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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Testing as a Service with Leapwork

Testing as a Service with Leapwork

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

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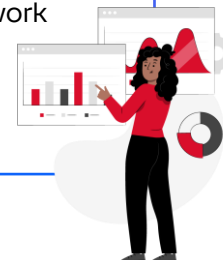
Service Description

Provide managed automated testing using Leapwork no-code test automation. We design and run regression, smoke and end-to-end tests for Dynamics 365, Power Platform, Azure and data platforms. Delivered by a Leapwork Certified Delivery Partner. Includes test strategy, CI/CD integration, reporting, defect triage, and ongoing suite maintenance to support safer releases.



Service Features

- Leapwork test automation strategy and coverage plan
- Build reusable no-code regression suites for core user journeys
- Automated smoke tests for deployments and environment validation
- End-to-end testing across Dynamics 365, Power Platform, Azure
- Data-driven testing and test data management approaches
- CI/CD integration for scheduled, triggered and gated test runs
- Test execution reporting, dashboards and evidence packs
- Defect triage, reproducible steps and fix verification
- Ongoing maintenance of automation flows after releases
- Coaching teams to create and extend Leapwork tests



Service Benefits

- Reduce manual regression effort and release cycle time
- Increase confidence in frequent platform updates and changes
- Catch defects earlier with automated smoke and regression runs
- Improve test coverage across integrated Microsoft applications
- Produce clear testing evidence for assurance and audit
- Stabilise live services through repeatable end-to-end testing
- Lower maintenance with reusable no-code automation components
- Accelerate DevOps pipelines with automated quality gates
- Support safer releases with rapid defect confirmation testing
- Upskill teams to extend automation without specialist coding



Testing as a Service with Leapwork

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Managed no-code test automation for safer Microsoft releases



What this service is for

Reduce release risk across connected platforms

Teams running Dynamics 365, Power Platform and Azure often face frequent change, multiple environments, and tightly linked user journeys. This service sets up and runs automated regression, smoke and end-to-end tests using Leapwork, so releases are less reliant on manual checking.

Use it when you need repeatable checks for core journeys, clear evidence of what was tested, and faster confirmation when defects appear. Delivery includes strategy, CI/CD integration, reporting, defect triage, and ongoing suite maintenance to keep automation reliable as the service evolves.

Key outcomes: Safer releases | Faster regression cycles | Clear test evidence | Earlier defect detection | Repeatable end-to-end checks



Why this service is useful

Remove manual waste and reduce avoidable release failures

Manual regression is time-consuming, inconsistent, and hard to repeat across environments. It also creates release bottlenecks when teams need quick answers after deployments or platform updates. Automated smoke and regression runs provide rapid signals, while end-to-end coverage reduces the risk of breaking integrated journeys across Microsoft applications.

You also get clearer visibility of what ran, what failed, and what changed. That makes it easier to brief stakeholders, support governance, and provide evidence for assurance and audit, without building a specialist coding capability to maintain tests.

Common triggers: Frequent releases | Multiple environments | Integrated user journeys | Limited test capacity | Audit or assurance needs | High-impact defects reaching live



Why this service is different

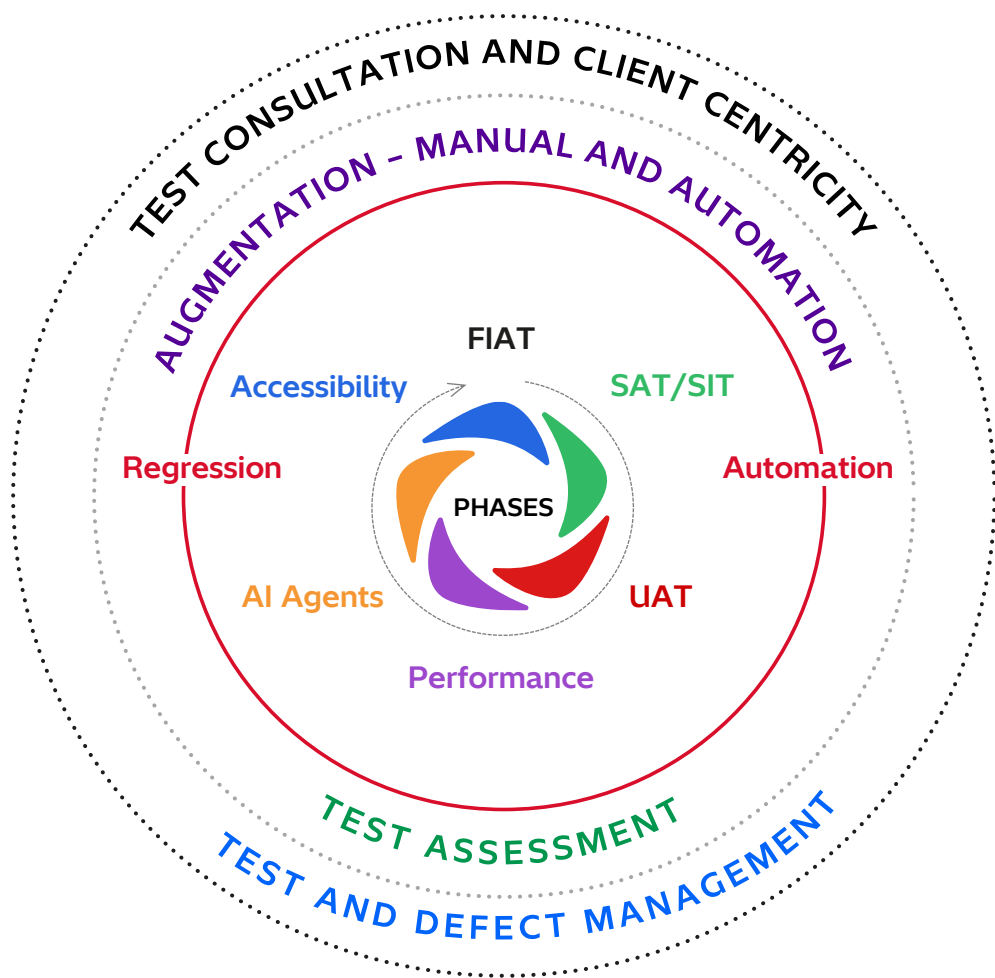
Managed service plus capability uplift

This is a managed automated testing service delivered by a Leapwork Certified Delivery Partner, focused on practical outcomes: repeatable checks, clear reporting, and evidence you can use in governance. We design automation around real user journeys and release events, then keep suites current after changes so test results remain trusted over time.

Where required, we also coach delivery teams to extend and adapt tests themselves using no-code patterns, helping reduce reliance on scarce specialist skills while maintaining consistent standards for coverage, triage and verification.

Differentiators: Managed automation, not just tooling | No-code patterns for maintainability | CI/CD quality gates and scheduling | Evidence packs for assurance | Coaching to extend tests

Test Phases and Services



Unit Testing of code and each application deliverable according to its technical (UNIT) design.	FIAT Functional and Integration Testing Functional/Integration Testing of enhancements to the core product according to its functional design. Tests conducted by functional experts to confirm readiness. Customisations to the core product at a design level.	SAT System Acceptance Testing Functional Testing of core business processes. Complex areas of the solution including plugins and workflows. Enhancements to the core product in light of business processes.	SIT System Integration Testing Functional Testing end to end using the integration points. Check inbound and outbound interfaces. Transformation checks of data at all stages.
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UAT User Acceptance Testing Functional testing using 'real world' business processes meeting the business requirements. Performed by the users. Role based testing.	REG Automated Regression Testing Validating the existing functionality works as expected when new code is implemented. Regression tests (including automated) are executed to confirm readiness. Review test results and validate findings from execution.	NFT Non-Functional Testing Performance of the system and servers when the system is under load. Performance of network and infrastructure. Usability, maintainability, reliability testing.	PEN Penetration and Security Testing Validation of the security design of the 'technical whole'. Review with Microsoft on level of penetration assurances from them. Review Independent 3rd party vendors to deliver Pen testing requirements.
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Automation Tools

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Hitachi Test Builder

Hitachi's cutting-edge framework for automation testing across all Dynamics applications.

Leapwork

Deliver continuous quality across any application on any platform with AI-powered automated testing.

Open Source

Freedom, flexibility, and savings. Tap into proven frameworks and accelerate high-quality releases, keeping you ahead.

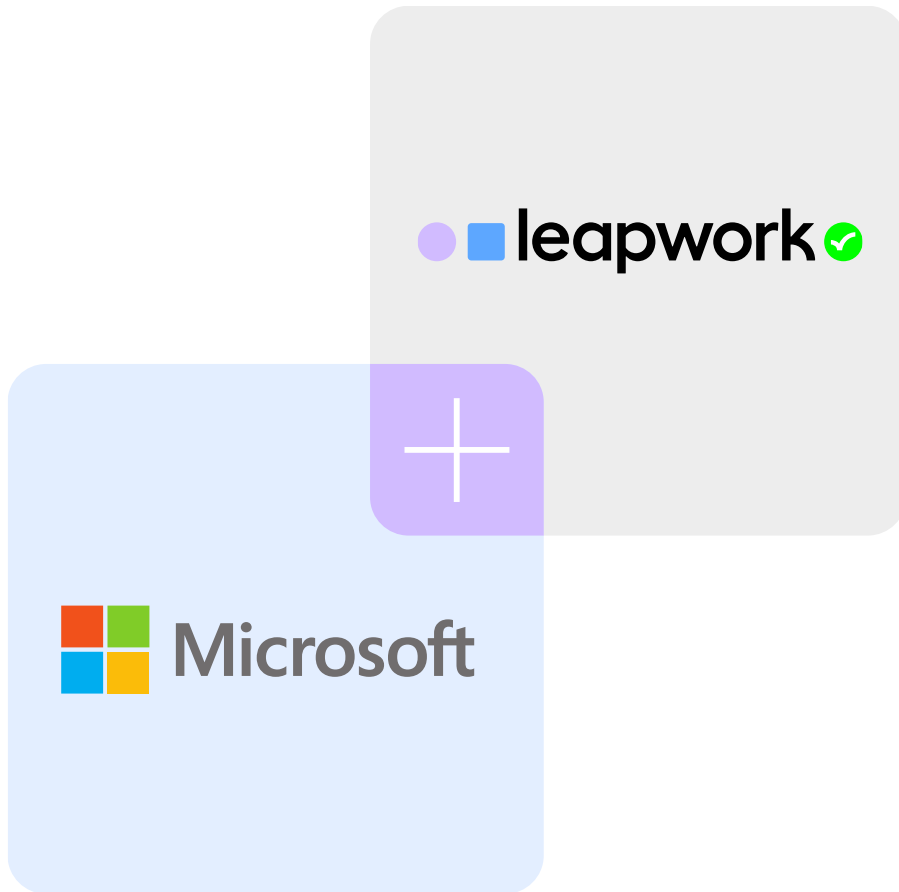
API

Catch issues faster, release smarter, and keep your integrations flawless.

Leapwork Testing Services

Who are Leapwork?

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**Leapwork is a strategic
Microsoft test automation
partner for Dynamics 365 and
Power Platform.**

What is Leapwork?

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Visual language. No Code

- Increase speed of regression testing
- Enable faster release cycles
- Improved test coverage and quality



Hyper-visual debugging

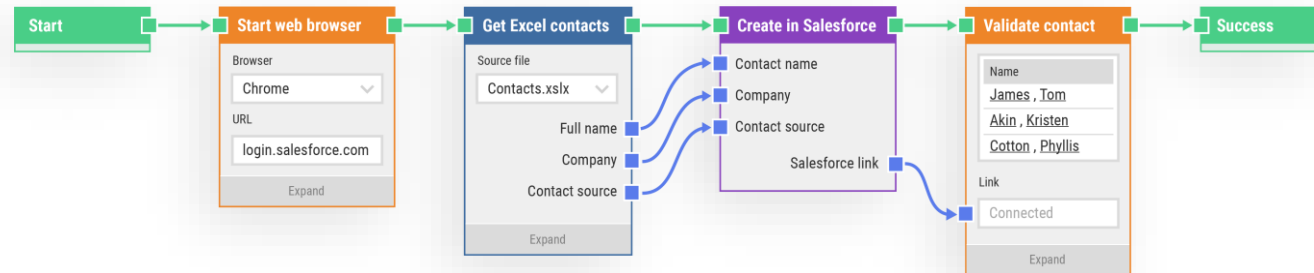
- Create and maintain test cases faster
- Visual troubleshooting

Cross-technology support

- Web, desktop, mainframe, virtual, SAP
- Native mobile app support
- Create and share reusable processes
- Use external data as parameters easily

Built for DevOps (Future proof)

- Easy integration into CI/CD pipeline
- Jenkins, Azure DevOps, Bamboo, Team City, Jira, HP Quality Center and more

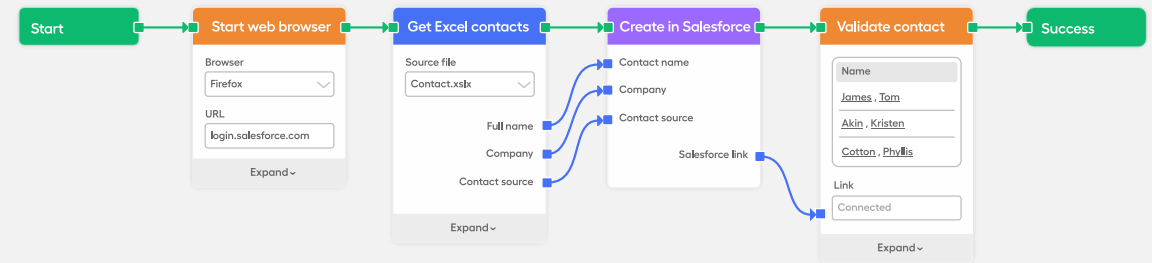


Leapwork Features

- Platform agnostic (web, desktop, Citrix)
- AI-assisted, visual automation
- Tests are configured, not coded
- Reusable components for robust regression suites
- Data-driven testing and test data handling
- CI/CD-ready for scheduled and gated runs

What would this mean for you?

- Faster smoke checks after deployments and environment changes
- Less manual regression and fewer last-minute release delays
- Earlier warning when integrations break across systems
- Clear go or no-go decisions backed by test evidence
- Lower maintenance with reusable, no-code automation components
- Ability to extend coverage in-house (optional, with coaching)



Microsoft Copilot Automated Testing with Leapwork

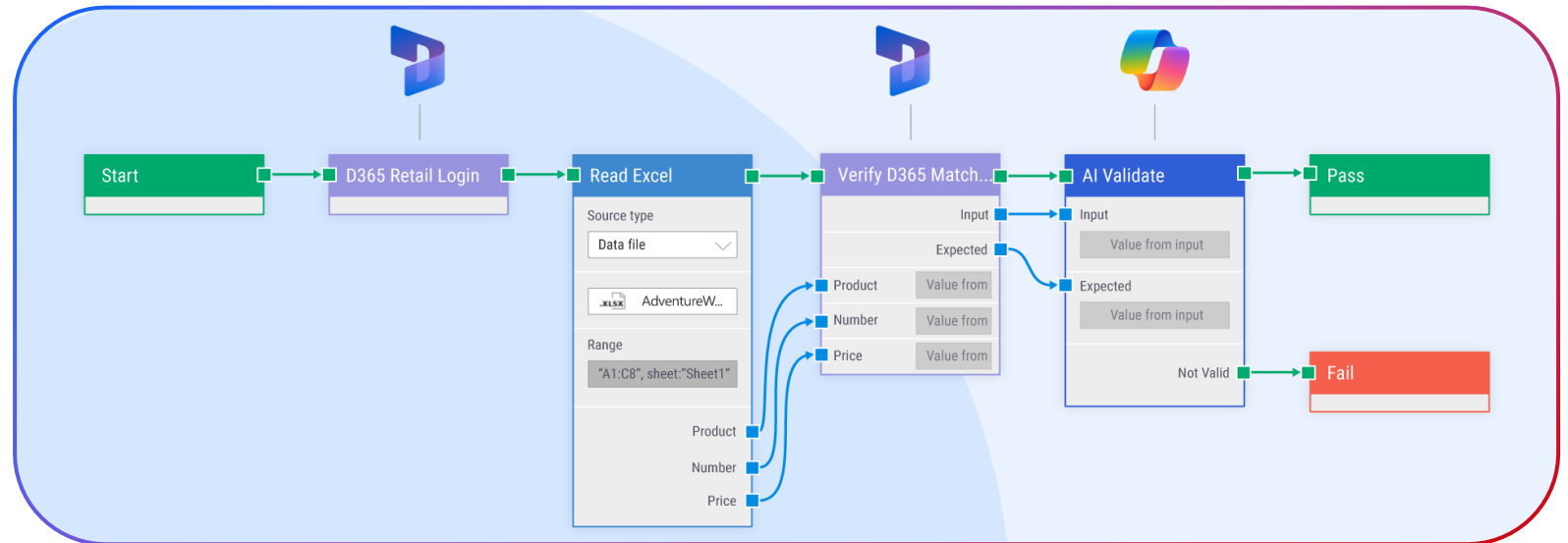


Copilot changes how people work, which changes what needs testing.

We use Leapwork's no-code automation to test Copilot-enabled journeys end to end, including prompts, outputs, and the systems Copilot touches.

This helps teams spot breakages early, prove what was tested, and release updates with confidence, even when platform changes are frequent.

Make Copilot releases safer, faster, and evidence-led.



Benefits

Efficiency

Accuracy and Consistency

Scalability and Availability

Methodology

Journey-led, Outcome based

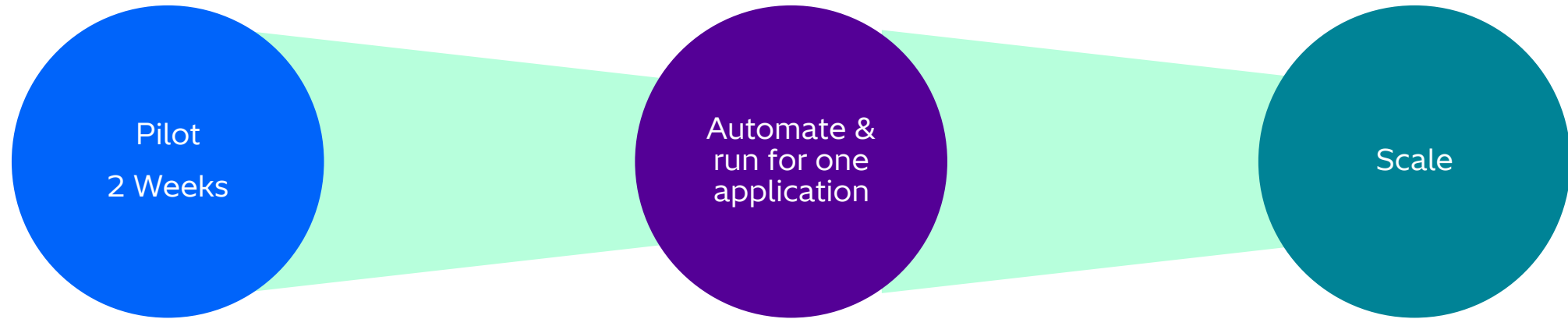
Prompt and response library

CI/CD-ready automation

Evidence packs and triage

Our Proposal

Hitachi services tailored to enable every stage of test script automation



A two-week pilot (confidence-building):

- ❖ Confirm priority user journeys and environments
- ❖ Set up Leapwork and the test approach
- ❖ Build a small set of smoke + regression flows
- ❖ Demo outcomes and agree next steps

Automate & run scripts using Leapwork for one application:

- ❖ Confirm scope, coverage targets and acceptance criteria
- ❖ Mobilise the delivery team and ways of working
- ❖ Build reusable components and a regression suite for key journeys
- ❖ Integrate runs with CI/CD (scheduled, triggered, gated) Report results, triage defects and verify fixes
- ❖ Maintain and extend suites as releases land

Extend Leapwork automation to other applications

- ❖ Prioritise next applications by change risk and business value
- ❖ Reuse components and patterns to accelerate build
- ❖ Onboard new journeys, data sets and integrations
- ❖ Expand reporting and governance evidence packs
- ❖ Coaching for in-house extension (optional)

The QA Roadmap

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Indicative timeline for introducing automated testing with Leapwork

Decision and mobilisation

- Confirm scope, success measures and governance
- Agree environments, access and release cadence
- Select priority smoke and regression journeys

Plan & Integrate

- Confirm backlog for the first full application suite
- Integrate with CI/CD for scheduled and gated runs
- Agree reporting format and evidence needs

Operate, Maintain & Scale

- Maintain suites after releases and platform updates
- Refresh coverage as journeys change
- Add further applications when ready (optional)

Month 1

Month 2

Month 3

Month 4

Ongoing

Pilot Build & Foundation

- Build pilot smoke and regression flows
- Define reusable components and naming standards
- Establish test data approach and run model

Build-out & Embed

- Expand regression coverage for core journeys
- Run to cadence, triage defects, verify fixes
- Stabilise and harden flows for repeatable use

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

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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

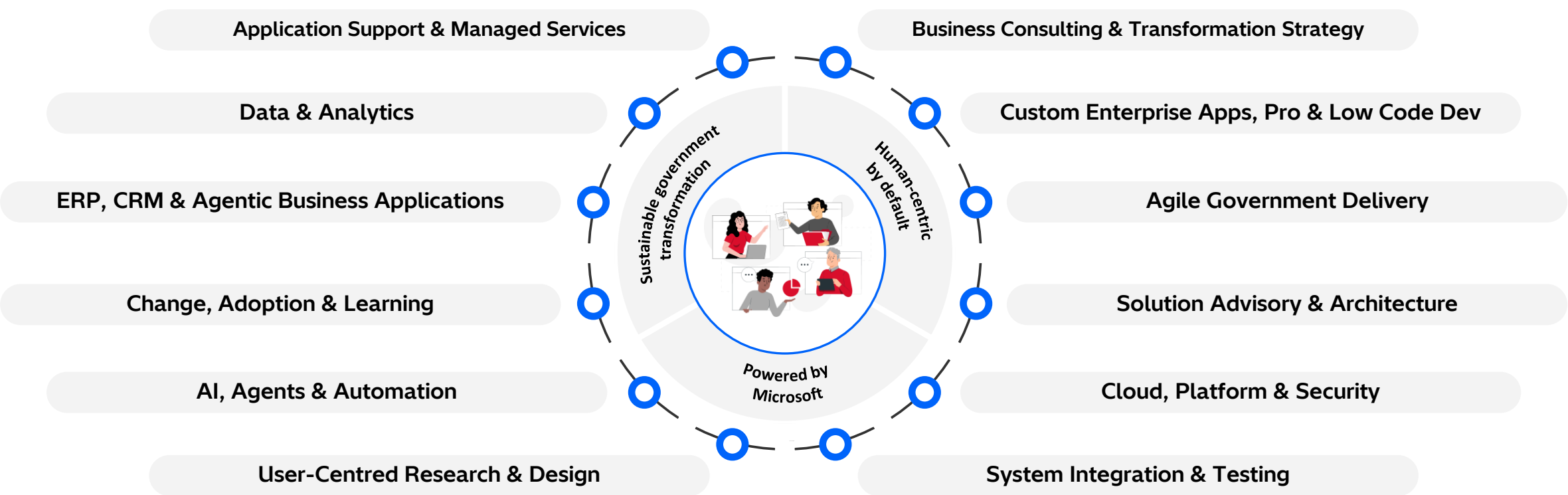
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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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

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