



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Business Strategy & Transformation

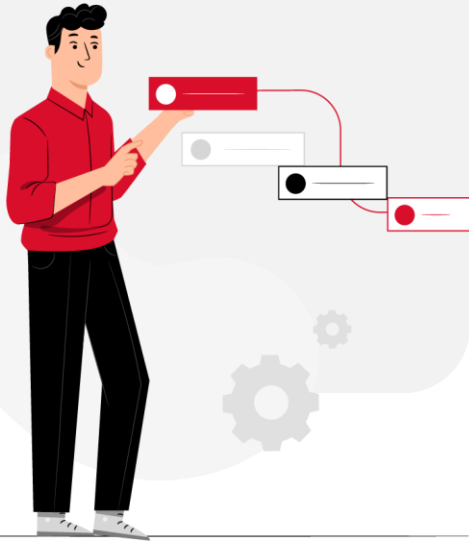
Business Strategy & Transformation

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

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Service Description

Define and deliver business transformation for public sector organisations. We shape strategy, operating models and business cases, align stakeholders, and plan change across people, process and technology. Includes process redesign, communications and engagement, change leadership, benefits realisation and adoption planning, supporting cloud and digital programmes.



Service Features

- Transformation strategy, vision, and delivery blueprint development
- Target Operating Model design and operating model implementation planning
- Business case development, options appraisal, and investment cases
- Stakeholder mapping, engagement planning, and governance setup
- Process mapping, service design inputs, and process reengineering
- Change impact assessment, readiness, and resistance management
- Communications strategy, training needs analysis, and learning plans
- Mobilisation of change champions, super users, and networks
- Benefits realisation framework, KPI definition, and tracking
- Capability building through coaching, playbooks, and knowledge transfer



Service Benefits

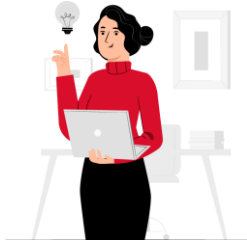
- Align leadership on clear outcomes, priorities, and decision-making
- Reduce delivery risk with robust governance and stakeholder engagement
- Improve adoption through targeted communications, training, and support
- Embed new ways of working with change leadership networks
- Improve efficiency by redesigning processes and removing waste
- Increase confidence using evidence-based business cases and options
- Improve benefits realisation with measurable KPIs and tracking
- Reduce resistance through early engagement and transparent planning
- Build internal capability through coaching and knowledge transfer
- Align business and technology change for sustainable transformation



Business Strategy & Transformation

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Align strategy, operating model and change across people, process and technology



What this service is for

Turn transformation intent into an agreed, deliverable plan

Teams often start change with a mix of priorities, competing stakeholders, and uncertain evidence on what will deliver value. This service helps you define the transformation you actually need, then make it delivery-ready with clear decisions and a practical route to adoption.

We shape strategy, operating models and business cases, align stakeholders, and plan change that supports cloud and digital programmes. The focus is on creating clarity early, reducing rework, and making progress measurable.

Key outcomes: Agreed outcomes and priorities | Delivery-ready transformation blueprint | Clear governance and decisions | Adoption and readiness plan | Benefits and KPIs defined



Why this service is useful

Reduce waste and risk before delivery effort ramps up

Public sector transformation stalls when outcomes are unclear, stakeholders are not aligned, and process and technology change are planned separately. This creates duplicated work, late resistance, and business cases that do not stand up under scrutiny.

We provide a structured way to baseline the current position, agree options and trade-offs, and set up the change approach so delivery teams can move faster with fewer surprises. Benefits are defined in measurable terms so progress can be tracked.

Common triggers: Unclear outcomes and priorities | Competing stakeholders and governance gaps | Low adoption risk | Process pain driving inefficiency | Weak or outdated business case | Benefits not measured



Why this service is different

Decision-led transformation that stays delivery-grounded

We treat transformation as a set of decisions that need evidence, owners, and follow-through. That means rapid alignment on outcomes, a clear view of options, and governance that supports delivery rather than slowing it down.

We connect operating model, process redesign, and change planning so you do not end up with disconnected workstreams. Outputs are structured to be assurance-friendly, with traceability from findings to recommendations, and clear acceptance criteria for next steps (optional).

Differentiators: Evidence-led options and trade-offs | Joined-up operating model and change planning | Governance that enables pace | Traceable outputs for assurance | Practical adoption focus

Business Strategy Advisory

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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 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

Business 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.



Department
of Health &
Social Care



Environment
Agency



Homes
England



The
Royal Mint®

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



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



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**



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 by ensuring that stakeholders are aligned upon the transformation objectives and the 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

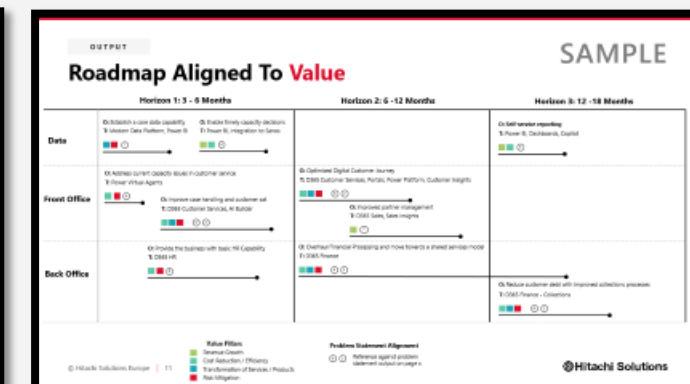
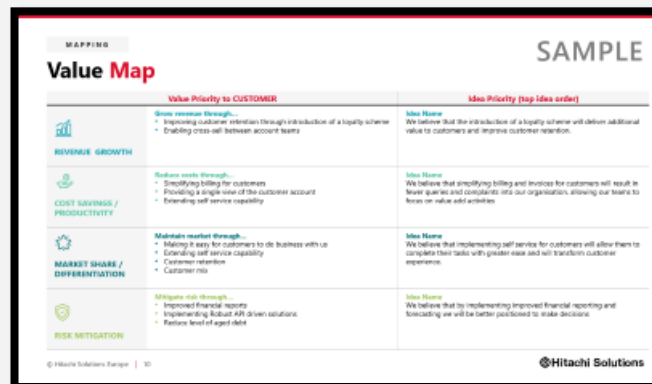
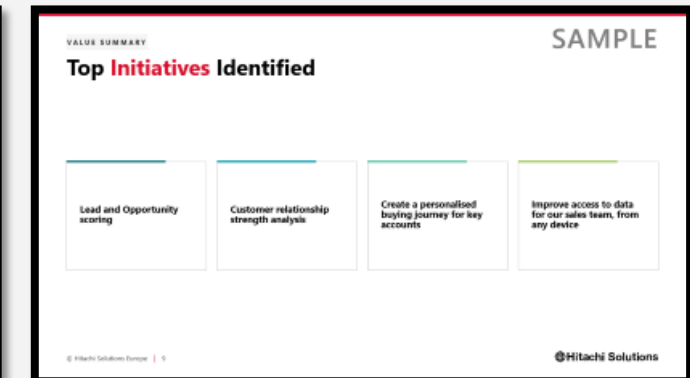
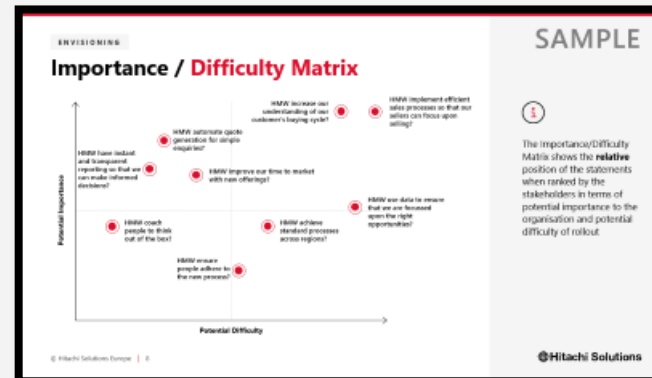
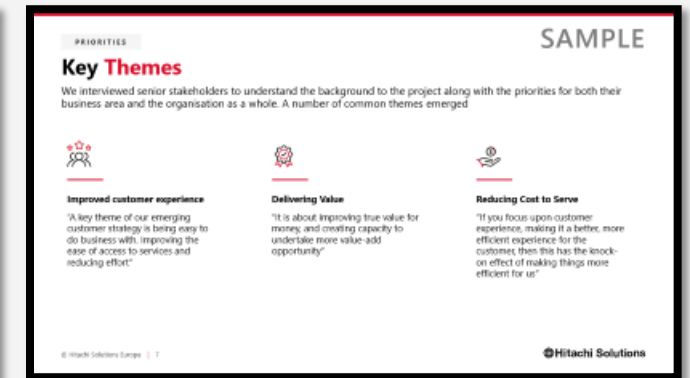
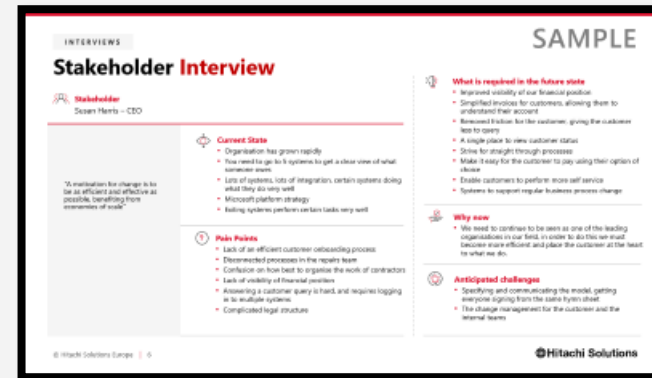
- Understand the strategic landscape and priorities of the customer before embarking upon transformation
- Identify the value opportunity associated with the transformation
- Develop a high-level roadmap aligned to strategy and value

Sample Outputs

Identification of key objectives, priorities and challenges

Business Value Map

High-level roadmap aligned to value



Solution Assessment

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

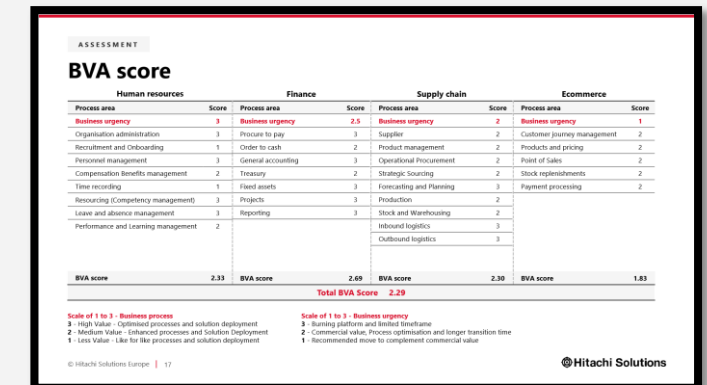
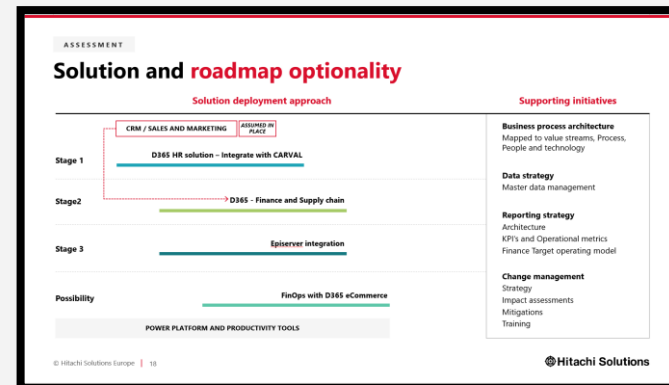
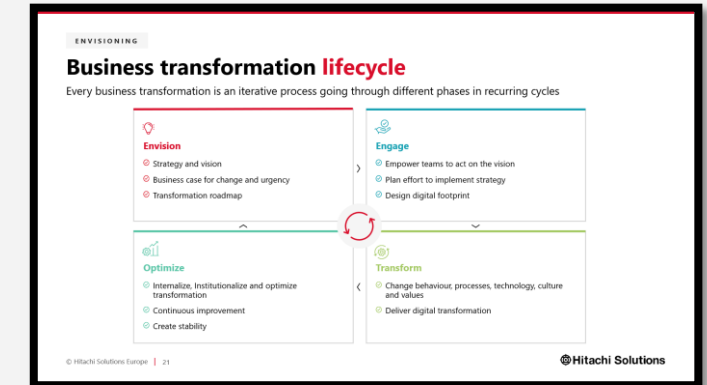
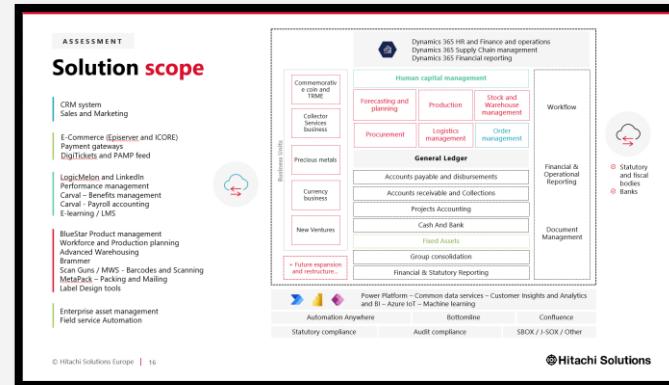
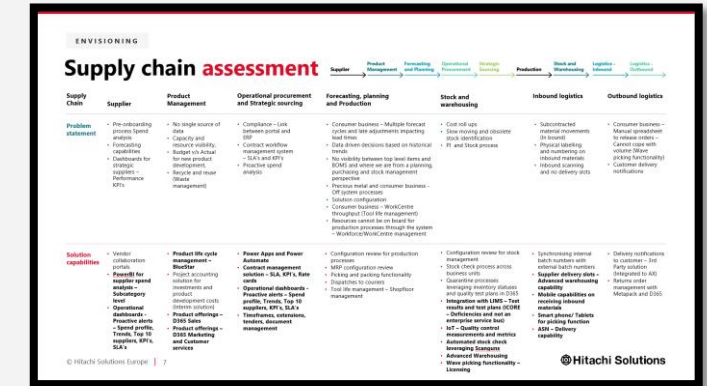
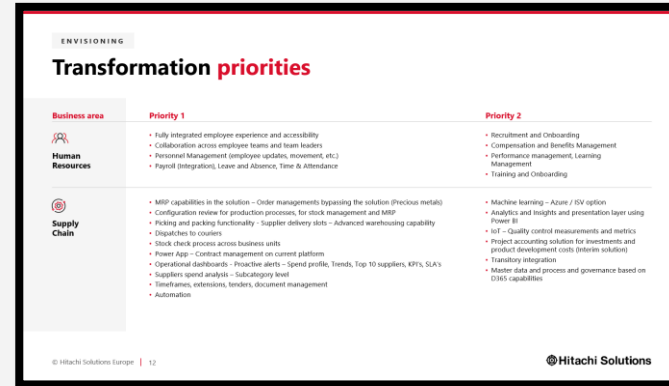
- Establish a shared view of the current solution, constraints, and dependencies
- Identify gaps and risks across process, data, technology, and operating model
- Agree options, priorities, and a delivery-ready roadmap with clear measures

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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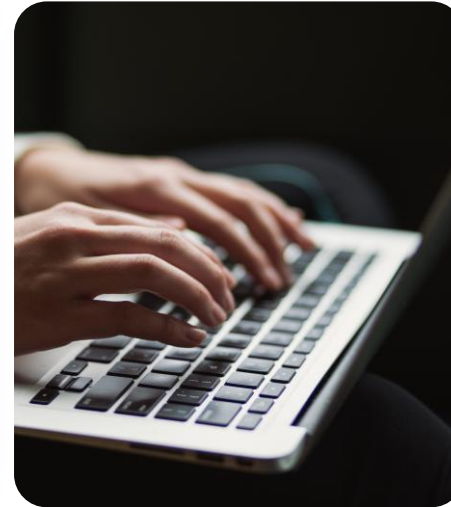
Unlock your organisations full potential

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

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Pre-Engagement
Week 0



Phase 1: Assess your change capability

Initial Self-Assessment

This stage involves evaluating the current maturity level of the organisation, the purpose being to gather baseline data that will inform the subsequent stages of the project.

Maturity Baseline: Identify mature areas and those needing development.

Gap Analysis: Define gaps between current capabilities and desired outcomes.

Initial Insights: Establish a foundation to inform further analysis and planning.

Workshop Execution
Weeks 1 - 2



Phase 2: Maturity Deep Dive

Stakeholder Mapping and Interviews

This stage focuses on identifying and engaging key stakeholders who will be impacted by or have an influence on the project. The purpose is to understand their perspectives, concerns and expectations.

Business Readiness & Adoption Workshop(s)

These workshops aim to prepare the organisation for the upcoming changes by assessing its readiness and planning for adoption. The purpose is to ensure that the organisation is equipped to handle the changes and that employees are ready to adopt new processes and technologies.

Write up and Playback
Week 3 - 4



Phase 3: Results & Roadmap

Maturity Assessment Results and Adoption Roadmap

Analysis of the outcomes from the previous stage and incorporated into a maturity assessment report.

Based on the outcomes we produce a detailed roadmap with milestones and tailored strategy for achieving the desired future state from a people perspective.

High level readiness
assessment



Evaluate Organisational
Maturity



Stakeholder Engagement



Assessment of
Focus Areas



Develop a Tailored
Strategy and Roadmap



Client Playback and
next steps

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 decorative railing. A large Union Jack flag is flying from a pole on the right side of the building. The overall image has a muted, greyish tint.

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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

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

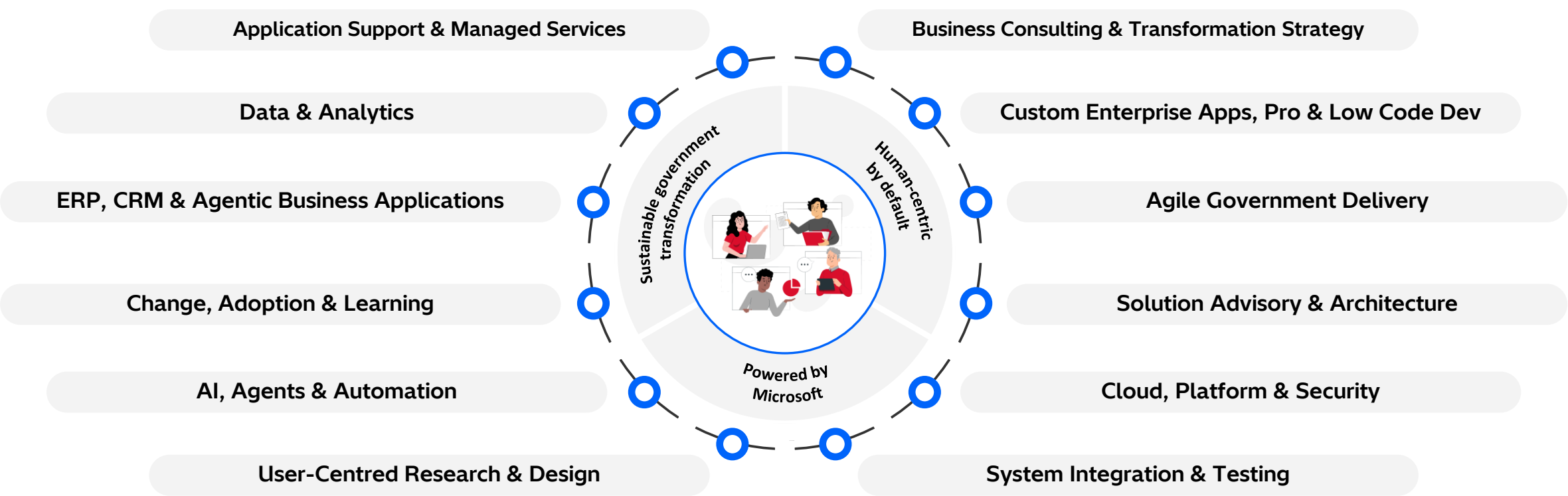
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

HITACHI

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