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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Delivering Better Public Services
with D365 Model Driven Apps

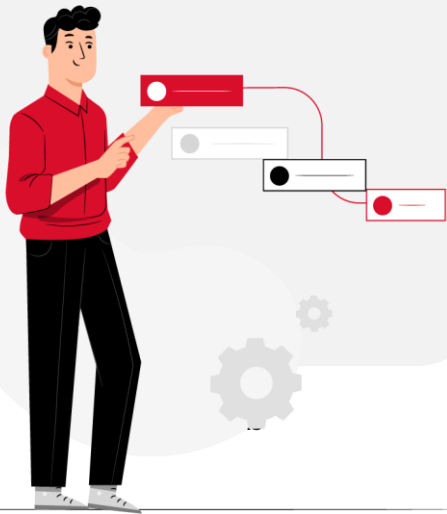
Delivering Better Public Services with D365 Model Driven Apps

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

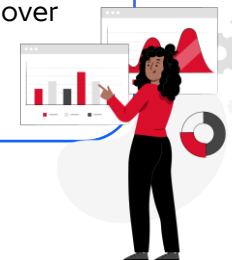
Service Description

Design, build and improve Dynamics 365 model driven apps for casework. We configure Dataverse data model, forms, views, rules and security. Delivered iteratively with user feedback, testing and release governance, enabling compliant, auditable services with clear reporting and faster throughput.



Service Features

- Discovery workshops to map user journeys, outcomes, and priority cases.
- Design Dataverse tables, relationships, columns, and validation for consistent data.
- Configure forms, views, commands, and dashboards for each role securely.
- Build process flows guiding users through end to end steps.
- Automate approvals and notifications using Power Automate and rules safely.
- Set security roles, auditing, and access controls for sensitive information.
- Integration design using APIs, Azure services, and connectors where required.
- Environment setup, managed solutions, and ALM pipelines for controlled releases.
- Testing approach covering usability, accessibility, regression, and release readiness checks.
- Training, go live support, hypercare, and handover into BAU teams.



Service Benefits

- Reduce manual effort with guided steps and fewer mistakes daily.
- Improve data quality through validation, standard fields, and ownership clarity.
- Strengthen audit trails with consistent records, timestamps, and change history.
- Support compliance using role based access and configurable controls built.
- Respond faster to policy change through configuration, not rebuilds often.
- Increase throughput with clearer queues, prioritisation, and workload visibility overall.
- Provide better management insight using dashboards, KPIs, and reporting tools.
- Lower go live risk with testing, controlled releases, and hypercare.
- Enable integrations with existing systems for joined up services easily.
- Build internal capability through training, documentation, and practical handover support.



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When teams need a dependable model-driven service, not spreadsheets and workarounds



What this service is for

Build casework apps that are secure, consistent, and easy to run

Use this service when you need to design, build or improve a Dynamics 365 model driven app that supports end-to-end casework. It helps teams move from inconsistent processes and duplicate records to a single, role-based service with clear steps, controls, and reporting.

We focus on the core building blocks that make casework reliable: data structure, screens and queues, automation, and security. Delivery is iterative, with regular show-and-tells and evidence captured as you go, so decisions are clear and change is controlled.

Key outcomes: Clear case journey | Consistent data capture | Role-based working | Audit-ready records | Faster case throughput



Why this service is useful

Practical improvements that help teams work faster and with more confidence

Casework teams often lose time to manual steps, re-keying, unclear ownership, and late fixes when policies or forms change. A well-structured model-driven app reduces this waste by guiding users through the right steps and preventing common errors at the point of entry.

It also makes assurance easier by strengthening traceability, access control, and release governance. You get clearer management insight from consistent records and dashboards, and lower go-live risk through structured testing and controlled releases.

Common triggers: Audit findings | Inconsistent data quality | Manual approvals and chasing | Slow change requests | Poor queue visibility | Multiple disconnected tools



Why this service is different

Configuration-led delivery with evidence built in

We design around how public services are actually delivered: high volumes, sensitive data, scrutiny, and frequent policy change. We prioritise configuration and standard patterns first, so the service is easier to assure and simpler to change without expensive rebuilds.

Our approach is decision-led and audit-friendly. We keep a clear record of requirements, design choices, testing outcomes, and release readiness, and we involve users early so the service fits real casework tasks, not just process diagrams.

Differentiators: Evidence-first delivery | Configuration over custom code | Role-based security by design | Controlled releases | Practical adoption focus

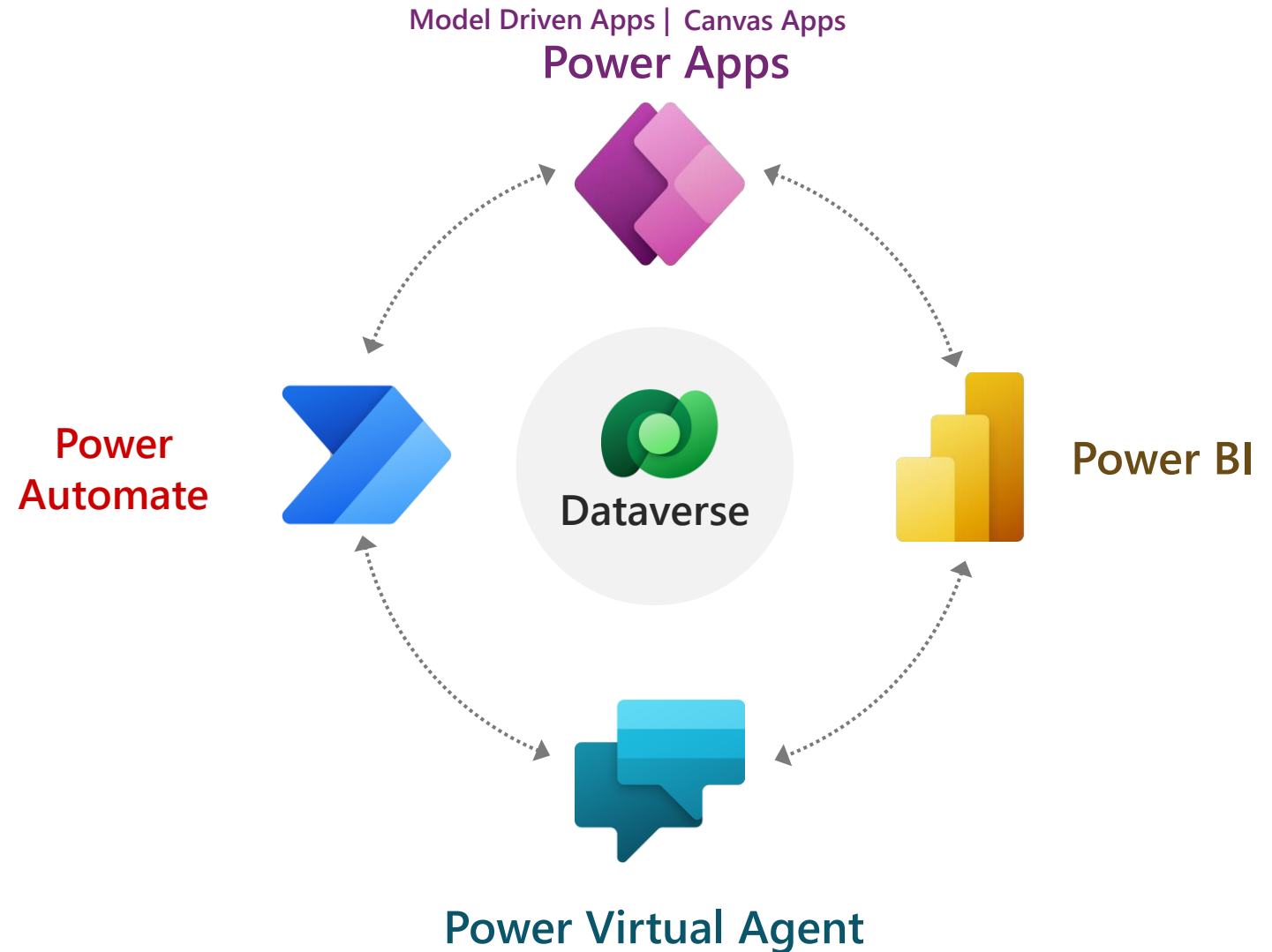
What are Model Driven Apps?

Model-driven apps are built on **Microsoft Dataverse** and are designed for process-heavy services such as casework.

They use a **shared data model**, rules and **role-based security** to provide consistent screens for different users, including caseworkers, team leads and reviewers.

Model-driven apps **support auditability through structured records** and change history, and can connect to **Power Automate** for approvals and notifications, and **Power BI** for operational reporting and oversight.

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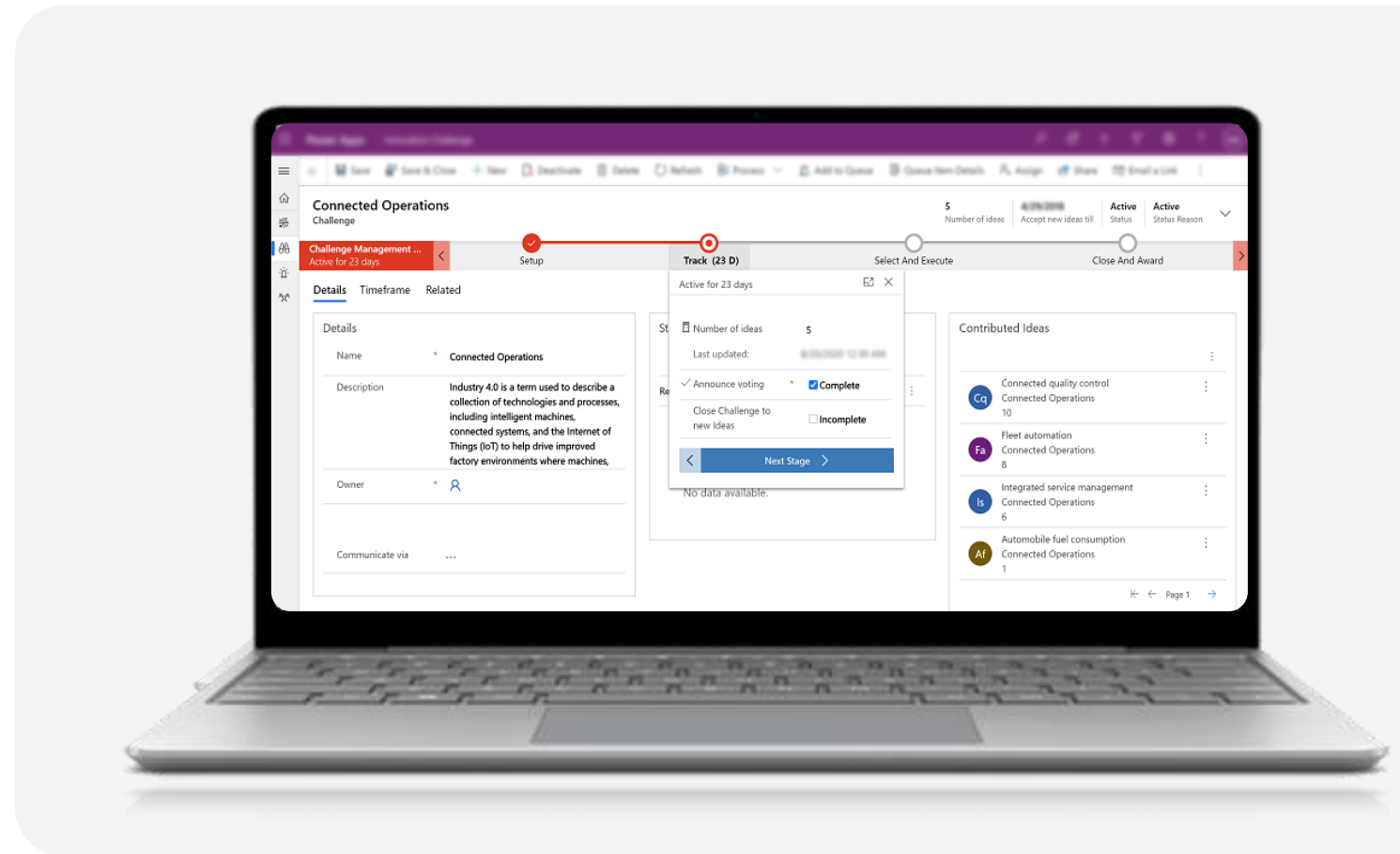
Why model-driven apps for Public Sector

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Model-driven apps work well for **frontline casework** because they standardise how work is captured and progressed, reducing variation and re-keying across teams.

They make it easier to run services with **sensitive information** by applying **role-based access**, field-level controls, and auditing as standard.

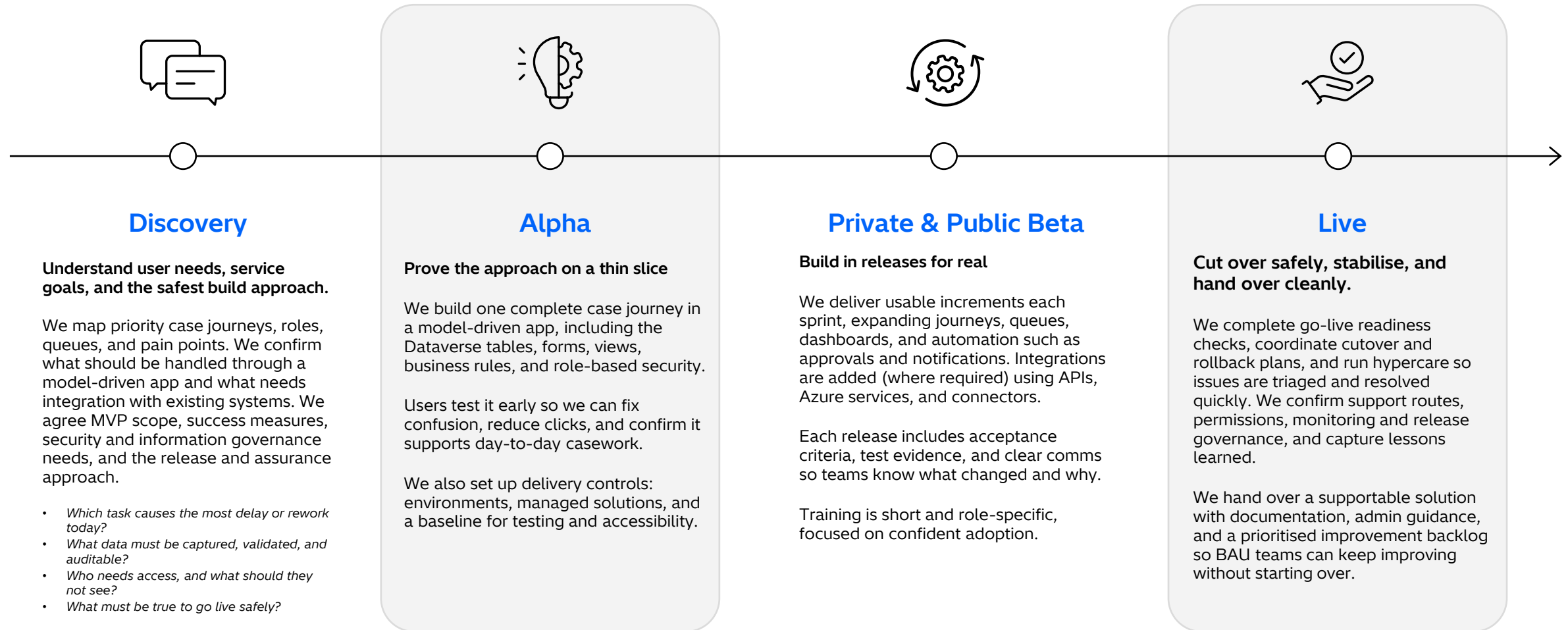
Queues, views and dashboards help teams manage workload and prioritisation, while rules and process flows guide users through end-to-end steps. This supports **faster throughput** and stronger assurance, with **controlled releases** through managed solutions and ALM.



GDS phases for Model-driven App delivery, from casework design to live service

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Start with real work and real users, prove value early, then scale safely



The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background of the entire slide 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 attached to the building. The overall tone is professional and official.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

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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

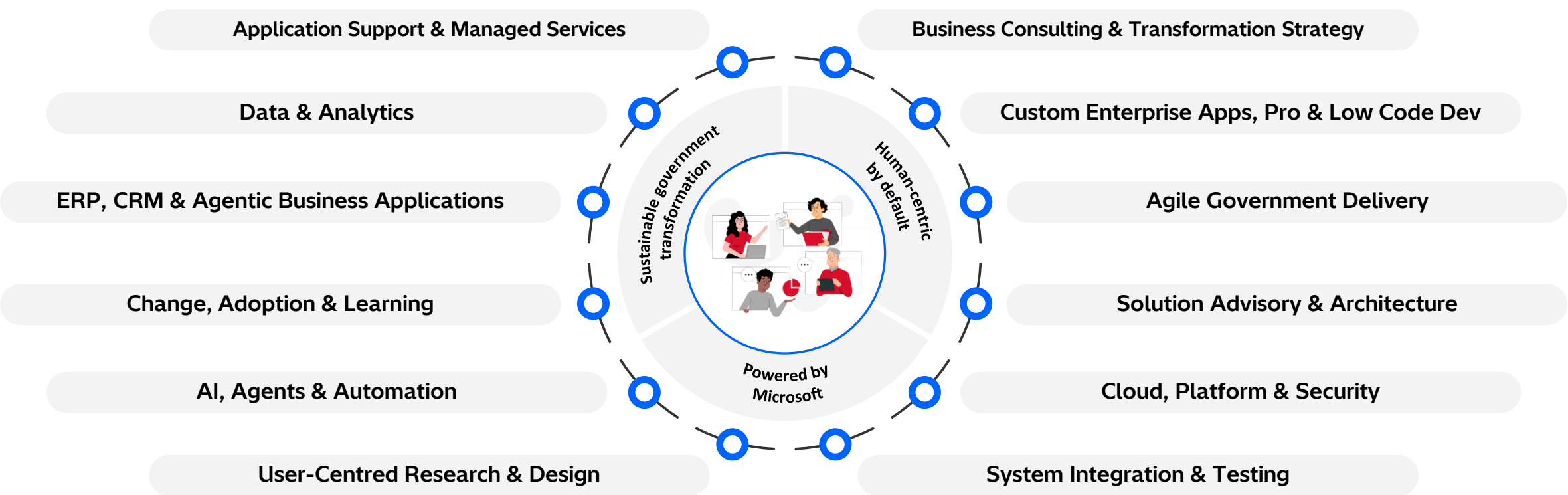
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

Our Services and Expertise

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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



Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe