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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Copilot Agent Build Sprint
(Copilot Studio)

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

Service Description

Rapidly design and deliver a secure Microsoft Copilot Studio agent through a timeboxed build sprint. We define the use case and journeys, connect approved data, apply access controls and guardrails, then test and prepare deployment. You receive an MVP agent, rollout plan, and handover for iteration.



Service Features

- Build Copilot Studio agent using approved connectors and governance patterns.
- Integrate knowledge sources and structured data for grounded responses securely.
- Define security model, permissions, and access controls for authorised users.
- Implement guardrails, acceptable use guidance, and escalation to humans built-in.
- Test agent with functional, usability, and security checks before release.
- Plan deployment across Teams, web chat, or existing applications channels.
- Configure monitoring for usage, quality, and failure handling workflows alerts.
- Deliver handover pack, training, and prioritised backlog for future iterations.



Service Benefits

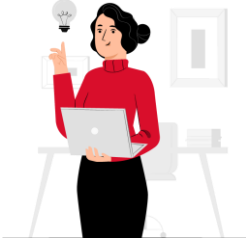
- Deliver a usable agent quickly through a structured timeboxed sprint.
- Reduce risk using approved data sources, permissions, and governance controls.
- Validate value early with real users, feedback, and iteration loops.
- Improve service efficiency by automating common queries and triage tasks.
- Increase consistency with standard answers, escalation routes, and ownership models.
- Speed up future iterations using a prioritised backlog and patterns.
- Support governance with clear guardrails, audit evidence, and decision logs.
- Improve user satisfaction through tested conversation flows and safe escalation.
- Enable safe deployment across channels using repeatable designs and templates.
- Build internal capability through co-development, training, and practical handover materials.



Copilot Agent Build Sprint (Copilot Studio)

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Get a working Copilot Studio agent into users' hands fast



What this service is for

Prove value early, without cutting corners on security

This service is for teams who want to move from idea to a working agent quickly, but need it to be safe, supportable, and acceptable in a government environment. We help you pick a focused use case, design how users will interact, and connect the agent to approved data so answers are grounded and consistent.

You will finish with a tested minimum viable agent and a clear plan to deploy it through the right channels. You also get a practical handover so your team can keep improving the agent after the sprint.

Key outcomes: Working MVP agent | Approved data connected | Safe user access model | Clear deployment plan | Handover for iteration



Why this service is useful

A sprint that turns uncertainty into evidence

Many teams get stuck between enthusiasm and caution: lots of ideas, unclear value, and real concerns about data, permissions, and oversight. A timeboxed sprint forces focus, so you learn quickly what works for users and what does not, before you scale effort or spend.

By designing the conversation and escalation routes up front, you avoid inconsistent answers and “bot dead ends”. Testing and monitoring setup help you spot quality issues early and build confidence with stakeholders, security, and service owners (where required).

Common triggers: Need a quick proof of value | High contact volumes | Inconsistent answers today | Data access concerns | Pressure to automate safely | No clear ownership model



Why this service is different

Secure-by-design, user-tested, and ready to govern

We treat the agent as a service, not a demo. That means clear scope, measurable success, and decisions recorded (where required), so you can explain what was built and why. We prioritise approved connectors and controlled data access, so the agent's behaviour is predictable and aligned to policy.

Co-development and structured handover are built in, so you are not dependent on us to make changes. You also leave with guardrails and escalation paths that reflect how teams actually work, plus repeatable patterns for deploying across channels.

Differentiators: Evidence-led decisions | Approved data and access controls | Built with users, not for them | Audit-friendly pack | Handover that enables independence

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 prioritisation regarding the tools, serving as a steady voice.



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



Our Copilot focus

How we can help you maximise your investment in Copilot

The Microsoft Copilot Ecosystem represents **the future of technology, designed to address a variety of business challenges**. Successfully implementing Microsoft Copilot requires a well-planned roadmap to ensure seamless integration and effectiveness.

Hitachi Solutions Europe offers tailored propositions to **help organisations prepare their data for AI** with proper governance, readiness, and quality controls for scalable adoption, while also guiding the application of Microsoft Copilot to specific use cases.

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Microsoft Copilot

Data Readiness

Technical Controls

Change & Adoption

First Party Integration

Use Case Development

Quality Assurance

Copilot propositions

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How we engage with customers

AI Kickstart

2-day engagement

Education on Microsoft AI and Copilot.

Envisioning how it can be applied to **solve your business problems.**

STARTING

AI Design Sprint

5-day engagement

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

PT2Copilot

Convert your prototype into a production **Copilot asset.**

Roll-out to your business.

Implement the governance framework to support AI.

SHAPING

Platform

Scale **your Copilot implementation.**

Enable automated deployments and testing.

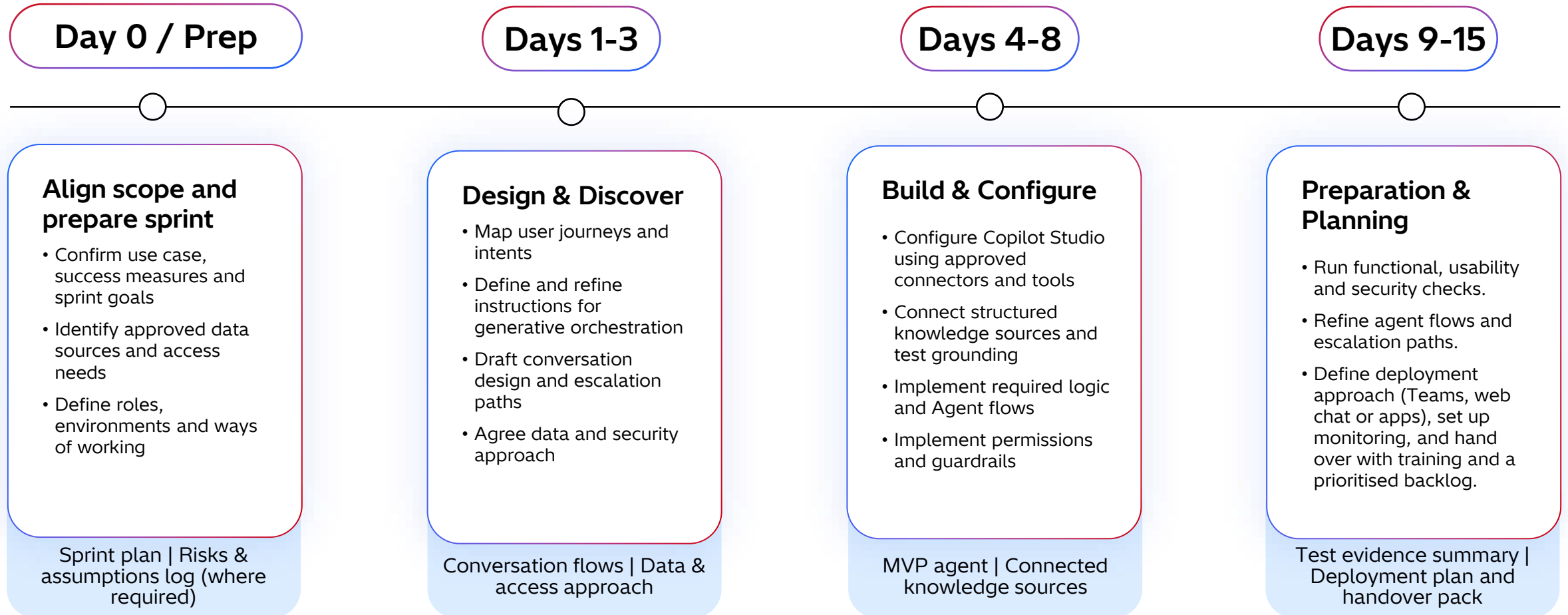
Develop and govern multiple AI use cases.

SCALING

Indicative Engagement Timeline

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Agent Build Sprint delivery



The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background of the entire slide 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 tone is professional and official.

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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

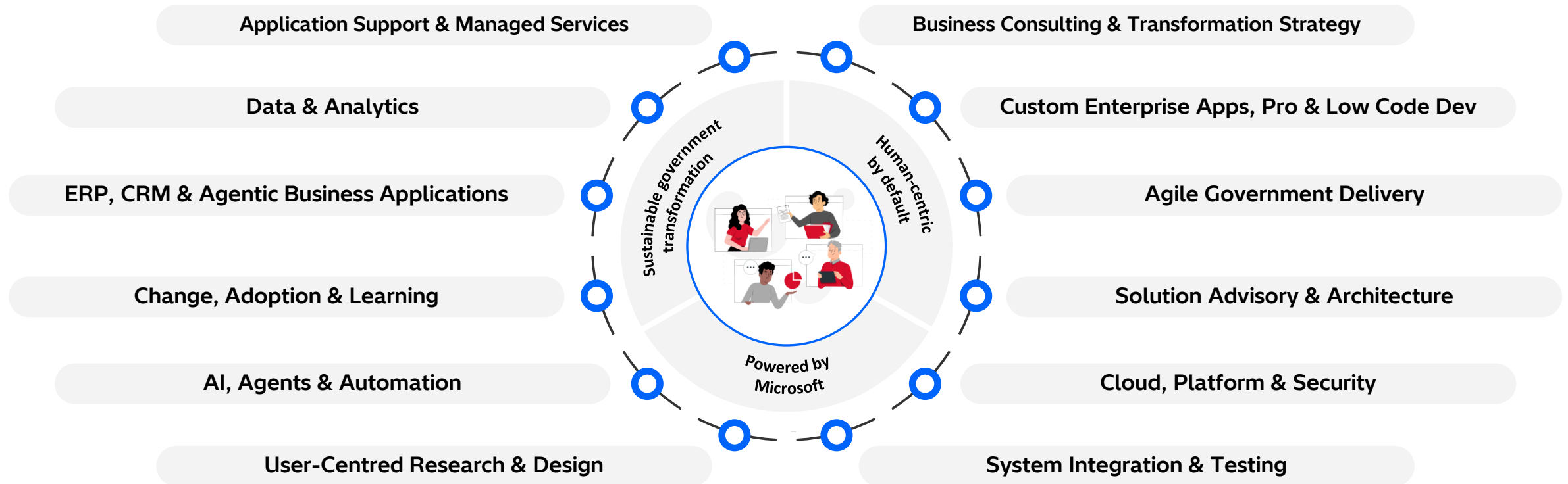
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

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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



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