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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Microsoft Dynamics for Finance

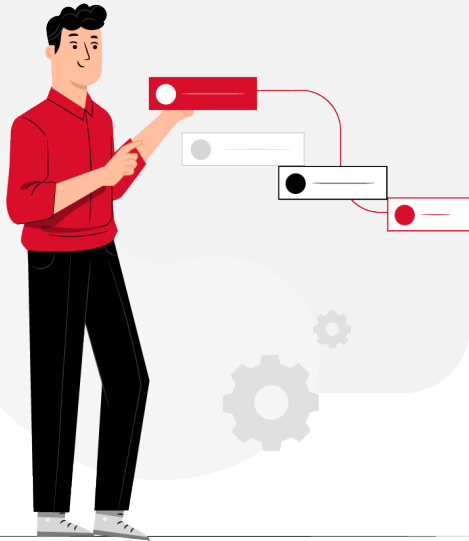
Microsoft Dynamics for Finance

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

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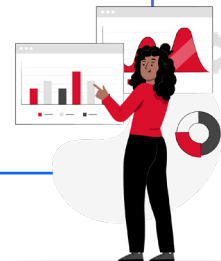
Service Description

Deliver Microsoft Dynamics 365 Finance projects end to end, from discovery and design to implementation and support. We help public sector finance teams improve budgeting, reporting, controls and day-to-day processing, with change management and training. We integrate with Microsoft 365 and build secure links to other systems.



Service Features

- Finance process discovery, requirements, and solution design workshops
- Configure Dynamics 365 Finance for budgeting, reporting, and controls
- Data migration, integration, and cutover planning for go-live
- Testing, training and user support for successful adoption
- Finance reporting and management information design and build
- Upgrades, enhancements and release management for ongoing improvement
- Security roles, access controls and audit trails for compliance
- Business case support and benefits tracking for finance transformation
- Support model setup with service desk and incident management
- Integration with Microsoft 365 for improved productivity



Service Benefits

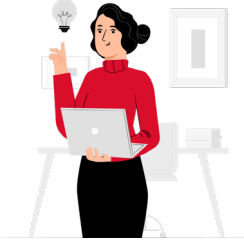
- Reduce manual finance work through automation and standard processes
- Improve budget control with clearer approvals and real-time visibility
- Speed up month-end close with consistent data and reconciliations
- Improve audit readiness with stronger controls and traceable changes
- Increase user adoption with role-based training and guided support
- Reduce risk with structured delivery, testing, and cutover planning
- Improve reporting quality with a single view of finance data
- Keep systems secure with access control and monitoring
- Stay current with regular updates and managed change
- Improve service management using ITIL-aligned support and governance



Microsoft Dynamics for Finance

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End-to-end delivery of Dynamics 365 Finance for public sector teams



What this service is for

Move from manual workarounds to controlled, reliable finance processing

We deliver Microsoft Dynamics 365 Finance projects from discovery and design through implementation and support. The service is for finance teams who need better budgeting, reporting, controls and day-to-day processing, without losing grip on governance and compliance.

We help you configure Dynamics 365 Finance, migrate and reconcile data, integrate with Microsoft 365 and other systems, and support adoption through training and guided user support. Security roles, access controls and audit trails are built in to support compliant operation.

Key outcomes: Configured D365 Finance | Safer go-live and cutover | Improved finance reporting | Stronger controls and audit trails | Supported adoption and BAU



Why this service is useful

Faster, more controlled finance delivery with reduced operational risk

Finance transformations often stall due to unclear requirements, inconsistent data, and limited time for testing and training. This service reduces rework by using structured discovery, controlled configuration, and planned migration and integration activities.

You get clearer approvals and real-time visibility for budgets, more consistent reconciliations to support month-end close, and better audit readiness through traceable changes. Ongoing upgrades, enhancements and ITIL-aligned service management help you stay current and maintain stability after go-live.

Common triggers: Manual finance work | Slow month-end close | Audit findings or control gaps | Fragmented reporting | Upcoming go-live | Need ITIL-aligned support model



Why this service is different

Decision-led delivery with controls, evidence, and adoption built in

We focus on the practical constraints public sector teams face: limited capacity, multiple stakeholders, strict controls, and the need for clear audit trails. Our approach is structured so decisions are made with evidence, and delivery progress is visible through test outcomes, data reconciliation results, and agreed readiness criteria.

We treat adoption as part of delivery, not an afterthought. Role-based training, guided support and service desk integration help users move to standard processes, while security roles and access controls support compliant day-to-day operation.

Differentiators: Evidence-led checkpoints | Controls and audit trails by design | Adoption built into delivery | Secure integration focus | Support model ready for BAU



2025 Microsoft Partner of the Year

Finance & Government



Hitachi Solutions' Approach

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Make finance change safer and easier for the people who do the work.



GDS-aligned, user-led delivery

- ✓ Start with the real tasks users struggle with: approvals, month-end, reporting, audit requests.
- ✓ Work in short cycles with show and tells, so users can see progress and shape outcomes.
- ✓ Clear decisions and acceptance criteria to avoid late surprises.



Accelerators & Tools

- ✓ We invest in tools and accelerators such as Data Migration, Integration, and our AI business process builder.
- ✓ Reusable assets for fit-gap, configuration approach, integration patterns, and migration planning.
- ✓ Standard delivery artefacts: RAID, decision log, design records, and evidence capture.
- ✓ Consistent ways of working that make delivery predictable across teams and suppliers.



Cost-Effective Strategy

- ✓ Our approach optimises resource allocation, reduces unnecessary complexity, and leverages existing investments.
- ✓ Focus on the smallest set of changes that improve user outcomes and controls.
- ✓ Keep scope visible: prioritised backlog, clear trade-offs, and delivery reporting.
- ✓ Avoid over-engineering by using standard low/no-code capabilities wherever possible.



Adoption & BAU built in

- ✓ Role-based training, guided support, and super-user enablement so people can transition safely.
- ✓ Support model setup with service desk and incident routes, ready for Live operation.
- ✓ Security roles, access controls, and audit trails designed into day-to-day working.

GDS-aligned Delivery Lifecycle

Methodology

- + Structure & Control
- + Certainty

Solution – Governance – Change
Management



Discovery

Understand user needs, current finance processes, reporting and control requirements, and constraints. Confirm success measures and delivery risks early.

User needs / Current state and constraints



Alpha

Confirm fit-gap, validate solution options, and agree the delivery approach for configuration, integrations, data migration, and security roles.

Options and trade-offs / Delivery plan and backlog



Beta

Configure and build iteratively, integrate with Microsoft 365 and other systems, migrate data in cycles, and test end-to-end with users. Prepare training and support routes.

Working solution increments / Test outcomes



Live

Rehearse cutover, complete go-live readiness checks, and transition into hypercare. Establish operational processes, monitoring, and service desk integration.

Cutover and readiness / Hypercare support



Operate

Run upgrades and release management, improve reporting and controls, and track benefits. Maintain governance, incident handling, and continuous improvement (ITIL-aligned).

Managed change / Benefits tracking

Hitachi Essentials for Public Sector Finance

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A Microsoft Dynamics 365 Finance solution for controlled delivery and adoption



Solution

Dynamics 365 Finance accelerator focused on public sector controls, approvals, and reporting.
(Project Operations only where required.)



Processes

Standard finance processes and user journeys, aligned to approvals, segregation of duties, and audit needs.



Reporting

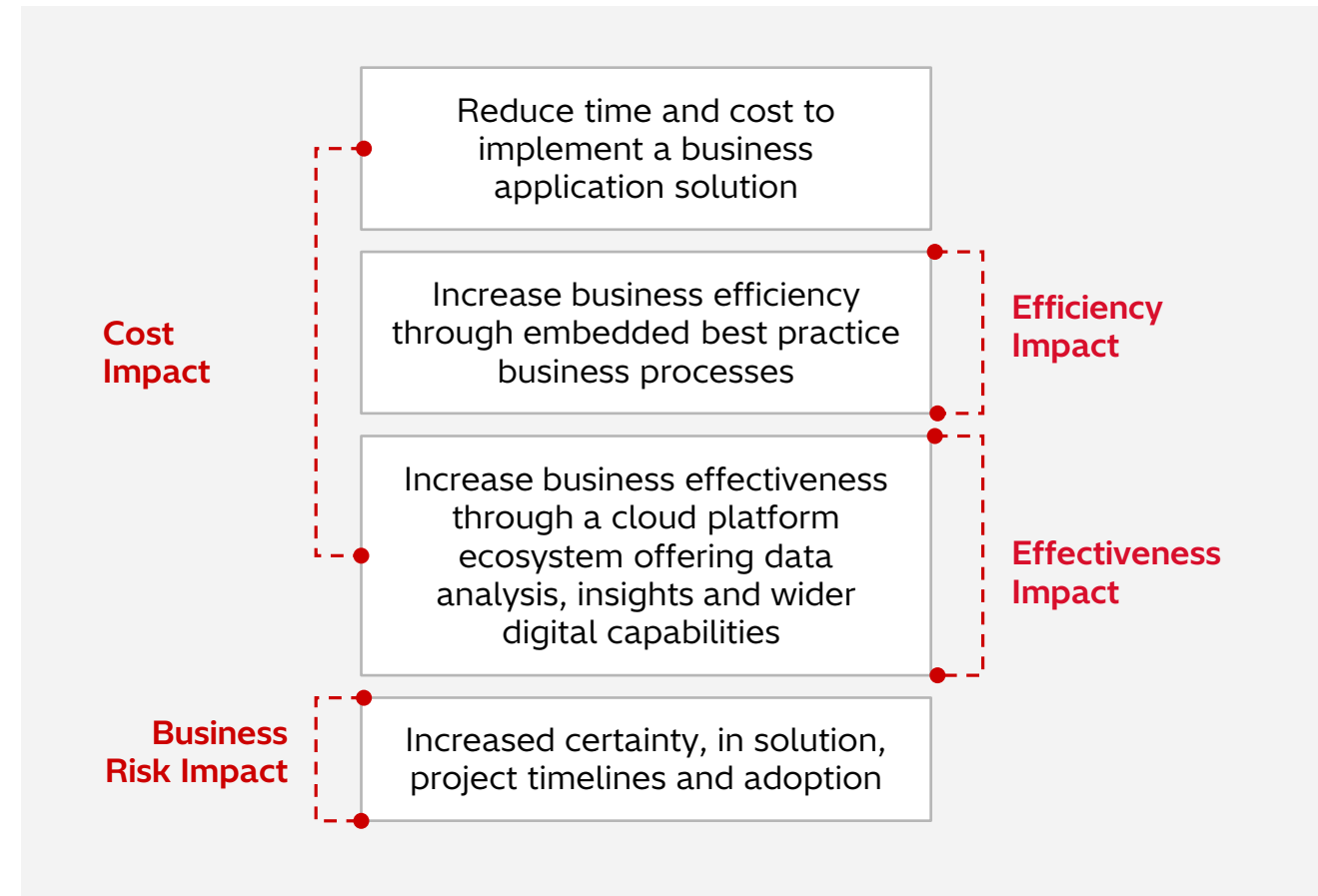
Management information and reporting patterns to support budget holders, finance teams, and audit queries.



Implementation

GDS-aligned delivery approach, migration playbooks, testing approach, and Azure DevOps templates.

Accelerates your implementation by cutting out green-field design



Accelerating the Transformation

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Hitachi Essentials Accelerator vs. Classic ERP Project Delivery

	Essentials	Classic
Design	Adopt and Personalise	Full design phase
Core Configuration	Pre-configured	Build from scratch
Policy & Operational Alignment	Align to finance policies, approvals & reporting needs.	Design and build from scratch
Data Migration	Repeatable migration approach, mapping & reconciliation.	Dependency on design and build activities
Transition & Testing	Test the solution deltas only	Broader testing required due to higher levels of bespoke build.
Change & Adoption	Required and needs to be driven, but accelerated	Often starts later due to longer design/build.



Benefits

- ✓ Faster start using proven configuration patterns
- ✓ Earlier time-to-value for priority finance journeys
- ✓ Adopt in phases (where required)
- ✓ Use standard Dynamics 365 capabilities to reduce rework
- ✓ Supports controlled delivery with clearer governance touchpoints

Building a Foundation with Dynamics 365 Finance

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Approach



Rapid Deployment

Leverage Hitachi's historic experience to define a core set of capabilities delivered within a time-boxed configuration period.



Meet customer needs

Align business needs to out-of-the-box solution capabilities.



Simplified Data Migration & training

Leverage standard tools and templates for data migration and training.



Timeboxed config. & post go-live support

Approach includes time to allow the client to perform basic configuration to Finance and Procurement processes to function. Additional time included post go-live for further configuration.

Benefits



Rapid time to value



Standardise business processes



Reduce risk by minimizing customisations



Improved understanding of OOTB solution

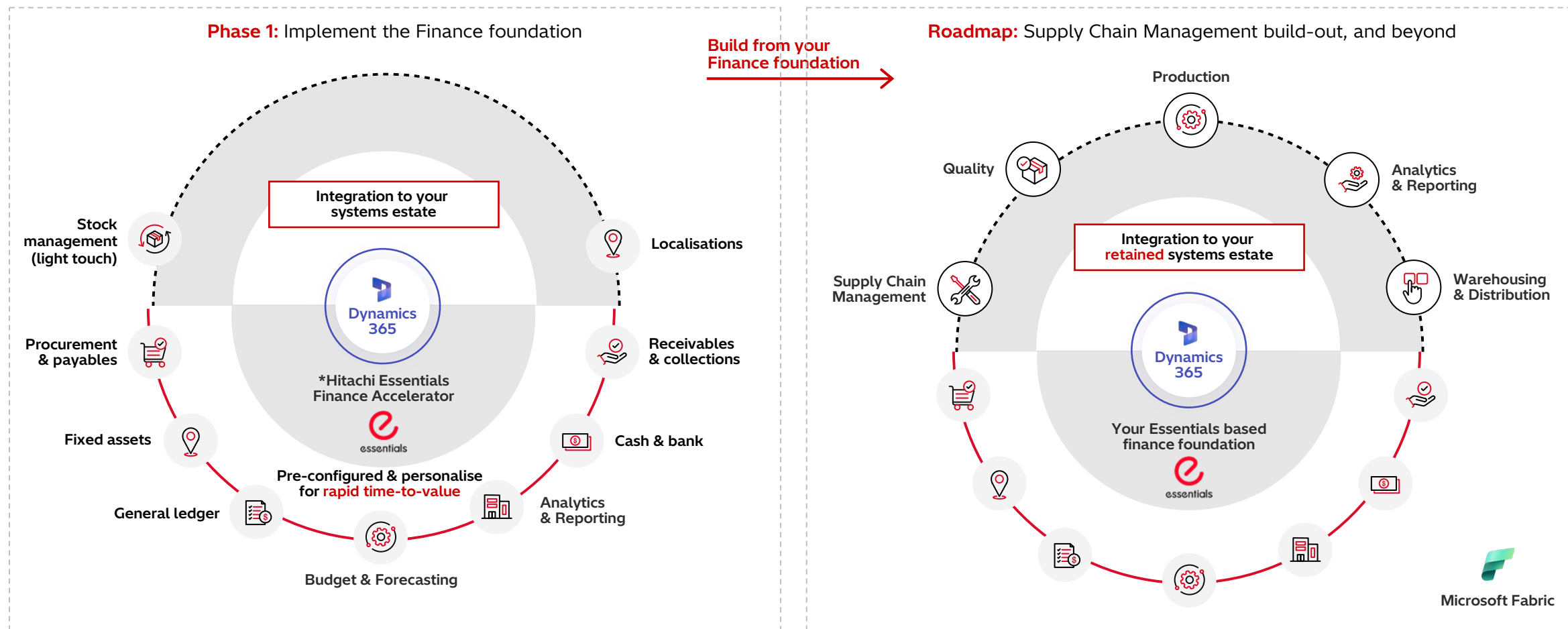


Drive better future requirements

Alignment to Your Objectives and Priorities

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Hitachi's Essentials finance approach is aligned to the client's project objectives and priorities



Acceleration for Financial Reporting Design

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Essentials industry aligned starter providing financial reporting, analysis and controls design acceleration



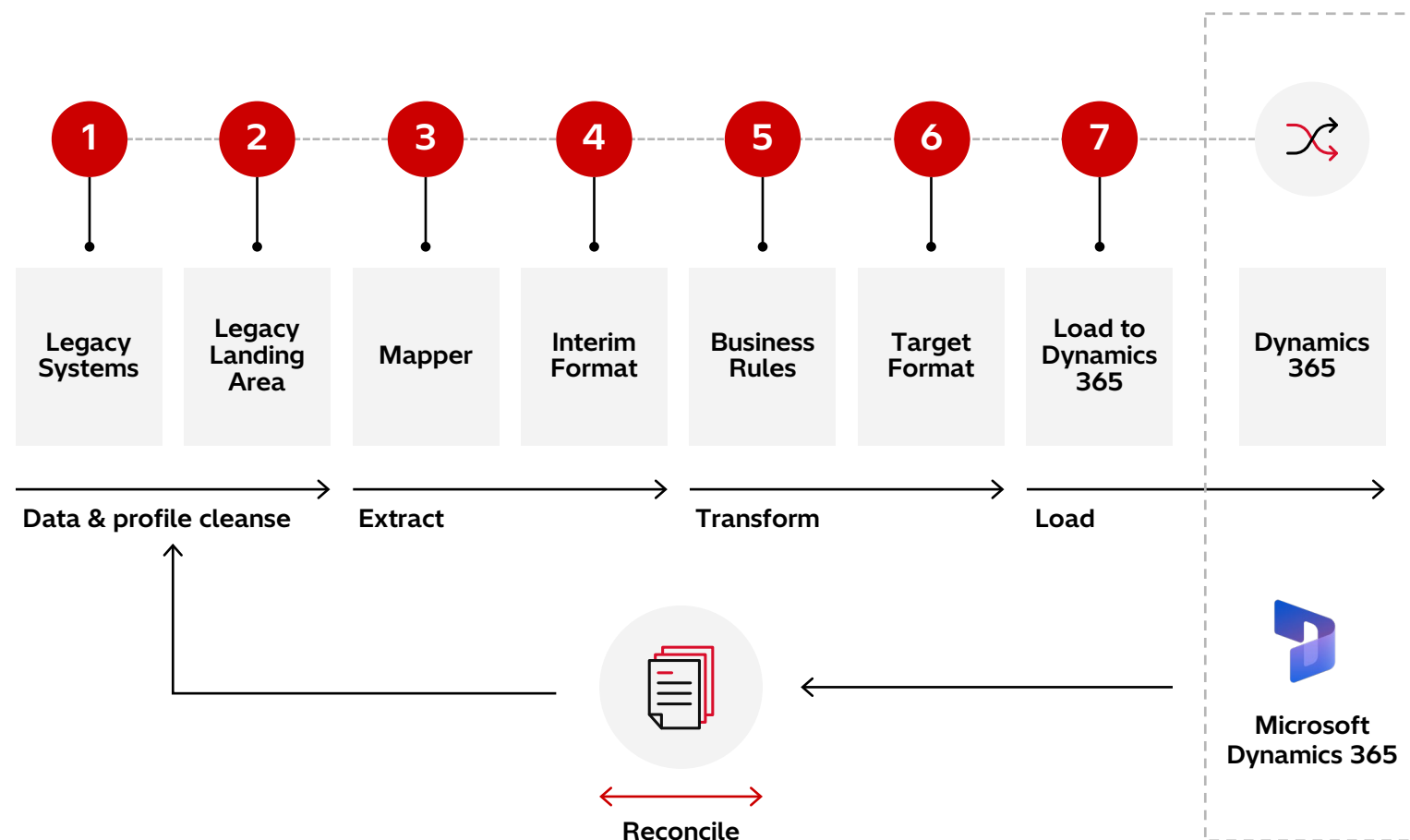
Organisation	0) Legal entity	Dynamics company code
	1) Country / branch	Balancing dimension, actual country attributed to the transaction
	2) Business unit	Management division reporting business units or
	3) Cost centre	Business departments or cost centres
Operations	4) Site / location	Site / location of production
	5) Product / line	Individual products or product lines
	6) Project	Project analysis
	7) Cost type	3 distinct ranges for <i>labour, material, overhead</i>
Intercompany	8) Intercompany	Dynamics company code, to aid consolidations & intercompany eliminations

- ✓ Fundamental to a **well architected Dynamics 365** solution is the design of the financial dimensions to **effectively support finance and core business processes** in the ledgers
- ✓ These need to be supported by well-designed chart of accounts foundation and **supporting controls for consistency and integrity of the data**
- ✓ Coupled with robust controls, our **Essentials accelerator provides a tried and tested base** that supports financial reporting and sub-ledger processing **for government operations**
- ✓ **During your implementation**, the **purpose** of each of the 8 dimensions will be discussed with you by our consultants and changes determined to **meet your specific requirements**

Data Migration Accelerator

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End-to-end approach and accelerator tool with flexible options for ownership of responsibilities at each stage



- ✓ Hitachi have an **accelerator tool** for data migration that allows you to **manage the complexities of migrating** your data through the Extract, Transform and Load (ETL) cycles
- ✓ The ultimate aim is to have a **predictable and repeatable process** in place for go-live to your new solution
- ✓ The approach is broken down in to **7 steps** with options on the level of responsibility you would like to Hitachi to take
- ✓ Our proposal is for the client to use Hitachi's tool to assist in steps 3-7 with Hitachi taking responsibility for loading data into Dynamics 365
- ✓ The option for Hitachi to own and manage data migration from step 3 is also available and can be explored should the client require Hitachi to have greater involvement and ownership of data migration

Hitachi **Integration Framework**

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This scalable Dynamics 365 integration framework has the pieces to build the complete picture for your Integration puzzle



Proven enterprise-level, yet flexible, componentry that adapts to your type and size of Dynamics 365 project



Templated design with scalable development speeds up integration deliveries



Decrease risk through utilising a proven, repeatable and standard framework



Cloud-based design, benefits such as scalability, infrastructure, support and high availability options

Connect any LOB Applications that have an API using the Azure Service Bus

**Cost
Impact**

Significantly **lowers the total cost** of ownership to the client

Flexible, standardised and repeatable

Speeds up integration delivery with a **templated approach**

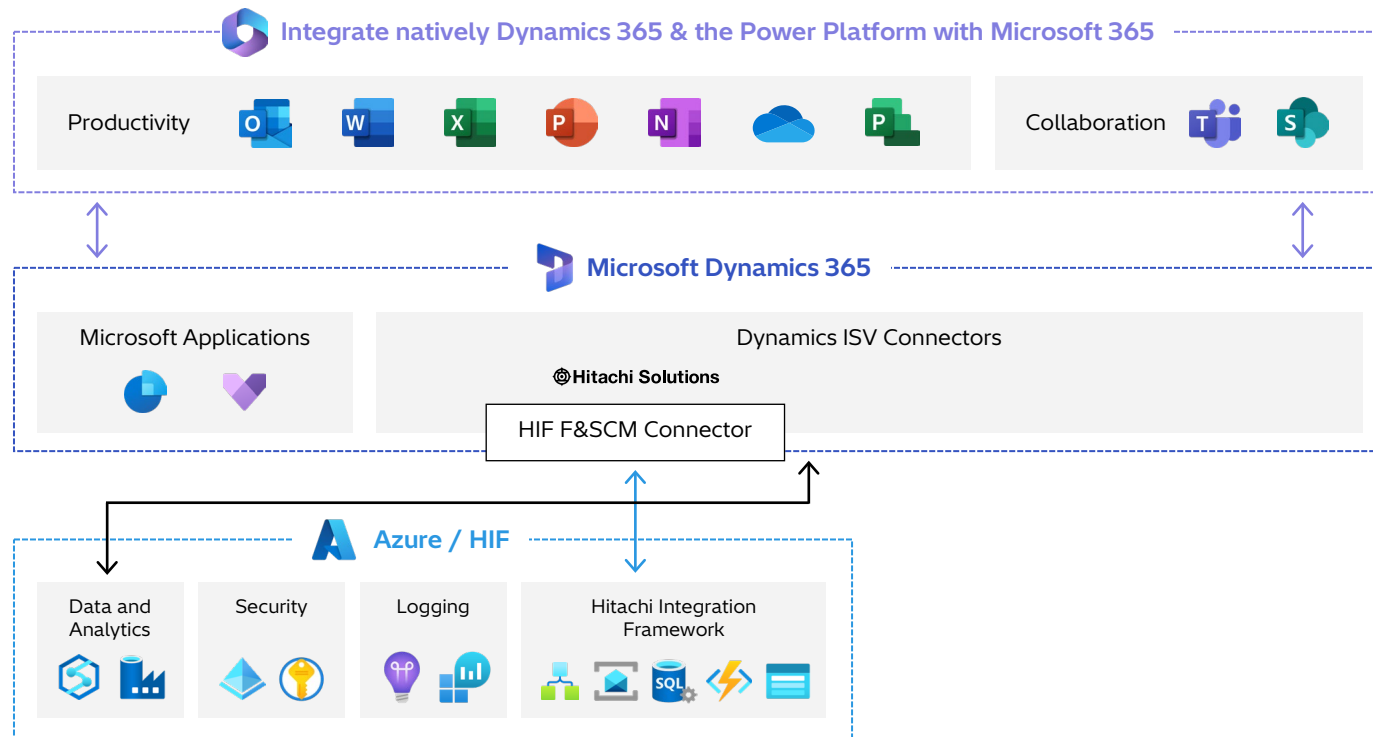
Enables **unified audit and troubleshooting**

**Business Risk
Impact**

Hitachi Integration Framework

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Accelerator Engine and Templates



Our proven HIF provides our customers:

A scalable infrastructure, based on Microsoft Azure

- ✓ Used in solutions which span the world
 - ✓ UK / US / Europe / China / Africa / APAC

Reliability, security & compliance

- ✓ Identity & Authentication
- ✓ Data Integrity management
- ✓ Error monitoring & Replay

Interoperability, by integrating different systems, applications & data sources

Ensuring **cost effectiveness**, (CAPEX & OPEX) requiring no licences

The Hitachi logo is displayed in a bold, white, sans-serif font in the upper 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 entire 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

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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

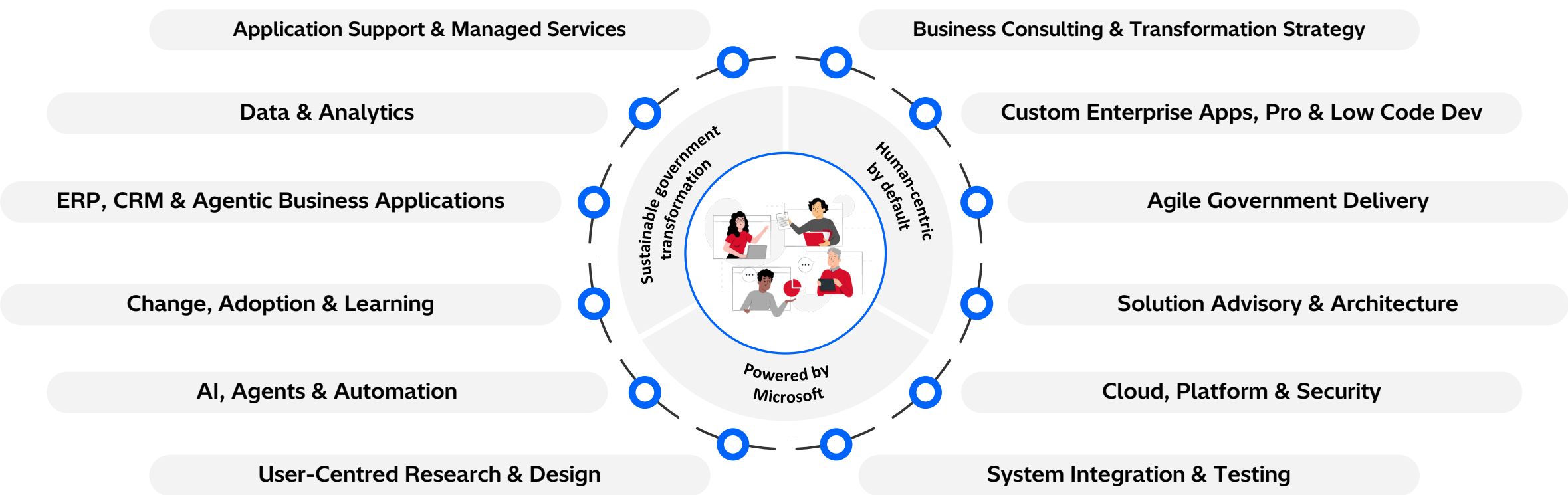
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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