

G-Cloud

HITACHI

Hitachi Digital Services

AI Business Accelerator Optimise & Solidify



Hitachi Digital Services Vision and Mission

Hitachi has been a trusted supplier to the UK government for over half a century in Transport, Energy, Technology and Research, among the numerous sectors where we have consistently delivered social value and value for money.

Hitachi Digital Services offers a diverse array of innovative technology solutions tailored to meet the specific needs and desired outcomes of governmental agencies. Specialising in advanced IOT, ERP, Machine Learning, data analytics, and cloud services, we stand out for our unwavering commitment to security, reliability, and innovation. With a track record of delivering robust and scalable solutions, Hitachi empowers government entities to streamline operations, increase efficiency, enhance data security, and optimise performance, thereby enabling them to better serve the UK public. By leveraging state-of-the-art innovative technology and a deep understanding of governmental challenges, Hitachi emerges as the premier choice for governmental agencies seeking to bolster their digital foundation and achieve their mission-critical objectives. Our cross-sector view and technology expertise make us ideally placed to advise government on data-driven, end-to-end digital transformations that deliver value for money.

Hitachi Digital Services G-Cloud Offerings

Partnership Offerings	Consulting/ Advisory Cloud Services	HARC/ Cloud Services	Healthcare Services
Pentaho	Business Analysis & Product Management	Cloud Cost Management – Assessment (FinOps)	Digital Care & Operations (DCO)
Pentaho Data Services Implementation & Consulting Services	Data Strategy	Cloud Migration / Modernisation Assessment Strategy (Planning & Journey)	Digitally Enabled Lifestyle Management
Databricks Enablement Services	Digital Transformation Strategy & Roadmap	Cloud Maturity Assessment	Digital Healthcare Advisory & Technology Services
	Cloud Organisation Strategy & Design	Cloud Migration & Modernisation	Population Health & Deviceless Remote Patient Monitoring - powered by LightBeam Health
	Organisation Change Management	Cloud Operate / Run Services	Process Automation Services HARC Agents & Agentic AI
	Innovation Incubation Accelerators	Cloud Services	AI Cloud Offerings
	Managed Service – Advisory	HARC Operations	AI Business Accelerator Incubate & Launch
	Managed Service – Rail	Performance Testing & Engineering Services	AI Business Accelerator Innovate
Sustainability Cloud Services	Cloud Managed Services	Quality Assurance & Engineering Services	AI Business Accelerator Optimise & Solidify
IT Decarbonisation	Advisory / Consulting - Maturity Assessment	Resilience And Chaos Testing & Engineering Services	AI Business Accelerator Starter Platform
Energy Efficiency for Buildings	Advisory / Consulting - Observability Assessment	Security Testing & Engineering Services	AI Advisory Services
ESG Supplier Assessment & Engagement	Advisory / Consulting - Reliability & Resiliency Assessment	Security Services	AI Data Reliability Engineering & Sourcing
GHG Emissions Dashboard	Advisory / Consulting - Security Posture Assessment	Swat Services - HARC	AI LLM Development, Fine Tuning & Adoption
Energy Strategy	Advisory / Consulting – Service Management (Cloud Managed Service)	FinOps – Managed Cloud Cost Implementation	AI Readiness Framework & Reference Architecture
ESG Strategy & Reporting	Advisory / Consulting - FinOps	Smart Spaces & Video Intelligence (SSVI)	AI Responsible AI
	IoT – Internet of Things Advisory	HARC Agents	AI Software Development Transformation
	Microsoft Azure Advisory Planning, Deployment & Migration Services		

Overview

Harnessing the transformative capabilities of Artificial Intelligence (AI) and Generative AI (GenAI) is a necessity in today's rapidly evolving, highly competitive business landscape.

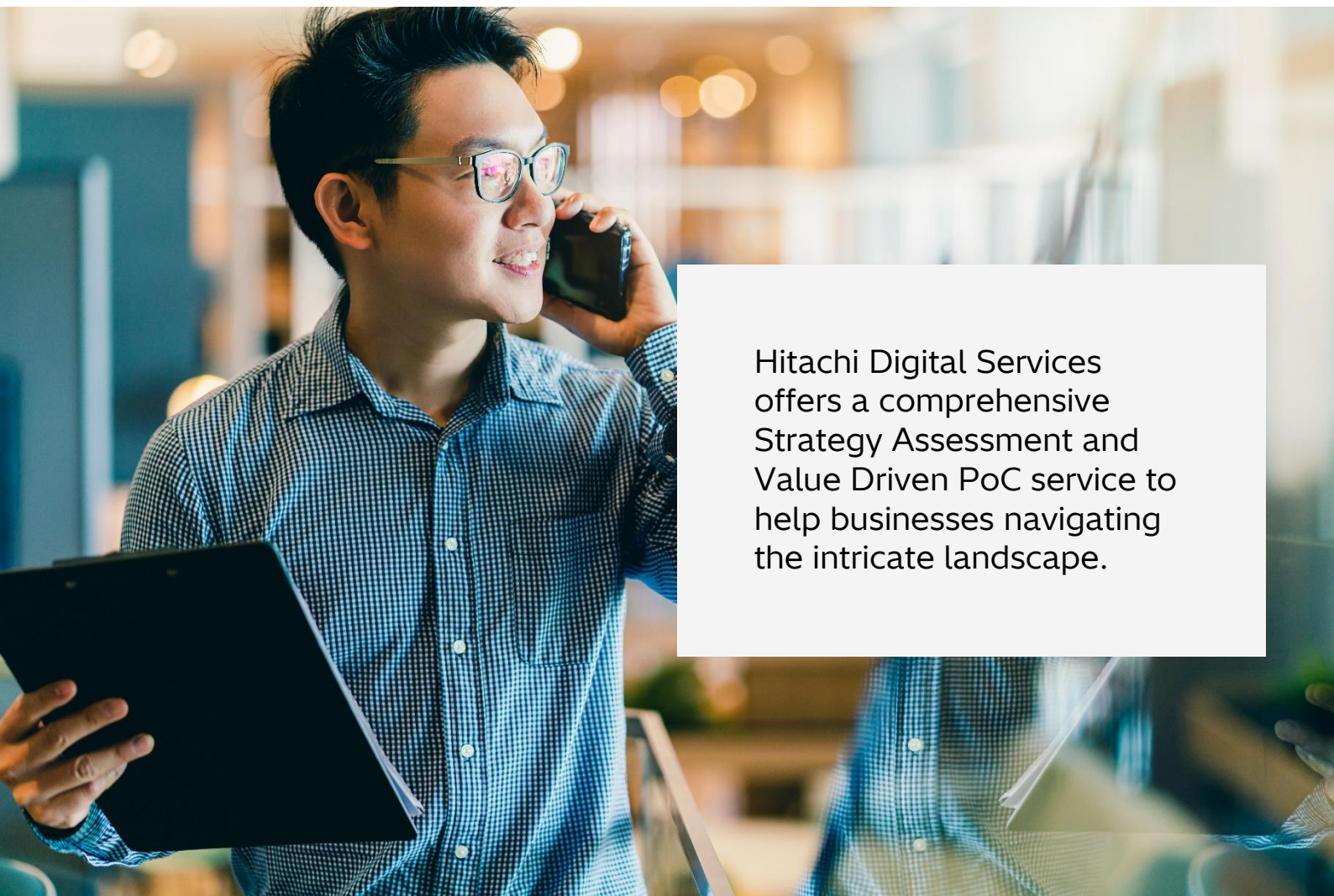
Hitachi Digital Services offers a comprehensive Strategy Assessment and Value-Driven PoC service to help businesses navigate the intricate landscape. Our assessment is thoughtfully designed to guide organisations on a transformative journey.

Challenge

Organisations face several challenges that need to be addressed to effectively adapt the transformative capabilities of Artificial Intelligence (AI) and Generative AI (GenAI).

Organisations often struggle with data quality issues, such as incomplete, inconsistent, or biased data, as well as limited access to relevant data sources. Building and deploying AI and GenAI solutions requires specialised skills and expertise in data science, machine learning, and software engineering. Many organisations face challenges in recruiting and retaining qualified AI talent or providing training and upskilling opportunities for existing employees.

Integrating AI and GenAI solutions with existing systems, workflows, and processes can be complex and time-consuming. Legacy systems, data silos, and interoperability issues may hinder seamless integration and adoption. Addressing these challenges requires a holistic approach that combines technical expertise, organisational alignment, a clearly defined value-driven roadmap and ethical considerations.

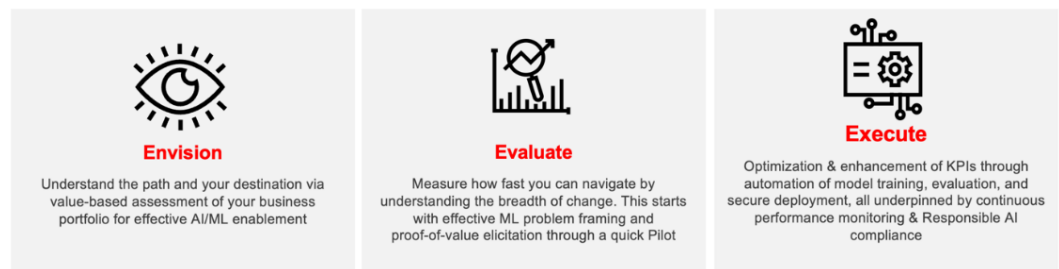


Hitachi Digital Services offers a comprehensive Strategy Assessment and Value Driven PoC service to help businesses navigating the intricate landscape.

Solution

Hitachi Digital Services provides strategic guidance and consulting services to help businesses develop an AI and GenAI strategy aligned with their goals, industry landscape, and technological capabilities.

Our “AI and GenAI Strategy Assessment & Value Driven PoC” service leverages Hitachi’s E3 methodology’s Model Dev Life Cycle Management (MDLC) process, which is based on industry standards practices like **AWS Well Architected Machine Learning**, that comprises two distinct phases – Envision, Evaluate and a recommendation for the Execute phase.



Commencing with an in-depth exploration of business operations, objectives, and current data structures in the Envision phase, we will assess the readiness of the current data structures and identify the potential use cases through workshops and collaborative sessions. The envision phase will include data and infrastructure discovery, AI use case prioritisation, adoption roadmap, the expected business value, success criteria, and complexity/risks estimation, along with a proposed use case candidate. A candidate use case will be shortlisted based on the readiness for advancements with AI and Generative AI. The evaluation phase will focus on quickly building the identified use case as a proof of concept in your organisation’s environment. The following table summarises the activities covered in the Envision and Evaluate phases:

Envision	Evaluate
1. Problem Definition, Objectives and Outcomes 2. Data Collection, Database Size and Complexity Analysis 3. Types of Tasks to be performed. Sample Q&A. 4. Establish criteria for AI Model / LLM selection: • Tasks to be accomplished. • Model Capability vs Accuracy vs Cost. • Proprietary vs OSS models • Cloud vs On-prem infrastructure • HW Selection & Indicative Cost 5. Security, Perf and Compliance needs 6. Acceptance criteria and Plan for Evaluation	1. Platform Setup • Architecture Definition, including Infrastructure size. • KB Database and AI indexing model selection • Security architecture definition 2. Data Processing Strategy and Sample data (not more than 100 documents) 3. 3rd party libraries needed for Toxicity, Sentiments and Relevance 4. Notebook creation and Unit tests. Start Security use cases. 5. Prompt Sample and Output Templates 6. System Testing using candidate model with base configs. • Temperature • Max Tokens • Sample Prompts and results. • Toxicity, Sentiment and Relevance 7. Finalisation of the platform

This will help the organisation to validate the use case and the value that can be driven using AI and/or Generative AI. This phase will produce the solution architecture documentation, a plan to deploy an at-scale production-ready solution during the Execution phase, and a TCO estimate for Infrastructure and foundational model services.

For this phase, we apply our own **GenAI Readiness Framework**, aimed to guide organisations through the complexities of integrating GenAI into their operations, focusing on maximising benefits while mitigating risks. The framework brings forward a holistic approach across ten key areas:

- Strategic Alignment
- Technology and Model Selection
- Ethical and Legal Considerations
- Data Management
- Implementation and Integration
- Talent and Capabilities Building
- Risk Management
- Monitoring, Evaluation, and Continuous Improvement
- Stakeholder Engagement and Communication
- Innovation and Future Readiness

Benefits

Hitachi Digital Services offers this service offering across a diverse range of industries, including Finance, Manufacturing, Automotive, Aerospace, Healthcare, Transportation, Energy and Logistics.

1. Conduct AI readiness assessments to evaluate organisational preparedness for AI or GenAI adoption and identify areas for improvement under the ten key areas.
2. Identify AI or GenAI opportunities and use cases that can drive innovation, improve efficiency, and create value.
3. Plan and build a successful roadmap for the AI or GenAI journey.
4. Design and develop a custom value-driven AI or GenAI PoC tailored to the specific needs and requirements of businesses.
5. Get recommendations for:
 - Scaling PoC at scale to meet larger business objectives.
 - Data Strategy and Management
 - Establishing AI / GenAI Centre of Excellence
 - Responsible AI practices.

Qualifications

- ISO 9001
- ISO 27001
- Cyber Essentials Certified
- DSPT Certified
- AWS Premier Tier Services
- AWS Managed Service Provider
- AWS Public Sector Partner
- AWS Solution Provider Program
- AWS – APN Immersion Days
- Select Databricks Partner
- Microsoft Solutions Partner: Infrastructure
- Microsoft Solutions Partner: Data and AI
- Microsoft Solutions Partner: Digital & App Innovation
- AWS Oracle Competency Partner
- Google Cloud Premier Partner
- AWS Premier Consulting Partner
- Oracle Global Cloud Premier Elite Partner
- IoT approved Oracle Partner

Case Studies

Empowering PE Firms with GenAI Automation

Problem Definition

When a deal workflow begins, the deal team faces an inundation of data, **Confidential Information Memorandum** documents that often span over 100 pages, accompanied by additional documents like market studies and research papers that can exceed 200 pages. This extensive data load necessitated 2-3 weeks of research to complete the workflow, typically managed manually by associates. However, the team's capacity was limited, constraining their ability to swiftly sift through such a substantial volume of information.

Proposed Strategy

- **Synthesise:** Upload pdf and perform “Q&A” and “Summarisation” on the uploaded document
- **Search:** A natural language search which can search across documents and provide search results or build a human-like response with citations/sources

Content Generation (aka Summarisation): Provide an experience for users who can generate content from inputs provided by the user. Examples include press releases, investor emails, etc.

Application Legacy Transformation and Modernisation with GenAI

Problem Definition

A large manufacturing company wants to build a process which can analyse PDF manuals, classify and summarise them to save on paper printing costs. Also, it helps to cut down hours of manual classification and summarisation work done by internal teams. Their business drivers for this initiative were to drive efficiencies and reduce costs.

We are partnering with them to productionize this initiative.

Proposed Strategy

- **Classification:** Ingest pdf documents, identify sections of pages, and classify them as immutable and mutable sections.
- **Summarisation:** A LLM powered process which can summarise mutable sentences of text into a summarised and shortened form.
- **Semantic Search:** Summarised data (sentences) are run through the semantic search layer to find similarity matches to trigger human in the loop review process.

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Hitachi Digital Services, a wholly owned subsidiary of Hitachi, Ltd., powers mission-critical platforms with cloud, data, IoT, and ERP solutions, underpinned by advanced AI. With over 110 years of expertise, we drive innovation and growth for a more sustainable future.