



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Microsoft CoPilot Services

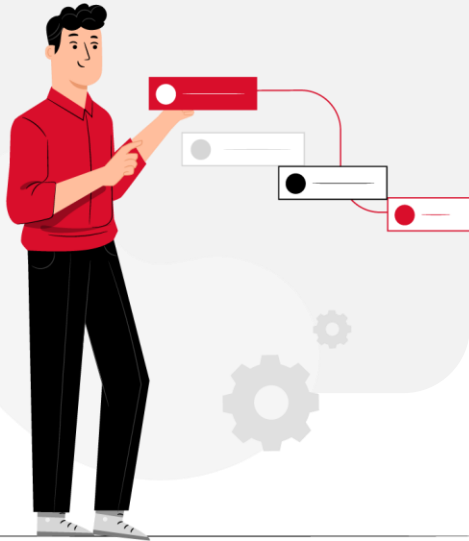
Microsoft CoPilot Services

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

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Service Description

Plan, pilot and roll out Microsoft 365 Copilot safely in the public sector. We assess readiness, data access and security, define priority use cases, and set up governance. Includes user training and change management, plus support to integrate Copilot with business systems and improve information management for better outputs.



Service Features

- Copilot readiness assessment across people, process, data, technology
- Use case discovery workshops and prioritised adoption roadmap
- Information protection review for safe Copilot use
- Permissions, access controls and content clean-up support
- Governance, policy and risk controls for responsible use
- Pilot setup, measurement and learning capture
- User training, guidance and prompt support for staff
- Change management to drive adoption and reduce resistance
- Integration planning with line-of-business systems where needed
- Ongoing support, optimisation and service transition to business-as-usual



Service Benefits

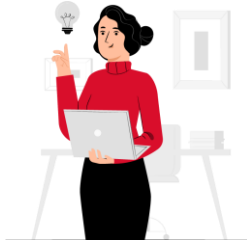
- Increase productivity by reducing time spent drafting and summarising
- Improve quality with consistent outputs and shared working practices
- Reduce risk with strong governance, security and access controls
- Improve adoption with training, champions and clear guidance
- Focus investment on high value use cases and measurable benefits
- Reduce duplication by improving content findability and reuse
- Improve decision making with faster insight from documents and data
- Support compliance by managing sensitive information and permissions
- Improve staff experience by simplifying routine administrative tasks
- Sustain value through ongoing optimisation and support



Microsoft CoPilot Services

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Make Microsoft 365 Copilot safe, useful and adoptable



What this service is for

From “can we use it?” to controlled, measurable rollout

Many organisations start Copilot with enthusiasm, then stall due to unclear data access, inconsistent permissions, and uncertainty on risk and governance. This service helps you move forward safely, with clarity on what Copilot can access, how it is controlled, and where it will deliver value.

We help you select priority use cases, set governance and policy controls, prepare information management, and run a pilot that captures learning. Training and change management support helps staff use Copilot consistently and responsibly, with transition to business-as-usual support.

Key outcomes: Readiness clarity | Safer data access | Prioritised use cases | Governed pilot | Adoption support



Why this service is useful

Reduce wasted effort and risk while proving value early

Copilot outcomes depend on information protection, permissions and content hygiene. Without this, teams can see inconsistent answers, accidental exposure of sensitive material, and low confidence in outputs. This service reduces that risk by aligning access controls, governance and safe ways of working before scale.

You get a prioritised roadmap and a measured pilot, so investment is focused on the highest-value use cases. Training, guidance and prompt support improve consistency, while change management reduces resistance and embeds shared working practices.

Common triggers: Copilot licence purchase pending | Concerns about sensitive data | Inconsistent permissions | Too much time drafting | Duplicate content everywhere | Need measurable benefits.



Why this service is different

Actionable outputs, not just recommendations

We start with readiness across people, process, data and technology, then design controls that support safe day-to-day use. Information protection and permissions are treated as core delivery items, not afterthoughts, so Copilot behaviour is predictable and compliant.

We run a pilot designed to generate evidence, learning and decisions, with clear measures and agreed next steps. Governance, policy and risk controls are implemented in a way that supports assurance, auditability and operational ownership. Integration planning is included where required, to connect Copilot to line-of-business needs safely.

Differentiators: Permissions-first approach | Measured pilot and learning capture | Governance built for assurance | Clear decision points | BAU-ready transition

Copilot Services Portfolio

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Strategy & Vision

- Executive alignment and outcomes definition
- Copilot business case and value hypotheses
- Target operating model
- Adoption roadmap and rollout waves
- Success measures and reporting approach

Readiness Assessment

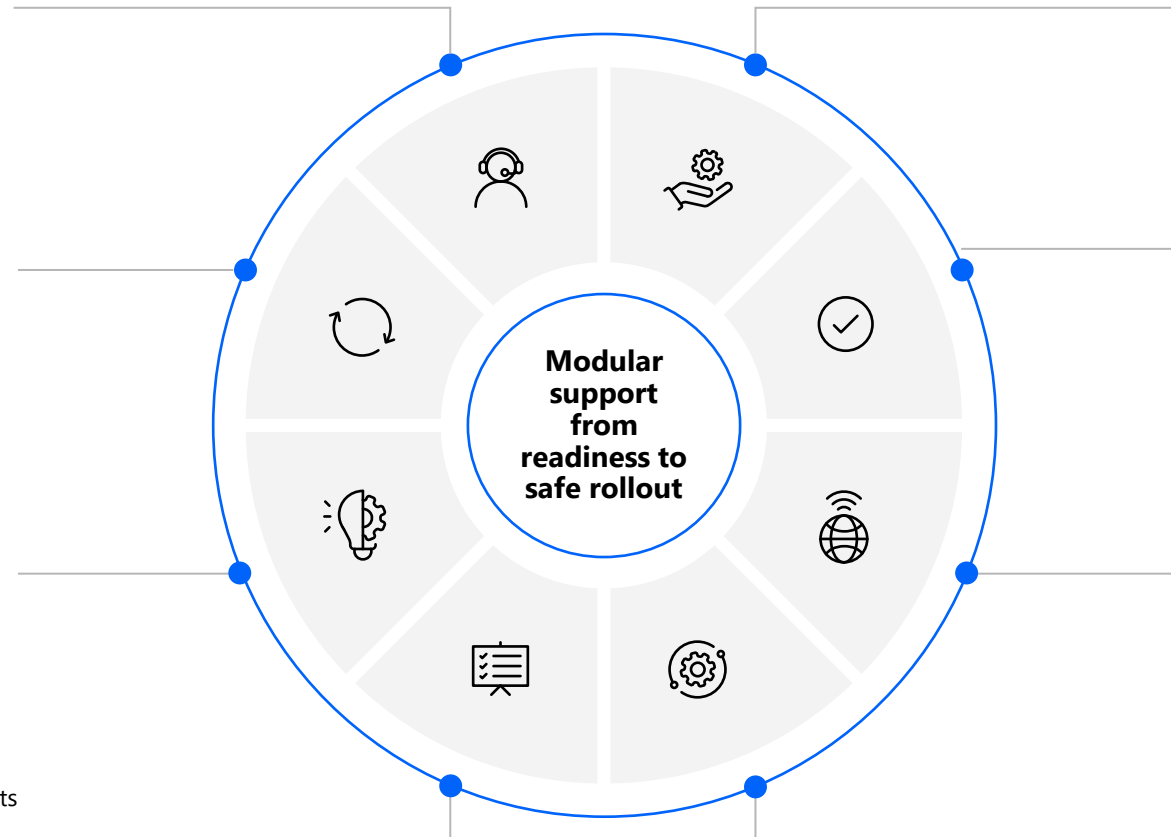
- Tenant and licensing prerequisites review
- Identity and access readiness (Entra ID, RBAC)
- Endpoint readiness
- Data estate scanning
- Skills baseline and training needs analysis

Security & Compliance

- Purview configuration alignment
- Conditional Access and session controls
- Audit logging and investigation readiness
- Data boundary and sharing controls
- Security runbooks for incidents and escalation

Information Governance & Content Hygiene

- Permissions clean-up
- Information architecture and metadata improvements
- Content lifecycle and records rules
- Search and findability improvements
- Guidance for safe collaboration patterns



Use Case Discovery & Prioritisation

- Role-based workshops to identify opportunities
- Use case scoring
- Prompt patterns and reusable templates per role
- Process mapping to identify opportunities
- Backlog and phased delivery plan

Pilot Design & Delivery

- Pilot cohort selection and onboarding plan
- Guardrails and policies for pilot scope
- Test-and-learn cycles with weekly retrospectives
- Measurement framework
- Issue triage and rapid remediation loop

Adoption & Change

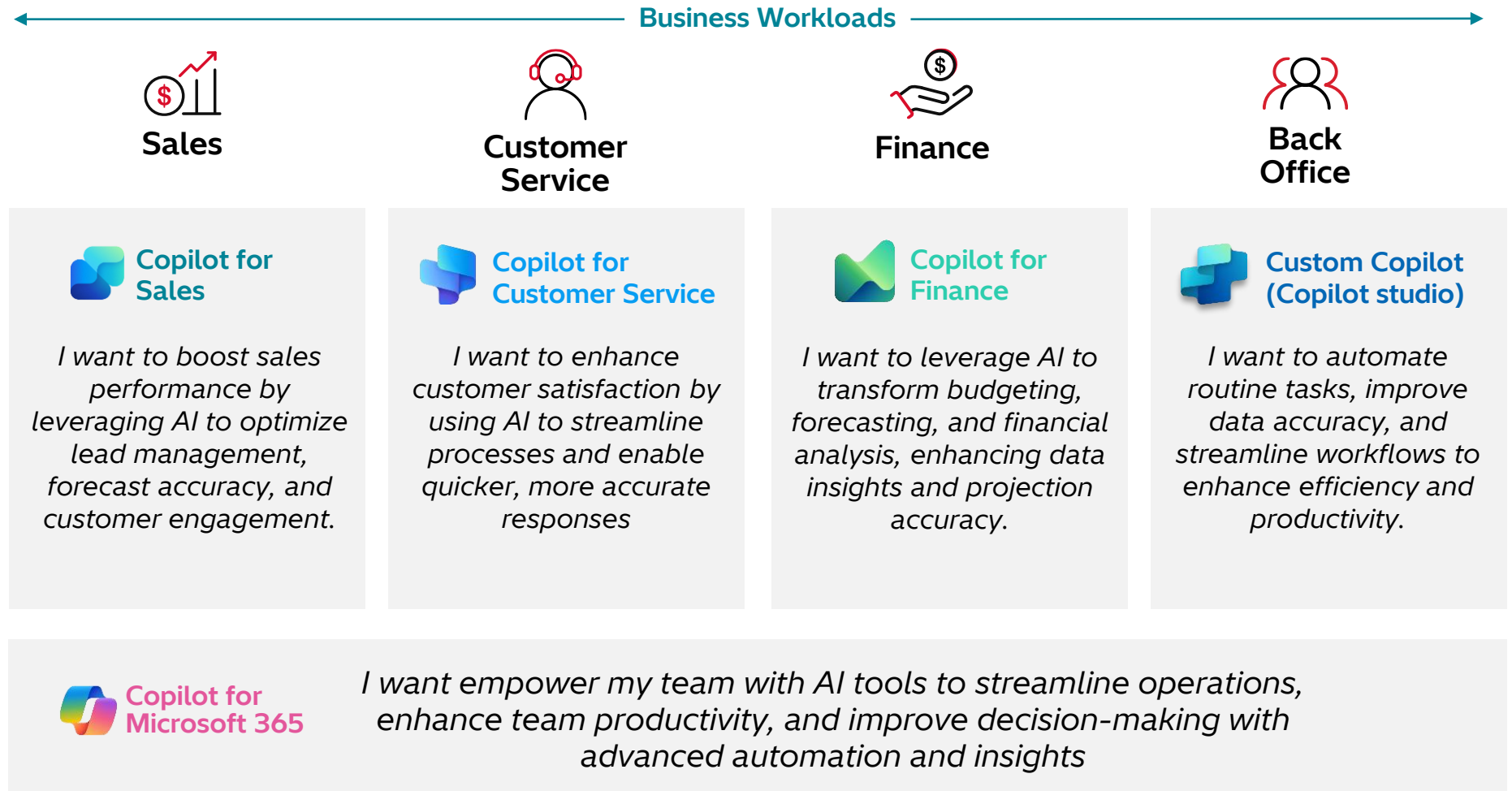
- Change plan (comms, champions)
- Training delivery
- Playbooks, FAQs, guidance and prompt packs
- Support model readiness
- Community of practice

Build, Integrate & Optimise

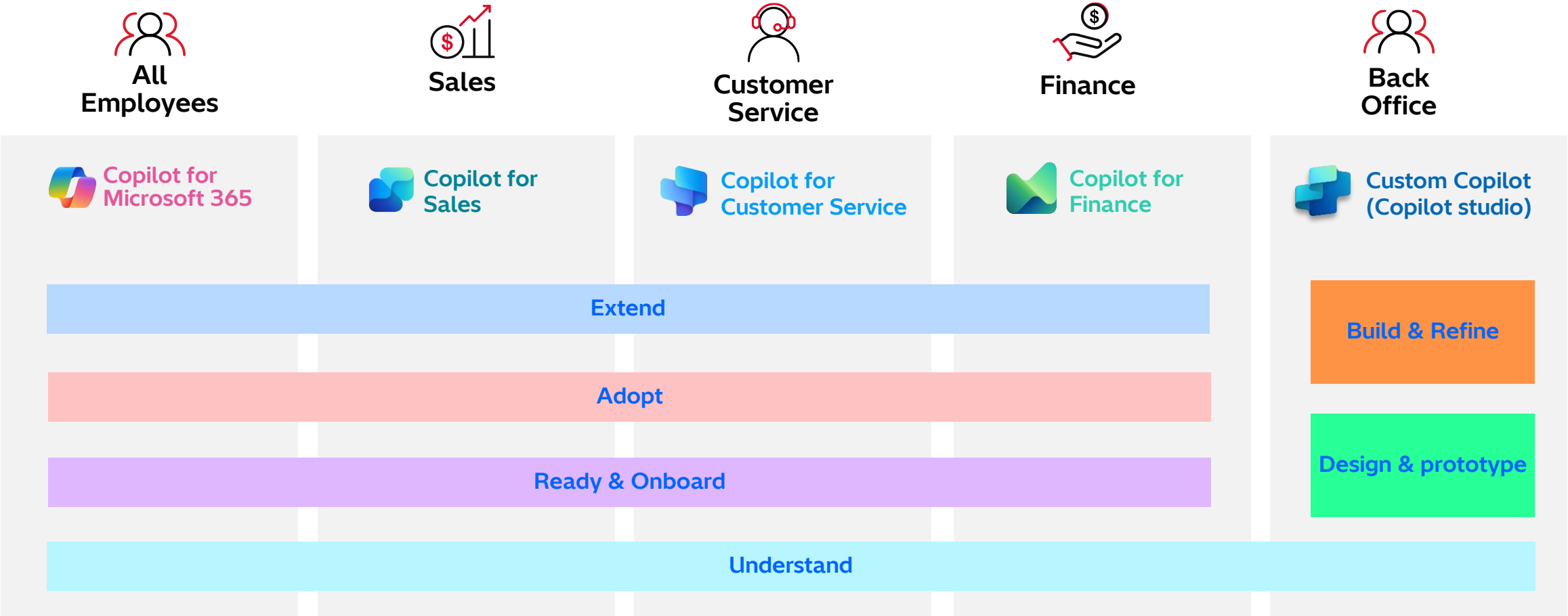
- Copilot Studio copilots/agents for priority processes
- Connector and integration planning
- Governance for custom copilots
- Usage analytics dashboards and insights reporting
- Continuous optimisation and managed service options

Where do I start my copilot journey?

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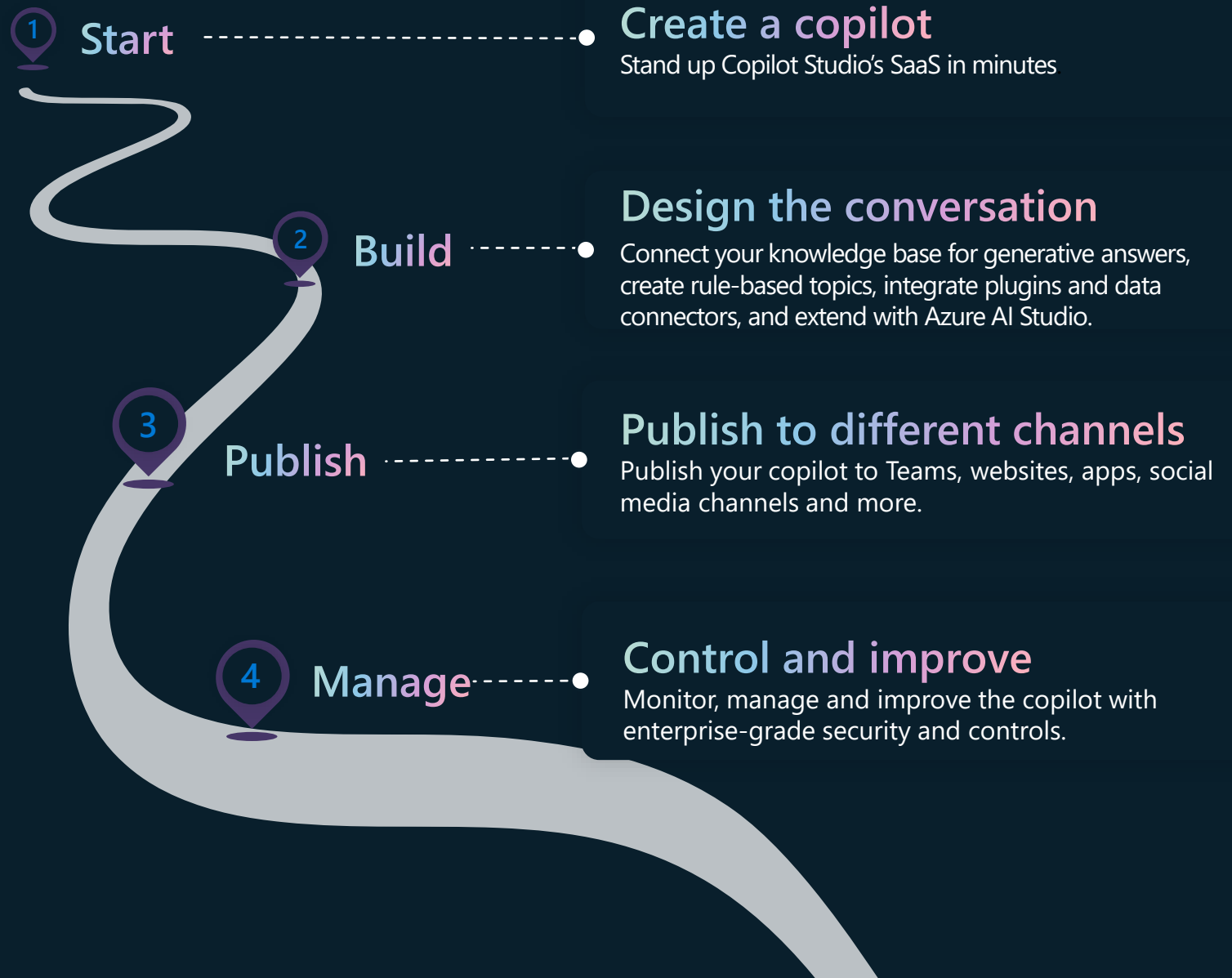


Where do I start my copilot journey?

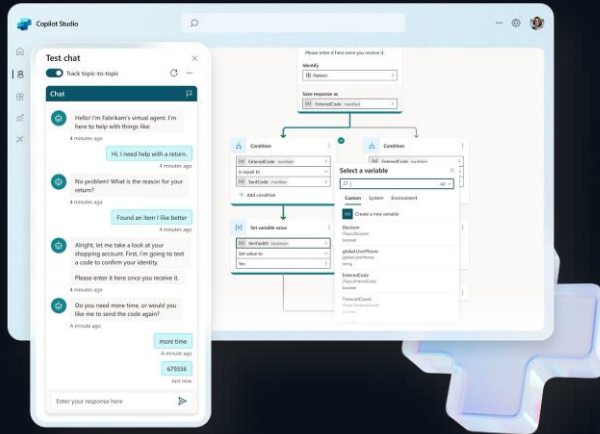




How we build a custom copilot

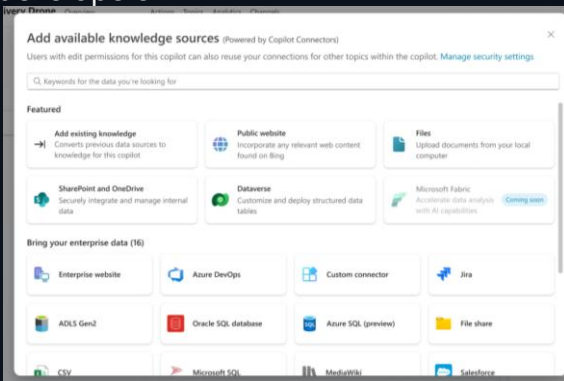


The Advantages of Microsoft Copilot Studio

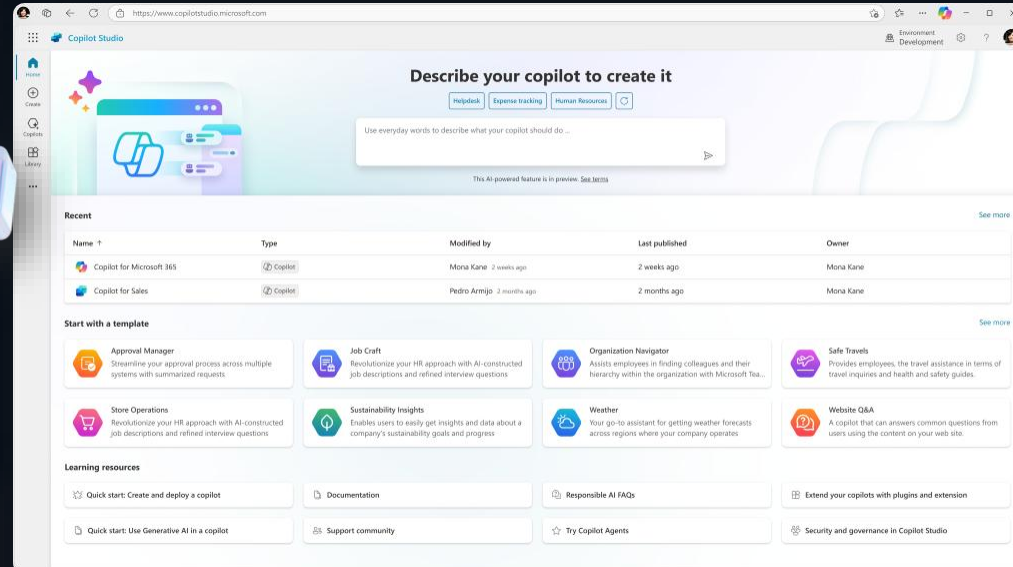


Graphical Canvas or Code View

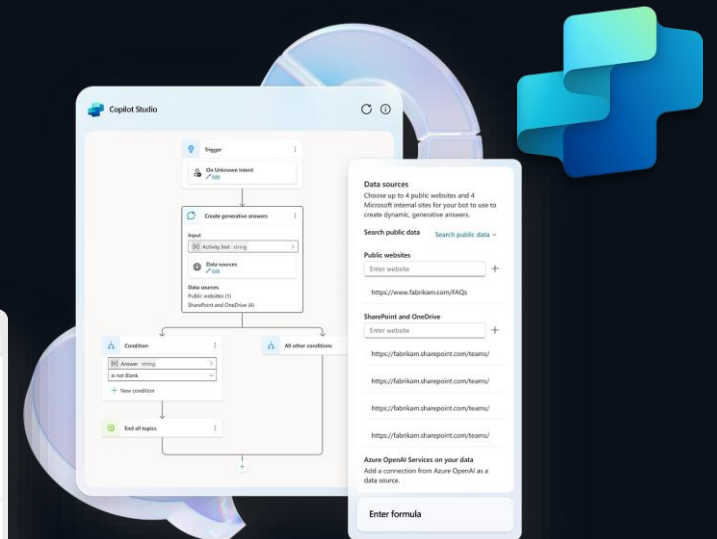
Design your conversation on the unified visual canvas, or switch to code view for developers



1200+ Pre-Built Connectors, bring your own AI models, add Azure AI services. Use Azure OpenAI on your data (ChatGPT, GPT-4...) and connect to Copilot Studio. Easily add advanced Azure AI services.

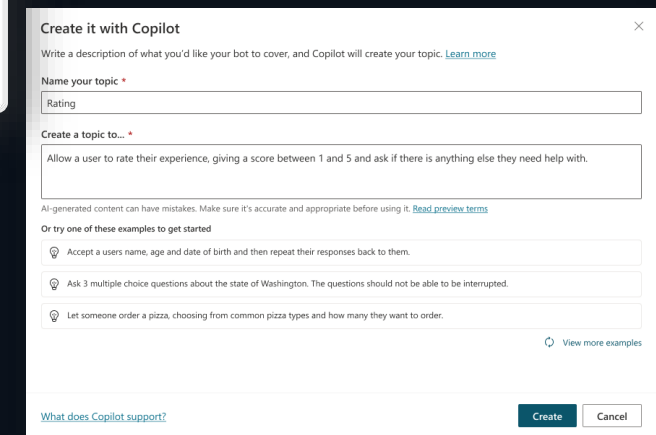


Latest **end-to-end conversational AI platform** for building your own Bots / Copilots, or extending Microsoft Copilots, combining NLU and large language models (GPT's)



Generative Answers and Actions

Generate multi-turn answers on your content in real-time and generate dialog and actions through dynamically chaining existing building blocks and plugins.



Generative Building

Copilot assistant helps build, design and modify topics using natural language.

Create, manage, publish and extend Copilots
Live in minutes - all from one tool
and E2E SaaS service

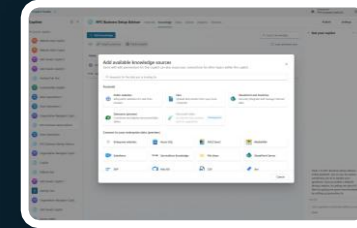
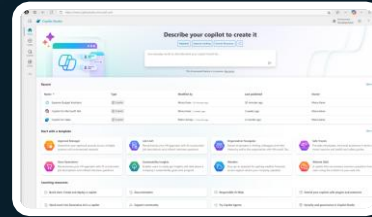
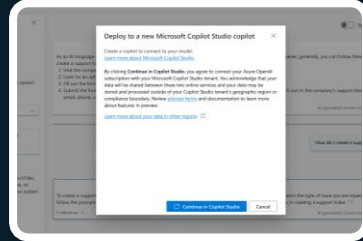
Build & Publish

Copilot Studio

Analyze & Improve

Integrate with AI Services

Integrate with Azure AI Studio, Azure Cog Services, Bot Framework and various other Microsoft conversational services

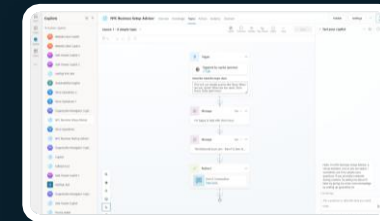
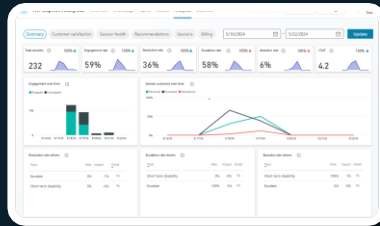


Chat over knowledge with Gen AI

Get enterprise specific answers over your files, websites, internal shares, Dataverse, third party systems and more

Monitor and Improve

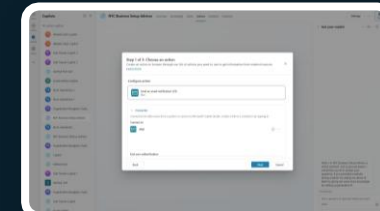
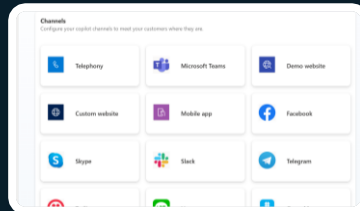
with rich out-of-the-box insights and analytics



Create specific topics

Supplement generative responses with specific, curated topics where you want tight control. Build them easily with the powerful graphical studio

Publish to multiple channels,
and go live instantly on the SaaS
service or choose to extend
Copilot for Microsoft 365 with
your custom capabilities



Build actions & Plugins

Create actions, plugins, use
1000s of pre-built connectors
or Power Automate to call
your backends and APIs

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.

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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

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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

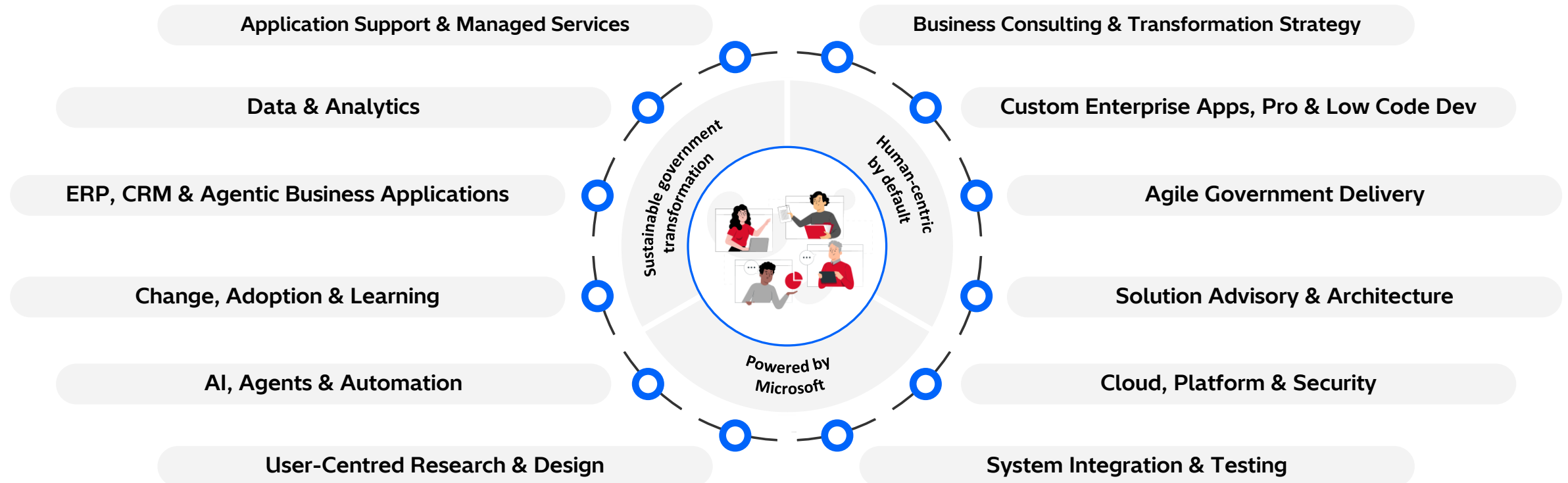
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



"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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