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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI Proof of Concept (POC) to
Production Delivery

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

Service Description

Convert a proven AI proof of concept into a secure, monitored live service. We confirm value and success measures, prepare data and access controls, build and tune RAG or chat assistants, implement evaluation and safety checks, then add secure deployment, MLOps, monitoring and handover for BAU support.



Service Features

- Use case confirmation, value framing and measurable success criteria
- Data readiness assessment, quality fixes, and access control setup
- Prototype build for RAG, copilots and chat assistants
- Prompt design, retrieval tuning, and model selection support
- Evaluation harness for accuracy, bias, safety and robustness
- Secure deployment patterns, networking, and secrets management
- MLOps pipelines for versioning, approvals, and release management
- Monitoring for drift, performance, cost, and user feedback
- Responsible AI controls, governance, and risk documentation (where required)
- Handover to live support with runbooks, training, and metrics



Service Benefits

- Prove value quickly with clear success measures and evidence
- Reduce risk through evaluation, safety checks and governance controls
- Move from prototype to live service without costly rework
- Improve answer quality with tuned retrieval and grounded responses
- Protect sensitive data using secure-by-design architecture and access controls
- Control costs with monitoring, guardrails, and optimisation actions
- Enable repeatable delivery using MLOps pipelines and release approvals
- Increase trust with transparent performance reporting and audit evidence
- Improve adoption through user testing and iterative refinement
- Support BAU with runbooks, training, and operational metrics



AI Proof of Concept (POC) to Production Delivery

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Turn a working AI idea into a safe, supported live service



What this service is for

When you need to move beyond demos and trials

This service helps teams take an AI proof of concept and make it production-ready, so it can be used in day-to-day operations with confidence. It is suited to RAG, chat assistants and copilots that have shown early value but are not yet safe to run at scale.

We focus on the practical gaps that stop go-live: unclear success measures, data access and quality issues, security approvals, evaluation evidence, and missing runbooks. You leave with a solution that is deployable, monitored, and ready to hand over into BAU.

Key outcomes: Production-ready AI service | Evidence for assurance | Secure deployment | Monitoring and controls | BAU handover pack



Why this service is useful

Make decisions with evidence, not optimism

Many AI POCs fail at the point they meet real constraints: sensitive data, performance expectations, audit requirements, and operational support. This service closes that gap by building in evaluation, security, MLOps and monitoring, so you can scale usage safely and predictably.

It also makes value clearer. We agree measurable success criteria, tune retrieval and prompting to improve answer quality, and set up performance and cost monitoring so teams can manage trade-offs over time, not just at launch.

Common triggers: POC stuck in pilot | No agreed success measures | Data quality or access blockers | Security and assurance concerns | Unclear model performance | No support model for BAU



Why this service is different

Build the service, and the evidence you will be asked for

We treat productionisation as more than deployment. Alongside building and tuning the solution, we put in place evaluation that checks accuracy, bias and safety, plus the documentation and decision trace (where required) that supports governance and audit scrutiny.

We work iteratively with users to improve usefulness and adoption, while keeping controls in step: access controls, secure-by-design patterns, approvals and release management, and monitoring for drift, cost and user feedback. This reduces late-stage surprises and avoids expensive rebuilds.

Differentiators: Evaluation built-in | Secure-by-design patterns | Assurance-ready artefacts (where required) | Release discipline with MLOps | Operable from day one

Three Paths to AI-Led Enterprise-Scale Transformation

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AI Ignition – Validate value fast

- ☑ Understand AI and identify business use cases
- ☑ Best Practices and Stakeholder Alignment
- ☑ Agree, define and design priority use cases
- ☑ Understand infrastructure, security requirements, and implementation considerations
- ☑ Development sprint(s) to deliver an initial AI prototype to your organisation.

*This service offering

AI Launch – Convert a proven POC into a secure, monitored, production-grade AI service

- ☑ Confirm value, success measures and acceptance criteria
- ☑ Prepare data, quality fixes and access controls (where required)
- ☑ Build and tune RAG/chat assistant (prompts and retrieval)
- ☑ Evaluation for accuracy, bias and safety, iterated with users
- ☑ Secure deployment, MLOps, monitoring, and BAU handover

*Optional follow-on service

AI Scale – Embed AI throughout the business

Long-term programme to scale multiple AI services using shared patterns, controls and governance:

- ☑ Scale multiple AI applications using repeatable delivery patterns
- ☑ Extend monitoring, evaluation and controls across the portfolio
- ☑ Integrate with existing IT processes and release governance
- ☑ Organisation-wide AI governance and operating model (where required)
- ☑ Change and adoption support for rollout (optional)
- ☑ Portfolio test strategy and continuous improvement (where required)

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

Indicative Timings



*Already completed

AI Ignition

2 days

5 days

3 weeks

AI Kickstart

Education on AI and Envisioning on how it can be applied to **solve your business problems.**

AI Design Sprint

Align business stakeholders and **prove value of use cases** with AI prototypes tested with end users.

AI POC

Understand technical considerations and deliver an initial AI Proof of Concept to **prove the feasibility of the use case.**

* This service offering

AI Launch

8-12 weeks

Convert a proven POC into a secure, monitored, **production-grade AI service.**

Confirm success measures, fix data and access gaps, implement evaluation and safety checks, then deploy securely with MLOps, monitoring and BAU handover.

*Optional follow-on services

AI Scale

Long term

Scale your AI implementation and ensure alignment with business needs.

Implement the governance framework to support AI.

Business Benefits

Hitachi Enabling Services

Advisory / Design Thinking

Technical expertise

Technical expertise

Change & Adoption

Advisory and UCD

Change & Adoption

Lifetime Services

Technical expertise

People involved for success

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Advisory

Identified vision and objective of the solution, understand the users, business, and operational scenarios to ensure all are aligned to the solution scope.



Human Centred Design

Support in the design of user journeys for the targeted personas and scenarios. This provides a reference for the target experience to be achieved.



Architect & Design

Overseeing the functional and technical design of the solution



Solution Lead

Owns the configuration and build of the solution based on user and architectural designs



Product Owner

Overseeing the process and ensuring adherence to standards. Own decision-making and prioritisation regarding the tools, serving as a steady voice.



Subject Matter Experts

Identified personas who have experience with the relevant scenario. Their involvement will be pivotal to ensuring the journeys meet their ways of working

← Customer roles →

AI Launch Activities (POC to production)

Convert a proven AI proof of concept into a secure, monitored live service with evaluation, MLOps and BAU handover.

Mobilise



Mobilise & success measures

Confirm what the POC must achieve in live service.

Agree success measures, acceptance criteria and constraints.

Set delivery plan, roles, cadence and access needs.



Data readiness & access

Review data sources, quality issues and gaps.

Confirm information governance, access controls and approvals.

Plan fixes and ingestion approach (where required).



Build & tune the solution

Evolve the POC into a deployable AI component or service.

Model selection support, prompt design (where required) and tuning.

Iterate with users on outputs, workflows and integration needs.



Test, evaluate & assure

Set up evaluation for accuracy, bias and safety checks.

Run tests, capture evidence and refine based on results.

Confirm go-live readiness against acceptance criteria.



Secure deploy, MLOps & handover

Implement secure deployment patterns and secrets management.

MLOps pipelines for versioning, approvals and release management.

Monitoring for drift, performance, cost and feedback, plus runbooks/training.

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 black wrought-iron 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

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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

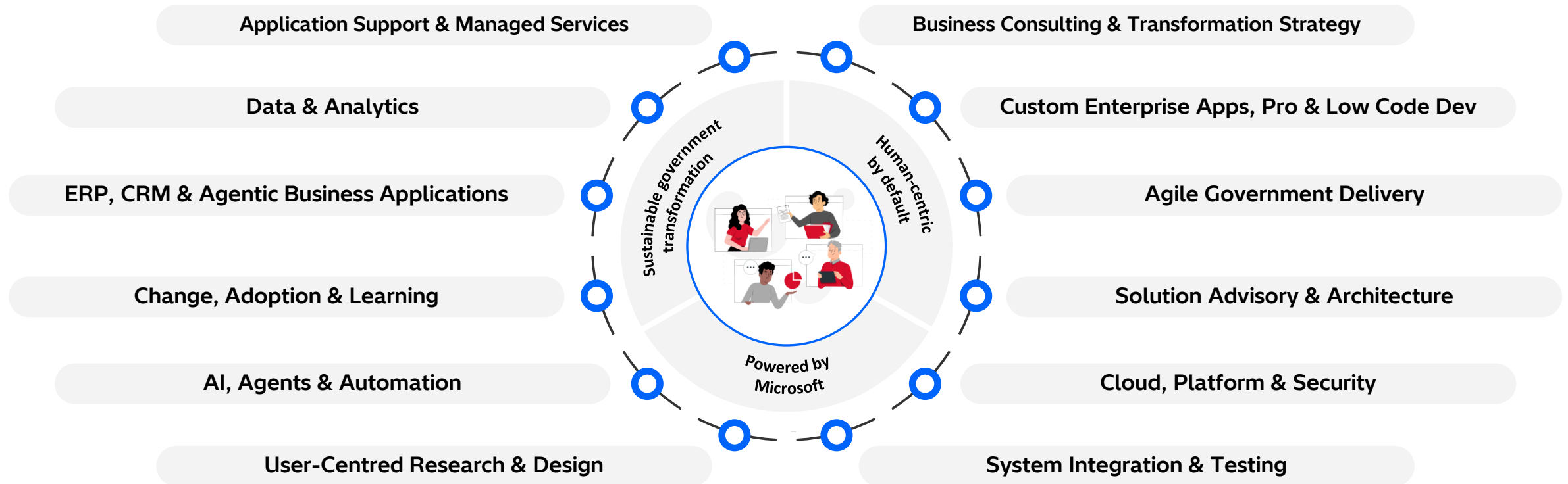
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

Our Services and Expertise

HITACHI

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients



"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



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