



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI Advisory and Strategy
Workshops

AI Advisory and Strategy Workshop

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

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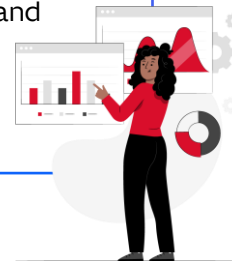
Service Description

Run practical workshops to shape artificial intelligence strategy and delivery plans. We identify priority use cases, assess feasibility, data readiness and risks, and define governance and assurance needs. Outputs include a prioritised backlog, target operating model options, delivery roadmap and actions to move from ideas to pilots.



Service Features

- Workshop design tailored to leaders, teams and stakeholders.
- Use case ideation, triage and prioritisation sessions.
- Feasibility assessment: data, skills, security and tooling.
- Benefits mapping and success measures for each use case.
- Risk identification covering safety, bias, privacy and security.
- Governance and assurance requirements definition and templates.
- Minimum viable product planning and pilot approach.
- Roadmap creation for pilots, scale-up and business change.
- Change and adoption planning for users and support teams.
- Outputs pack: backlog, roadmap, decisions and next steps.



Service Benefits

- Turn ideas into a prioritised, deliverable use case backlog.
- Reduce risk by assessing feasibility and controls early.
- Align stakeholders on goals, scope and success measures.
- Speed up pilot delivery with clear minimum viable plans.
- Improve value for money by focusing on high-impact use cases.
- Strengthen governance through defined decisions and responsibilities.
- Identify data readiness gaps before investing in build.
- Increase confidence with a clear roadmap and actions.
- Improve adoption through early change and support planning.
- Provide a repeatable approach for future workshop cycles.



AI Advisory and Strategy Workshops

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Turn AI ambition into a clear, governed plan to act



What this service is for

When you need to choose the right use cases and move safely

Many teams have lots of AI ideas, but no shared view on what to do first, what is feasible, or what is safe. This service helps you bring leaders, delivery teams and stakeholders into one practical process to agree direction.

We structure workshops to identify the highest-value use cases, define what “good” looks like, and map the steps from idea to pilot. You leave with clear decisions, a prioritised plan, and the governance and assurance needs to proceed with confidence.

Key outcomes: Prioritised use cases | Agreed success measures | Early feasibility view | Governance needs defined | Clear next actions



Why this service is useful

Reduce wasted effort by making decisions with evidence

AI work often stalls because decisions are made without enough evidence about data readiness, skills, security, or operational impact. These workshops create a shared fact base so you can stop debating in the abstract and start making choices that hold up to scrutiny.

By surfacing risks and constraints early, you avoid building the wrong thing, over-scoping pilots, or creating solutions that cannot be adopted by users and support teams. The output is practical: what to do now, what to park, and what to prove next.

Common triggers: Too many competing ideas | Unclear data readiness | Risk and assurance concerns | No agreed success measures | Pilot stalled or drifting | Need a roadmap to scale



Why this service is different

Decision-led workshops with assurance built in

We focus on making real decisions, not producing “strategy for strategy’s sake”. Each session is structured to capture assumptions, evidence, constraints and trade-offs, so you can justify priorities and funding choices later (decision log where required).

We treat governance, privacy, security and bias as first-class topics, not an afterthought. That means your roadmap reflects the controls and approvals you will need, alongside delivery steps and adoption planning. The result is a plan that is both delivery-ready and assurance-ready.

Differentiators: Decision-led facilitation | Evidence-first triage | Assurance-ready outputs | Risk and controls surfaced early | Practical route to pilots

Three Paths to AI-Led Enterprise-Scale Transformation

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*This service offering

AI Ignition – Validate value fast

- ✔ Understand AI and identify business use cases
- ✔ Best Practices and Stakeholder Alignment
- ✔ Agree, define and design priority use cases
- ✔ Understand infrastructure, security requirements, and implementation considerations
- ✔ Development sprint(s) to deliver an initial AI prototype to your organisation.

AI Launch –

Convert a proven POC into a secure, monitored, production-grade AI service

- ✔ Set-up the core components of the Data & AI platform required to develop secure, scalable and ethical AI applications
- ✔ Develop out 1 or 2 high-value AI use cases and deploy them to production
- ✔ Test and validate from both a technical and business point of view
- ✔ Coordinate with IT Governance and Operations teams to facilitate production roll-out
- ✔ Pilot and roll out these applications with real users, including user training.

AI Scale –

Embed AI throughout the business

Transformation programme with dedicated development workstreams to go live with high-quality AI solutions:

- ✔ Scaling multiple AI application(s) tailored to your business needs and maturity level
- ✔ Data & AI platform implementation to ensure a secure, scalable and evolutive AI applications
- ✔ Integrated into your existing IT landscape, adhering to Hitachi Solutions best practices and the UK Government AI Playbook
- ✔ Implementation of AI governance, comprehensive review of AI ethics and sustainability, and recommendations monitoring
- ✔ Change and Adoption framework implementation, empowering your internal teams and key users
- ✔ Comprehensive test strategy and approach

Business Benefits

Hitachi Solutions Enablers –

- ✔ AI Agent Library
- ✔ Modular Data Platform Toolkit
- ✔ Multi-cloud connector
- ✔ AI Design Sprint Methodology
- ✔ Cross-functional teams
- ✔ AI Adoption Framework
- ✔ User-centred design

Indicative Workshops and Timings

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AI Ignition

2 days

AI Kickstart

Education on AI and Envisioning on how it can be applied to **solve your business problems.**

5 days

AI Design Sprint

Align business stakeholders and **prove value of use cases** with AI prototypes tested with end users.

3 weeks

AI POC

Understand technical considerations and deliver an initial AI Proof of Concept to **prove the feasibility of the use case.**

*Optional follow-on services

AI Launch

8-12 weeks

Convert a proven POC into a secure, monitored, production-grade AI service, setting-up the core components of the Data & AI platform.

Test and Roll-out to your business and **drive adoption.**

*Optional follow-on services

AI Scale

Long term

Scale your AI implementation and ensure alignment with business needs.

Implement the governance framework to support AI.

Business Benefits

Hitachi Enabling Services

Advisory / Design Thinking

Technical expertise

Technical expertise

Change & Adoption

Advisory and UCD

Change & Adoption

Lifetime Services

Technical expertise

People involved for success

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Advisory

Identified vision and objective of the solution, understand the users, business, and operational scenarios to ensure all are aligned to the solution scope.



Human Centred Design

Support in the design of user journeys for the targeted personas and scenarios. This provides a reference for the target experience to be achieved.



Architect & Design

Overseeing the functional and technical design of the solution



Solution Lead

Owns the configuration and build of the solution based on user and architectural designs



Product Owner

Overseeing the process and ensuring adherence to standards. Own decision-making and prioritization regarding the tools, serving as a steady voice.

**Customer role*



Subject Matter Experts

Identified personas who have experience with the relevant scenario. Their involvement will be pivotal to ensuring the journeys meet their ways of working

**Customer role*

Explore how AI can be applied to increase efficiency and productivity. Identify use cases and build a proof-of-concept to test hypothesis

LIGHTNING JAM



Lightning Jam Ideation Workshop

Rapid, time-boxed brainstorming to spark AI ideas.
Involve diverse participants for broad perspectives.
Prioritize ideas based on feasibility, impact, and alignment with business goals for the next phase.



Stakeholder Interview(s)

Individual interviews with key stakeholder(s) to identify objectives, priorities and existing challenges.

These are to be completed at least a week before the workshop.



Problem Definition Workshop

Gain insight across challenge areas and agree on key problem statement.
Generation of ideas for tackling the problem statement.



Solution Envisioning Workshop

Generation of ideas for tackling the specific use case.

Explore AI ideas and use these to develop potential to-be solution.



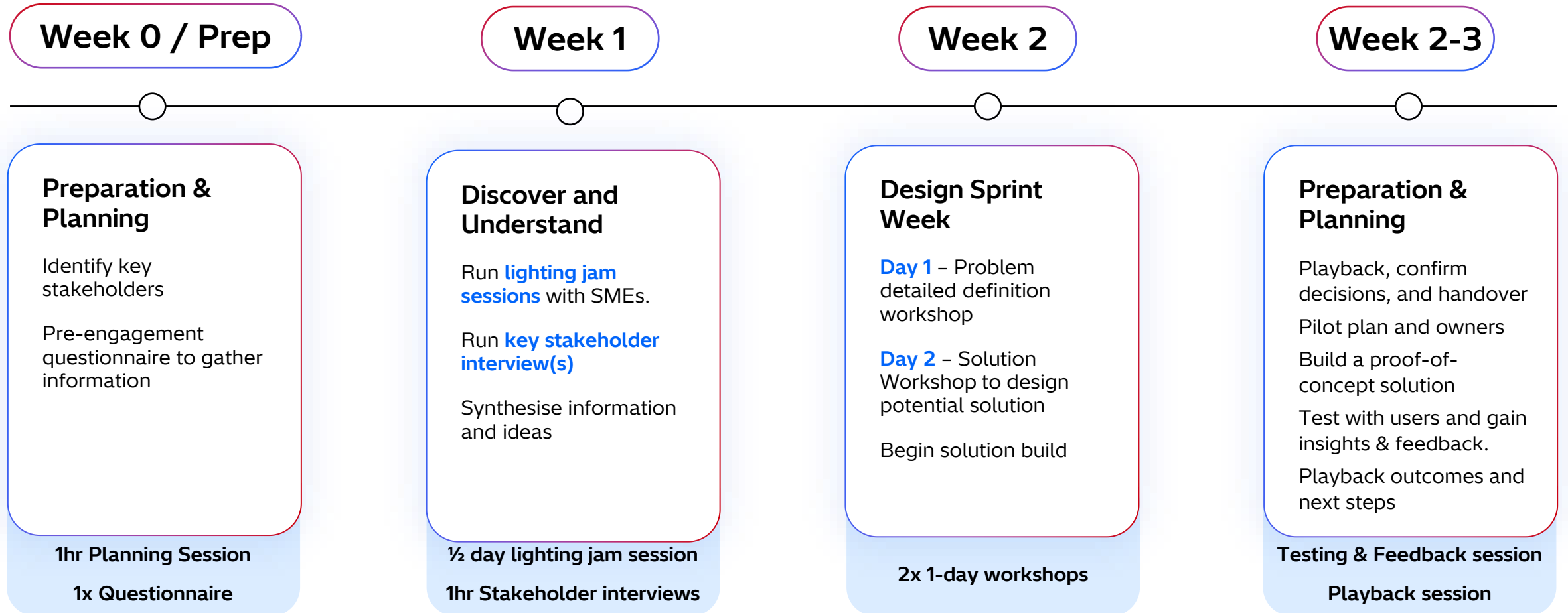
Feasibility, Risk & Governance Assessment

Build a proof-of-concept solution
Test with end users and gain insights and feedback.

Engagement Timeline

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AI Envisioning & Proof of Concept



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

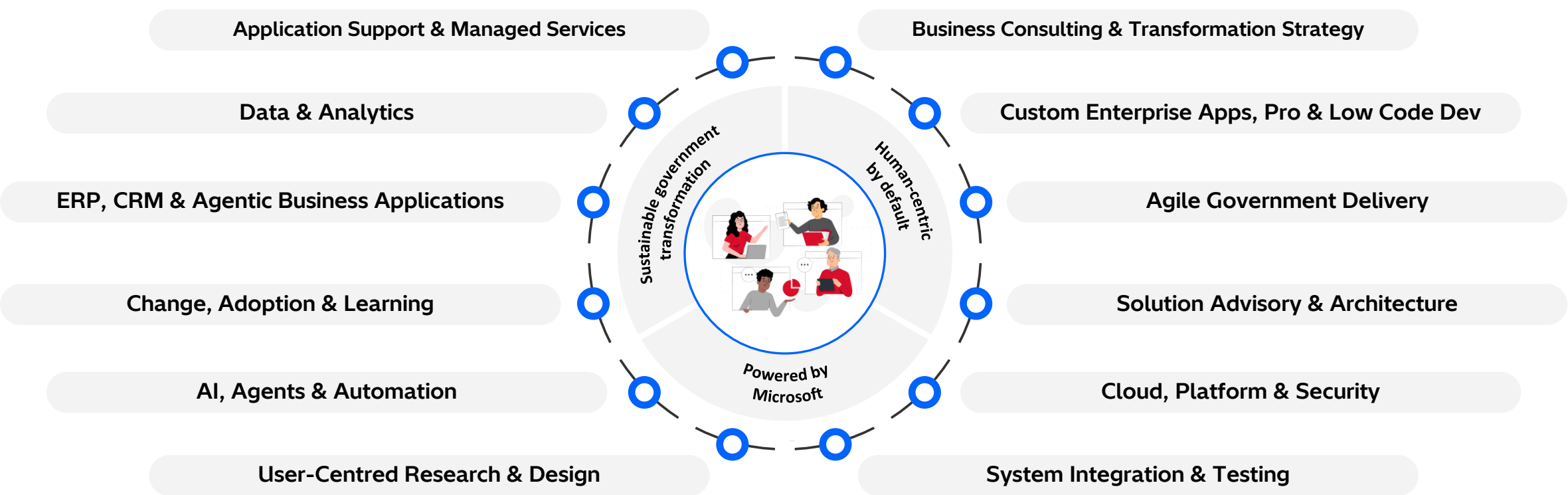
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



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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