Power Apps, Power Automate, Power BI, Dataverse). Full take on of all Dynamics 365 support services including 1st-4th line break/fix, release management, enhancement, and change adoption. 24/7/365 fully ITILv4 aligned managed services capability.

Service Features

- Dynamics 365 Finance and Supply Chain Management design/implementation and support
- Cloud Enterprise Resource Planning (ERP) SaaS Solution
- Upgrade Dynamics AX to Dynamics 365 Finance and supply Chain-Management
- Seamless integration with other Microsoft technologies including Outlook and Excel
- Streamline your supply chain with Dynamics 365 Finance and Operations
- Accelerated delivery through best practice Agile methodologies
- Real time access to financial intelligence and embedded BI
- Fit-gap analysis and POC for legacy ERP replacement with Dynamics365
- Comprehensive Human Resource Management functionality
- Accredited third-party tools available through AppSource e.g. Payroll

Service Benefits

- Dynamics 365 Finance, Operations, Supply Chain Management, ERP
- Improved user experience and adoption through familiar and intuitive interface
- Increases responsiveness to demands and operational efficiency
- Automated workflows and customised workspaces reduce manual workarounds
- Optimise productivity with accurate data and improve Management Reporting
- Rapid time to value through the delivery of MVP solutions
- Readily available training and development resources for all core modules
- Industry experience and expertise from Hitachi Solutions consultants
- SaaS model ensures customers are always on the latest version

Contact Us

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Please including the following information:

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work

Email

enquiries@hitachisolutions.com

Phone

UK Telephone
+44 (0)204 526 8510



Edward Pikett

Head of Central Government
epikett@hitachisolutions.com
+44 (0) 7951634711



Sharna Quirke

Head of Local & Regional Government
squirke@hitachisolutions.com
+44 (0) 7910782679