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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Discovery

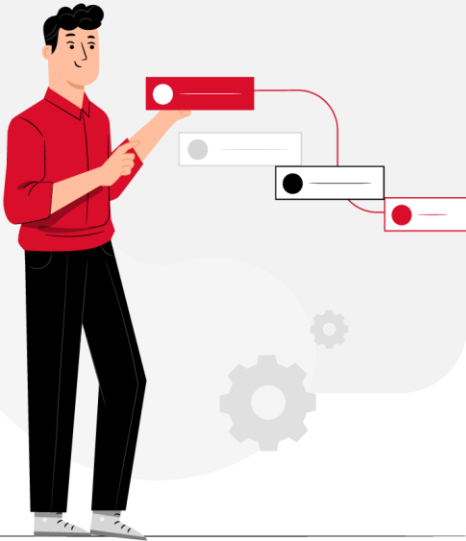
Discovery

What the service is, what you get, and the benefits

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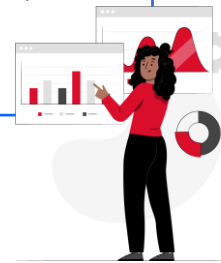
Service Description

Run a discovery to understand the problem, user needs and constraints before alpha. We use user research, stakeholder mapping, service design and data analysis to explore options and test early ideas. Outputs include clear recommendations, risks, costs and next steps, supporting Service Standard alignment and delivery planning.



Service Features

- Multidisciplinary discovery team aligned to the Service Standard
- User research using interviews, surveys and observation
- Stakeholder mapping and service owner engagement
- Current service assessment including processes, policy and technology
- User needs and pain points documented and prioritised
- Service journey mapping and service blueprint creation
- Options exploration and early prototyping to test ideas
- Feasibility and constraints assessment including security and data
- Risks, assumptions, issues and dependencies logged and managed
- Discovery report with alpha recommendation, plan and roadmap



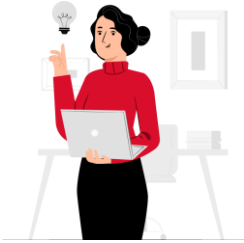
Service Benefits

- Reduce risk by validating the problem before building
- Improve value for money by testing options early
- Speed up delivery by agreeing clear next steps
- Improve service quality by focusing on real user needs
- Reduce rework by uncovering constraints and dependencies early
- Support Service Standard reviews with clear evidence and findings
- Improve stakeholder alignment through shared understanding of priorities
- Improve delivery confidence with realistic plans, costs and risks
- Build internal capability through knowledge transfer and coaching
- Enable faster decisions using evidence from research and analysis



Discovery

A focused Discovery to reduce uncertainty and set direction



What this service is for

Clarify the problem before committing to build

This service is for teams who need to properly understand the problem before committing to a solution or build. It is designed for the earliest stage of a digital initiative, when user needs, policy intent, operational constraints, and technical realities are not yet clear enough to justify Alpha delivery.

We run structured user research, stakeholder mapping, service design, data analysis, and current service assessment to replace assumption with evidence. The focus is on learning fast, reducing uncertainty, and enabling informed decisions on what to do next.

Key outcomes: Clear problem definition | Prioritised user needs | Constraints understood early | Agreed next steps | Alpha recommendation



Why this service is useful

Turning uncertainty into informed decisions

Teams often rush into solution design or build under pressure to show progress. This can create false confidence and shift risk downstream, where it becomes more expensive and harder to address.

Discovery provides a structured, time-boxed way to replace assumption with evidence. It helps teams understand what users actually need, where the real constraints lie, and which problems are worth solving first. The outcomes are clear choices: what to do next, what not to do, and why.

Common triggers: Unclear problem definition | Multiple stakeholders | Legacy constraints unknown | High risk or public impact | Need to justify Alpha funding | Need evidence for decisions



Why this service is different

Practical discovery, not theory

We run Discovery as a decision-led process aligned to the GDS Service Standard, where every activity exists to reduce uncertainty and inform next steps. Research, service design, data analysis and feasibility are integrated so insights translate directly into delivery options and recommendations.

We keep it assurance-friendly through clear findings, traceable rationale, and structured risks, assumptions, issues and dependencies. Where required, we can also capture decision records and acceptance criteria to support governance touchpoints and Service Standard reviews.

Differentiators: Decisions over documents | Policy, operations and technology joined up | Risks and dependencies handled explicitly | Evidence-led recommendations | Designed to support Alpha planning

Discovery

Charting Our Course

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Accelerate Delivery by focusing on Hypotheses identification in Discovery phase

User Centric Designs right from the start

Early Prototype Testing to collect feedbacks from a range of users

Future Proofing Platform Designs by focusing on Platform Capabilities and Configuration

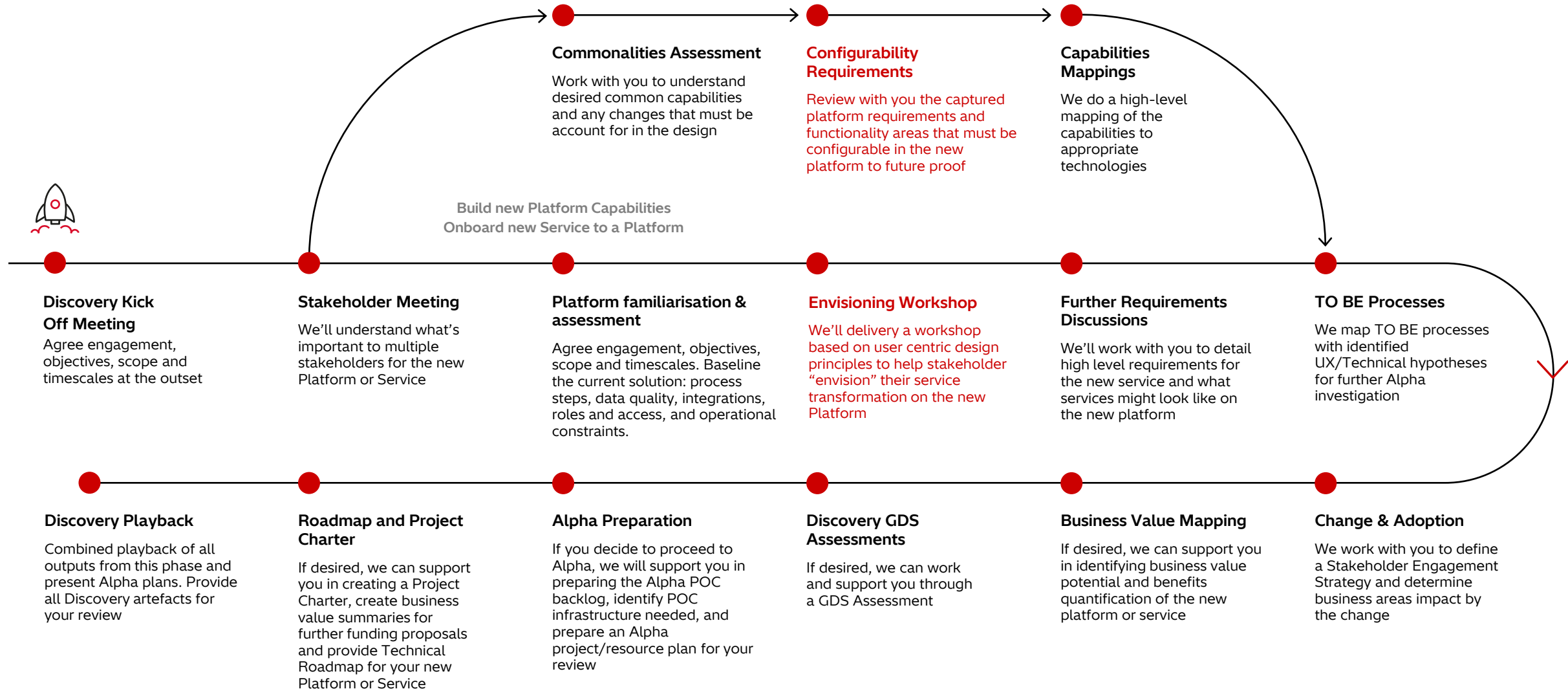
Platform Configurability Review for a new Service to determine fit/gap

Support you through your **GDS Assessments**



Discovery Example

Exploring The Discovery Journey



Discovery

Artefacts and Outcomes



Stakeholder Interviews

Put together by our Service designer, these are quick to produce, incredibly flexible, and easy to iterate



Business Value Summary

Identify potential business values and align with organisation objectives



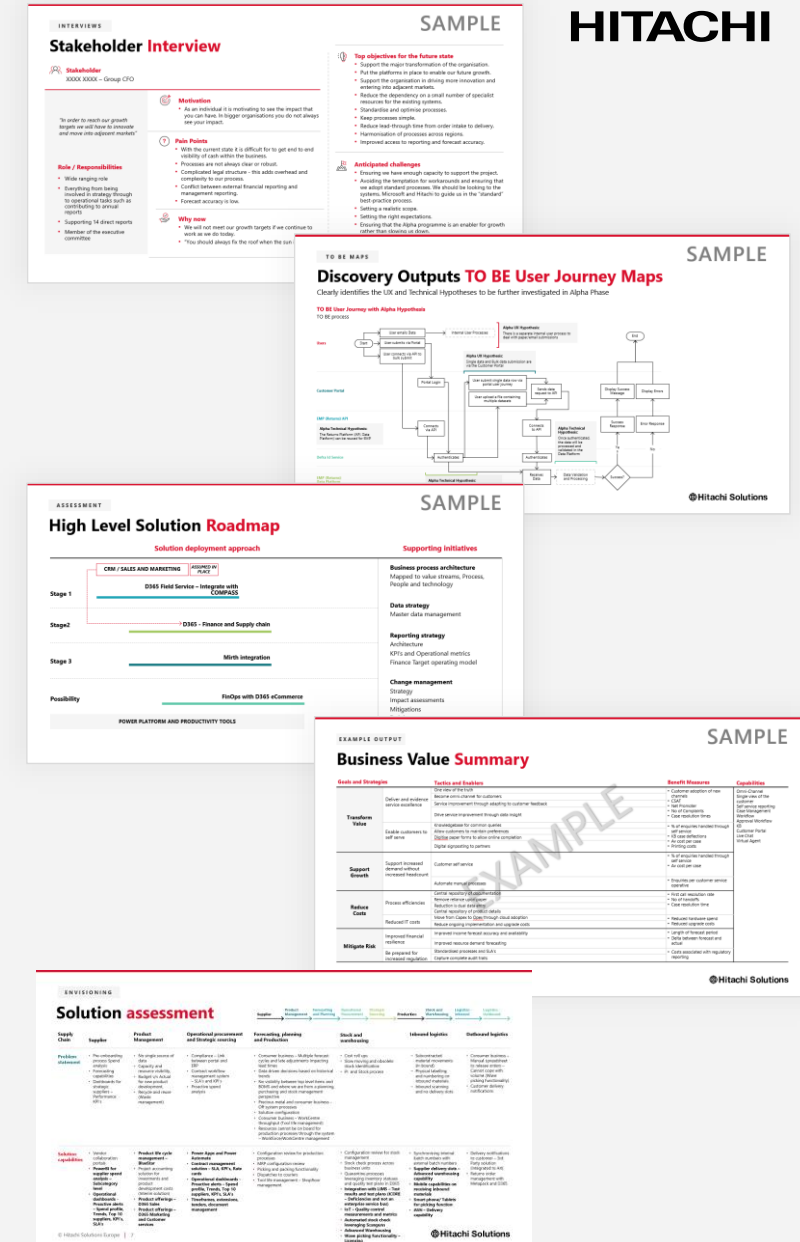
High Level Solution Roadmap

Early (Discovery) version of a roadmap for a new Platform or a new Service



TO BE processes with hypotheses

High level TO BE processes with identifiable UX or Technical hypotheses for further Alpha investigations



The Hitachi logo is displayed in a bold, white, sans-serif font in the upper right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a decorative railing. A large Union Jack flag is flying from a pole on the right side of the building. The overall image has a muted, greyish tint.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

HITACHI

Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

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Microsoft



Microsoft global Government and Finance
Partner of the Year 2025

Microsoft Partner of the Year 2025 Finalists in
Build and Modernise AI Apps, Dynamics 365
Supply Chain, Dynamics 365 Sales and Customer
Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle**
(including 2025)

Microsoft Solutions Partner across AI Business
Solutions, Cloud and AI Platforms and Security
with **18+ specialisations**

Industry



Keystone member of the **Government Digital
Sustainability Alliance**

Crown Commercial Service Supplier

Cyber Essentials Plus Certified

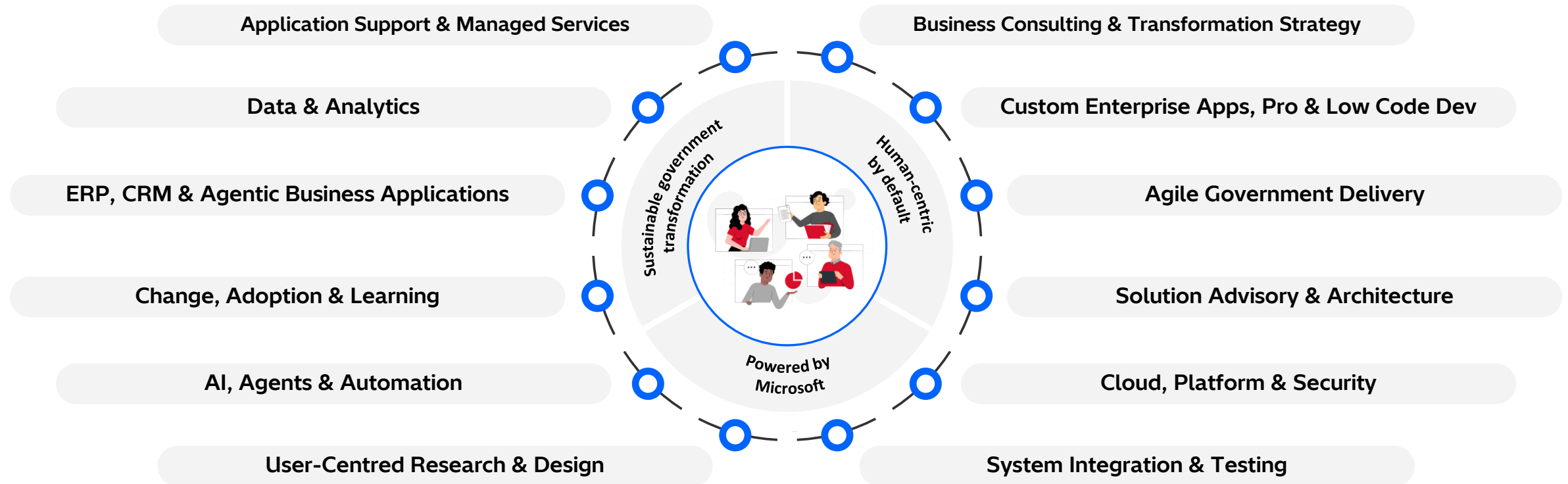
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

HITACHI

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients



"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



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward
OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner
Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan
Chief Technology Officer



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