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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

SAP to Dynamics 365
Migration and Implementation

SAP to Dynamics 365 Migration and Implementation

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

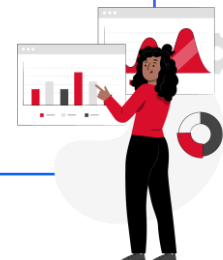
Service Description

Plan and deliver SAP replacement using Microsoft Dynamics 365. We assess current SAP processes, data and integrations, design target architecture, migrate data, configure D365, test, cut over and stabilise. Includes finance-led pathways, security, training and adoption, and transition to live service support.



Service Features

- SAP landscape discovery and process mapping workshops
- Dynamics 365 solution architecture and fit-gap assessment
- Integration design for SAP interfaces and downstream systems
- Data migration strategy, mapping, cleansing and reconciliation
- Configuration of D365 Finance, SCM or Customer Service
- Automated testing, UAT support and cutover rehearsals
- Security roles, access controls and audit-ready logging
- Training, comms and super-user network enablement
- Hypercare, issue triage and stabilisation after go-live
- Transition to BAU support, SLAs and continuous improvement



Service Benefits

- Replace SAP with modern, supportable Dynamics 365 platform
- Reduce delivery risk with phased migration and rehearsed cutover
- Improve finance and operations reporting with standardised data
- Minimise downtime through tested integrations and performance checks
- Accelerate user adoption with role-based training and champions
- Strengthen controls using least-privilege security and audit trails
- Evidence readiness with clear roadmap, RAID and governance
- Improve data quality via cleansing, mapping and reconciliation
- Enable future change faster with configured processes and DevOps
- Support business continuity with hypercare and transition to BAU



SAP to Dynamics 365 Migration and Implementation

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Replace SAP with Dynamics 365, with controlled risk and clear ownership



What this service is for

From SAP current state to a stable live service

This service is for organisations at a turning point with SAP: platform end-of-life, heavy customisation, slow performance, and rising cost to maintain. It helps you take a clear, evidence-led decision to move to Dynamics 365, without losing control of business continuity.

We assess how SAP is used today, including processes, data and integrations, then design the target Dynamics 365 approach and deliver migration, testing, cutover and stabilisation. The focus is to avoid repeating past issues, reduce disruption, and exit with a supportable live service and prepared users.

Key outcomes: Clear starting point and options | Reduced disruption risk | Safer cutover and stabilisation | Supportable platform | Users ready for day one



Why this service is useful

Reduce disruption while modernising core finance and operational processes

SAP replacement often fails because teams face too many obstacles at once: limited experience of SAP-to-D365 migration, organisational inertia (“SAP still works”), complex embedded integrations, and a long, resource-heavy investment that drags on. This service addresses these blockers early with structured discovery, clear decisions, and a realistic delivery plan.

You get a practical route through architecture, data migration and cutover readiness, with visible progress and evidence that de-risks key decisions. Training and change activity runs alongside delivery so teams can adopt the new ways of working, not just receive a new system.

Common triggers: Unsure where to start | High integration complexity | “SAP still works” inertia | Programme risk and duration concerns | Limited migration experience | Cost and resource pressure



Why this service is different

Differentiated by how we start, prove readiness, and sustain change

We lower the hurdle to get started by using a guided approach that builds confidence quickly, then moves into decision-led delivery. We look for incremental business value through migration, not just a like-for-like replacement, so effort is focused on what genuinely improves outcomes.

Change and adoption is managed throughout, not bolted on at the end. We maintain delivery control through defined migration methodology, clear governance artefacts (RAID and decision logs where required), and readiness evidence from testing and rehearsal. We can also align to Microsoft enablement routes such as FastTrack (where eligible).

Differentiators: Guided start to build confidence | Advisory beyond like-for-like replacement | Adoption managed end-to-end | Preconfigured baseline and templates (where required) | FastTrack alignment (where eligible)

Already experienced
some of these
Pain Points?

Time to think about it

Are you at a turning point?

Are you forced to take
decisions and actions?

System End of Life

Our end-of-life SAP platform has been highly customized to meet our business processes.

Continuous change

Constant revisions of company strategy, competitive threats, and new market exploitation, drive us to enhance our business processes.

Lack of Agility

SAP R/3 is a burning product that cannot support business change quickly and cost effectively we lose our business agility.

Slow performance

Several system processes can't be provided in the needed performance, and it is very expensive to maintain and optimise this.

Too many obstacles? Don't know where to start?

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4 key challenges you may be facing...



Knowledge

Lack of experience in migrating from SAP R/3 represents an inherent business risk if mistakes are made.



Inertia

SAP ERP works well; it will also work **unsupported**, as most companies have their own SAP workforce or service provider... and who knows if SAP does not **postpone** the support discontinuation deadline?



Complexity

SAP is usually embedded into complex application landscapes having a deep integration with other systems. Migrating to another product can be complex and companies may be cautious about potential disruptions to their business operations.



Investment

SAP estimates that an SAP/Hana migration project should take 12-18 months, but it is underestimated. Such a project can tie up resources over up to two or three years and is accordingly costly.

Why Microsoft Dynamics 365 is the better choice

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5 reasons to choose Microsoft Dynamics 365



Rightsizing

Dynamics 365 is an ideal solution for a wide range of companies having less than 2.000 users, for which SAP is often oversized.



TCO

The **flexible subscription-based license model** and reasonable implementation and support costs of Dynamics 365 help keep TCO to a minimum.



AI

Dynamics 365 offers a variety of **native AI capabilities** such as **Copilot** across their suite of applications, aimed at enhancing business processes and facilitating informed decision-making.



Implementation

Dynamics 365 has a **faster implementation time** and can be up and running within a few weeks, as it requires little customisation and configuration.



Integration

Dynamics 365 enables a seamless integration with existing systems, databases, and **third-party** applications. It also offers integration with the **Microsoft ecosystem**, such as Office 365 and PowerBI.

We accompany you along your migration journey

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8 key elements of our differentiated migration offering

Guided approach

To lower the hurdle to get started and to build confidence.

Advisory consulting service

To identify incremental business value through migration, and not just a 'like for like' SAP/R3 to Microsoft Dynamics 365 replacement.

Constant change and adoption management through the entire project

To avoid dissatisfied employees and therefore putting the overall project success at risk.

Experienced project management

To reach objectives, manage unplanned events and avoid timeline & budget overrun.

Migration methodology

To manage the quality of programme and reduce the risk of business disruption.

FastTrack

To benefit from Microsoft support and expert knowledge.

Preconfigured Dynamics 365 Finance & SCM environment

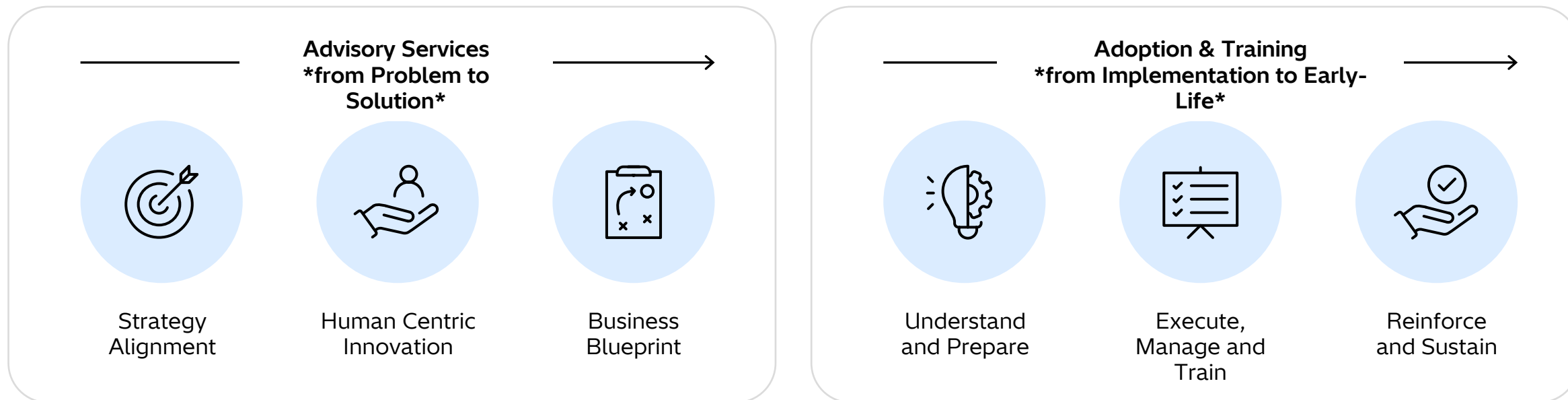
To build (PoC, MVP etc.) confidence.

Standard templates, automation tools & connectors

To kickstart and accelerate the migration and minimise resource bottleneck.

Securing your project investment by being Human Centric

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84% of digital transformations programmes **do not deliver benefits** because they underestimate the people & change requirements.

Gartner

With Hitachi Solutions you belong to the **16%**

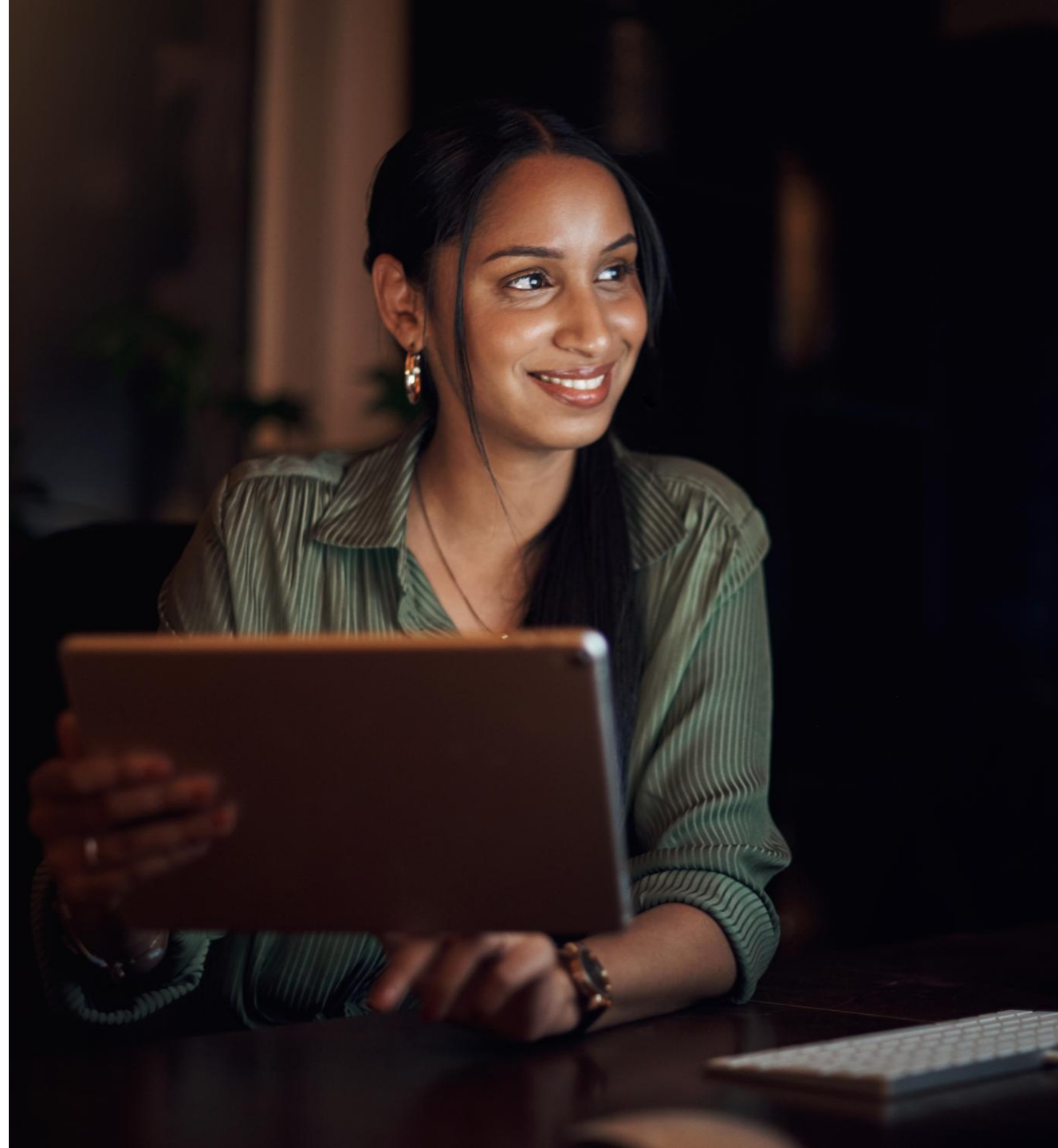
Move confidently to the cloud with FastTrack

FastTrack helps customers deploy Microsoft cloud solutions. Customers with subscriptions to Microsoft 365, Aure, or Dynamics 365 can use FastTrack at **no additional cost** for the life of their subscription.

Awarded and recognised worldwide



Hitachi Solutions has the highest number of awarded Fast-Track Recognised Solution Architect worldwide.



Standard Hitachi Solutions Finance & SCM Templates

Your **preconfigured** Dynamics 365 productive environment



With the experience from several projects, Hitachi Solutions:

- Offers best practice
- Delivers Out of the box processes for standard Finance and SCM operations
- Can provide pre-configured templates for your business needs



Support a rapid implementation containing setup templates for:

- General system setup parameters
- Financial setup including chart of accounts
- Tax setup and parameters
- Supply Chain setup and parameters



Benefit from the advantages of:

- Setup templates
- Training on a preconfigured educational system
- With predefined test data

And you are ready to climb the stairs to a successful Go-Live in a faster and more easily manageable process.

Your benefits



Accelerated deployment



Reduced risks



Faster time to value

Our SAP to Microsoft migration approach (Example)

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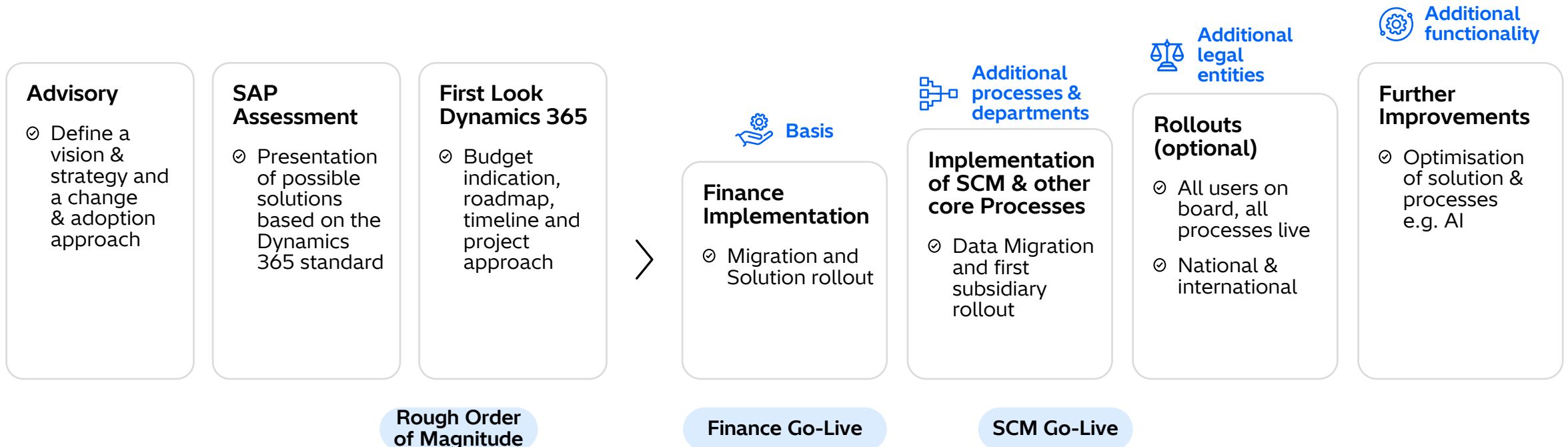
Your journey from SAP to the Microsoft ecosystem

Advisory services - Constant change and **adoption** support, alignment to **vision and strategy**, ensuring faster **time to go-live**

Setting **targets** and getting **started**

Purposefully designed **incremental implementation**

Rapid implementation approach



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

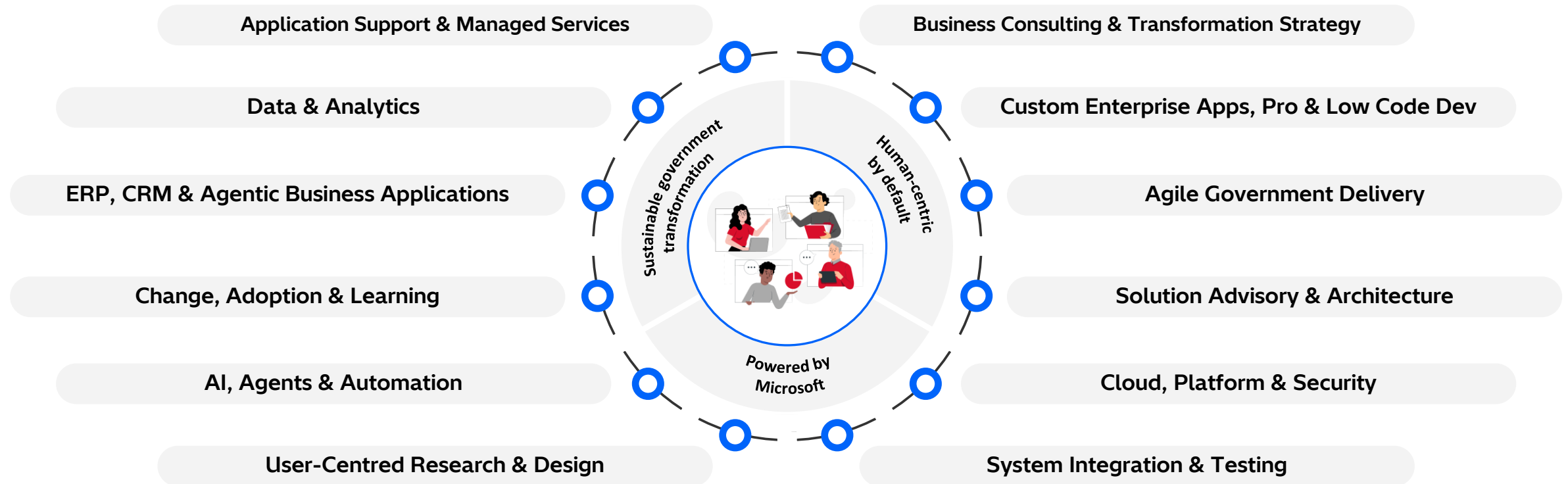
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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"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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