



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

DevOps Managed Service

DevOps Managed Service

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

HITACHI

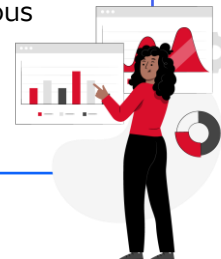
Service Description

Provide managed DevOps to run and improve your build and release pipelines. We set up automated build, test and deployment, manage environments, and monitor services in live. Supports faster, safer releases using continuous integration and continuous delivery, with security controls and ongoing improvement.



Service Features

- Build, test and release pipeline setup and management
- Continuous integration and continuous delivery pipeline configuration
- Automated testing in pipelines for quality and reliability
- Infrastructure as code for repeatable environments
- Release management, approvals and change controls
- Monitoring, alerting and incident response for live services
- Security checks built into build and deployment pipelines
- Performance tuning and cost optimisation for cloud workloads
- DevOps training, playbooks and ways of working adoption
- Ongoing support, maintenance and continuous improvement



Service Benefits

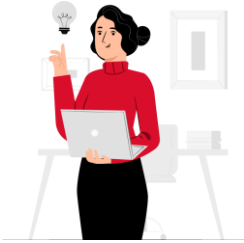
- Release changes faster with reliable automated deployment
- Reduce incidents by testing and validating changes earlier
- Improve service reliability with monitoring and rapid incident response
- Reduce manual effort through repeatable pipeline automation
- Improve security by embedding checks into delivery pipelines
- Reduce cost by optimising environments and cloud usage
- Improve auditability with clear release records and approvals
- Increase team collaboration through shared DevOps ways of working
- Improve consistency using infrastructure as code environments
- Maintain momentum with ongoing support and continuous improvement



DevOps Managed Service

HITACHI

Keep delivery moving, without sacrificing control



What this service is for

Managed DevOps that runs pipelines and removes release friction

Teams often inherit pipelines that grew organically: manual steps, inconsistent environments, unclear ownership, and releases that feel high risk. This service gives you a managed DevOps capability to stabilise and run build, test and deployment pipelines, while steadily improving them.

We focus on making change repeatable and supportable: clearer release pathways, stronger checks, and better visibility of what changed, when and why (where required). You keep product direction; we keep the delivery engine healthy so releases are safer and more routine.

Key outcomes: Reliable releases | Reduced manual steps | Clear change traceability (where required) | Safer deployments | Practical team handover



Why this service is useful

Reduce rework, incidents and slowdowns across the delivery cycle

If releases are slow, risky or dependent on a few individuals, teams waste time firefighting instead of improving the service. Managed DevOps helps you spot and remove bottlenecks in build, test and deployment, so change flows with fewer surprises.

It also helps when assurance matters: you need repeatable evidence of how changes were tested, approved and deployed (where required), plus stronger security checks embedded into delivery. The result is fewer late-stage defects, faster recovery when things go wrong, and a clearer view of service health in live.

Common triggers: Manual deployments | Frequent release incidents | Inconsistent environments | Audit and approval needs | Pipeline ownership unclear | Skills gaps in DevOps



Why this service is different

Managed service plus continuous improvement, not “set and forget”

We treat pipelines like a live service: run reliably, measure what hurts, then improve in small, safe steps. That means prioritising changes that remove waste, reduce risk and make support easier, rather than pursuing tooling change for its own sake.

We also make controls practical. Approvals, release records and evidence are built into the way of working, so assurance becomes a by-product of delivery. We work with your existing processes and tools, and only introduce optional improvements when they clearly reduce effort or risk.

Differentiators: Run + improve together | Evidence by design | Small, safe iterations | Tooling-agnostic | Operability first

Hitachi Lifetime Services overview

Post-implementation services designed around your business needs

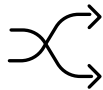
Hitachi Solutions Lifetime Services department have worked in partnership with our clients over the past 10 years, **focusing on solutions to business problems** our service portfolio has grown, matured and is continuously reviewed as part of our strategy to deliver real service value to our customers based on their changing needs and business problems.

Services are delivered **utilising a team of core consultants from the Hitachi Talent-Hubs and In-Country teams** to maximise cost efficiencies and provide multi-lingual support.



Partnership Support Model

Our engagement model ensures **transparency in service quality**, effective service management, and solution oversight to support Customer's business journey and Microsoft capability adoption.



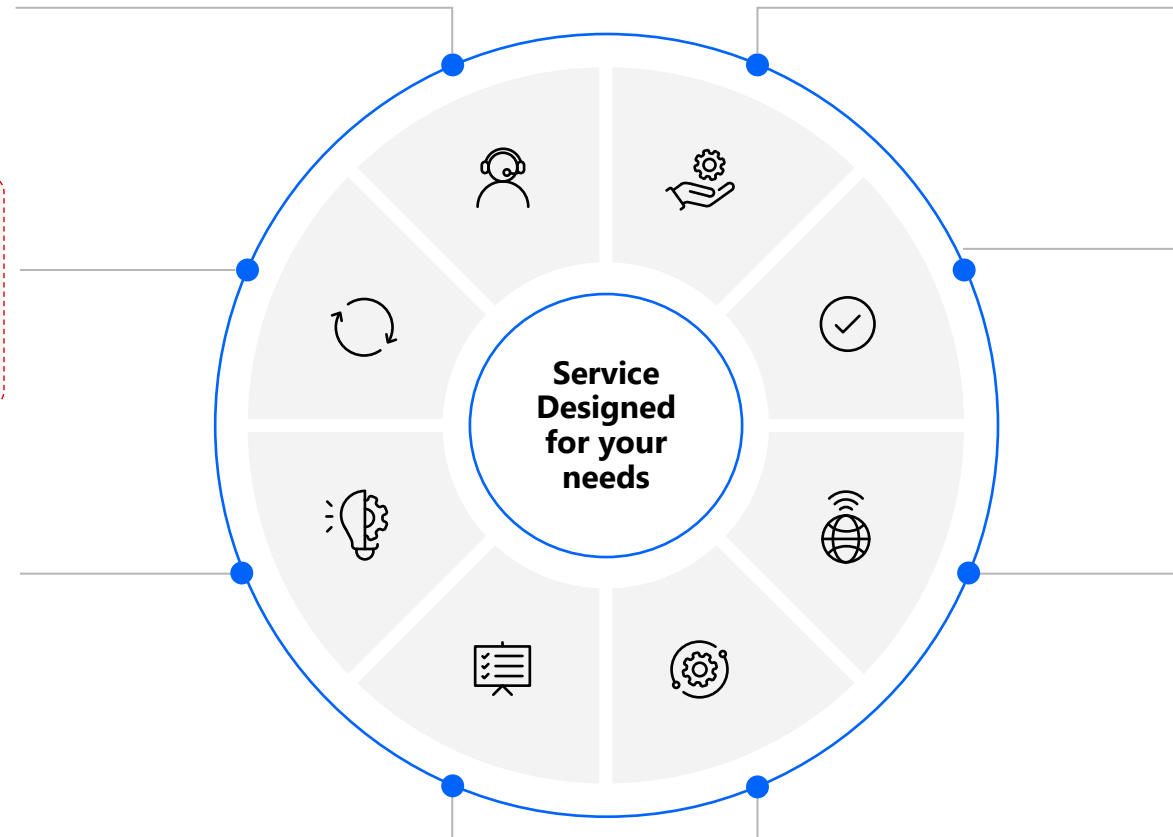
Flexibility & Transparency

We offer flexible service models which will allow Customer to consume services in part or full depending on business needs. **Transparent commercial reporting and budget forecasting** to enable cost efficiencies

Our Service Portfolio

- ☑ Application Support and Problem Management
- ☑ Telemetry & Monitoring
- ☑ Transition & Service Design
- ☑ Development Services – agile delivery services
- ☑ Microsoft One Version
- ☑ Testing as a Service
- ☑ Release & Environment Management
- ☑ Training for End users and Internal IT teams

Service Management & Solution Oversight



Application Support

- ITIL aligned processes
- Incident Management
- Problem Management
- Change Management
- User Administration

Development Services

- Sprint based iterative delivery
- Agile approach to deliver rapid value to business
- Dedicated team based on backlog requirements
- One team partnership approach

Microsoft One Version

- Notification of Microsoft releases
- Solution Impact Assessment
- Roadmap Review
- Technical Update
- Adoption of new features

Learning & Development

- End user training
- IT support training
- Skills assessment
- Adoption assessment

Transition & Service Design

- Knowledge Readiness
- Service Establishment and stabilisation
- Service design – process mapping
- Stakeholder mapping & Governance

Testing as a Service

- Automation of Regression testing
- Functional testing support
- UAT testing support
- Defect management

Telemetry & Monitoring

- Pro-active monitoring
- Pro-active resolution of events
- Daily Checks
- Reporting on system health

Release & Environment Management

- Release & Environment Strategy Document
- Release Governance
- Environment Management
- Environment Refresh
- Technical Deployments

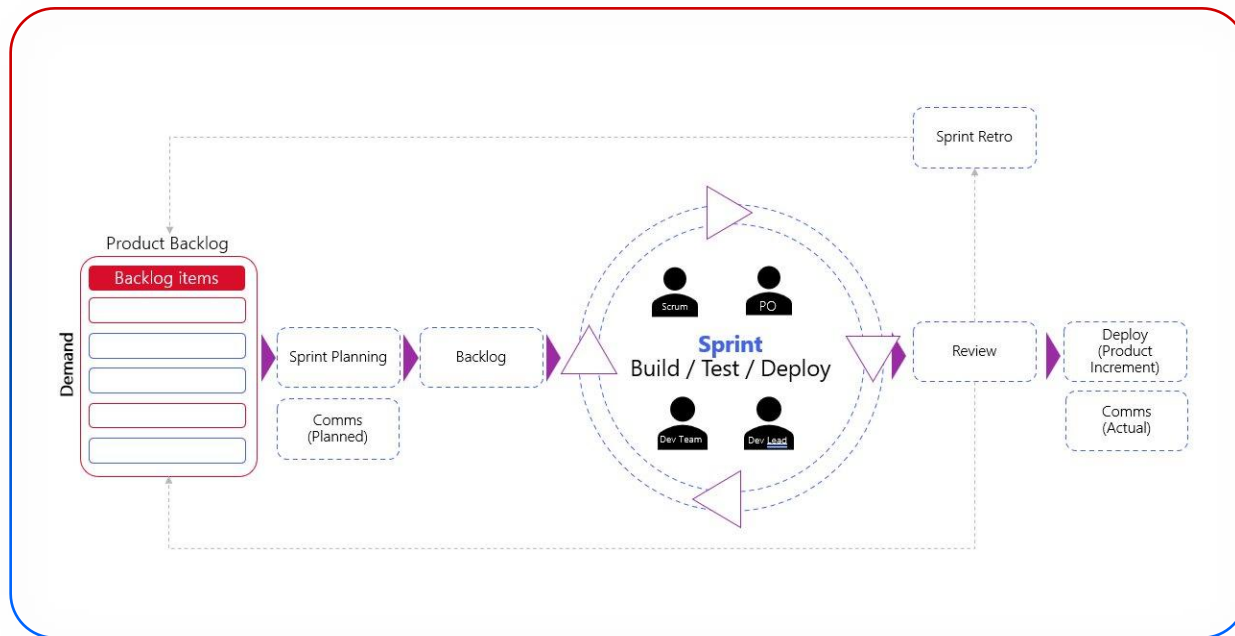
Development Services



Development Services

Evolving your Solution

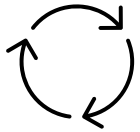
Development Services is built to meet you where you are—whether your solution is already in production or transitioning from MVP to a continuous improvement model. We take care of ongoing updates, enhancements, and optimizations, allowing you to stay focused on your core business without disruption. With our flexible service model, you can evolve your digital offering confidently and efficiently.



Core Benefits

- ✓ Full **visibility** of your backlog, challenges and upcoming work.
- ✓ **Flexibility** through prioritising your demand on the go.
- ✓ **Scalability** by scaling your demand / backlog as needed on the go.
- ✓ **Higher engagement** from your business through faster releases into your live solution.
- ✓ **Hotfix approach** for priority defects through best practise environment management.
- ✓ A **defined release cadence** that drives forward your roadmap and milestones.

Our Approach



Sprints are the heartbeat of our Development Services methodology, breaking down development into manageable, iterative cycles.

We develop a **strategic solution roadmap** for your Solution providing guidance throughout the process

We **work with your existing team** or as a stand-alone team to support and **develop your vision**

We **proactively work** with your team to translate your business needs into manageable user stories.

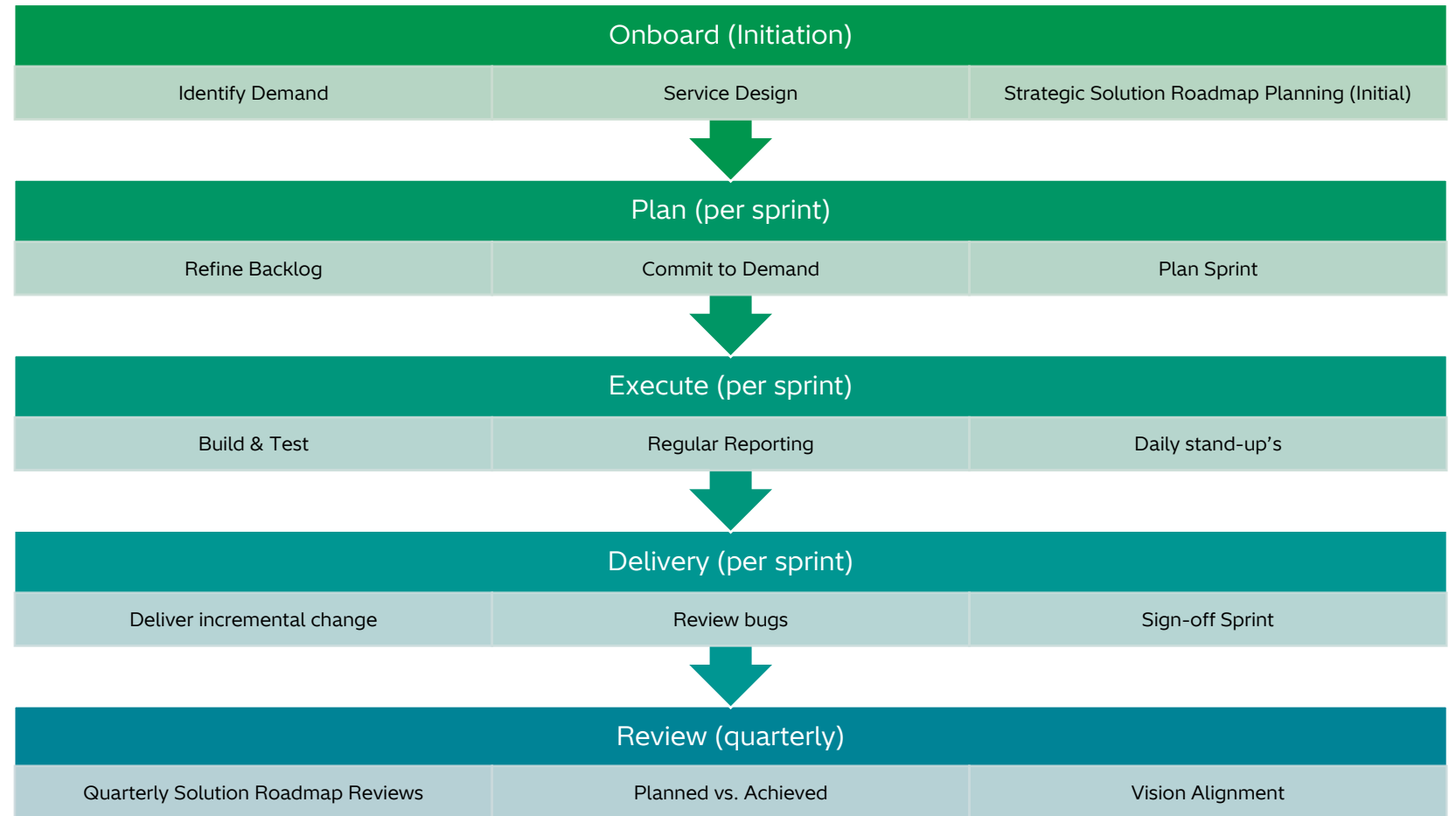
HITACHI

Pillars

- ✓ **Flexibility & Value Realisation**
Scale up & down as needed and achieve progress through monthly iterations without BAU disruption.
- ✓ **Communication**
Full transparency through continuous feedback loop.
- ✓ **Risk Management**
Risk reduction through smaller, manageable work breakdown & early identification of challenges
- ✓ **Business Continuity**
On the go development that benefits your business users without impact to BAU systems

Development Services – High Level Overview

- **Initial onboarding** done to determine your demand and establish the end-to-end process.
- The **Strategic Solution Roadmap planning** ensures that your demand has a vision, and everything is aligned with Microsoft's product releases
- **Sprints** (4-week sprint size suggested) ensure that your demand is put to action. User stories are delivered on a regular basis; risks are transparently raised, and your solution evolves continuously
- **Quarterly Solution Roadmap Reviews** ensure that the initial vision is still up to date. The review session aim at providing insights as to what was planned and what has been delivered in the last quarter



Strategic Solution Roadmap

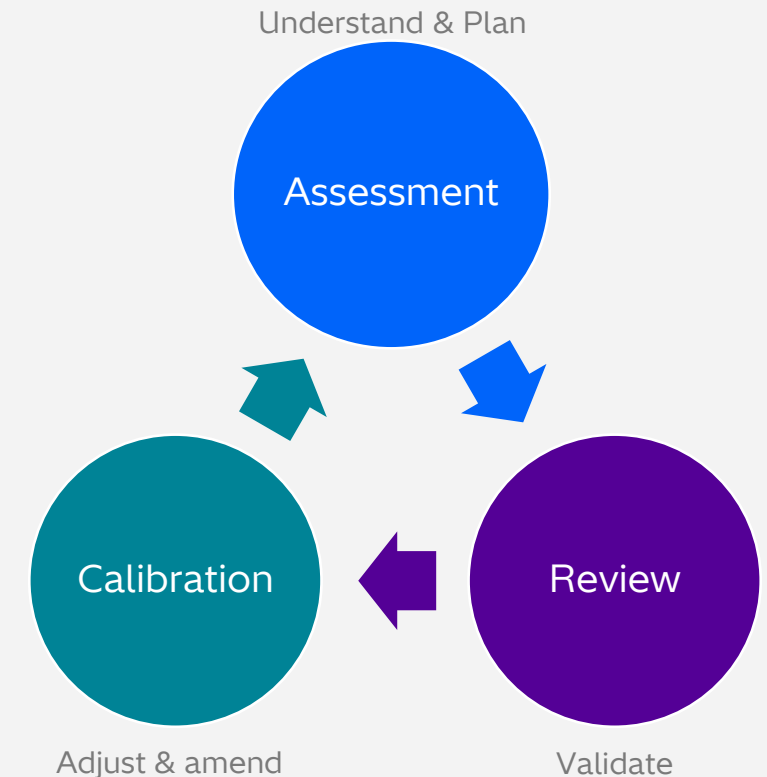
What the strategic roadmap assessment is about

The strategic solution roadmap assessment is a structured process that begins with an initial assessment of the client's current solutions and architecture. This includes reviewing all integrations and related documentation. The client's vision and current-state systems are assessed to draft a 12-month roadmap.

The roadmap includes the following elements:

- Microsoft product releases
- Microsoft release plans
- Current demand against the roadmap
- Risks, issues, and dependencies
- Opportunities
- Detailed action plan
- Implementation timeline
- Alignment with strategic vision
- Feasibility of the proposed timeline

HITACHI



Strategic Solution Roadmap

Why it matters and who is involved

This process ensures alignment between business demand and the client's long-term goals. It supports proactive planning, enables early identification of risks and opportunities, and provides a clear, actionable strategy to guide investment and execution across the business. Additionally, it highlights opportunities that could positively impact the client's solution and establishes a baseline for what can realistically be achieved.

The strategic solution roadmap planning process involves multiple stakeholders across the client and consulting teams:

Solution Architect – assesses the current solution, architecture, integrations, and feasibility of demand against multiple criteria.

Product Owner – provides insights on dependencies and business-relevant knowledge, offers visibility into internal processes, and ensures clarity of business demand.

Service Delivery Manager – discusses the output of the strategic roadmap assessment with key business decision makers such as Client IT Leadership, Sponsors, and Product Owners.

HITACHI

Assessment

- When: During Onboarding
- What: Solution Roadmap Plan

Review

- Plan vs. Actual achievement
- Minor adjustments to plan
- Changes during the quarter

Calibration

- Comprehensive review
- Major adjustments
- Re-alignment of goals and re-planning

Development Services – Sprint Lifecycle

3 phase approach

01 Planning

- Backlog Refinement
- Sprint Planning
- Commitment to deliverables
- Resource Forecast
- Alignment with resourcing
- Sprint Start Report

02 Executing

- Daily Scrum meetings
- Sprint Execution
 - Development
 - Testing
 - UAT Testing
- RAID Items
- Weekly Reporting
- Forecast vs. Actuals

03 Delivery

- Sprint Review
- Sprint Retrospective
- Sign-off deliverables
- Deploy agreed user stories
- Sprint Closure Report

PM: Governance throughout (Reporting, Forecasting, RAID Items, etc...)

Best Practice 2-4-week sprints

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 image has a dark, semi-transparent overlay.

HITACHI

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

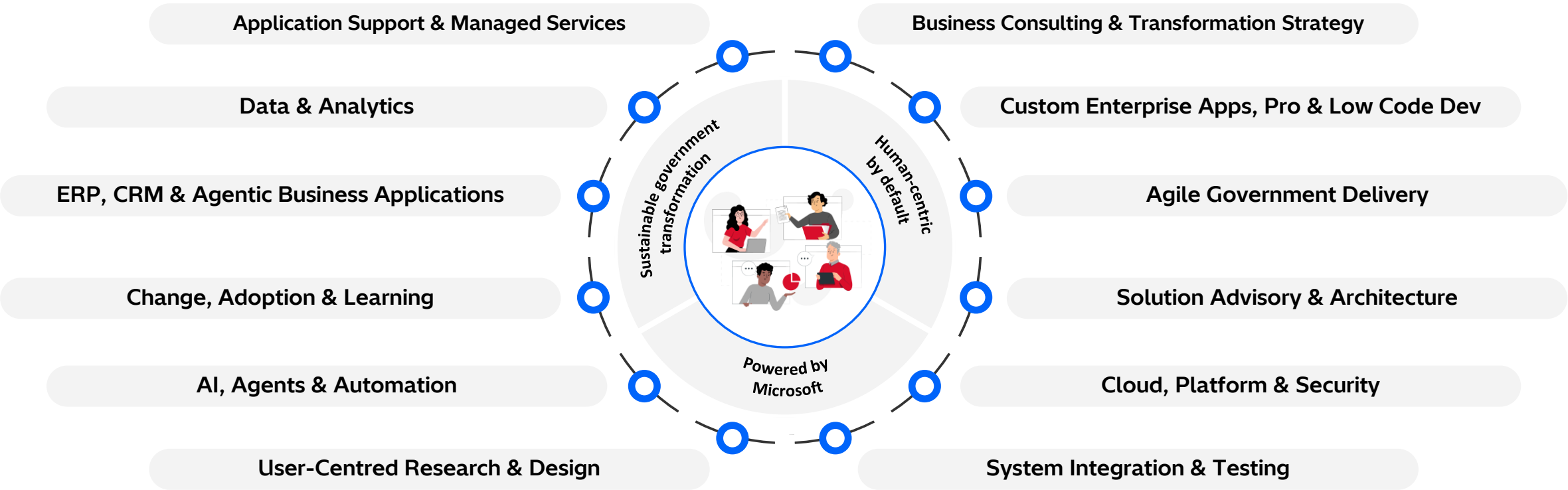
Cyber Essentials Plus Certified

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

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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe