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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Open-Source Engineering

Open-Source Engineering

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

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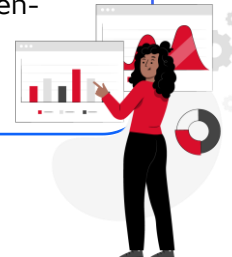
Service Description

We help public sector teams choose, build and run open-source software safely. We design the right approach, set up the tools, and deliver working solutions. We also cover security, support and training, so you can adopt open source with confidence, reduce cost, and avoid supplier lock-in.



Service Features

- Open-source strategy and roadmap aligned to public sector needs.
- Selection support: compare options, risks, costs, and sustainability.
- Build and improve open-source apps, services, and APIs.
- Set up developer tools: GitHub/GitLab, CI/CD, code reviews.
- Cloud-native delivery using Docker and Kubernetes where appropriate.
- Security hardening: patching, vulnerability scanning, secure configuration.
- Compliance support: audit trails, logging, and evidence packs.
- Integration with existing systems, data platforms, and identity services.
- Documentation, runbooks, and operational handover to BAU teams.
- Training and coaching to upskill teams in open-source working.



Service Benefits

- Reduce licence costs and reinvest savings into service improvements.
- Avoid supplier lock-in with open standards and portable solutions.
- Deliver faster using proven open-source frameworks and accelerators.
- Improve security with transparent code and continuous patching.
- Strengthen compliance through clear controls, logging, and audit evidence.
- Boost resilience by reducing single points of failure.
- Improve interoperability and data sharing across departments and partners.
- Increase internal capability through training, pairing, and knowledge transfer.
- Support greener IT via efficient platforms and optimised infrastructure.
- Build better citizen services with modern, flexible, user-centred delivery.



Open-Source Engineering

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Make open source a safe, supportable choice for public services



What this service is for

From selection to production, with security and operations built in

Public sector teams often want the flexibility and value of open source, but get stuck on risk, skills, and ownership. We help you make clear decisions on what to adopt, how to run it, and how to prove it is secure and compliant.

We design and deliver working open-source solutions, plus the tooling and ways of working needed to operate them. You get a path that reduces uncertainty, supports assurance, and leaves your team confident to continue without dependency.

Key outcomes: Decision-ready approach | Secure delivery toolchain | Operable live service | Evidence for assurance | Team upskilled



Why this service is useful

Practical support where open-source programmes usually slow down

Open-source adoption can create hidden work: unclear standards, inconsistent tooling, patching backlogs, and “who owns this?” questions at go-live. This service reduces that waste by setting up repeatable engineering practices, security controls, and clear operational handover.

You get faster progress with fewer surprises: options are compared transparently, delivery is automated where sensible, and audit-friendly evidence is produced as you go (where required). This helps you avoid lock-in while still meeting public sector expectations.

Common triggers: Licence renewal pressure | Vendor lock-in concerns | Security findings | Slow release cycles | Legacy integration needs | Skills gaps



Why this service is different

Engineering-led, evidence-led, and built to hand over cleanly

We treat open source as a whole service outcome, not just code. That means security hardening, logging, support readiness, and documentation are planned from day one, so you are not scrambling at the end to satisfy assurance or operations.

Our approach is decision-led and transparent. We make trade-offs explicit, keep an audit trail of key choices (where required), and build capability through pairing and coaching so your team can sustain the solution long after delivery.

Differentiators: Operate-first engineering | Evidence packs built in | Integration-aware delivery | Knowledge transfer by default | Portable, standards-based choices

Three Open-Source Engineering Packages

Decide and Plan (consultancy-led)

Purpose: make the right open-source choices and de-risk delivery.

Best for: early stage, licence pressure, unclear standards, security concerns.

Typical timebox: 2–4 weeks.

- Confirm goals, constraints, and success measures
- Compare options: risk, cost, sustainability, supportability
- Define standards: tooling, reviews, CI/CD approach, environments
- Identify security and compliance needs, evidence approach (where required)
- Produce a roadmap and prioritised backlog

Outputs

- Options appraisal and recommendation
- Open-source strategy and roadmap
- High-level architecture and standards (where required)
- Initial delivery plan and backlog

Build and Secure (delivery-led)

Purpose: deliver working open-source services with secure engineering practices.

Best for: you want working outcomes, not just advice.

Typical timebox: 6–12 weeks for first increment.

- Set up developer tooling: GitHub/GitLab, CI/CD, code reviews
- Build or improve apps, services, APIs
- Integrate with identity, data platforms, and existing systems
- Apply security hardening: patching, scanning, secure configuration
- Establish logging and audit trails (where required)

Outputs

- Working open-source app/service/API increment(s)
- Delivery toolchain configured and usable by your team
- Security hardening and vulnerability scanning set up
- Integration working (where required)
- Documentation to support future iterations

Run-ready Handover (assurance + BAU readiness)

Purpose: make the solution operable, supportable, and audit-friendly.

Best for: go-live readiness, transitions, BAU concerns.

Typical timebox: 2–4 weeks, often overlapping build

- Produce runbooks, support processes, and operational handover
- Align logging, monitoring, and evidence packs (where required)
- Knowledge transfer: training, pairing, coaching
- Confirm acceptance criteria and handover checklist

Outputs

- Runbooks and operational documentation
- BAU handover pack and readiness checklist
- Evidence pack inputs (where required) and decision trail approach
- Training and coaching for internal teams

Hitachi Solutions Enablers

- ⌚ Automation-first CI/CD setup
- ⌚ Re-useable delivery patterns
- ⌚ Code review and quality gates
- ⌚ Infrastructure as code
- ⌚ Cross-functional teams
- ⌚ Secure-by-design build practices
- ⌚ User-centred design
- ⌚ Coaching and pairing

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 Union Jack flag. The image has a dark, semi-transparent overlay.

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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

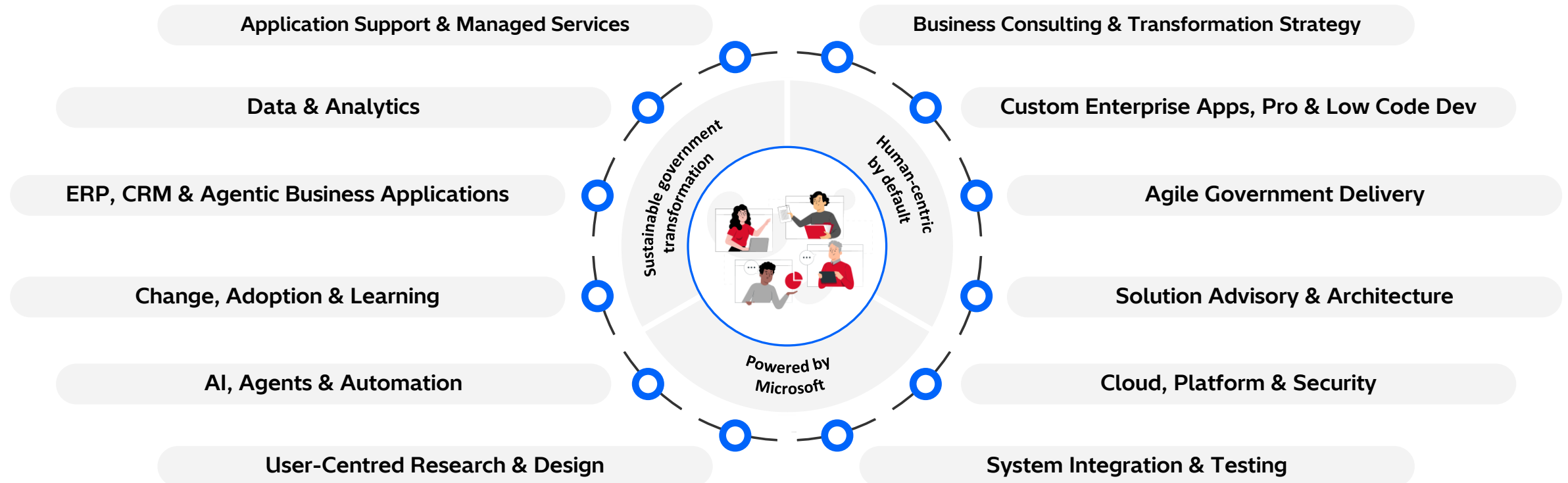
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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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