



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Artificial Intelligence and
Machine Learning

Artificial Intelligence and Machine Learning

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

Service Description

Design, build and run AI and machine learning for public sector services. We shape strategy and use cases, assess data readiness, and deliver models and generative AI using Azure AI and Azure Machine Learning. Includes governance, risk and ethics, MLOps, and support for pilots through to live.



Service Features

- AI strategy, operating model, and adoption roadmap
- Use case discovery, prioritisation, and value assessment workshops
- Data readiness assessment: quality, lineage, and access controls
- Machine learning model design, training, and evaluation
- Generative AI design using Azure OpenAI and prompt patterns
- Azure AI Services integration: Search, Vision, Speech, Language
- MLOps pipelines for deployment, monitoring, and model governance
- AI assurance: risk assessment, bias testing, and explainability
- Content safety controls and human-in-the-loop review workflows
- Rapid prototyping and pilots for citizen-facing and internal services



Service Benefits

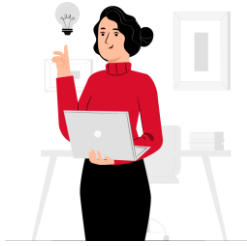
- Improve service outcomes using data-driven decisions and automation
- Reduce delivery risk with clear governance and assurance controls
- Accelerate prototyping to validate AI value before scaling
- Improve model reliability through monitoring, retraining, and MLOps
- Increase trust with transparent, explainable, human-led decisions
- Strengthen compliance with ethics, privacy, and security requirements
- Improve data quality and readiness for AI at scale
- Reduce manual workloads using copilots, chatbots, and automation
- Deliver safer generative AI with content safety guardrails
- Build internal capability through training, coaching, and playbooks



Artificial Intelligence and Machine Learning

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Helping teams reach “ready to deliver” with confidence and control



What this service is for

Turn priority problems into safe, working AI services

Teams often have strong ideas for AI, but struggle to prove value, get data into shape, and move beyond one-off pilots. Risk, ethics, and security questions also slow decisions, especially where services affect citizens or regulated outcomes.

This service helps you choose the right use cases, check data readiness, and design and deliver machine learning and generative AI using Azure AI and Azure Machine Learning. We put governance and assurance in place so delivery stays decision-led, evidence-backed, and ready for audit where required.

Key outcomes: Prioritised use cases | Data readiness clarity | Working prototypes | Assurance-ready controls | Path to live



Why this service is useful

Faster learning, safer delivery, clearer decisions

You get structured progress from early value tests through to repeatable delivery and run controls. That means fewer dead-end experiments, clearer ownership, and better confidence that models will perform reliably in real conditions, not just in demos.

The service also supports practical guardrails: transparent decision-making, human review where appropriate, and documented testing for bias, safety and explainability. That helps teams move faster without over-claiming, and keeps delivery aligned to governance expectations.

Common triggers: AI pilots not scaling | Unclear use case value | Data quality concerns | Governance and ethics gaps | Pressure to automate workloads | Need Azure-based delivery



Why this service is different

Built-in assurance, not bolted on later

We combine delivery and assurance so teams can make decisions with evidence as they go, rather than pausing for late-stage reviews. Risk, ethics, and content safety are treated as delivery inputs, with clear documentation and traceability where required.

We also focus on “run” from day one: monitoring, retraining approach, and practical operating rhythms so models remain reliable as data and policy change. This makes it easier to support pilots through to live without creating long-term support debt.

Differentiators: Evidence-led checkpoints | Human-in-the-loop by design | Content safety controls | Operate-and-improve focus | Azure-native implementation

We support a holistic approach to transform business via AI - independent of the customer business problem

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Tactical Pragmatism

Help me solve my business problem



Holistic Tech Capabilities

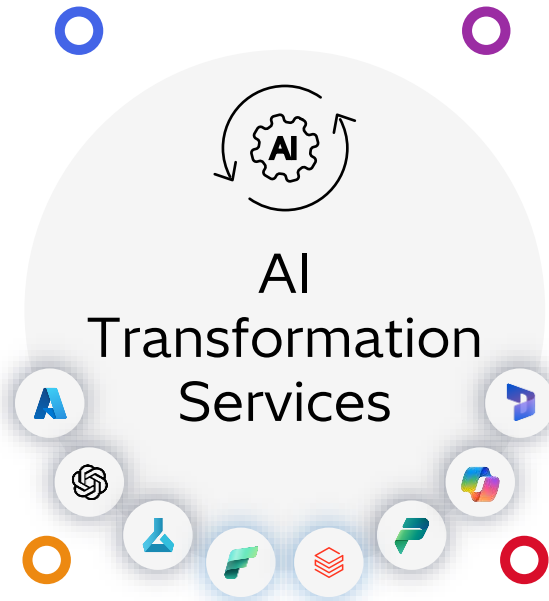
Accelerating your business growth through the Microsoft Ecosystem to provide reliable, high-performance and scalable AI services

Processes and Operational Model

Delivery model across the organisational structure for end-to-end AI service delivery, ensuring seamless collaboration

Lifetime Support and AI Ops

Supporting your Ecosystem with lifetime time services and monitoring of critical success factors for AI technology performance



Readiness and Adoption

Preparing your people to adopt the new ways, ensuring sustainable outcomes for success

Transformation Advisory

Aligning your business goals & your digital transformation priorities and, identifying value streams

AI Governance

AI principles, policies, standards, guidelines, risk management and organisational structure; data privacy, model security and regulation adherence

Help me transform my business processes



Strategic Transformation

Three Paths to AI-Led Enterprise-Scale Transformation

AI Ignition – Validate value fast

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



3-6 weeks

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.



8 – 12 weeks

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

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

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 black wrought-iron 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

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

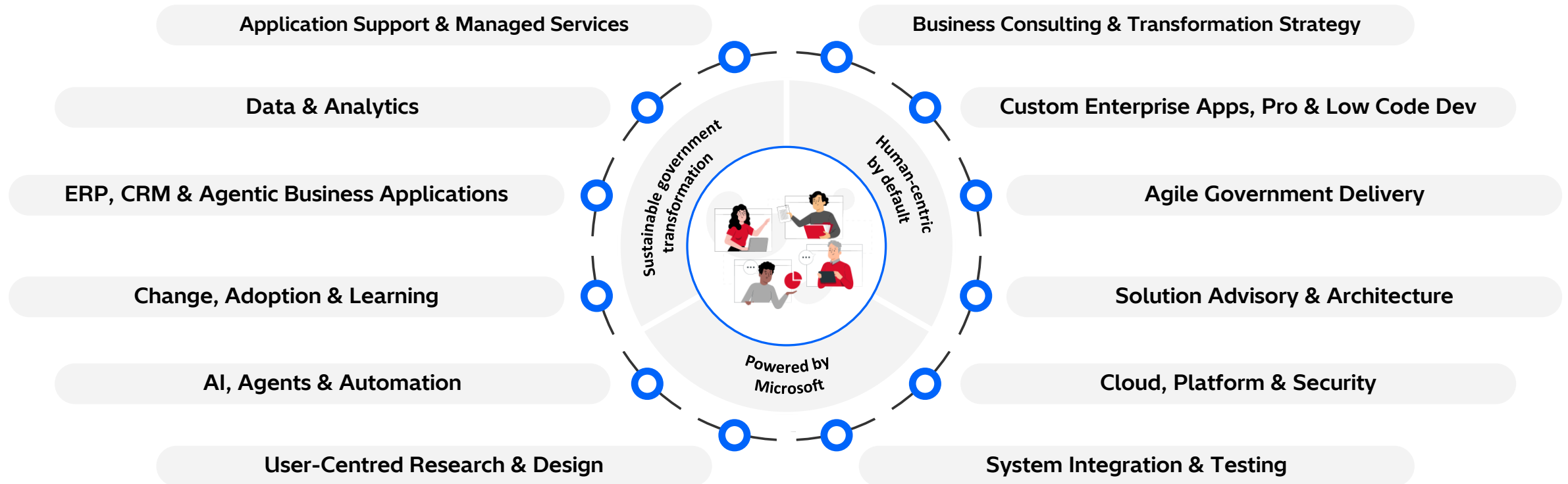
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



hitachi-solutions-europe