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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI Centre of Excellence (CoE)

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

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Service Description

Set up an artificial intelligence factory and Centre of Excellence to deliver use cases safely at scale. We define operating model, roles, governance and delivery lifecycle, plus standards for data, security and assurance. Provide tooling, templates and training so teams can intake, build, deploy and improve solutions consistently.



Service Features

- Target operating model for an artificial intelligence factory.
- Centre of Excellence scope, services and engagement model.
- Use case intake, triage and prioritisation process design.
- Delivery lifecycle with stage gates and quality controls.
- Governance forums, roles and decision accountabilities.
- Standards for data, security, testing and documentation.
- Template packs: business case, risk, design and monitoring.
- Tooling recommendations for development, deployment and monitoring.
- Training and coaching for product, data and delivery teams.
- Measures and reporting for value, risk and performance.



Service Benefits

- Scale delivery by standardising how use cases progress.
- Reduce risk with consistent governance and assurance controls.
- Speed up delivery using reusable templates and tooling.
- Improve prioritisation by managing demand and value clearly.
- Increase transparency with defined roles, forums and reporting.
- Improve quality using stage gates and standard testing.
- Strengthen compliance with documented policies and evidence.
- Reduce duplication by sharing patterns and reusable components.
- Build internal capability through training and coached delivery.
- Sustain improvements through monitoring and continuous optimisation.



AI Centre of Excellence (CoE)

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Put clear, safe foundations in place so AI delivery can scale



What this service is for

From ad hoc pilots to a repeatable, governed way of delivering use cases

Teams often have strong AI ideas, but no consistent route from demand to delivery. Decisions get delayed, assurance is reworked, and similar solutions are built twice. This service sets up the practical “factory” and Centre of Excellence structure that makes delivery predictable.

We define how work is requested, prioritised, built, tested, deployed and improved, with clear roles and decision points. You get agreed standards, templates and coaching so delivery teams can move faster without increasing risk, and leaders can see value, performance and compliance in one place.

Key outcomes: Clear operating model | Defined governance and decision routes | Standard delivery lifecycle | Repeatable assurance evidence | Shared templates and tooling



Why this service is useful

Reduce uncertainty, rework and risk in AI delivery

Scaling AI is less about one model and more about repeatability. Without a shared intake and delivery lifecycle, teams spend time negotiating process, rebuilding documents, and revalidating controls. That slows delivery and makes outcomes hard to compare.

This service creates a consistent approach so you can prioritise demand, manage risk, and track progress across multiple use cases. It supports faster mobilisation of new initiatives and makes assurance activities easier because evidence, standards and acceptance criteria are agreed up front (where required).

Common triggers: Many pilots, little production | Unclear ownership and sign-off | Duplicated efforts across teams | Inconsistent security and data controls | Audit and assurance pressure | Demand exceeds delivery capacity



Why this service is different

Decision-led delivery with evidence built in

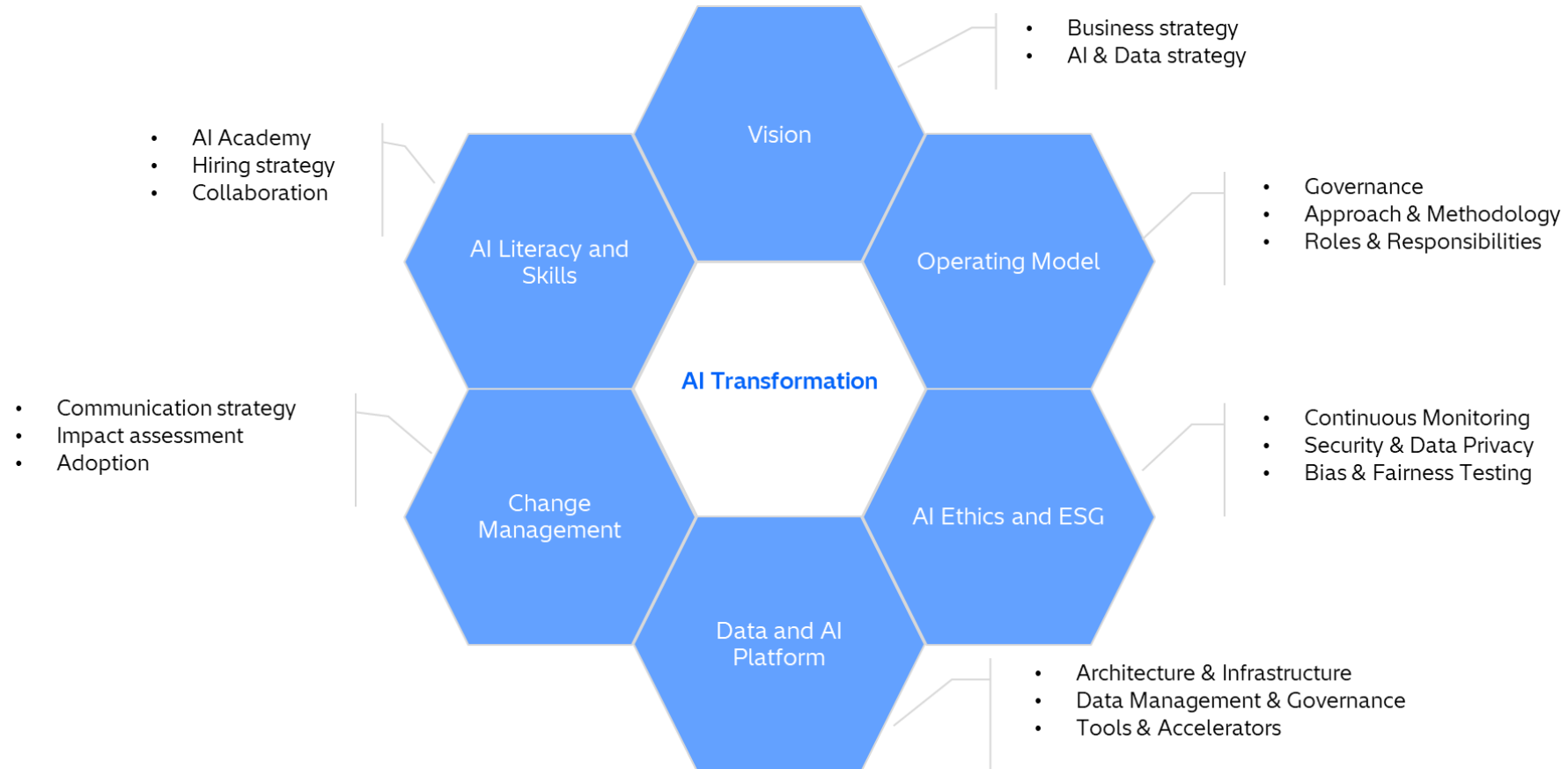
We focus on practical governance that teams will actually use. That means clear decision forums, lightweight stage gates, and templates that make compliance easier, not slower. We align outputs to the needs of delivery, risk, security and service owners, with traceability and documented decisions (where required).

We also help you embed the approach, not just design it. Coaching and hands-on working sessions support product, data and delivery teams to apply the new lifecycle, measures and reporting, and to create a backlog of improvements for continuous optimisation.

Differentiators: Stage gates with clear acceptance criteria | Evidence-first assurance approach | Templates that reduce rework | Shared measures for value and risk | Coaching to embed the model

AI Transformation is not just about the technology

Building blocks to enable AI transformation are required across government



Build your AI Centre of Excellence

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Choose your starting point. Each option establishes CoE governance, standards, and a delivery engine — then proves value.

CoE Foundation (Ignite) – Charter, governance, first use case

- ☑ CoE charter, sponsorship, decision forums and intake process
- ☑ Use case portfolio + prioritisation and value hypotheses
- ☑ Data/platform readiness baseline and target reference architecture
- ☑ Responsible AI, security and information governance baseline
- ☑ MVP/prototype + roadmap to production

CoE Launch – Operating model + first production AI

Set-up the core components of the Data & AI platform required to develop secure, scalable and ethical AI applications

- ☑ CoE operating model: roles, ways of working, service catalogue v1
- ☑ Build/run patterns: prompt & grounding standards, testing, release gates
- ☑ LLMOps/MLOps monitoring, logging, audit and escalation to humans
- ☑ First 1–2 production services live (Teams/web), trained users + support model
- ☑ Backlog + cadence for improvements and new use cases

CoE Scale – Embed standards, scale delivery, & build capability

Transformation programme with dedicated development workstreams to go live with high-quality AI solutions:

- ☑ Industrialise delivery: reusable components/library, templates, guardrails
- ☑ Federated model: domain squads + central CoE standards and assurance
- ☑ Training programme + community of practice + champion network
- ☑ Portfolio management, benefits tracking and continuous improvement
- ☑ Scale to multiple products/use cases with consistent governance

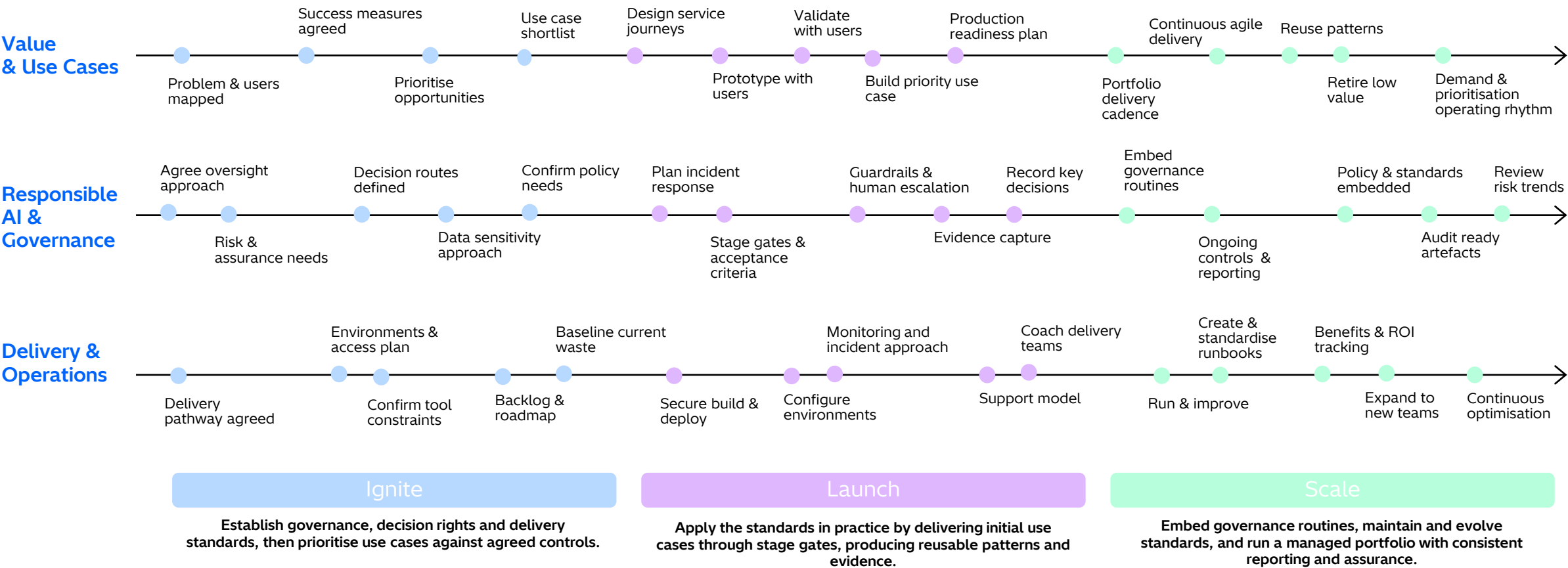
Business Benefits

Hitachi Solutions Enablers –

- ☑ AI Agent Library
- ☑ Modular Data Platform Toolkit
- ☑ Multi-cloud connector
- ☑ AI Design Sprint Methodology
- ☑ Cross-functional teams
- ☑ AI Adoption Framework
- ☑ User-centred design

The “Ignite → Launch → Scale” journey

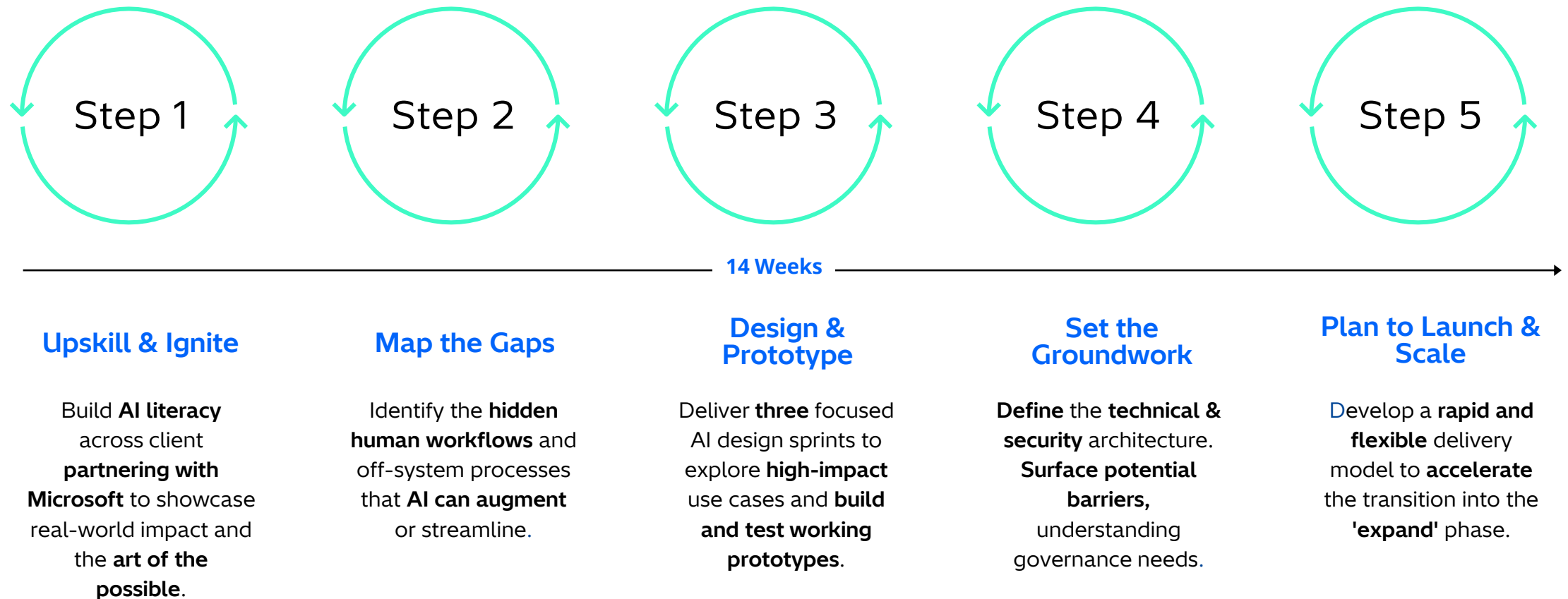
Set the rules, prove the model, then scale safely



Ignite, getting started on your AI journey

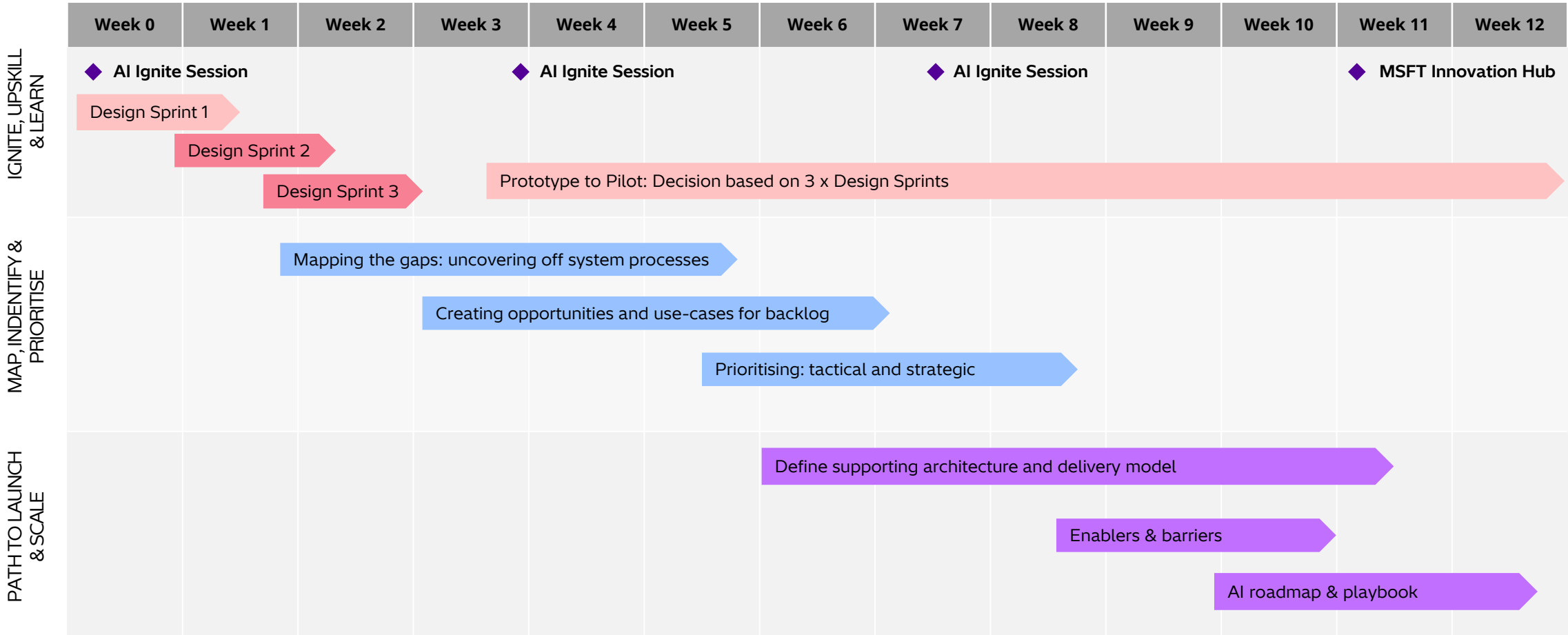
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High level summary of the proposed approach for the first three months



Indicative Plan on a page – Ignite

Delivery plan is based on extending the first design sprint through to piloting



AI Factory: Our Rapid Development Framework

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Key Principles

- **Agile Mindset:** Build in small, iterative cycles with continuous feedback.
- **Scalability:** Ensure AI services, models and data pipelines are production-ready.
- **Business-Driven AI:** Align every phase with clear business value ensuring that change, adoption and learning are considered.
- **Automation:** Automate AI Services, ML pipelines, data preprocessing, and deployment wherever possible.
- **Reusability:** Emphasise modular development to ease reusability across applications.

Process

Validate

Validate feasibility & business impact quickly, focusing on business needs, user experience and ROI.

Execute

Develop a functional, scalable AI solution with minimal effort. Test in real business scenarios.

Scale

Deploy the solution, ensuring integration with current processes and systems. Maintain and improve

Harvest, document, gather feedback and improve approach

Enablers

AI Factory Tooling: AI App Framework, AI Feature Store, AI Model Library, Intelligent Data Platform

Cross-functional AI Teams: Business + AI/Data Science + App Developers + Power Platform + Data Engineering + UX Designers + **AI Academy**

AI Governance & Risk Management: Security + Data Privacy, Bias & Fairness Testing, Gen AI Testing, Content Safety

We build to Microsoft's responsible AI Principles

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AI Ethics Matter



Tools and processes



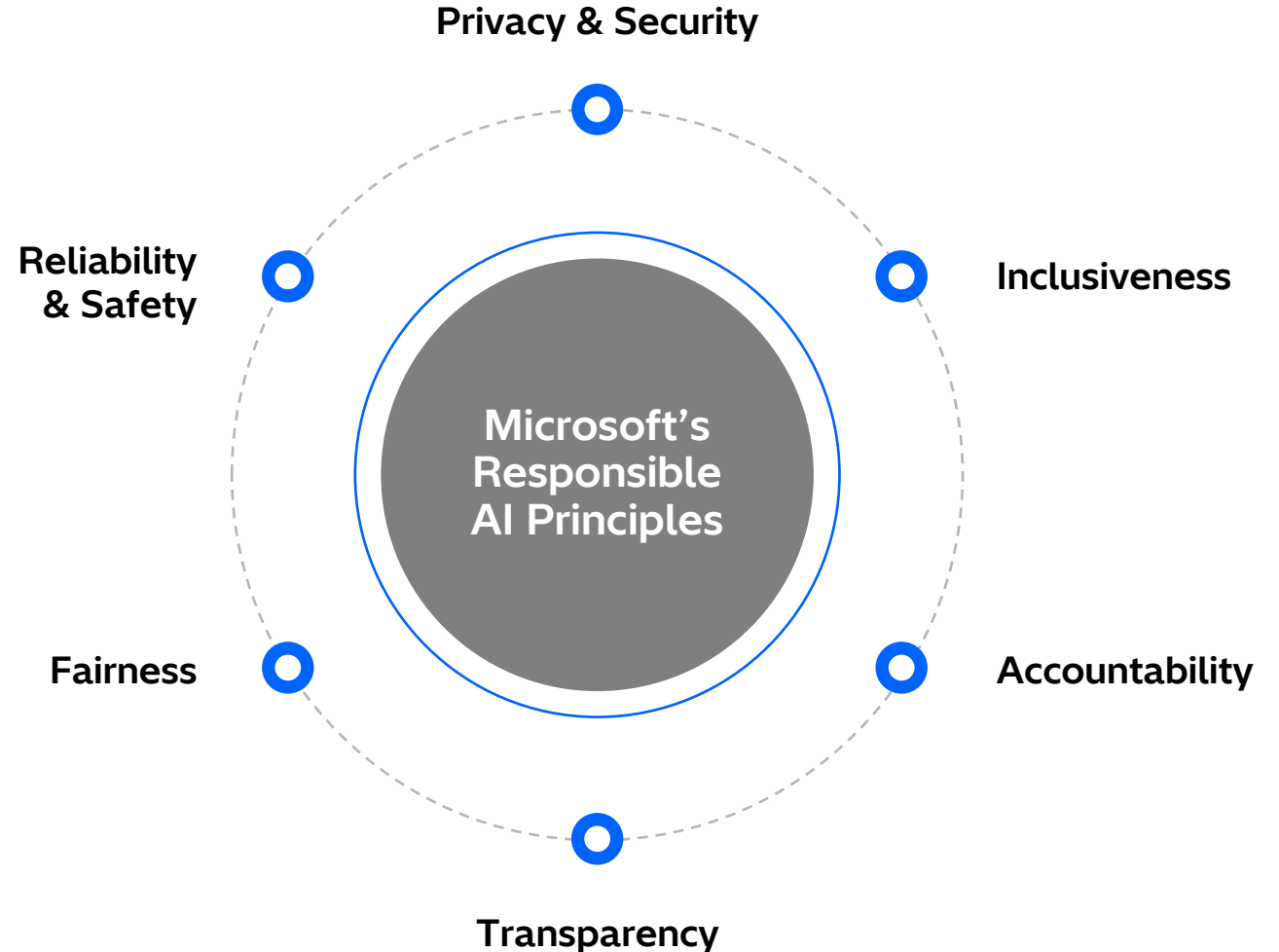
Training and practices



Rules



Governance



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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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

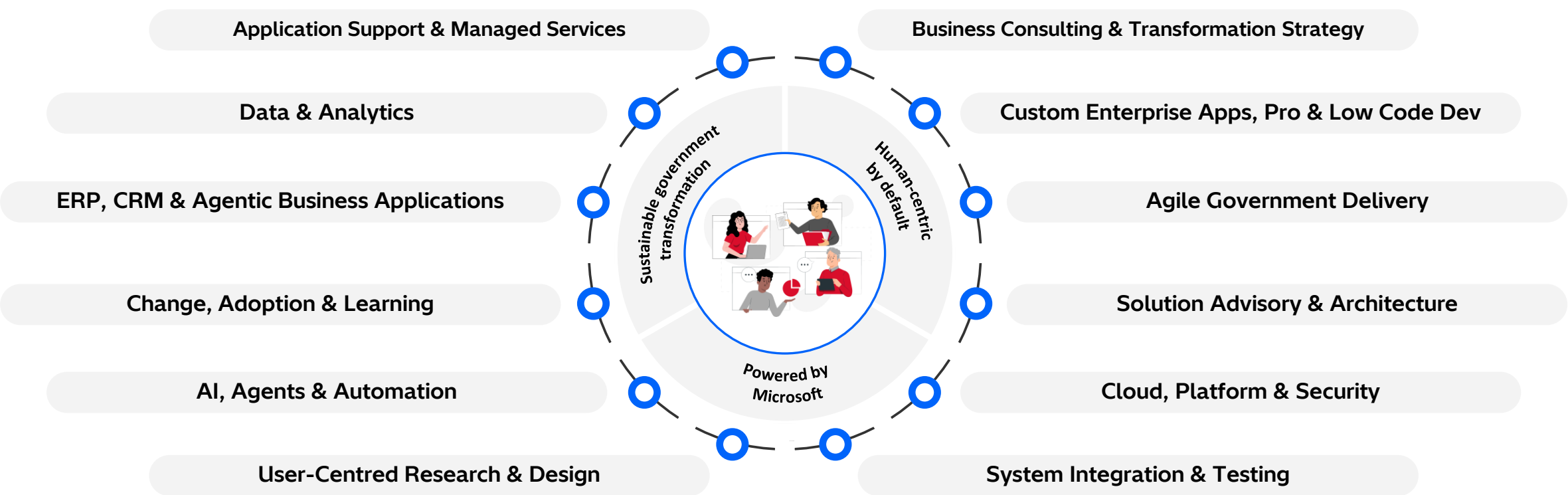
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



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