



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Copilot for Microsoft 365 Readiness
and Adoption Accelerator

Copilot for Microsoft 365 Readiness and Adoption Accelerator

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

Service Description

Prepare your organisation for Copilot for Microsoft 365 with secure technical readiness and user adoption. We assess data access and permissions, information protection, identity, and device policies. Configure governance, guidance and training, run pilots, and deliver a rollout plan with measures for value and risk.



Service Features

- Readiness assessment for Copilot for Microsoft 365.
- Data access and permissions review across Microsoft 365.
- Information protection and sensitivity labels configuration.
- Data loss prevention policies for email, chat and files.
- Governance model for prompts, sharing and acceptable use.
- Pilot setup, use case selection and success measures.
- Adoption plan, communications, champions and training materials.
- Role-based training for leaders, users and support teams.
- Service desk readiness and escalation for Copilot incidents.
- Benefits tracking with dashboards and feedback loops.



Service Benefits

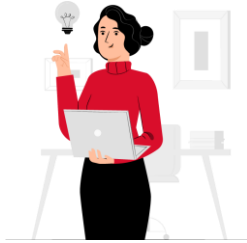
- Reduce risk from oversharing by tightening permissions.
- Improve user adoption with guided pilots and training.
- Accelerate value using prioritised use cases and measures.
- Strengthen compliance through information protection and data loss prevention.
- Increase confidence with clear governance and acceptable use.
- Reduce support burden with prepared service desk processes.
- Improve quality of prompts with practical coaching and guidance.
- Enable safer collaboration across Teams, SharePoint and OneDrive.
- Provide evidence for approvals with documented controls and decisions.
- Deliver a repeatable rollout approach for future capabilities.



Copilot for Microsoft 365 Readiness and Adoption Accelerator

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Get Copilot-ready without creating new risk



What this service is for

Secure readiness plus practical adoption planning

This service helps you prepare for Copilot for Microsoft 365 in a way that is safe, controlled and usable for staff. We focus on the foundations that most often cause delays or concern: who can see what, what can be shared, and how information is protected across Teams, SharePoint, OneDrive and email.

Alongside technical readiness, we make adoption real. We help you pick priority use cases, run a guided pilot, and produce a rollout plan with measures for both value and risk. Outputs are decision-friendly and assurance-ready, with documented controls (where required).

Key outcomes: Ready-to-pilot decision pack | Reduced oversharing risk | Governed Copilot use | Clear adoption approach | Measured rollout plan



Why this service is useful

Turn “can we use Copilot?” into a clear, evidenced plan

Copilot changes how staff find, summarise and draft content, which makes permissions and information protection more visible and more important. This service reduces rework by addressing the common causes of risk and delay early, then validating changes through a pilot with success measures and feedback loops.

It also reduces operational friction. We prepare role-based training, guidance and service desk readiness so staff know what “good use” looks like and support teams can handle incidents confidently.

Common triggers: Concern about oversharing | Inconsistent permissions | Sensitivity labels not embedded | DLP gaps for chat and email | No agreed acceptable use | Unclear success measures



Why this service is different

Evidence-led controls, user-centred adoption, decision checkpoints

We treat Copilot readiness as both a security and a service change. Technical controls (permissions, labels, DLP, identity and device policies) are assessed and configured to support safe day-to-day working, not just policy intent.

We keep delivery iterative, user-centred and decision-led. Each stage produces clear findings, options and trade-offs, then moves forward through a measured pilot and adoption plan. Outputs are structured for governance and approvals, with practical guidance that staff can use immediately.

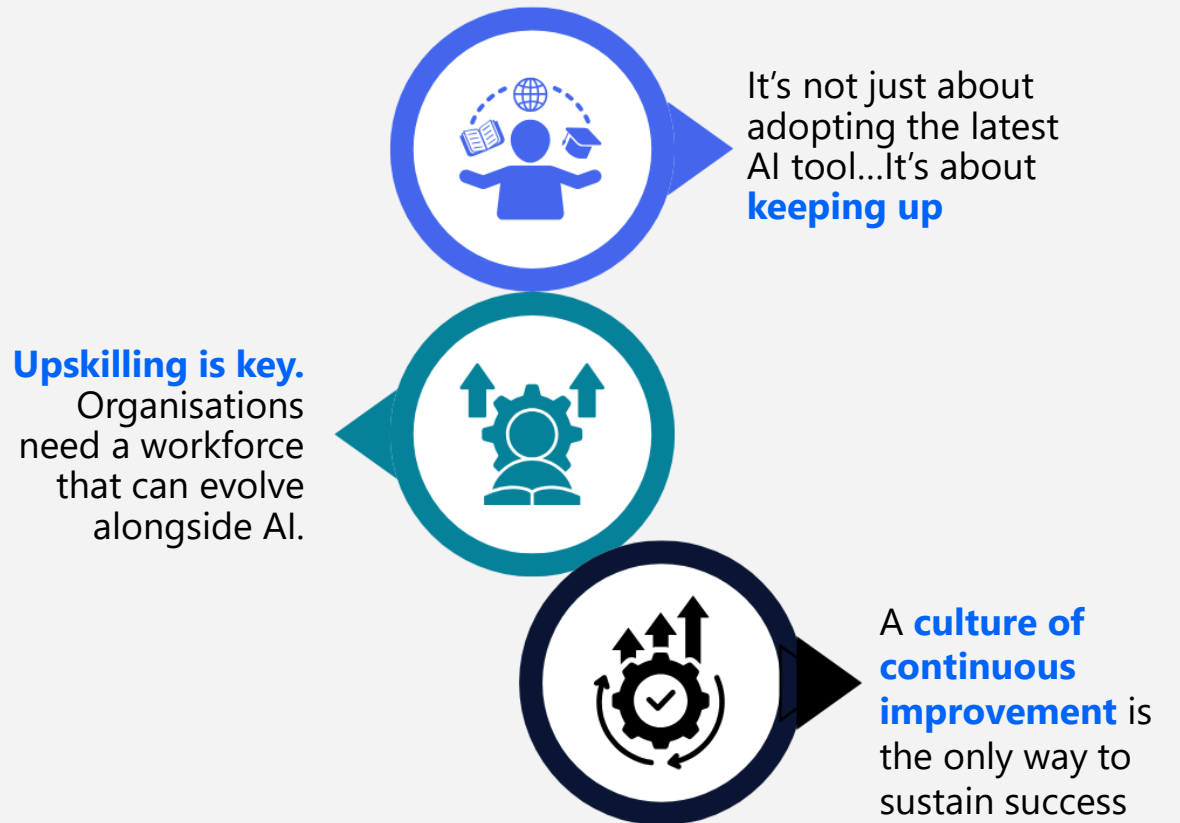
Differentiators: Controls plus adoption in one plan | Pilot-first learning loop | Decision checkpoints | Audit-friendly evidence (where required) | Service desk readiness built-in

The AI Challenge

AI is evolving at an unprecedented pace, transforming public services and redefining the future of work

AI's impact is unavoidable, but the key to success is how organisations prepare their people and processes for continuous change.

According to the World Economic Forum's Future of Jobs Report, AI and automation could **displace 85 million jobs by 2025**, while also creating **97 million new roles**, reflecting a significant shift in the labour market.



The Adoption Challenge

49% of employees said AI made them feel pessimistic about the future of their roles

-CIPD People Management

77% of Employees Confused About Using AI at Work

-Forbes

42% of organisations cite a skill shortage as a major barrier for implementing AI solutions

-McKinsey

85% of AI projects fail to deliver on their intended objectives

- Dynatrace



Our Approach



Copilot Readiness & Adoption

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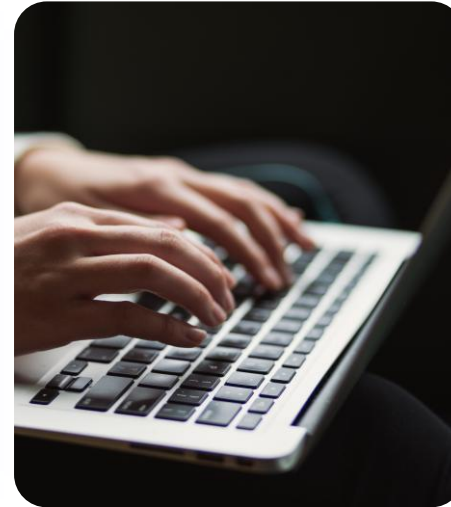
Unlock your organisations full potential

The success of any implementation depends on the **people** who use it.

Our approach understands your **internal capability today** to give you the strategy and skills to **set you up for success tomorrow**.

Assess

Self-assessment to establish a baseline understanding of your readiness and maturity for adoption.



Sustain

Providing the tools, knowledge, skills and resources required to maintain, deliver and evolve the strategy.

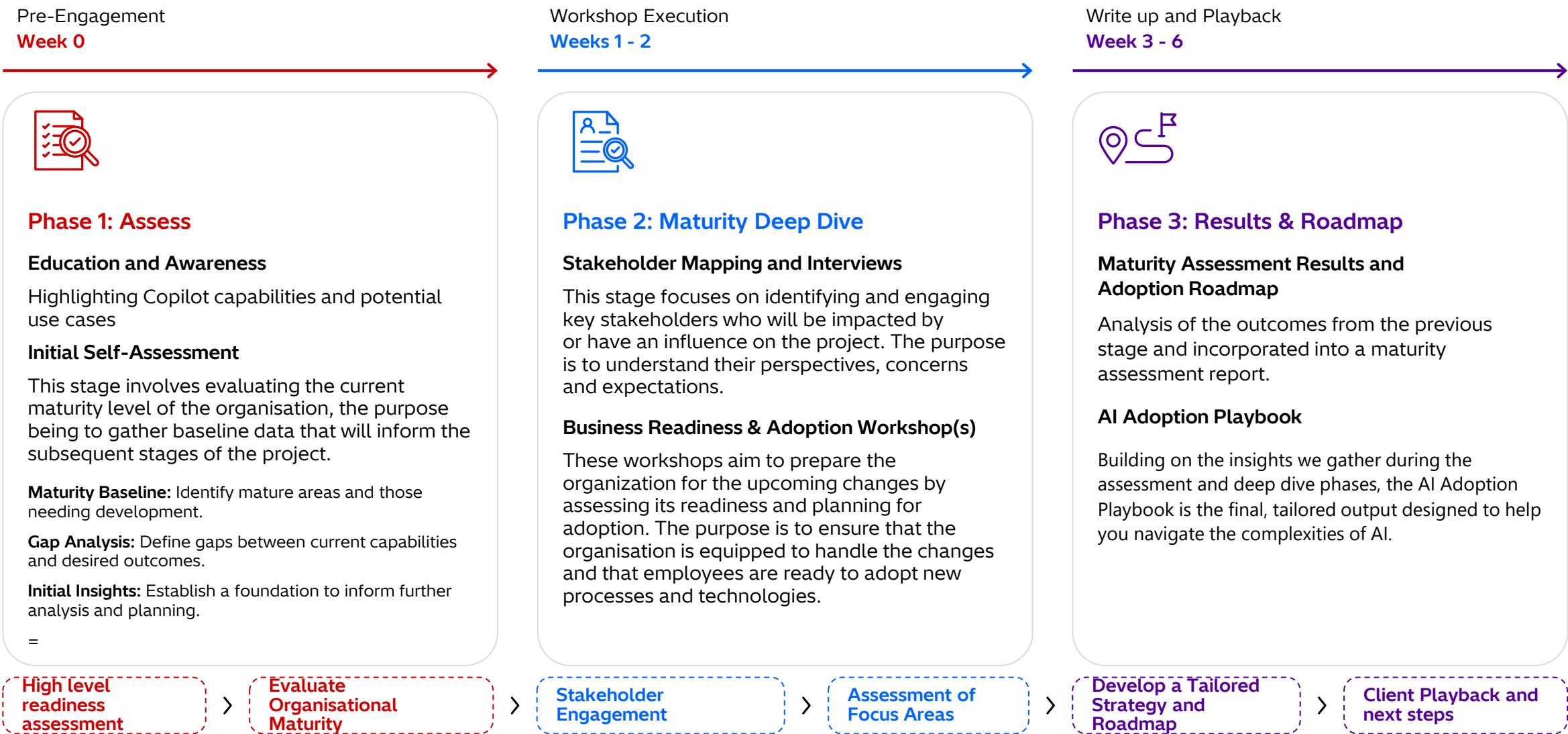


Understand & Develop

Deep dive to enable us to translate the maturity scores into actionable insights with a customised adoption strategy.



Our Methodology



Copilot for Microsoft 365: what it can do and safe ways to use it

Copilot helps staff draft, summarise and find information faster, within the permissions and protections already in Microsoft 365.

	CAN DO	CAN'T DO
INFORMATION RETRIVAL	Summarise a Teams chat or meeting notes into clear actions and decisions.	Access information you do not already have permission to see.
PRODUCTIVITY	Draft first versions of emails, briefings and notes using approved templates.	Replace human judgement for decisions, approvals or policy positions.
DATA ANALYSIS	Create a summary of a SharePoint folder and highlight key documents.	Guarantee accuracy; it can be wrong or omit important context.
TASK AUTOMATION	Rewrite content to improve clarity, tone and accessibility (without changing meaning).	Create or share sensitive information without the right labels and controls.
CREATIVE ASSISTANCE	Answer questions using documents you already have access to in Microsoft 365.	Bypass governance, acceptable use, or your organisation's security policies.

Phase 1: Establishing your baseline



We focus on 8 key areas that are essential for driving successful change and adoption.

Through this assessment, we can provide you with a snapshot of your organisation's readiness for change and identify key focus areas for moving forward.

Levels of maturity

Adhoc

There is no formal process in place for managing change.

Developing

Processes and practices for managing change are informal and efforts are primarily reactive.

Defined

Change management processes are documented but still evolving and inconsistent across the organisation.

Managed

Formal and consistent change management processes exist and are integrated into the organisations culture and operations.

Optimised

Change management processes are highly mature and are continuously refined based on lessons learned.

Phase 1: Assessment Output; example

Through a structured evaluation of key areas, we provide a clear snapshot of your organisation's readiness for change and adoption. By understanding where you stand today, we can develop a roadmap that drives successful and sustainable solutions.

Maturity Snapshot



Leadership, Strategy & Vision: 4 (Managed)

Your leadership has a strong vision and strategic alignment. The focus should be on maintaining this momentum and ensuring that other areas are brought up to the same level.



People & Change: 2 (Developing)

There is limited readiness among your people and change management processes are not yet fully established. More effort is needed to engage employees and build a structured change management approach.

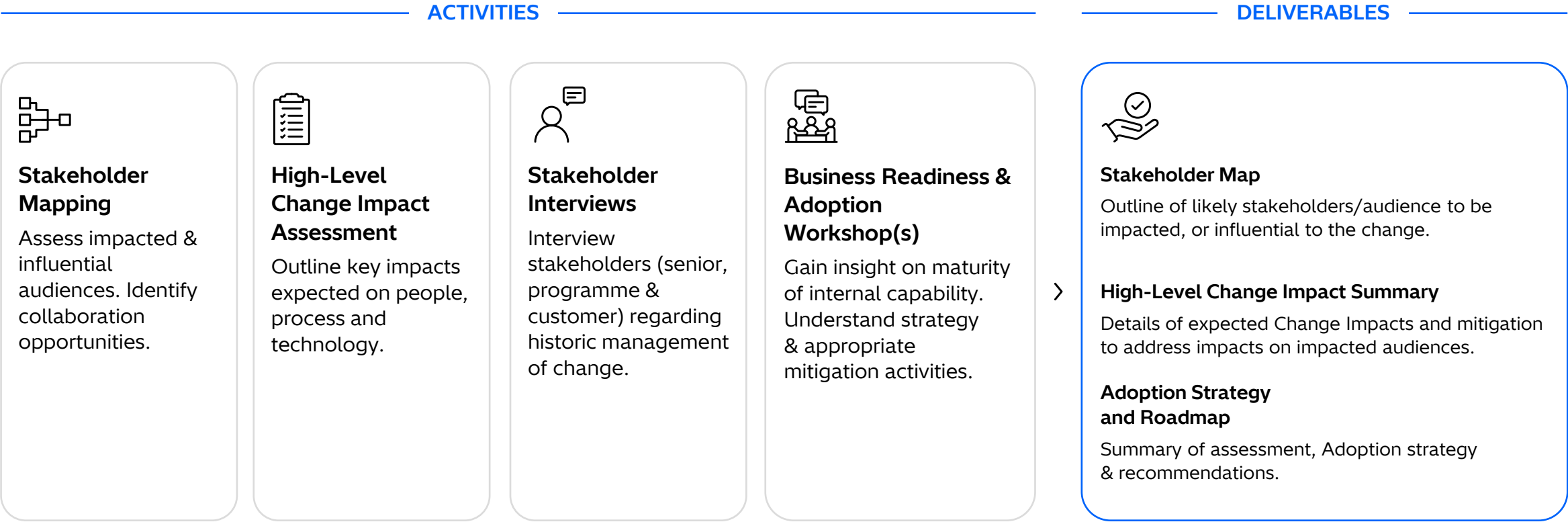


Stakeholder Engagement: 3 (Defined)

Stakeholder engagement is at an emerging level. While some stakeholders are involved, a more comprehensive approach is needed to ensure full buy-in and participation across the organisation.

Phase 2: Maturity Deep Dive to understand

After the initial maturity assessment, we move into a more detailed analysis to better understand your organisation’s unique challenges and opportunities for adoption.



Phase 3: Results and Roadmap



Maturity Assessment Report and Recommendations

- ⌚ **Findings compilation:** Gather all data and insights from the Maturity Deep Dive deliverables.
- ⌚ **Results analysis:** Conduct a thorough analysis to identify patterns, gaps and areas for improvement.
- ⌚ **Draft Report:** Create a comprehensive report detailing the findings, including visual aids like charts and graphs for clarity.
- ⌚ **Recommendations:** Based on the analysis, provide actionable recommendations to address identified gaps and enhance maturity levels.



Playback and next steps

- ⌚ **Playback meeting:** Present the findings to all relevant stakeholders. Facilitate a discussion to gather feedback, address concerns and answer any questions.
- ⌚ **Action plan:** Outline the immediate next steps based on the feedback received, ensuring alignment with stakeholders' expectations.



Tailored Playbook

- ⌚ **Objectives definition:** Clearly define the strategic objectives based on the assessment findings and stakeholder feedback.
- ⌚ **Strategy development:** Create a tailored playbook that addresses the specific needs and goals identified during the assessment.
- ⌚ **Roadmap creation:** Develop a detailed roadmap outlining the steps, timelines and resources required to implement the strategy.
- ⌚ **Governance:** Identify and assign roles and responsibilities to ensure accountability and effective execution.



AI Adoption Framework

Our AI Adoption Framework provides a structured approach to ensure AI is effectively integrated into the organisation's ways of working, measured for success, and continuously refined.

At the heart of this framework is the principle of **continuous improvement**—as AI technologies advance, organisations must remain agile, fostering a culture that embraces experimentation, learning, and adaptation.

Support Packages



Mastering AI Adoption

Every organisation is unique, and our approach is designed to **accommodate diverse needs and requirements**. Whether you're looking for a comprehensive handover to empower your team, targeted support for a pilot phase, or full-scale implementation across your entire organisation, **we offer flexible approaches to suit you and your people**.



Strategy Development & Upskill

We'll develop your AI Adoption Playbook and deliver comprehensive training and handover of the strategy for independent implementation.



Pilot Implementation Support

We'll develop your AI Adoption Playbook along with deployment and on-site support for a targeted pilot group.



Full-Scale Implementation

We'll develop your AI Adoption Playbook and work with you to implement. We'll ensure full expert support for seamless integration across your entire organisation.



Support Models Explained

Development & Upskill 4-6 weeks

- Strategy
- Training & Upskilling: Hands-on training sessions for your team to effectively implement and manage the strategy
- Templates

Best for organisations with internal resources ready to implement and manage the strategy independently.

Pilot Implementation 8-12 weeks

- Partial deployment of the strategy tailored to the pilot group or team
- Onsite Support: Hitachi provide hands-on assistance to ensure successful implementation and address any challenges
- Feedback Integration: Gather insights from the pilot phase to refine and improve the strategy for broader rollout

Best for organisations looking to test the strategy on a smaller scale before a full-scale implementation.

Full Scale implementation 12 weeks plus

- Comprehensive deployment of the strategy across all departments or business units
- Full Support: Hitachi oversee the entire implementation process, from planning through to execution
- Ongoing Management: Continuous support to ensure successful adoption

Best for organisations seeking end-to-end management of the adoption process with minimal internal burden.

The Hitachi logo is displayed in a bold, white, sans-serif font in the top 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 Union Jack flag. The image has a dark, semi-transparent overlay.

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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

HITACHI

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

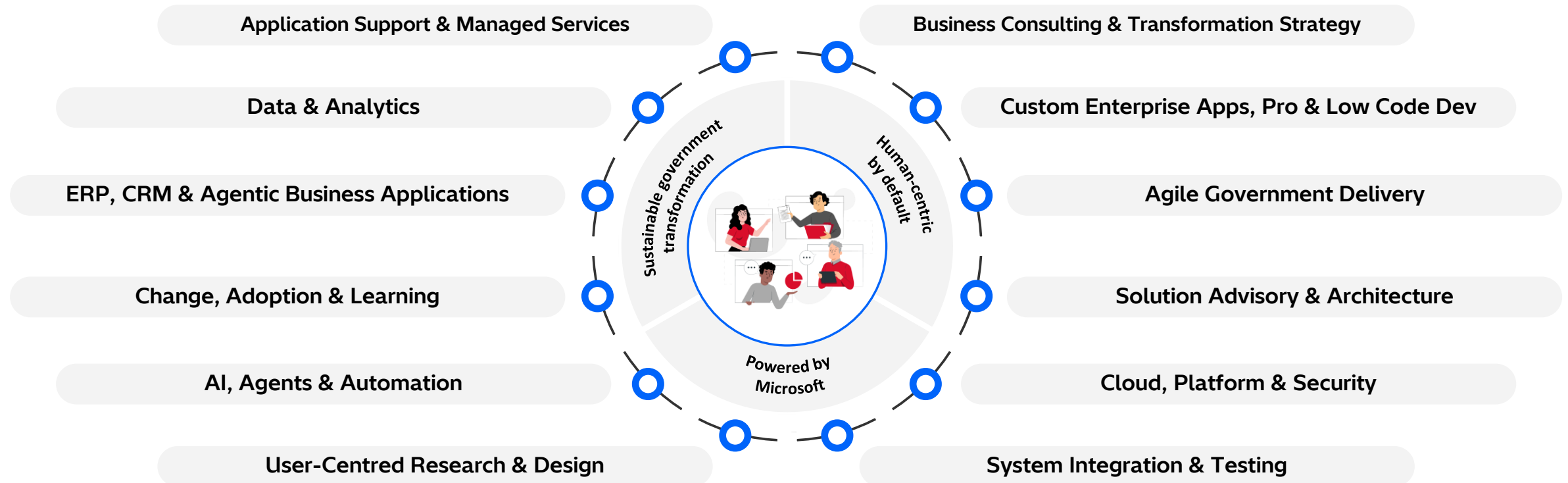
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



"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



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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