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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Agile Product Design and
Development

Agile Product Design and Development

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

Service Description

Design and build digital and cloud products using agile delivery and user-centred design. We run Discovery to Live, delivering service design, interaction design, user research, and full-stack development. Includes secure-by-design engineering, testing, and deployment aligned to GDS Service Standard and Technology Code of Practice.



Service Features

- Agile delivery using Scrum, Kanban, and Lean practices
- Discovery, Alpha, Beta, Live delivery aligned to GDS
- User research with assisted digital and accessibility considerations
- Service design, interaction design, and content design support
- Full-stack web and cloud application development
- Rapid prototyping and MVP build
- Automated testing, BDD, and quality assurance
- Secure-by-design engineering, threat modelling, and security testing
- DevOps, CI/CD pipelines, and cloud deployment
- Governance aligned to Technology Code of Practice



Service Benefits

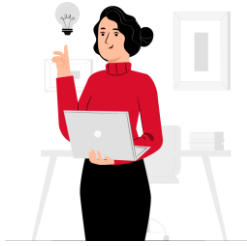
- Deliver usable services that meet real user needs
- Reduce delivery risk with agile governance and transparency
- Improve accessibility and inclusion through user-centred design
- Release faster with iterative sprints and continuous delivery
- Increase quality through automated testing and QA
- Strengthen security with secure-by-design practices
- Adapt quickly to changing policy, users, and requirements
- Improve stakeholder alignment through regular demos and show-and-tells
- Build internal capability through coaching and knowledge transfer
- Meet GDS standards for assessment and live service operation



Agile Product Design and Development

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Designing and building digital services from Discovery to Live



What this service is for

Keep delivery moving with clear cadence, ownership and control

When priorities shift, dependencies are unclear, and delivery data is noisy, teams lose time to rework and status chasing. This service helps you establish a practical delivery rhythm that keeps work flowing and decisions moving, without adding unnecessary process.

We provide Delivery Managers, Scrum Masters and agile coaches to plan and run ceremonies, manage scope and budget, track RAID and dependencies, and keep governance informed. We align ways of working to GDS expectations and produce clear evidence to support assurance, assessments and value for money.

Key outcomes: Predictable delivery cadence | Prioritised backlog and releases | Visible risks and dependencies | Clear decisions and ownership | Assurance-ready delivery evidence



Why this service is useful

Clarity for teams, transparency for governance

Agile delivery can fail in government when delivery controls are light, reporting is inconsistent, or suppliers operate to different rhythms. This service brings a simple, shared approach to planning, reporting and decision-making so teams can focus on outcomes rather than ceremony.

You get clearer prioritisation, better control of scope and spend, and earlier visibility of risks, issues and blockers. Regular show-and-tells and lightweight metrics help stakeholders understand progress and trade-offs, supporting faster decisions and fewer late surprises.

Common triggers: Multiple suppliers or handovers | Backlog unclear or contested | Delivery slipping sprint to sprint | Governance needs clearer reporting | GDS assessment approaching | Budget pressure and scope change



Why this service is different

Decision-led delivery with evidence and value in mind

We focus on the controls that matter in public service delivery: clear decision points, visible dependencies, simple reporting, and an evidence trail that stands up to scrutiny. This keeps delivery moving while supporting governance, assurance and value for money.

We also help teams embed sustainable ways of working through coaching and practical templates, so delivery does not depend on individual heroics. The emphasis is on removing friction, aligning stakeholders, and keeping work aligned to agreed outcomes, acceptance criteria & service standard principles.

Differentiators: Decision logs and governance rhythm | RAID and dependency discipline | Simple, consistent delivery reporting | GDS-aligned assurance support (where required) | Coaching to embed continuous improvement

Putting users first to create even better experiences

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User-Centred Design is an iterative approach to create digital products, solutions or services, which focuses on the users and their needs to **make everyone's experience as good and frictionless as it can be.**



We develop **understanding of users** and the problem they're trying to solve to help you **build the right thing.**



We design **joined up experience** across all channels and help you make better, **evidence-based decisions.**



We **reduce the risk** by finding what works well, what doesn't and why, and ensure you product or service is simple, and **everyone can use them.**

BENEFITS OF USER-CENTRIC APPROACH

Enhanced user satisfaction and adoption

Higher user satisfaction levels lead to increased adoption rates and better utilisation of the software.

Improved productivity and efficiency

Reduce the learning curve and minimise errors, allowing users to perform their tasks more effectively and efficiently to enhance overall productivity.

Return on Investment

Achieve quicker realisation of business benefits by delivering a product that meets user needs.

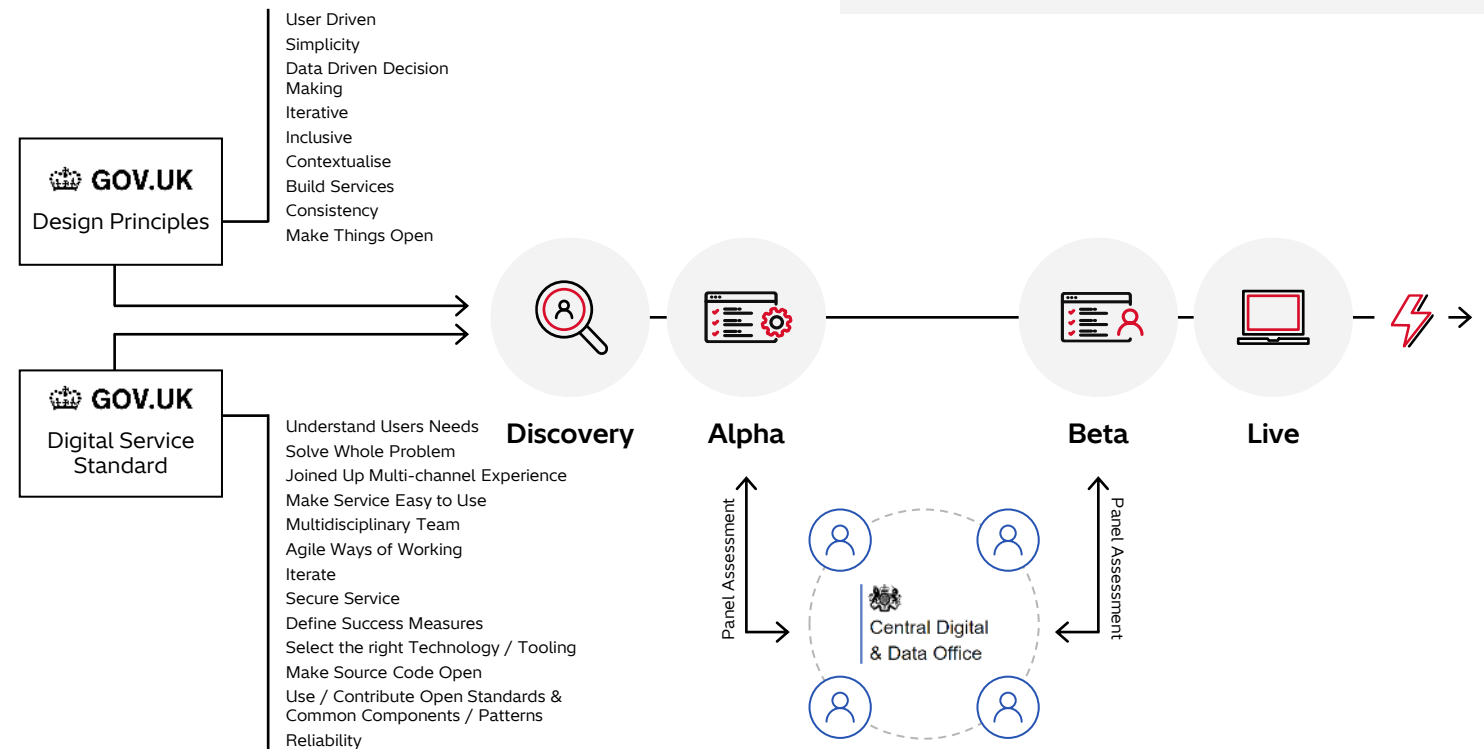
GDS and Hitachi Design Principles

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Government-focused team
with years of Government
Digital Service experience
8x Ex-GDS/CDDO assessors

- ✓ Maximise the COUNT philosophy in our design (collect once, use numerous times)
- ✓ Maximise the use of information
- ✓ Design with the purpose, quality and quantity of our outputs in mind
- ✓ Ensure we can measure what matters
- ✓ Create a culture of open collaboration and excellence whilst ensuring accountability
- ✓ Design a flexible, scalable, and sustainable service
- ✓ Declare amnesty of the past and challenge our thinking
- ✓ The design should optimise the end-to-end processes and deliver value for money services

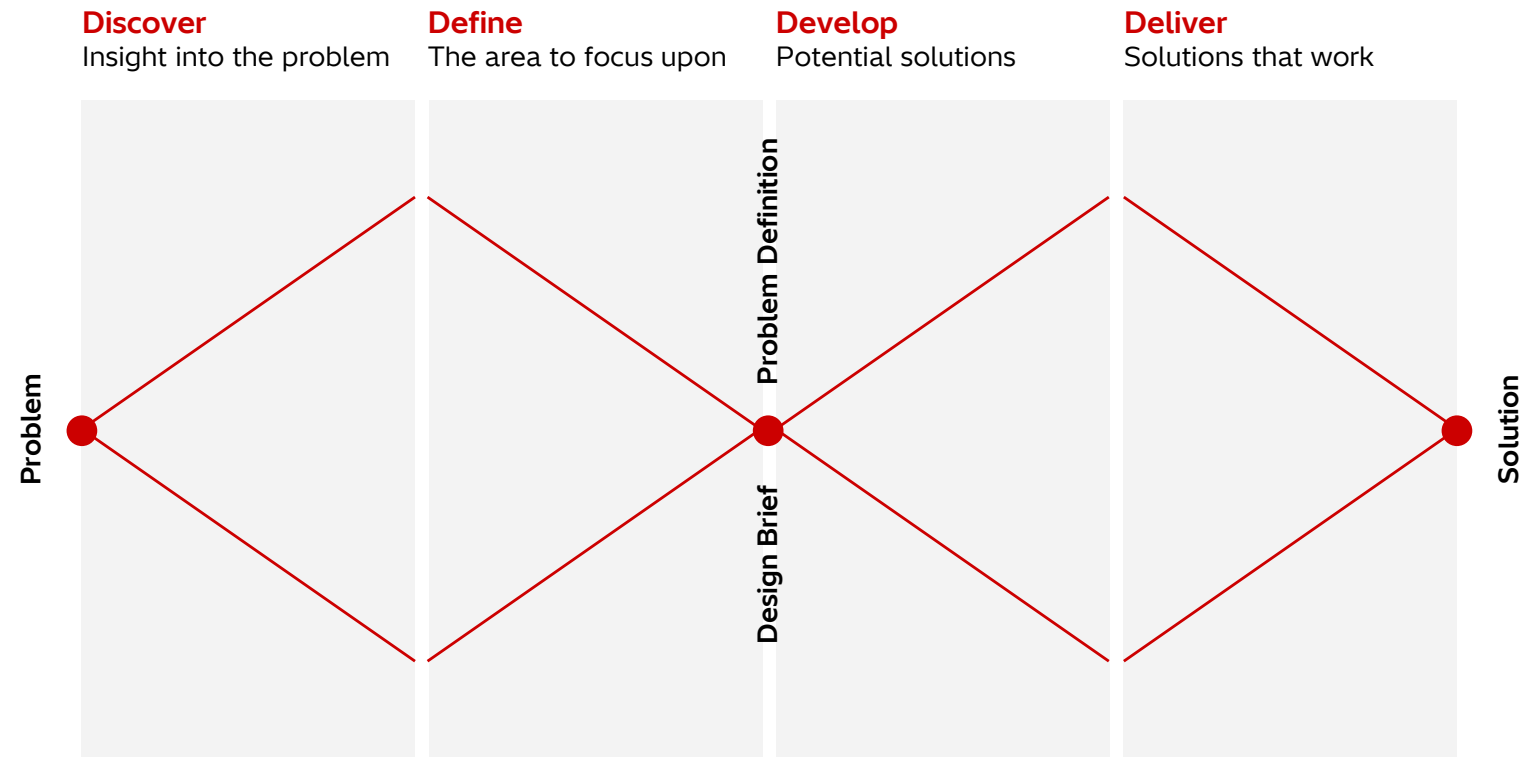


A Design Driven Approach

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Following GDS design principles

- ✓ Start with user needs
- ✓ Do less
- ✓ Design with data
- ✓ Do the hard work to make it simple
- ✓ Iterate – then iterate again
- ✓ This is for everyone
- ✓ Understand context
- ✓ Build digital services, not websites
- ✓ Be consistent, not uniform
- ✓ Make things open: it makes things better

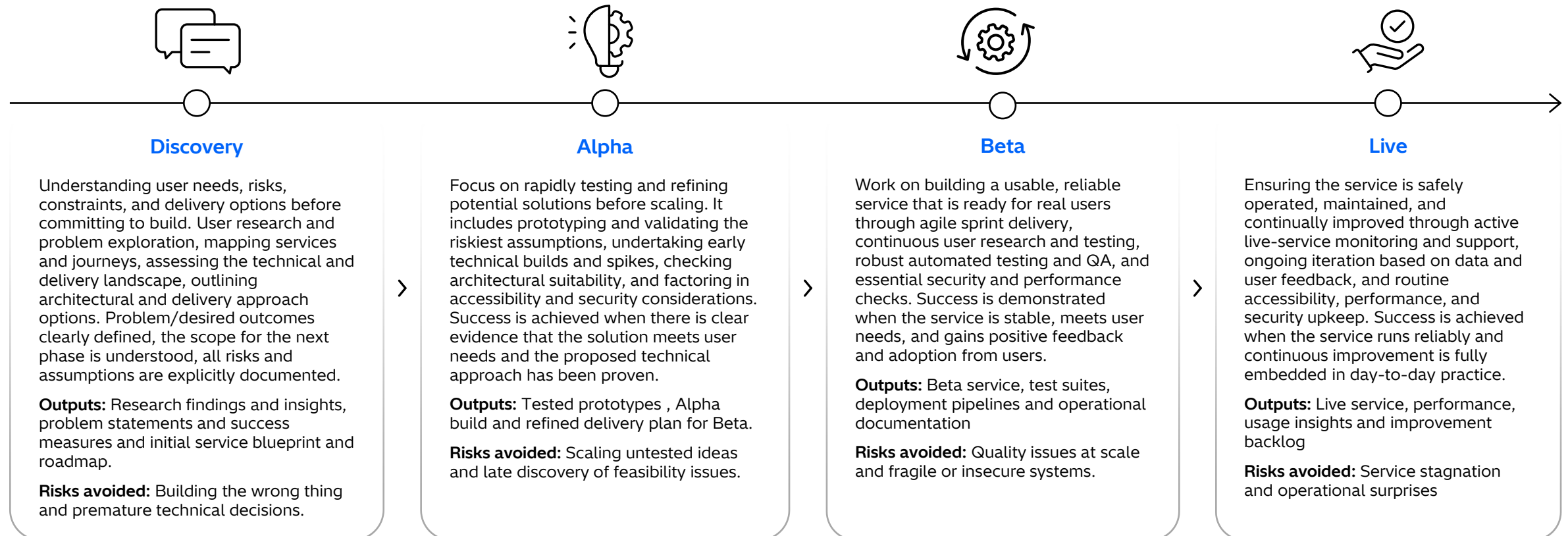


How we will deliver

Iterative delivery with clear decision points, aligned to Service Manual phases and assurance needs

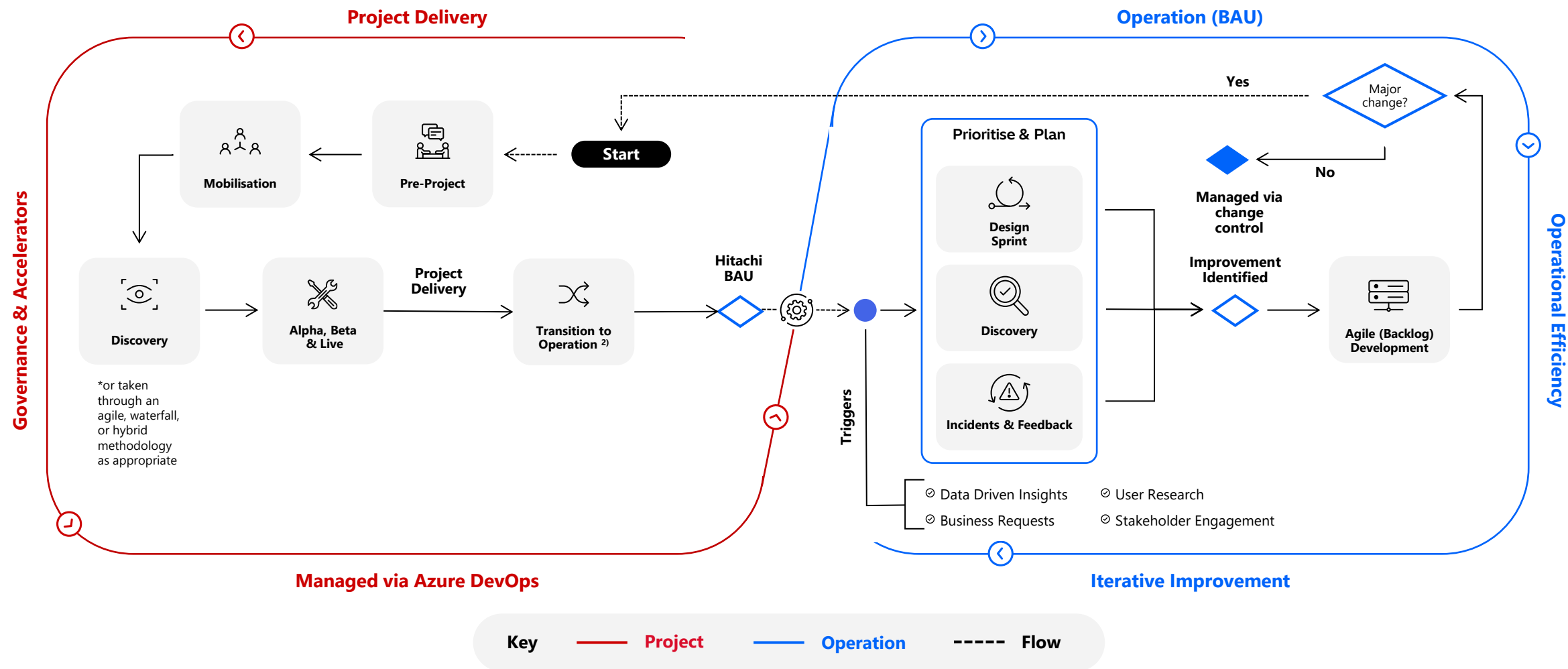
We deliver using Government Service Manual-aligned phases, moving from Discovery through to Live with multidisciplinary teams. Each phase is time-boxed and evidence-led, with regular checkpoints to confirm direction, manage risk, and agree next steps. Governance, security, and quality are embedded throughout delivery.

You receive working digital services delivered iteratively, alongside clear design and research outputs that explain why decisions were made. Engineering outputs are production-ready, tested, and deployable to agreed cloud environments. The service also supports teams beyond delivery, sharing knowledge and ways of working so capability remains after handover. All outputs are aligned to Government Service Standard and Technology Code of Practice expectations.



Delivery and continuous improvement model

We run a single delivery cadence and governance rhythm, with a clear route from user feedback, incidents and data insights into prioritised backlog items and controlled releases



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

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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

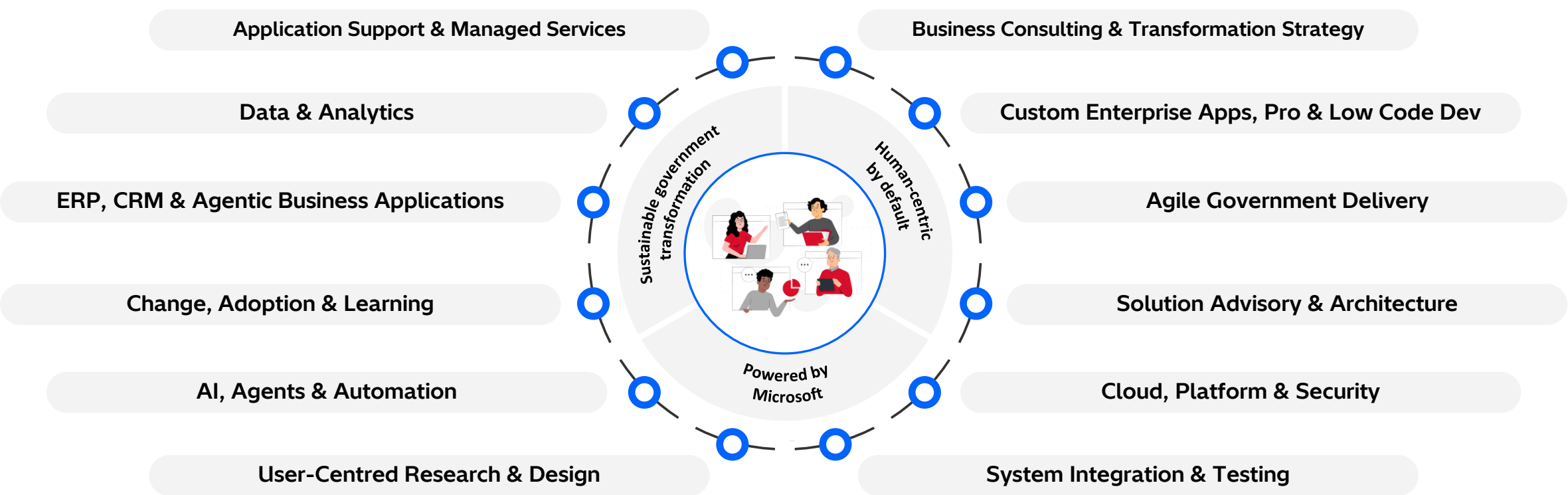
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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