



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Dynamics 365 Solution Blueprint
and Delivery Accelerator

Solution Blueprint and Delivery Accelerator

HITACHI

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

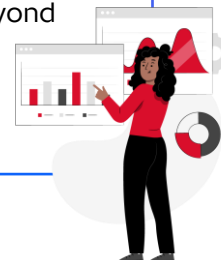
Service Description

Accelerate Dynamics 365 delivery using a blueprint-led, preconfigured approach. We define the solution blueprint, establish governance and security, and deliver a timeboxed MVP using repeatable patterns. Includes configuration, integrations approach, testing, adoption and go-live readiness, enabling buyers to launch faster and iterate safely to scale.



Service Features

- Discovery to define scope, outcomes, personas and journeys
- Solution blueprint: architecture, governance and security
- Timeboxed MVP build using proven patterns and accelerators
- Configure core Dynamics 365 capabilities: routing, SLAs, knowledge
- Integration approach and interface design for key systems
- Data readiness plan and migration approach for MVP scope
- System and user testing support with readiness evidence
- Adoption plan: training, communications, super-user enablement
- Go-live readiness plan: cutover, support, hypercare
- Backlog and roadmap for phased rollout beyond MVP



Service Benefits

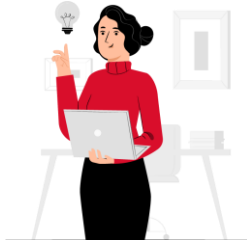
- Launch faster using proven patterns and blueprint-led approach
- Reduce risk with clear scope, governance and security upfront
- Improve stakeholder alignment with documented target design
- Achieve early value through timeboxed MVP delivery
- Improve adoption through structured training and enablement
- Reduce rework with defined data and integration approach
- Improve quality with structured testing and readiness evidence
- Scale safely using backlog-driven improvements and governance
- Increase predictability with repeatable delivery and milestones
- Support long-term outcomes with continuous improvement planning



Solution Blueprint and Delivery Accelerator

HITACHI

Blueprint and MVP delivery for Dynamics 365 with governance built in.



What this service is for

Move from vision to a working Dynamics 365 MVP quickly

Teams often lose time translating ambitions into a buildable, governed design, then struggle to deliver early value without creating rework and risk. This service is for buyers who want a structured route from discovery to a working MVP, with governance and security established upfront.

We define the solution blueprint, agree the MVP scope, then build iteratively using repeatable patterns and accelerators. You leave with a clear path to scale, supported by adoption planning, testing and go-live readiness.

Key outcomes: Launch faster using proven patterns and blueprint-led approach | Reduce risk with clear scope, governance and security upfront | Achieve early value through timeboxed MVP delivery |



Why this service is useful

Reduce uncertainty and start delivering value earlier

A blueprint and timeboxed MVP help you move from broad requirements to an agreed target design and a build that stakeholders can see, test and iterate. This reduces drift, repeated debates, and late changes that typically show up during testing or go-live.

By defining integration and data approach early, and structuring SIT and UAT support with readiness evidence, you can make decisions with confidence and plan release activity predictably. Adoption planning and enablement reduce the risk of low take-up after launch.

Common triggers: Stalled requirements and multiple stakeholders | Need an MVP quickly without cutting corners | Governance and security not agreed early | Data and integration scope unclear | Low confidence in testing and readiness | Adoption and comms need structure



Why this service is different

Blueprint-led delivery using proven patterns and accelerators

The service is deliberately front-loaded with blueprinting for architecture, governance and security, so delivery decisions are made early and recorded through agreed artefacts. This supports delivery assurance and reduces late-stage risk.

We then deliver a timeboxed MVP using proven patterns and accelerators, with a defined approach to integration, data readiness, SIT and UAT support, and go-live preparation. You get a practical scale roadmap and improvement backlog to iterate safely.

Differentiators: Blueprint-led, preconfigured approach | Governance and security established upfront | Timeboxed MVP using repeatable patterns and accelerators | Readiness evidence through structured SIT and UAT support

Dynamics 365 Blueprint and Delivery Accelerator



Blueprint-led Dynamics 365 delivery to a safe, usable MVP.

We agree scope, users and constraints, set governance and security, then deliver a timeboxed MVP using proven patterns. Testing, adoption and go-live readiness are planned from day one so you can launch faster and iterate safely to scale.

Understand the problem and agree the MVP

Outcomes, priority journeys, scope boundaries, timebox, risks and dependencies.

Define the blueprint and delivery guardrails

Architecture, governance and security decisions, plus data and integration approach for MVP scope.

Build, prove readiness, and plan scale

Iterative MVP build, SIT/UAT support and readiness evidence, adoption and go-live planning, plus a scale roadmap and improvement backlog.

Engagement Types

- ✓ **MVP Alignment and Mobilisation**
Confirm goals, personas and journeys, MVP scope and constraints, ways of working and governance.
- ✓ **Solution Blueprint and Readiness Design**
Blueprint for architecture, governance and security, integration approach and interfaces, data readiness and migration approach, QA plan.
- ✓ **Timeboxed MVP Build and Go-live**
Configure core CE capabilities, deliver MVP iteratively, run SIT/UAT support and readiness evidence, adoption plan, go-live and hypercare.

People involved for success

HITACHI



Advisory

Own scope, priorities, success measures and business decisions.



Human Centred Design

Provide process knowledge, validate journeys and acceptance criteria.



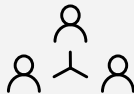
Architect & Design

Shape user journeys, usability and accessibility across key scenarios.



Solution Lead

Provide governance, standards, assurance evidence and programme alignment.



Product Owner

Design architecture, integrations, environments, security and ALM.



Subject Matter Experts

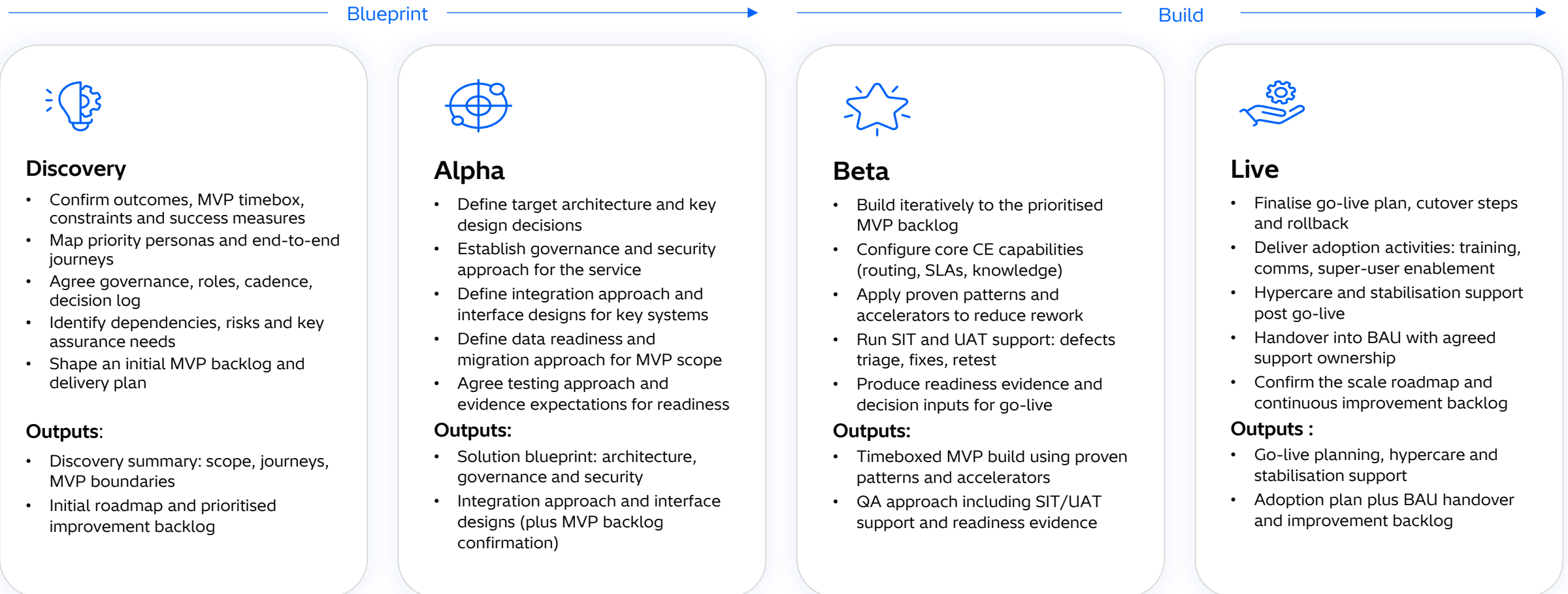
Lead the engagement, manage risks, and assure delivery quality.



How we will deliver

HITACHI

Supporting a holistic approach to transform your business



At the end, you have:

Solution Blueprint

MVP in production

Readiness evidence & decision log

Clear controls and audit trail

Monitoring, logs and runbooks

Metrics and dashboards showing impact

Roadmap & improvement backlog

BAU support plan

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.

HITACHI

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

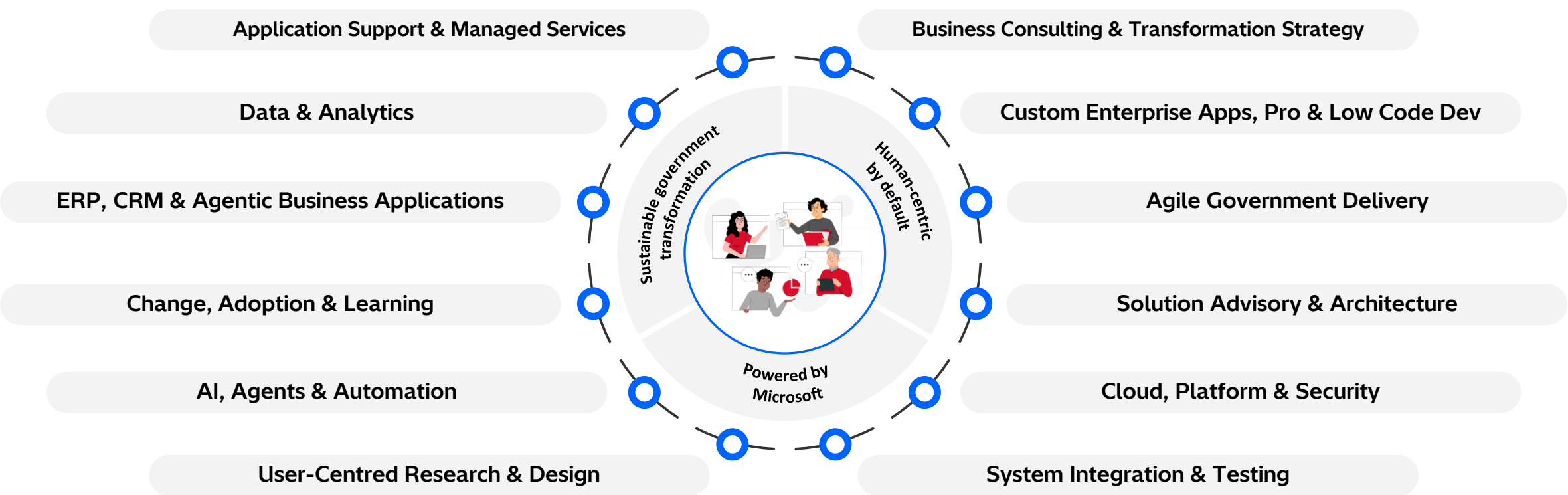
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



"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



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