



HITACHI

Hitachi Solutions Europe

# G-Cloud 15 Service Definition Document

Digital Strategy and Transformation  
for Nuclear



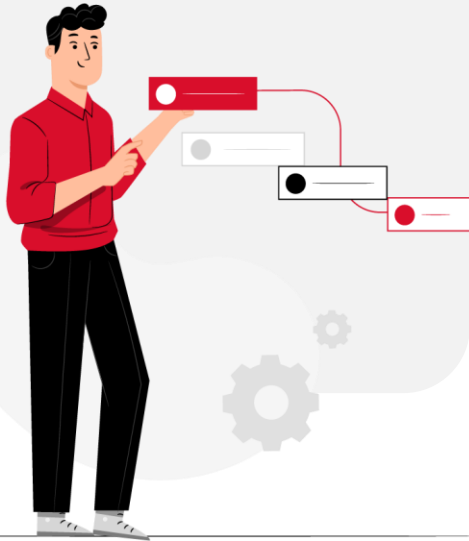
# Digital Strategy and Transformation for Nuclear

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

## Service Description

Help nuclear organisations plan and deliver digital change safely. We define digital strategy, operating model, governance and delivery roadmaps, aligned to nuclear assurance, security and regulatory expectations. Supports modernising services, improving data and reporting, and strengthening operational resilience, with change management and skills uplift.



## Service Features

- Digital strategy and target operating model for nuclear organisations
- Governance, assurance and decision making for controlled delivery
- Roadmaps and business cases for prioritised transformation programmes
- Security by design and regulatory compliance alignment
- Data strategy, reporting and analytics for operational insight
- Technology options appraisal and solution architecture design
- Process improvement for operations, maintenance and support services
- Change management and adoption planning for new ways of working
- Workforce skills assessment, training and capability uplift
- Continuous improvement approach with measures, benefits and tracking



## Service Benefits

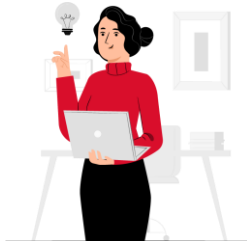
- Improve safety by strengthening controls, assurance and governance
- Reduce delivery risk with clear roadmaps and staged implementation
- Improve compliance by aligning change to regulatory expectations
- Increase resilience by improving incident response and recovery plans
- Reduce downtime by streamlining processes and removing bottlenecks
- Improve decisions using better data, reporting and performance insight
- Reduce cost through prioritisation and better resource planning
- Improve adoption with structured change management and training
- Increase confidence with clear roles, ownership and accountability
- Support long term improvement through continuous improvement practices



# Digital Strategy and Transformation for Nuclear

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Set clear direction and control for nuclear digital change



## What this service is for

### Strategy, operating model and roadmaps you can deliver against

Nuclear organisations often need to modernise services and data while operating in a tightly controlled, assurance-led environment. This service helps you turn competing priorities, legacy constraints and regulatory expectations into a clear plan that teams can follow.

We define the digital strategy, target operating model and governance needed to make safe, evidence-led decisions. You leave with a delivery roadmap and adoption approach that supports resilience, better reporting, and sustainable improvement.

**Key outcomes:** Improve safety by strengthening controls, assurance and governance | Reduce delivery risk with clear roadmaps and staged implementation | Improve compliance by aligning change to regulatory expectations | Improve decisions using better data



## Why this service is useful

### Reduce uncertainty so delivery can move safely and steadily

When strategy, governance and ownership are unclear, programmes drift, assurance activity becomes reactive, and delivery teams waste time re-litigating decisions. This service creates a shared view of what matters most, what “good” looks like, and how decisions will be made and evidenced.

It supports controlled delivery by aligning roadmap choices to assurance, security and regulatory expectations, and by planning adoption and skills uplift so new ways of working actually stick.

**Common triggers:** Stalled modernisation and unclear priorities | Audit findings or assurance gaps | Fragmented data, reporting and performance insight | Unclear decision rights and accountability | Change fatigue and low adoption | Skills gaps across digital delivery



## Why this service is different

### Assurance-led thinking that produces delivery-ready outputs

We start from the constraints that matter in nuclear contexts: controlled change, evidence, and clear accountability. That means practical governance that supports decisions, traceability, and audit-friendly artefacts, not strategy documents that sit on a shelf.

We connect strategy, operating model, roadmaps, change management and skills uplift into one coherent plan, so delivery teams can move in stages with confidence and leadership can govern progress consistently.

**Differentiators:** Governance, assurance and decision making for controlled delivery | Security by design and regulatory compliance alignment | Roadmaps and business cases for prioritised transformation programmes | Continuous improvement approach with measures, benefits and tracking

# Digital Strategy for Nuclear

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Our Advisory services enable you to understand how the you can support the achievement of your strategic objectives.

We develop an understanding of your **strategic objectives** and **organisational challenges**

We enable teams to develop and **understanding** of challenges, ideate solutions and **prioritise** potential innovations

We develop a roadmap **vision** for digital transformation with clearly defined **value** opportunities

## Engagement Types

- ✓ **Strategic Alignment**  
Develop an understanding of how you can enable your transformation strategy
- ✓ **Transformation Mapping**  
Understand, prioritise and identify the value potential of transformation opportunities
- ✓ **Design Sprints**  
Rapidly understanding a challenge and potential solutions

# Digital Strategy Engagements

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We **tailor** our advisory engagements to the needs of each customer

Engagements typically focus on the following topics:

- 1 Strategic Alignment & Business Value Assessment**  
Through stakeholder interviews and workshops, we define the overarching transformation vision, aligned to your strategic objectives. Furthermore, we quantify the value the transformation will bring, helping to inform your business case.
- 2 Solution and Business Process Assessment**  
Our architects spend time with key users, observing the use of existing solutions and the completion of key processes. By understanding the current state, we develop a roadmap for transformation.
- 3 Change Readiness Assessment**  
We develop an understanding of your change readiness through questionnaires, stakeholder interviews, and readiness & adoption workshops. As a result, we are well positioned to provide you with a tailored strategy and roadmap to achieve your transformation objectives.



Engagement Features

## 2 to 3 week engagement

Depending upon the scope being discussed, our Advisory Engagements can be completed in as little as 2 to 4 weeks.

## Support the development of your business case

Identification of the value opportunities and “rough order of magnitude costs” to help you plan your transformation.

## Roadmap for Transformation

Development of a roadmap for people, process and technology transformation, aligned to your strategic objectives.

# Strategic Alignment & Business Value Assessment

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We ensure that our customer's strategic objectives and value aspirations are identified and understood before aligning to a potential solution roadmap



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## Strategic Objectives

We develop a clear understanding of our customer's **strategic objectives** and **business challenges** to ensure that they are addressed by the proposed solution



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## Business Value

We work to identify the business outcomes and **tangible value** that **must** be delivered by the transformation, and areas of **additional value potential**



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## Roadmap Vision

We support customers in developing a roadmap vision, identifying **where to start**, and the most suitable route to achieving the **strategic objectives** and desired **business value**

# Strategic Alignment

Strategic alignment sets the foundation for a transformation programmes

We ensure that stakeholders are aligned upon the transformation objectives and value to be delivered

## Senior Stakeholder Interviews

Individual interviews to understand the strategic landscape, key challenges, objectives and KPIS.



## Prioritisation Workshops

Group-based workshops to prioritise objectives and initiatives based upon strategic importance and potential impact



## Business Value Workshops

Workshops to determine relevant KPI's, aspirational targets and potential for value generation



## Objectives

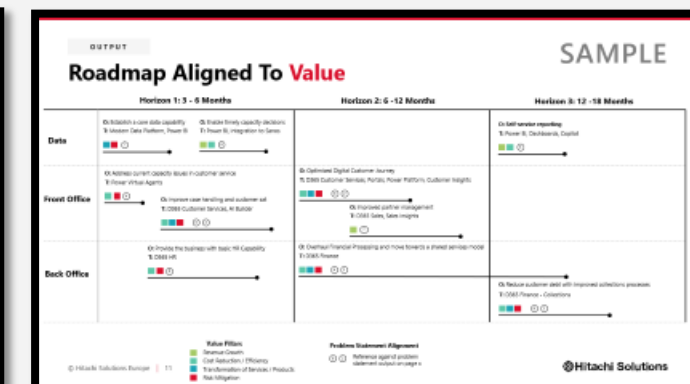
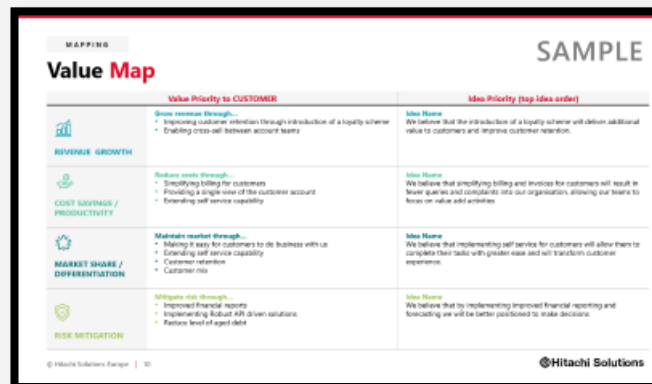
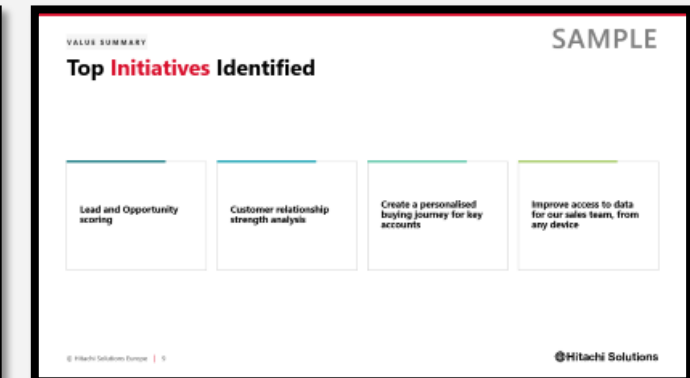
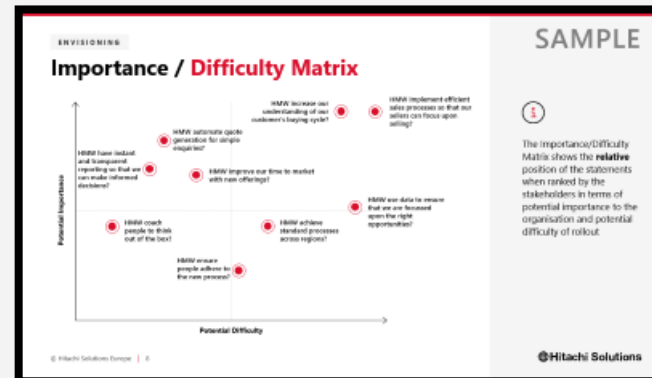
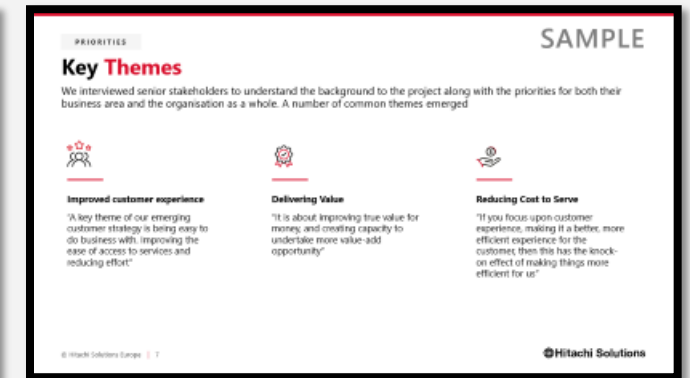
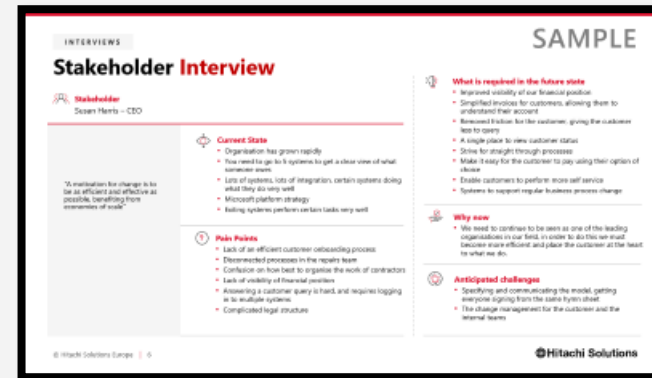
- Understand the strategic landscape and priorities of the customer before embarking upon transformation
- Identify the value opportunity associated with the transformation
- Develop a high-level roadmap aligned to strategy and value

# Sample Outputs

Identification of key objectives, priorities and challenges

Business Value Map

High-level roadmap aligned to value





# Solution Assessment

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A short, evidence-led assessment to confirm what you have today, what needs to change, and the safest route to delivery

## Current State Baseline

Rapid review of the existing solution, processes, and controls to build a clear, shared baseline. We confirm what is working, what is brittle, and what is missing across data, integrations, security, and operations.



## Fit-gap and Risk Review

Workshops to test requirements against the current solution and identify gaps, constraints, and key delivery risks. We agree options and trade-offs early, so teams avoid rework and late surprises.



## Delivery Readiness & Roadmap

We turn findings into a delivery-ready plan: recommended approach, prioritised backlog, sequencing, and measures of success. Outputs are structured for governance and assurance, supporting confident mobilisation.



## Objectives

- Establish a shared view of the current solution, constraints, and dependencies
- Identify gaps and risks across process, data, technology, and operating model
- Agree options, priorities, and a delivery-ready roadmap with clear measures

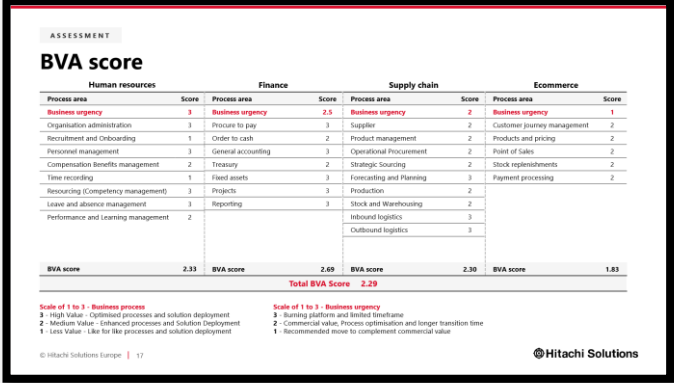
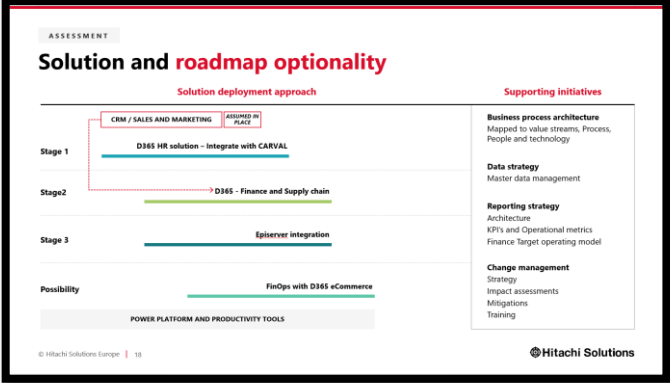
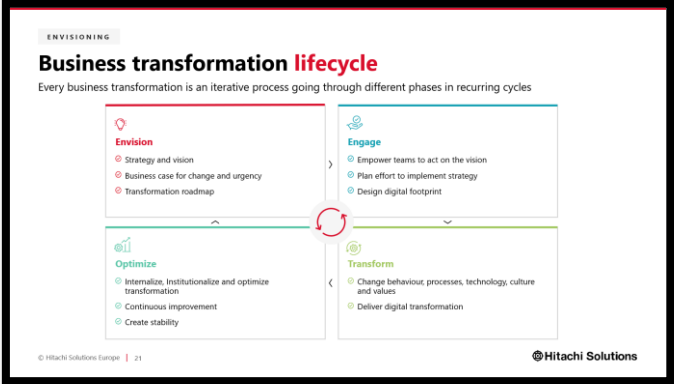
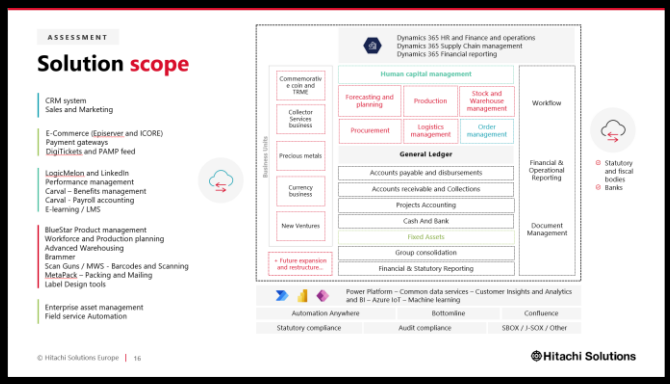
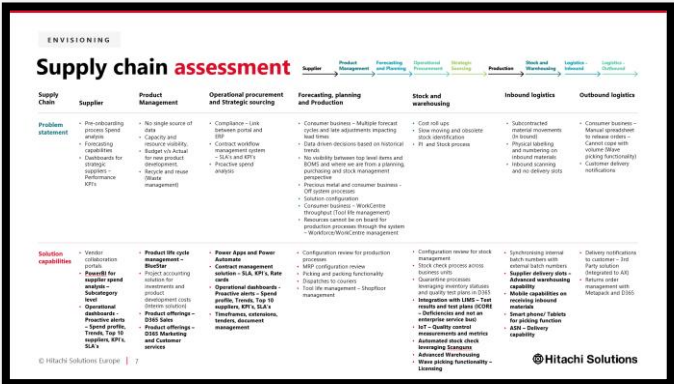
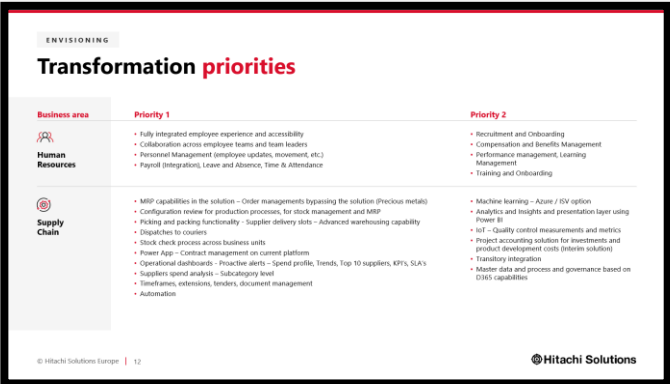


# Sample Outputs

Evidence pack of current state, controls and pain points

Gaps, risks and dependency map with mitigations

Delivery-ready plan: options, priorities, and acceptance criteria



# Change Readiness Assessment

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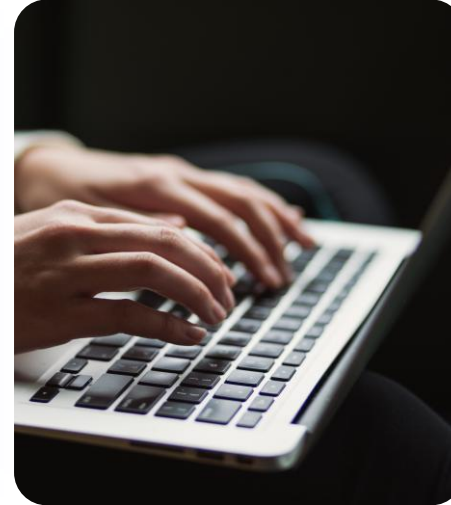
## Unlock your organisations full potential

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.

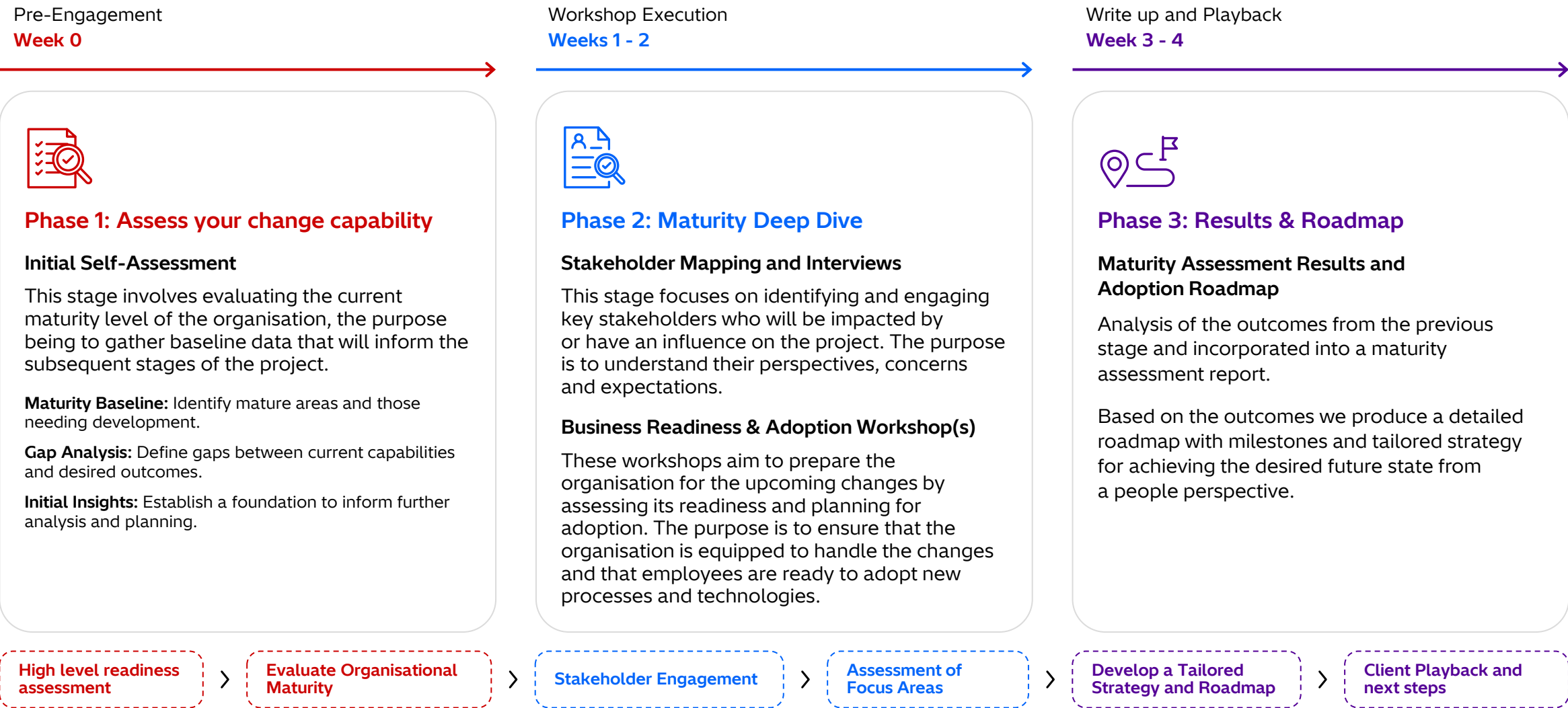


### Understand & Develop

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



# Our Change Assessment Methodology





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.

# HITACHI

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.

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+

## 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**

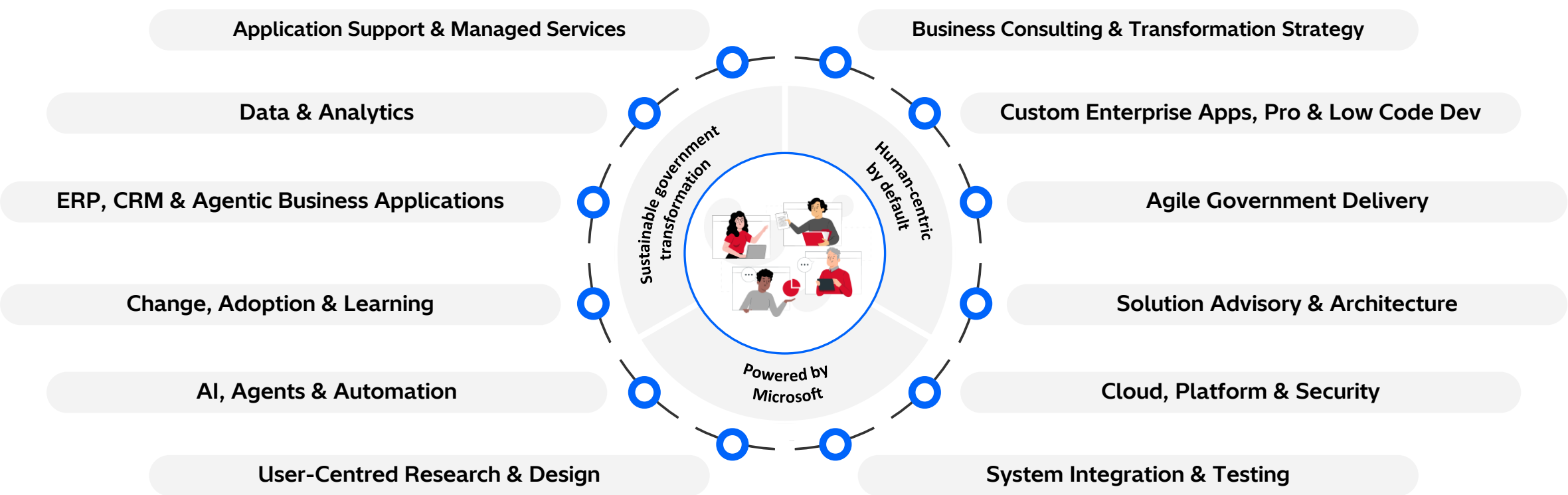
**ISO-certified** across Quality, Environment, Service,  
Business Continuity, Information Security, and  
Privacy Management

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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