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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

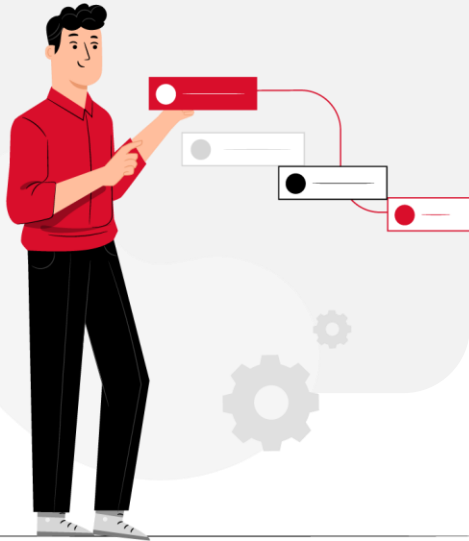
Microsoft Contact Centre
Discovery and Solution Blueprint

Microsoft Contact Centre Discovery and Solution Blueprint **HITACHI**

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

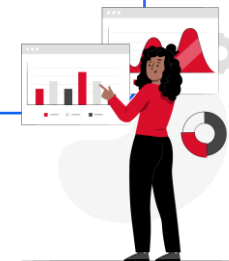
Service Description

Define a contact centre solution using Microsoft Dynamics 365 and Microsoft Teams. We run discovery to map customer journeys, channels, routing and knowledge needs. Produce a solution blueprint covering architecture, integration, data, security and reporting, plus an implementation roadmap and options appraisal for procurement.



Service Features

- Discovery workshops for contact centre goals and user needs.
- Current state assessment of telephony, channels and processes.
- Customer journey mapping and service design for priority journeys.
- Channel strategy: voice, email, web chat and messaging.
- Requirements for routing, queues, skills and service levels.
- Knowledge management approach for consistent agent answers.
- Solution architecture using Dynamics 365 and Teams integration.
- Integration design for customer data, case management and billing.
- Reporting and performance measures for contact centre operations.
- Blueprint, roadmap, costs and procurement options appraisal.



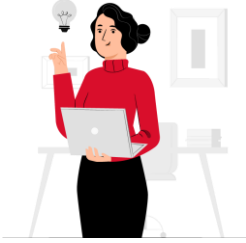
Service Benefits

- Define a clear target solution before committing spend.
- Reduce delivery risk with validated requirements and architecture.
- Improve customer experience by mapping journeys end-to-end.
- Enable consistent service with knowledge and routing design.
- Support business cases with costed options and roadmap.
- Improve agent productivity through better workflows and tools.
- Strengthen security by designing controls early.
- Reduce integration surprises with defined data and interfaces.
- Improve reporting with agreed measures and dashboards.
- Speed up procurement with a complete, comparable blueprint.



Microsoft Contact Centre Discovery and Solution Blueprint **HITACHI**

Get a decision-ready blueprint for a Microsoft contact centre



What this service is for

Define journeys, channels, routing and knowledge before you build

Contact centre programmes fail when teams jump into configuration before agreeing what customers need, how agents will work, and how channels, routing, and knowledge will fit together. This service gives you a clear target solution using Dynamics 365 and Microsoft Teams, grounded in real journeys and operational needs.

We run discovery to map priority customer journeys, channels, routing and knowledge requirements, then produce a solution blueprint covering architecture, integration, data, security and reporting. You also get an implementation roadmap and options appraisal to support procurement decisions.

Key outcomes: Target solution clarity | Validated journeys and requirements | Integration and data approach | Security and reporting designed early | Roadmap and options for procurement



Why this service is useful

Make the “build” phase faster, safer, and more predictable

Buyers often face pressure to modernise quickly, but contact centre change touches frontline services, data, telephony, security, and reporting. Without a shared blueprint, delivery becomes a sequence of rework and surprises.

This service helps you define a clear target solution before committing spend, validate requirements with stakeholders, and agree how routing, queues, skills, and service levels will work. It also reduces integration surprises by defining data and interfaces early, and improves reporting by agreeing measures and dashboards that operations can actually use.

Common triggers: Legacy telephony constraints | Inconsistent service across channels | Poor knowledge and handoffs | Unclear routing and skills | Integration complexity | Reporting gaps and manual MI



Why this service is different

Service-led discovery, not a vendor-led product demo

We start from the service, not the tool. Discovery focuses on the journeys that matter, the pressures agents face, and the operational outcomes you need. That creates a blueprint that teams can commit to with confidence, rather than a set of disconnected requirements.

We also design for assurance and procurement from day one: security controls are considered early, integrations and data flows are made explicit, and reporting measures are agreed so performance can be evidenced. The result is a blueprint that is complete and comparable, supporting business cases and procurement decisions.

What's different: Journey-first discovery | Operationally realistic routing and knowledge | Integration and data made explicit | Security designed early | Procurement-ready blueprint

Key benefits of a strong Contact Centre

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Reduce Cost to Serve

- Increase automation
- Increase self-service
- Increase service rep efficiency / productivity
- Reduce agent interaction
- Reduce escalations
- Reduce average handling time & first contact resolution

Increase Revenue Generation

- IT infrastructure consolidation
- Generate revenue with conversions service-to-sales
- Increase customer retention
- Reduce Service rep turnover, onboarding time and retention

Increase CSAT

- Overview of all customer service interactions
- Frictionless & seamless experience cross-channel for customer
- Increase net promoter score
- Ease decision-making based on complete and accurate data

Our Approach

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Discovery

2 Weeks

Run high-impact workshops to uncover challenges, align stakeholders and prioritise opportunities.

Outcome: A clear actionable roadmap tied to business goals.

STARTING

POC

2-4 Weeks

Deep dive into your business problem for a use case that **Copilot can solve**.

Design and build a **Copilot prototype** to test with your users.

SENSING

MVP

70-150 Days

Convert the PoC into a production-ready solution using best practice methods, accelerators and a multi-disciplinary team.

Outcome: A live CCaaS platform delivering measurable business impact from day one.

SHAPING

Rollout / Scale

Long term

Scale your implementation and ensure alignment with business needs.

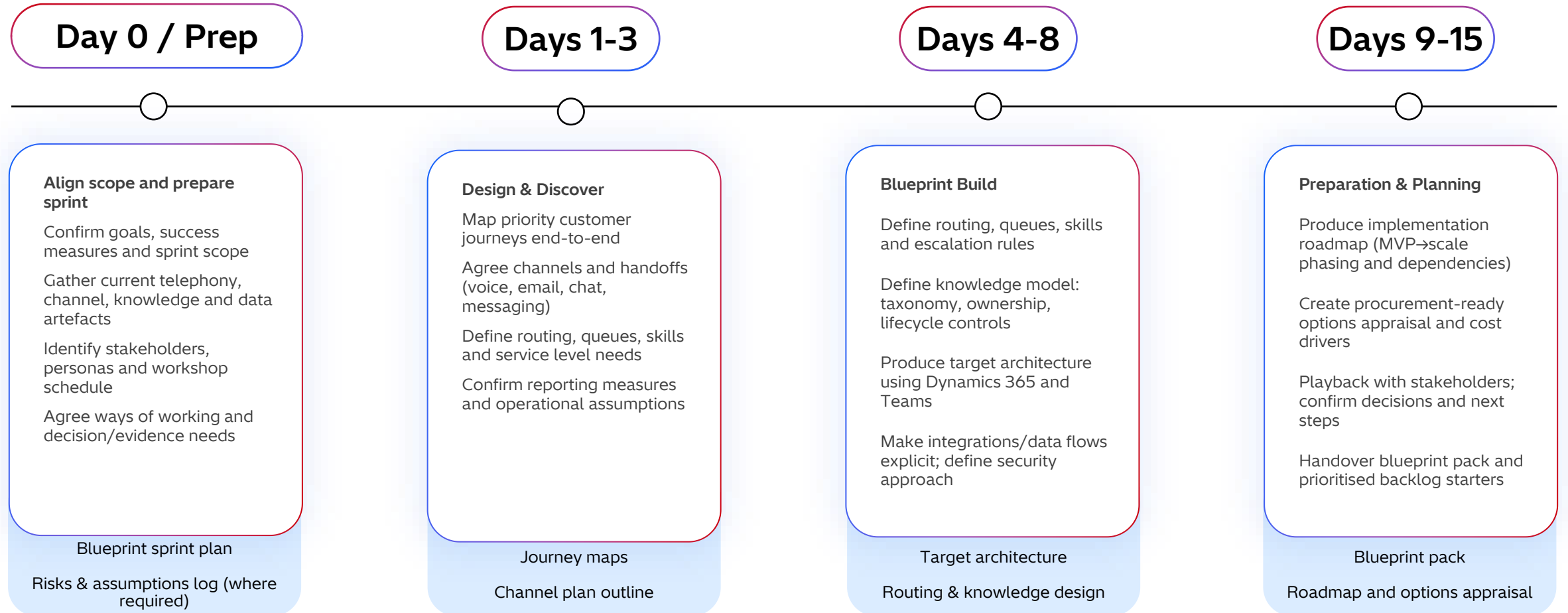
Implement the governance framework to support sustainability and innovation.

SCALING

Indicative Discovery Timeline

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Blueprint Sprint delivery



People involved for success

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Advisory

Owns priorities and success measures; represents contact centre operations.



Human Centred Design

Maps priority journeys and validates experiences with real users.



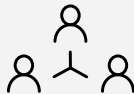
Architect & Design

Designs target architecture, integrations, data flows and security approach.



Solution Lead

Leads discovery, aligns scope, outcomes, governance and decisions.



Product Owner

Ensures standards, assurance needs and procurement outputs are met.

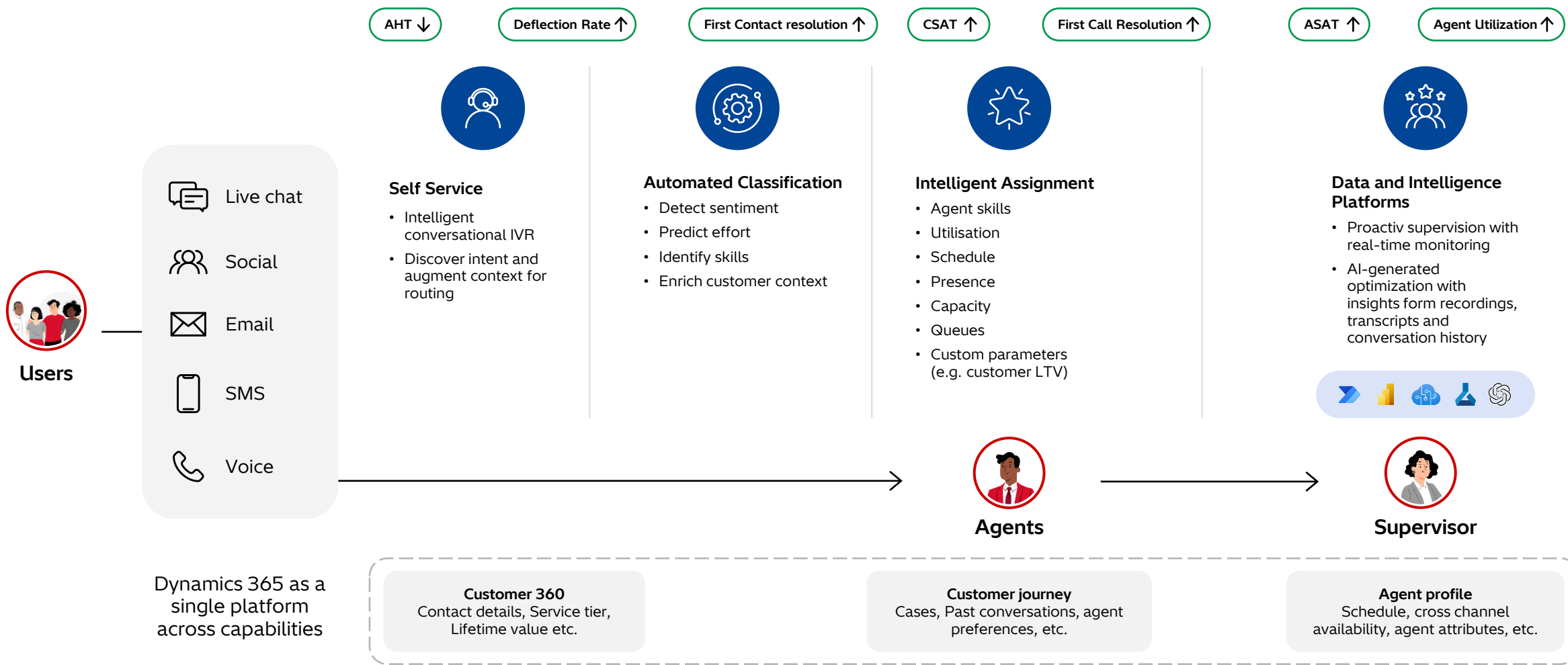


Subject Matter Experts

Provide current-state insight on journeys, routing, knowledge, and constraints.



Improving KPIs in the Contact Centre



Select the outcomes that matter for you

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Customer self-service

Implement channels of choice and reduce contact centre volume through rich self-service experiences powered by generative AI.



Agent experience

Improve agent productivity with embedded Copilot capabilities, proactive tools for supervisors, and a 360-degree view of each service interaction.



Operations

Create a single view of truth across disparate data and support channels and help customers optimize contact centre operations.



Existing solution

Complement existing CRM solutions for to create a single solution.

The Hitachi logo is displayed in a bold, white, sans-serif font in the top 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 Union Jack flag. The image has a dark, semi-transparent overlay.

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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

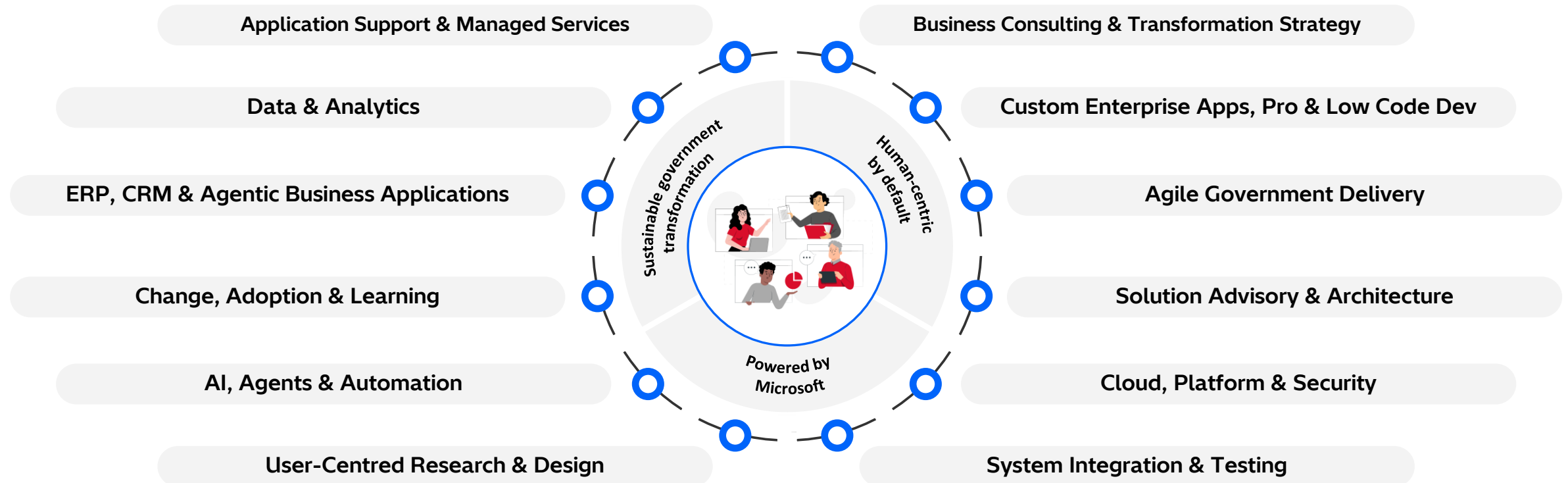
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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