



# HITACHI

Hitachi Solutions Europe

# G-Cloud 15 Service Definition Document

Business Process Management  
and Robotic Process Automation



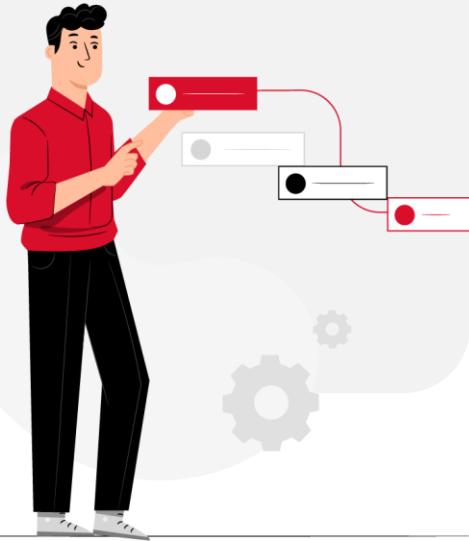
# Business Process Management and Robotic Process Automation

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

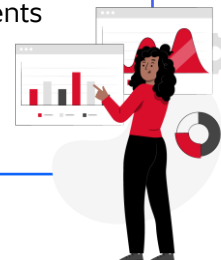
## Service Description

Improve how work gets done using Lean Six Sigma and BPMN modelling. We map current processes, quantify delays and effort, redesign handoffs and roles, and build a Green Book-aligned benefits case. Uses Visio, Mural and AI-enabled Flow Builder to accelerate modelling, validation and adoption.



## Service Features

- DMAIC-led workshops to define, measure, analyse, improve, control
- Process mapping to BPMN Level 4 using Visio, Mural
- AI-assisted modelling with Hitachi Flow Builder for faster updates
- Time and effort measurement to size delays, rework, handoffs
- Benefit estimation and validation with SMEs and service data
- Green Book aligned options appraisal and cost-benefit modelling
- Operating model and RACI design for clear roles
- Process improvement backlog, prioritised by value, risk, feasibility
- Timeboxed process hackathon to test ideas and agree changes
- Measures and controls to sustain improvements and prevent drift



## Service Benefits

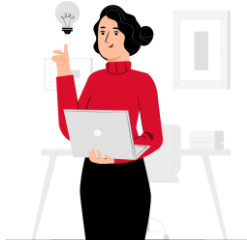
- Cut cycle times by removing waits, rework and duplication
- Improve staff experience by reducing chasing, copying and firefighting
- Quantify savings in minutes and pounds to support decisions
- Build Green Book style business cases with clear options
- Reduce errors through clearer handoffs, roles and standard steps
- Improve accountability with RACI and measurable performance indicators
- Prioritise change using evidence, not opinions or noise
- Create reusable process templates for faster future improvements
- Make training easier with step-by-step processes people recognise
- Sustain gains with simple controls, measures and ownership



# Business Process Management and Robotic Process Automation

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Turn slow, manual processes into faster, controlled workflows



## What this service is for

### Find the pinch points, redesign the journey, then automate safely

Use this service when work relies on chasing, copying, and workarounds. We help teams describe the process as it really happens, including handoffs, exceptions, and the “hidden” steps people do to make things work.

Using a Lean Six Sigma DMAIC approach, we map the current journey, agree what good looks like, and redesign the process so it is simpler to follow and easier to manage. We also clarify ownership and decision points so staff know who does what, and users get consistent outcomes.

**Key outcomes:** Clear as-is and to-be process models | Fewer handoffs and waits | Clear roles and decision points | Prioritised improvement backlog | Measures that show progress



## Why this service is useful

### Reduce effort and errors while improving user experience

Teams often know a process is painful, but struggle to show what it costs or where to start. We help you turn frustration into evidence: time taken, volumes, rework rates, and where queues build up. That makes it easier to choose the right changes and get buy-in.

We then build a practical business case, converting time-based efficiency gains into monetary value and ROI, with assumptions agreed and validated with the people doing the work. We can use AI-enabled modelling tools to speed up mapping, options and benefit estimates so decisions happen sooner.

**Common triggers:** Long turnaround times | High manual effort | Repeated checking and rekeying | Inconsistent decisions | Unclear ownership | Peaks overwhelm the team



## Why this service is different

### Process-led automation with controls, evidence, and operational readiness

This is not a technology exercise. We focus on process, roles, controls and measures first, so improvements stick even when teams change. We work with the people who do the work, not just the process owners, so the “to-be” design is realistic and adopted.

We quantify benefits early, then validate them, so you do not end up with optimistic numbers that fail under scrutiny. We also use standard modelling methods and simple control measures so the organisation can keep improving after we leave, without starting from scratch each time.

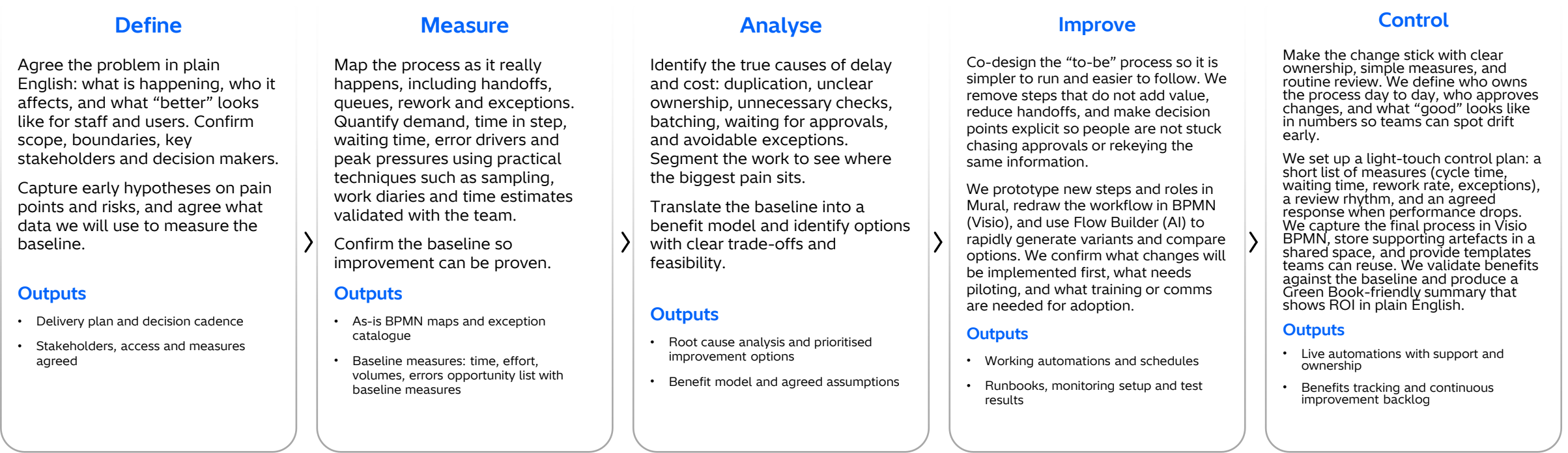
**Differentiators:** DMAIC-led approach | Quantified and validated benefits | Green Book-aligned business case | Co-designed with frontline staff | Reusable models and measures

# How we will deliver

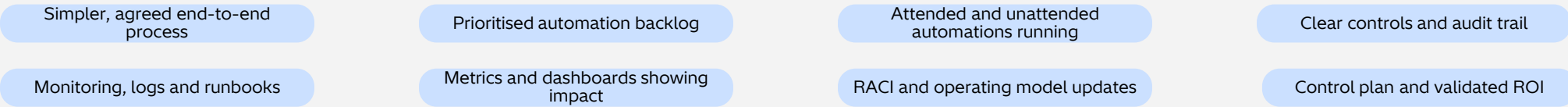
## DMAIC-led, evidence-based, and built around how people actually work

We deliver in clear DMAIC phases with regular checkpoints so teams can see progress, test findings early, and make decisions before effort is wasted. That avoids long reports that do not change anything, and stops improvements being based on opinions rather than evidence.

We focus on process and organisational design first: simpler steps, clearer ownership, fewer handoffs, and measures that make performance visible. We quantify benefits in time and pounds, validate assumptions with the people doing the work, and produce a business case that supports confident investment decisions.



### At the end, you have:





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 attached to the building. The overall image has a muted, greyish tint.

# HITACHI

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**

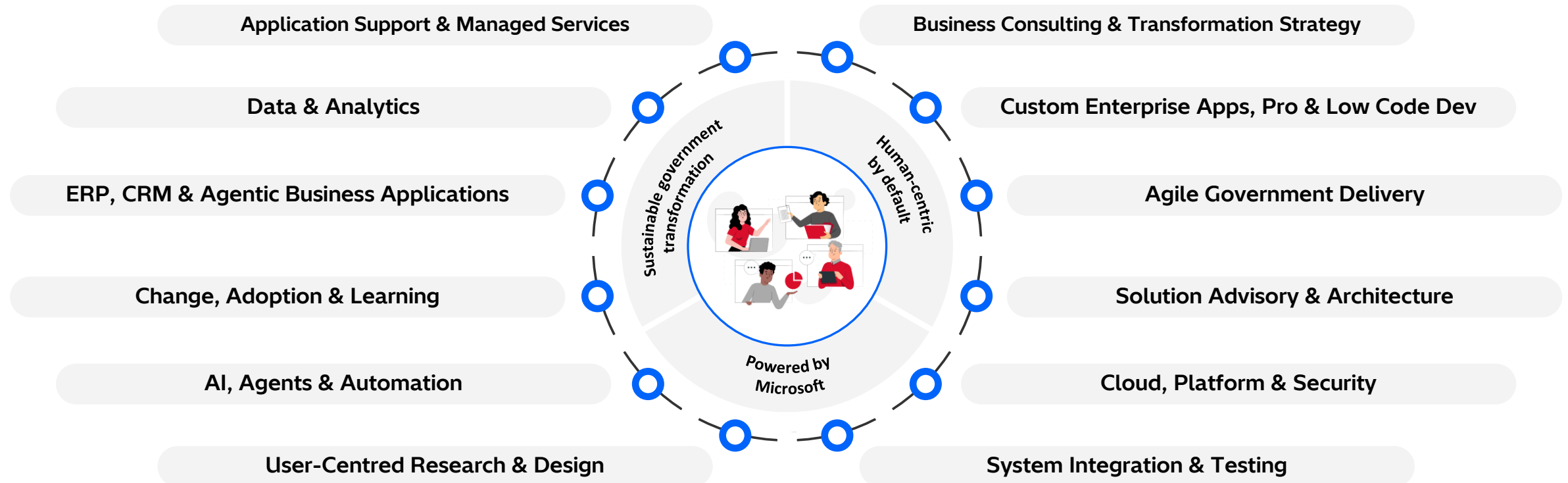
**ISO-certified** across Quality, Environment, Service,  
Business Continuity, Information Security, and  
Privacy Management

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



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