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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Cloud Services: Training &
Digital Learning

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

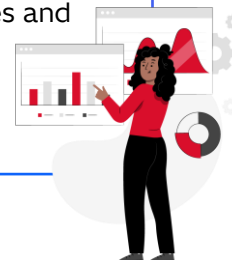
Service Description

Design and deliver role-based training and digital learning to help teams adopt new cloud services. We analyse needs, design curricula, develop content, deliver instructor-led and blended learning, and evaluate outcomes. Includes train-the-trainer, knowledge checks, floorwalking and continual learning to sustain capability beyond go-live.



Service Features

- Training needs assessment and tailored training strategy
- Role-based learning curriculum mapped to end-to-end processes
- Instructor-led training with demos and hands-on exercises
- Blended digital learning: e-learning, videos, guides and quick references
- Digital Adoption Platform setup for in-app guidance
- Knowledge checks, feedback surveys, and training effectiveness evaluation
- Train-the-trainer: system walkthroughs plus facilitation soft skills
- SME enablement to support UAT and business scenarios
- Post go live floorwalking, drop-ins, and point-of-need support
- Ongoing learning updates aligned to releases and service changes



Service Benefits

- Faster adoption of new cloud services and processes
- Confident users who can complete tasks correctly first time
- Reduced user frustration through in-app guidance and clear materials
- Lower reliance on project team after go-live
- Better uptake of key features through targeted communications
- Consistent ways of working across roles and locations
- Improved learning retention with bite-size reinforcement and coaching
- Readier internal trainers to scale training delivery
- Evidence of readiness through attendance, assessments and feedback
- Smoother transition to business-as-usual support and ownership



Cloud Services: Training & Digital Learning

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Build confident teams to adopt cloud services, safely and consistently



What this service is for

Training and digital learning designed around real roles and tasks

Training & Digital Learning helps your people adopt new cloud services without relying on informal workarounds or overstretched SMEs. We create role-based learning that reflects day-to-day processes, so users can complete tasks correctly and with confidence.

We combine instructor-led training with practical digital learning assets, then reinforce learning through point-of-need support and continual updates. The focus is sustainable capability beyond go-live, with clear measures of readiness and learning effectiveness.

Key outcomes: Role confidence | Consistent ways of working | Reduced support demand | Faster time to productivity | Sustainable knowledge transfer



Why this service is useful

Reduce friction in adoption and protect service outcomes

New cloud services often fail at the last mile: users are busy, roles vary, and training is treated as a one-off event. This creates uncertainty, inconsistent data and process steps, and avoidable reliance on support teams.

This service provides structured, role-based learning and reinforcement so people can learn in the flow of work. It supports UAT readiness, improves retention through bite-size assets, and creates a repeatable approach for onboarding new starters and handling future releases.

Common triggers: Large user groups | Mixed digital confidence | Time pressure near go-live | UAT needs SME readiness | Frequent releases | Distributed teams and shifts



Why this service is different

Evidence-led learning, embedded in delivery and BAU

We design learning around end-to-end processes and roles, not generic product features. Training is planned alongside delivery, so users see what is changing, practise the tasks that matter, and get support at point of need.

We evaluate effectiveness using knowledge checks and feedback, then iterate content and communications so learning sticks. Governance-ready artefacts support decision-making, readiness, and handover. Digital Adoption Platform support is available as an optional acceleration layer for in-app guidance.

Differentiators: Role and process-led learning | Evaluation and iteration | Governance-ready evidence | Knowledge transfer focus | Optional in-app guidance

Building Cloud Capability



Learning solutions that plan for **Knowledge Transfer** and sustainability beyond deployment, that are tailored for your business



Employee Training

- Instructor led training based on your business scenarios and processes
- Hitachi best practice interactive blended digital learning
- Early life support training to embed user knowledge and support at point of need



Trainer Readiness

- Suitable for clients who are using their internal people to deliver training to end users
- Provide system training to build solution capability
- Soft skills to ensure the trainers can deliver effective training



Training Software Selection

- Provide expertise in digital authoring tool selection
- Suitable for organisations who are looking to enhance their digital learning offering, future proofing training material for system upgrades



Hitachi Digital Training

- Hitachi pre-configured, non tailored, blended digital learning using generic data
- Will focus on standard dynamics process rather than client-based scenarios

Our Learning Offering

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We tailor our approach and offering to meet our clients needs. You can choose the activities that best fit your business.

Context setting

- Share expectations in terms of training attendance and timings
- Targeted sessions to demonstrate key change impacts for each functional area/user
- Provide day in the life scenarios to bring the change to life
- Delivered by our experienced trainers in person or via e-learning

Preparation

- Build out learning curriculums that are mapped to end user roles
- Develop training plans to ensure priorities are given for end users to build knowledge
- Train project members (SMEs) so they can complete UAT
- Create blended learning content that suits all learning styles
- Train the trainers so they can deliver training effectively to end users

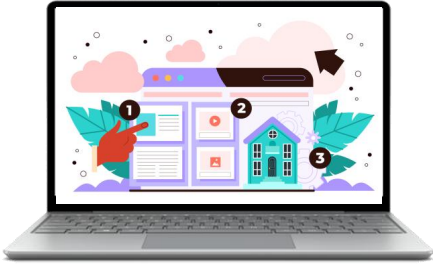
Delivery

- Detailed end user system training to prepare users for the new technology
- Training designed on end-to-end processes and will be role specific
- User guides will be provided along with classroom slides, system demos and hands on practical training exercises
- Regular knowledge checks to back up learning and mitigate any gaps
- Distribute supportive learning material; e-learning, 'how-to' and quick reference guides

Continual learning

- Targeted communication and bitesize learning videos, to reinforce processes and tasks
- Floorwalking (virtual or in-person) for immediate help and guidance
- Post go live support including drop-in sessions to provide any additional support where required
- On going access to generic learning material that is updated which each new release

Tailored, scalable and repeatable approach that leverages existing practice expertise and tools, ensuring it is fit for purpose for your business



Our methods include:

- MOOD (Mass Open-Online Demonstrations)
- Quick Reference Guides (word or ppt)
- User Guides – (word or ppt)
- Videos (Camtasia – MP4)
- ILT (Instructor-led Training)
- Digital Adoption Platforms (DAP) – ClickLearn or Lemon Learning
- Interactive – Articulate

Inform

Quick Reference Guides, created in Word. Demo-style learning modules.

Works well for:

- Using existing tools
- Off the shelf products
- Low customisation & Low budget
- Large audience with similar roles

Engage

Inform, plus Quick Reference Guides created in video format.

Works well for:

- Low digital skills
- Moving from a paper-based ways of working
- Reaching more adult learning styles
- Non office base staff

Ignite

Engage, plus interactive eLearning and or DAP & ILT.

Works well for:

- Non-office-based or shift workers
- In-App or on-demand learning
- Accessibility needs
- Global large scale roll outs
- Multi system roll-out

What are Digital Adoption Platforms?

A **Digital Adoption Platform (DAP)** is a software solution that overlays other software applications to guide users through new software, helping them learn and facilitating faster technology adoption.

Key Features of DAPs



Product Tours: Guided walkthroughs introducing key features and functionalities



Tooltips: Contextual pop-ups providing brief guidance or explanations



Pop-ups: Visual notifications for important updates or prompts



Checklists: Task lists to help users navigate the onboarding process step-by-step



Resource Centers: Hubs for tutorials, FAQs, and guides



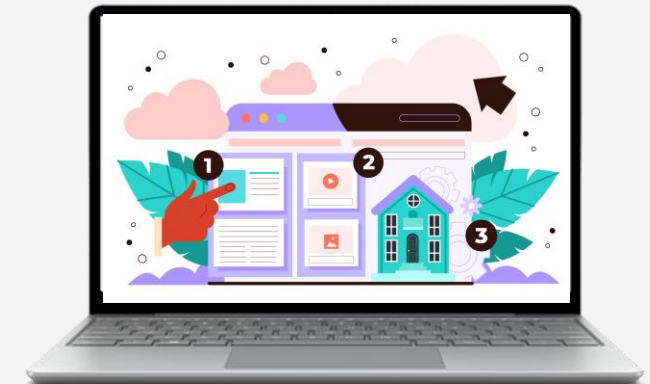
Surveys: Tools to gather user feedback



Product Analytics: Tools to track user behavior and feature usage

Benefits of Using DAPs

- ✓ Provides **in-app guidance** to prevent user frustration
- ✓ **Highlights key functions** to ensure they are utilised
- ✓ Offers **real-time support**, reducing the need for human intervention
- ✓ **Enhances onboarding completion rates**, reduces churn, and boosts feature adoption



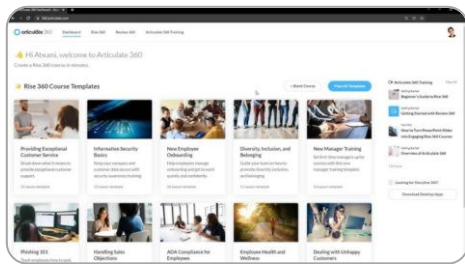
Tools we work with

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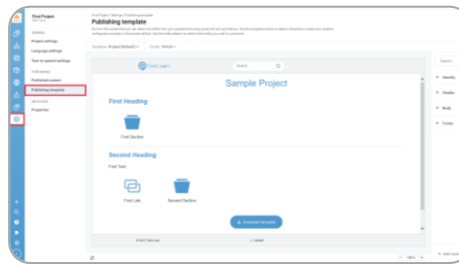
We can produce assets in your preferred toolchain (where required)



Interactive e-Learning



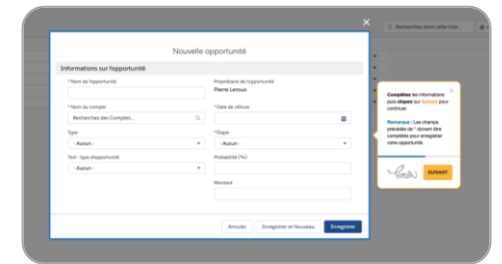
Functional use screen capture



Video editing



Digital Adoption Platform



The aim of training is to ensure that each user is competent and confident to work with new process and to administer the technology to drive the business forward.

SYSTEM TRAINING

Train the **System**

Training provided to a select group of users based on **how to use the technology** to then train end users, or complete user acceptance testing.

It provides demonstrations followed by hands on exercises.

It does not provide the theory, process flows or how to deliver effective training.

SOFT SKILLS TRAINING

Trainer **Readiness**

This prepares people who are delivering training to their end users and focuses on **how to deliver effective training**.

Building on communication skills, understanding the different learning styles and managing sessions with end users.

It does not provide any technical system training.

TRAIN THE TRAINER

Train the **Trainer**

Provides **system** and **trainer readiness** training that is required to deliver effective training to end users. This also includes **how to deliver end user training** material.

This combination certifies that the trainers are competent across all the skills they require to ensure that end users have the knowledge and skills they need to succeed.

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

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

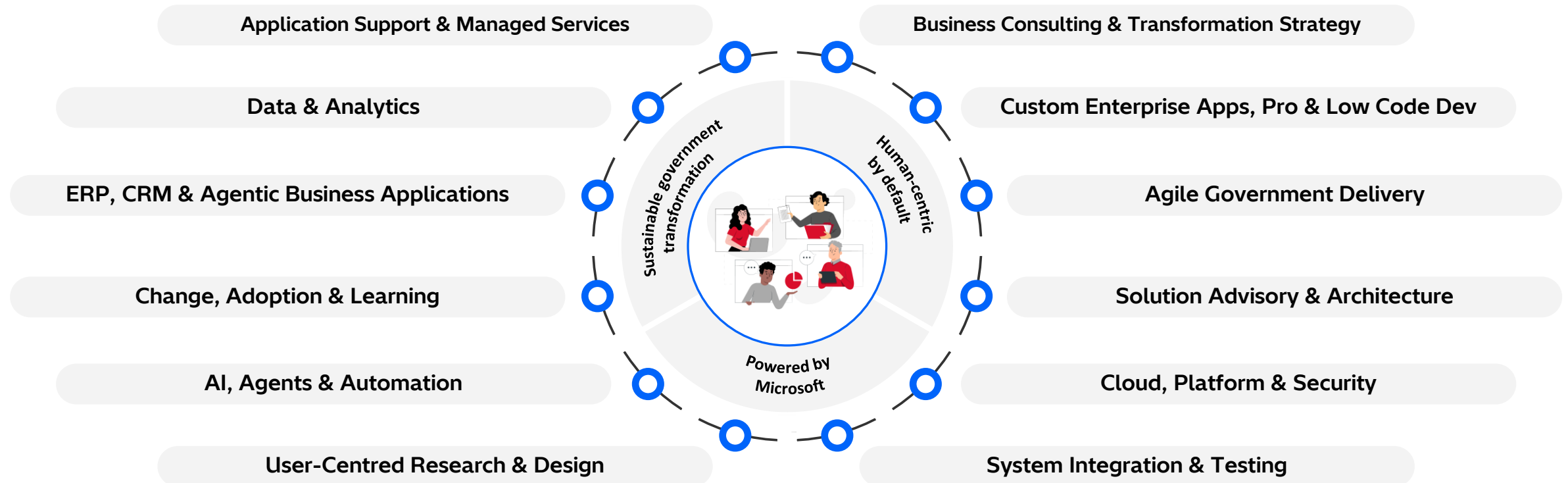
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



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