



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Cloud Integration

Cloud Integration

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

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Service Description

Design and implement cloud integrations between applications, data and services. We build APIs and event-driven interfaces, integrate SaaS and legacy systems, and deliver secure, reliable data exchange. Includes integration strategy, API management, message queues, testing, monitoring, and DevOps automation to support cloud migration and modernisation.



Service Features

- Integration discovery, interface mapping, and target integration architecture
- API design and development for legacy and cloud services
- API management using Azure API Management and governance policies
- Event-driven integration using Service Bus, Event Grid, and queues
- Data integration pipelines and synchronisation between platforms
- SaaS integration using connectors, webhooks, and iPaaS patterns
- Security design: authentication, authorisation, and data protection controls
- Automated testing for APIs, integrations, and contract validation
- Monitoring and observability for integrations, retries, and failures
- DevOps CI/CD and Infrastructure as Code for integration components



Service Benefits

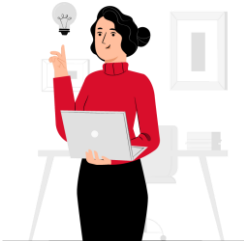
- Reduce integration risk with clear architecture and interface governance
- Improve interoperability between cloud, SaaS, and legacy platforms
- Speed up delivery using reusable integration patterns and templates
- Improve reliability with retries, monitoring, and design-for-failure
- Improve security with controlled access and audited API usage
- Reduce manual work by automating data exchange between systems
- Improve data quality with validated interfaces and error handling
- Support cloud migration by decoupling services and dependencies
- Improve performance using asynchronous messaging and event-driven patterns
- Increase transparency with dashboards and integration health reporting



Cloud Integration

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Join up your services so data moves safely and reliably



What this service is for

Build APIs and event-driven integration that teams can run with confidence

When services do not talk to each other cleanly, teams end up rekeying data, chasing errors, and firefighting broken interfaces. This service designs and implements cloud integrations between applications, data and services, including SaaS and legacy, so user journeys and business processes work end to end.

We create secure, reliable data exchange using APIs and event-driven interfaces, with testing, monitoring and DevOps automation so integrations are easier to change, support and audit.

Key outcomes: Secure data exchange | Reusable APIs and interfaces | Reduced manual handoffs | Clear ownership and governance | Reliable integrations in live



Why this service is useful

Stop brittle point-to-point links slowing delivery and increasing risk

Integration pain usually shows up as delay and disruption: every change needs coordination across teams, incidents are hard to diagnose, and data issues are found too late. We make integrations clearer and more resilient through defined interface contracts, stronger controls, and observability for retries and failures.

This helps teams deliver change faster, support cloud migration and modernisation, and maintain trust in data flows across services.

Common triggers: Manual rekeying between systems | Legacy and SaaS not aligned | Integration incidents and outages | Cloud migration dependency risk | Data quality and reconciliation issues | Limited visibility of failures



Why this service is different

Evidence-led integration, built to change safely

We focus on making integration a product, not a one-off build: clear interface mapping, agreed contracts, and governance so changes are controlled and repeatable. Automated testing and contract validation reduce rework and stop breaking changes reaching live.

We design for secure operation from day one: authentication, authorisation and data protection controls, plus monitoring that makes failures visible and actionable. Decision logs and acceptance criteria are captured where required, so assurance is simpler.

Differentiators: Interface contracts first | Automation as standard | Security built in | Observability for live running | Assurance-ready evidence where required

Cloud Integration

Make integrations reliable, secure and easy to change

Client Challenges

Manual rekeying and workarounds between systems

Duplicate effort, inconsistent records, and delays to users and casework.

Brittle point-to-point links causing hidden dependencies

One small change breaks multiple services, and ownership is unclear.

Data mismatches and unclear error handling

Failures surface late, fixes are reactive, and teams lose trust in data.

Slow change because interfaces are undocumented

Each update needs “tribal knowledge”, long lead times, and risky releases.

Limited visibility of failures, retries, and performance

Incidents take longer to diagnose because signals and logs are missing.

Our Solution



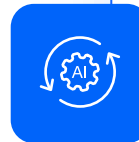
API and interface delivery (clarity and control)

We design and build APIs for cloud and legacy services with clear interface contracts and agreed behaviours (data shapes, validation, error responses, versioning). We implement Azure API Management policies for consistent access controls, rate limits and governance, so interfaces are reliable, reusable, and easier to change without surprises.



Event-driven integration and data synchronisation

We implement asynchronous messaging and event flows using Service Bus, Event Grid and queues to decouple services and reduce “all-or-nothing” dependencies. Where data needs to stay aligned, we build data integration pipelines and synchronisation with defined reconciliation, retries and idempotency patterns, so platforms stay consistent even when parts fail.



Test, Monitor & Automate

We make quality and operability a built-in outcome, not an afterthought. That means automated contract validation and integration tests, plus monitoring and observability that shows failures, retries and performance in a way support teams can act on. We deliver CI/CD and Infrastructure as Code so releases are repeatable and auditable, and rollback is practical.

Background

Hitachi Integration Framework

- ☑ HIF simplifies complex enterprise integrations by providing a scalable, Azure-native framework that connects business applications with speed, security, and consistency.
- ☑ HIF supports DevOps-driven automation, enabling faster, repeatable deployments across environments, minimising risk and maximizing agility.
- ☑ Built-in monitoring, error handling, and audit capabilities, HIF enables teams to manage integrations proactively, reducing downtime and accelerating issue resolution.

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Cloud Platform

Scalability

Automation

Visibility

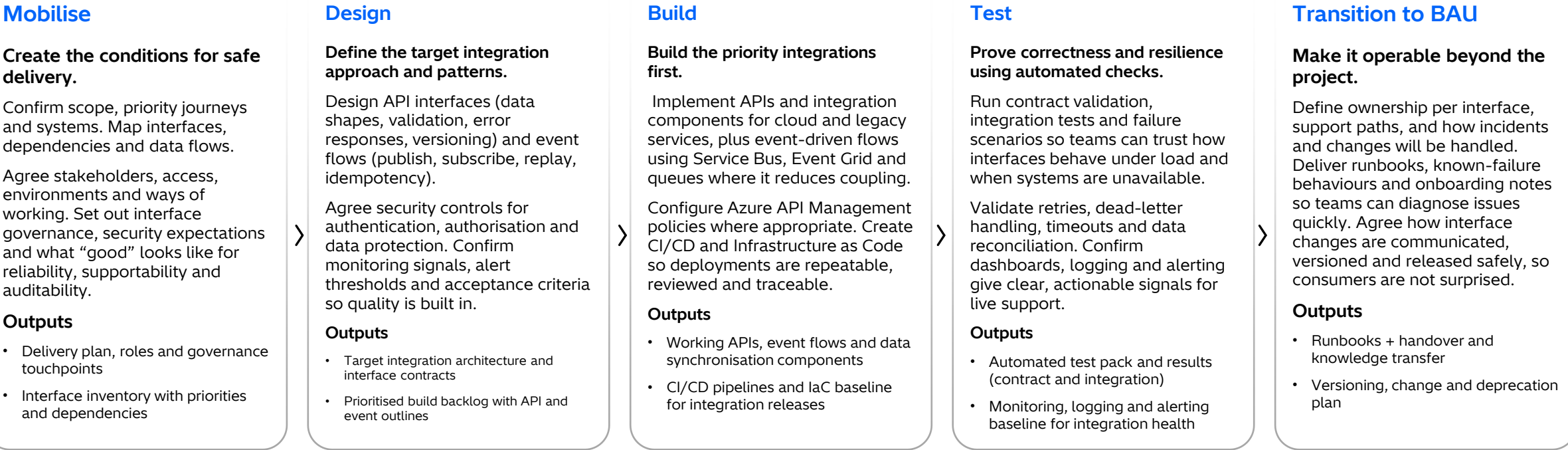
Hitachi Integration Framework: The Backbone of Intelligent Integration

How we will deliver

Discovery-led, iterative, and assurance-ready from day one

We deliver in clear phases with regular checkpoints, so you can review **working integrations**, not just documents. Early decisions cover interface ownership, security controls, data sharing rules and integration patterns, so teams stop rebuilding the same connections and fixing the same issues.

We start by agreeing the **priority integrations** and the data that must move reliably between systems. We then design API and event interfaces, build in small increments with automated deployment, and prove reliability through contract and integration testing, monitoring and failure-handling. Finally, we transition to BAU with runbooks, agreed support paths and a managed approach to change.



At the end, you have:

- Prioritised interface map and integration backlog
- Automated contract and integration test pack
- Target integration architecture and agreed patterns
- Dashboards and alerts for integration health
- APIs and event-driven flows implemented
- CI/CD and Infrastructure as Code for repeatable releases
- Azure API Management policies
- BAU runbooks, ownership and change approach

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

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

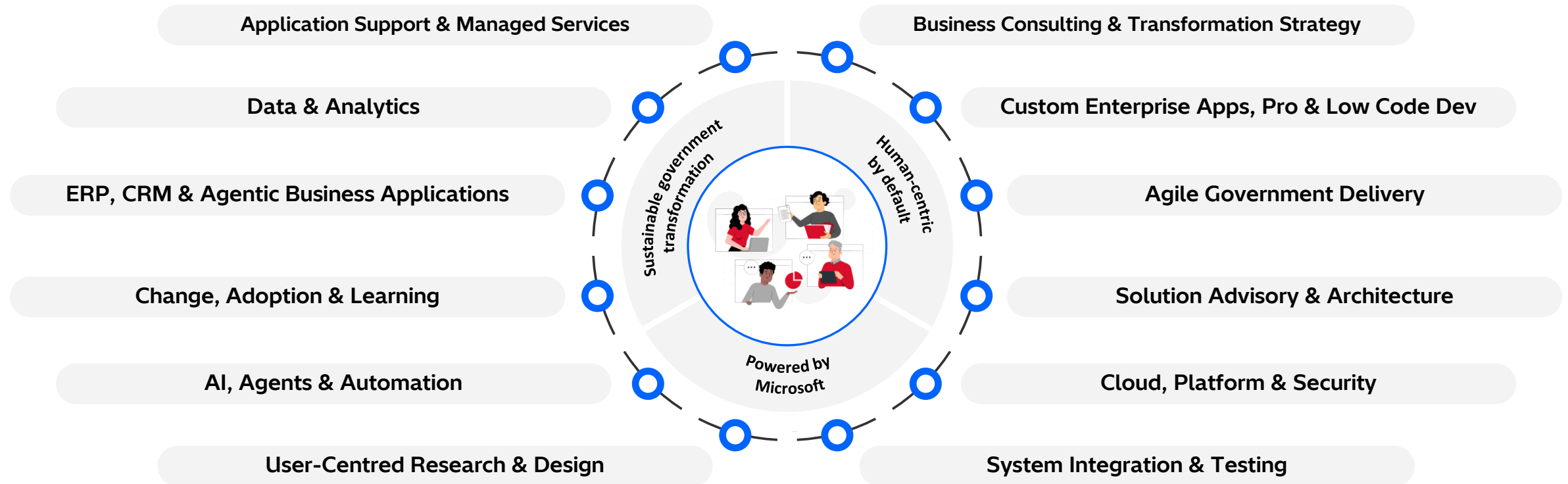
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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"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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