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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Dynamics 365 Release Impact Assessment
and Regression Testing Factory

Release Impact Assessment and Regression Testing Factory

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

Service Description

Assess Dynamics 365 release impacts and run repeatable regression testing. We identify risks to configurations and integrations, validate critical journeys, capture evidence, triage defects, and provide go/no-go recommendations aligned to your change process.



Service Features

- Release note review and impact assessment for configuration/customisations
- Identify at-risk integrations, workflows, routing and controls
- Define regression scope for critical journeys and processes
- Update or create automated and manual test scripts
- Execute SIT/UAT support with defect triage and fix coordination
- Validate security permissions and audit impacts after platform updates
- Produce readiness report, evidence pack and deployment recommendation
- Continuous improvement backlog to strengthen release resilience



Service Benefits

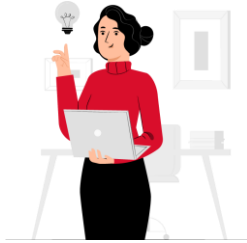
- Reduce disruption and downtime from Microsoft platform updates
- Improve confidence with evidence-led readiness and deployment decisions
- Protect service outcomes by validating end-to-end critical journeys
- Reduce defects with structured triage, fixes and re-test cycles
- Maintain compliance through auditable test results and traceability
- Improve security by revalidating roles, permissions and controls
- Lower integration risk for dependent services and interfaces
- Increase predictability using a repeatable factory delivery approach
- Save time with reusable scripts, datasets and test patterns
- Support continuous improvement through a prioritised resilience backlog



Release Impact Assessment and Regression Testing Factory

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Evidence-led release assurance for Dynamics 365 updates



What this service is for

Assure Dynamics 365 release waves without breaking business processes

Microsoft platform updates can change how a live Dynamics 365 service behaves, especially where you have configuration, customisations, integrations and role-based controls. Teams often rely on late, manual testing and incomplete evidence, which creates uncertainty and disruption.

This service gives you a repeatable way to assess impact, validate critical journeys, and capture test evidence that supports clear go/no-go decisions aligned to your change process and governance.

Key outcomes: Clear release readiness | Reduced disruption risk | Critical journeys validated | Evidence captured | Go/no-go decision support



Why this service is useful

Find issues early and deploy updates in a controlled way

You get earlier visibility of what is likely to break and what needs re-testing, so effort is spent where it matters. Structured defect triage and fix coordination reduces re-test loops and avoids last-minute decision making.

You also gain audit-friendly traceability from release change to test scope, results and recommendations, helping teams demonstrate control over permissions, security impacts and operational readiness.

Common triggers: Upcoming release wave | High customisation footprint | Integration dependency risk | Limited testing capacity | Audit or assurance pressure | Frequent change requests



Why this service is different

Factory-led assurance with reusable scripts and auditable evidence

We combine release note review with a practical impact assessment that focuses on the things most likely to affect users, controls and service outcomes. Testing is scoped around critical journeys and processes, with evidence captured in a way that supports assurance and operational sign-off.

The service runs as a repeatable cycle, so each release strengthens your scripts, datasets and test patterns, reducing effort over time and improving predictability.

Differentiators: Risk-based scope first | Evidence-led readiness | Repeatable factory cycle | Traceability | Continuous improvement backlog

People involved for success

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Advisory

Own priorities, acceptance criteria and go/no-go decisions.



Human Centred Design

Validate journeys, execute tests and confirm expected outcomes.



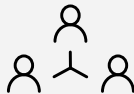
Architect & Design

Translate journeys into scenarios and usable evidence requirements.



Solution Lead

Ensure standards, risk controls and audit-friendly evidence pack.



Product Owner

Assess technical impacts: integrations, environments, security and ALM.



Subject Matter Experts

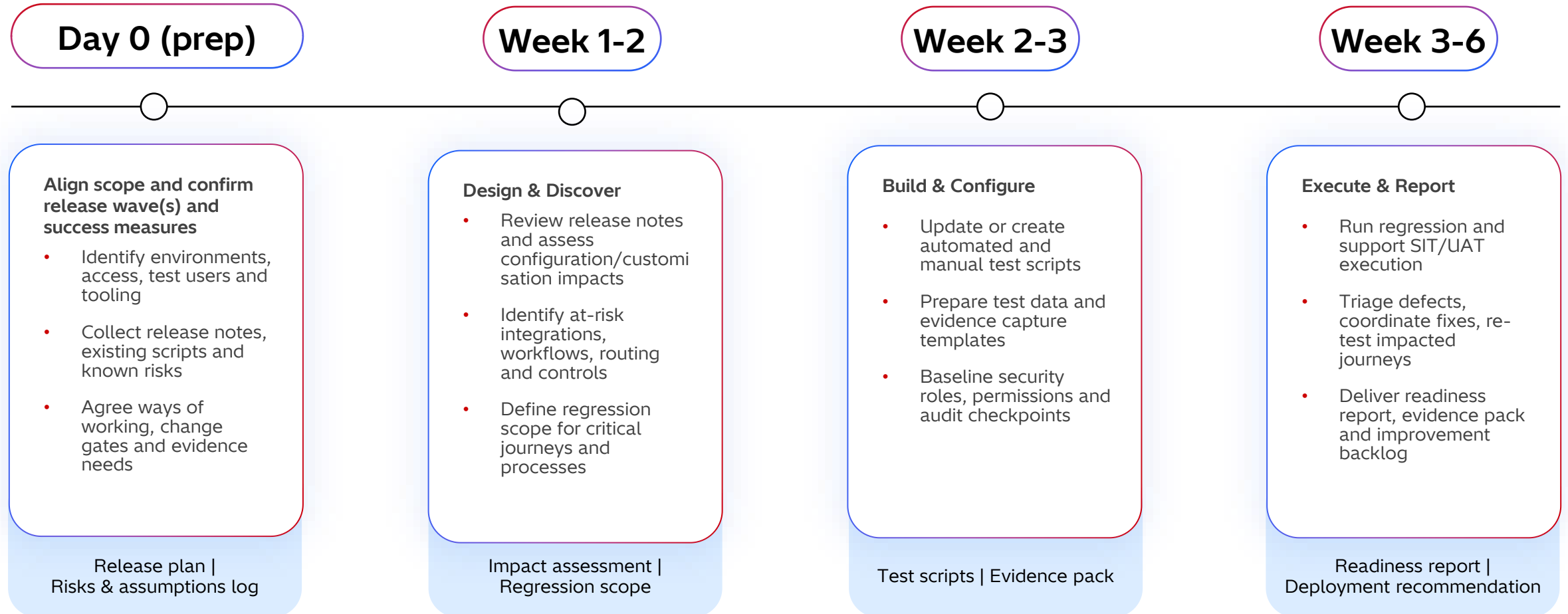
Lead assurance approach, plan, reporting and delivery governance.



Indicative Engagement Timeline

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Release Impact & Regression Testing Factory delivery



Quality Assurance

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Hitachi for your QA needs

The quality and depth of our team, along with our proven ability to test efficiently and resolve issues early, helps reduce the efforts and costs most organisations allocate to testing.

Methodology

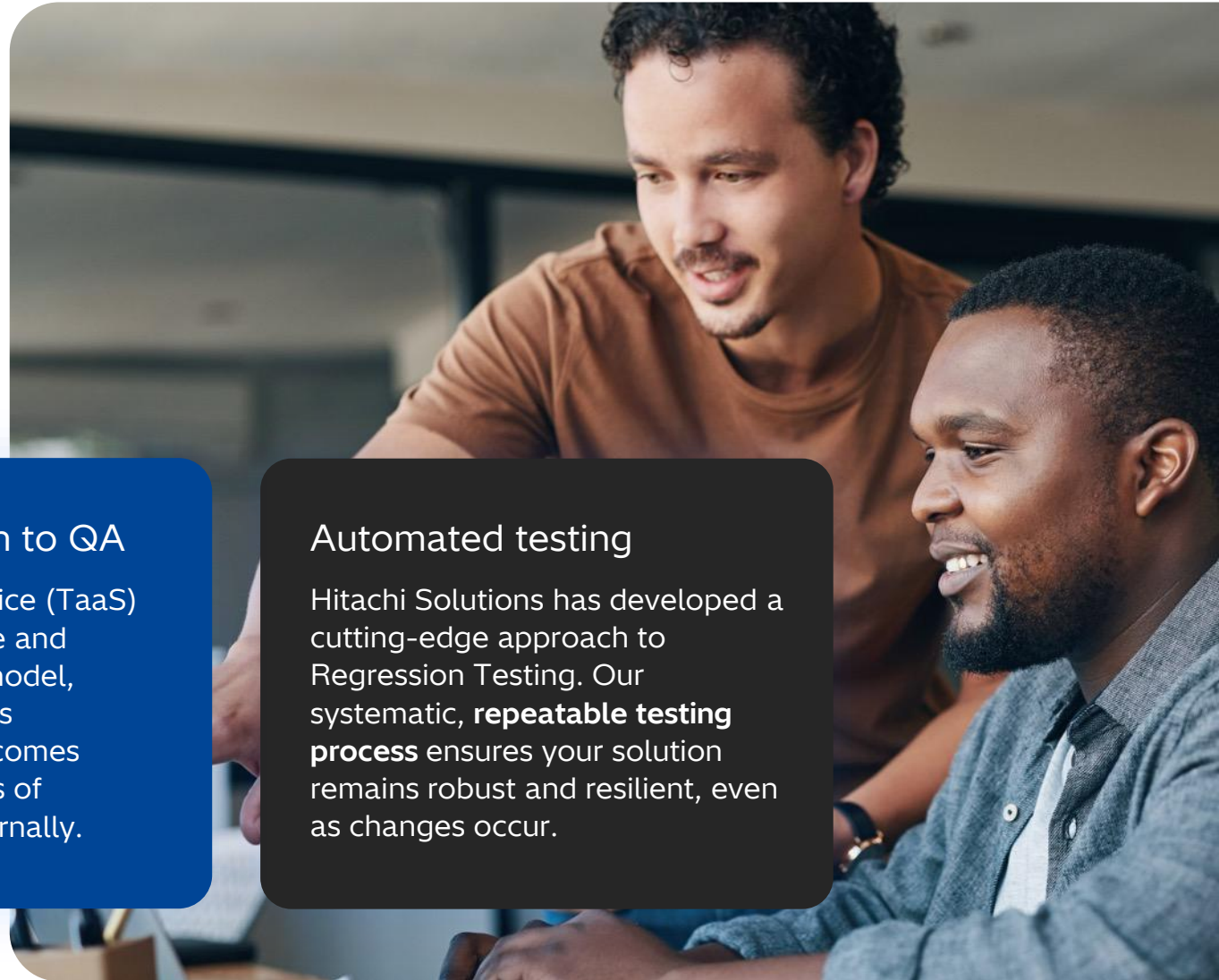
We have a fully developed test approach for all project types and sizes, in which test activities are initiated throughout the entire project lifecycle.

A Model approach to QA

With Testing as a Service (TaaS) we also offer a flexible and scalable outsourced model, allowing our customers successful testing outcomes without the challenges of sourcing the work internally.

Automated testing

Hitachi Solutions has developed a cutting-edge approach to Regression Testing. Our systematic, **repeatable testing process** ensures your solution remains robust and resilient, even as changes occur.



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-blue color palette.

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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

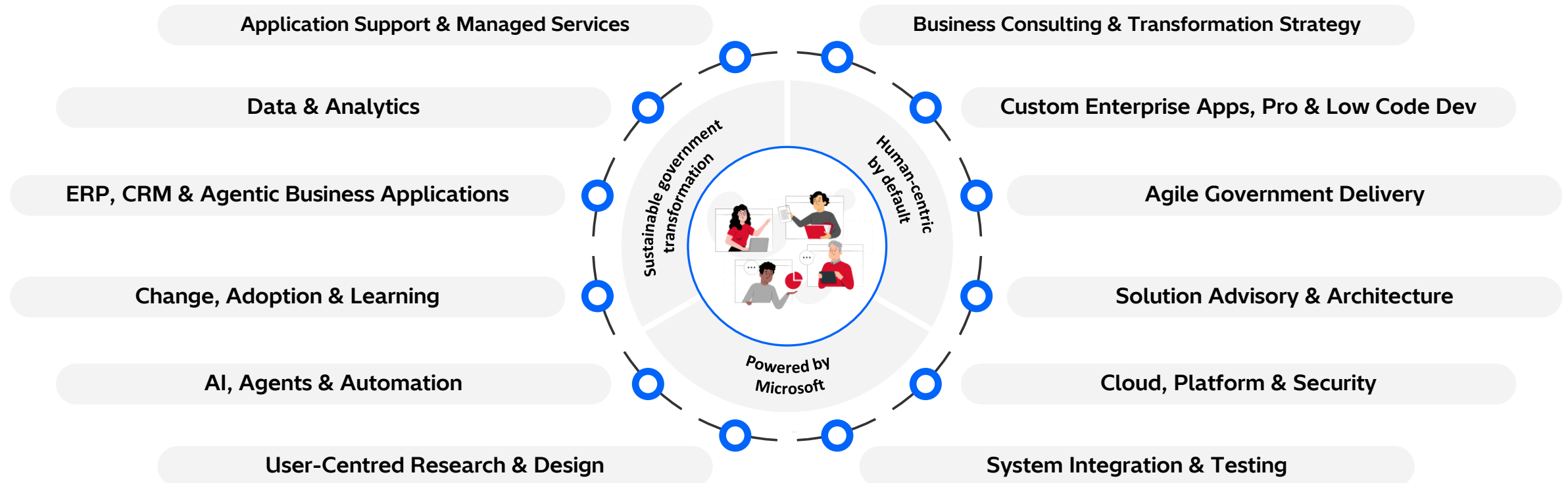
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



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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