



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI Knowledge Assistant

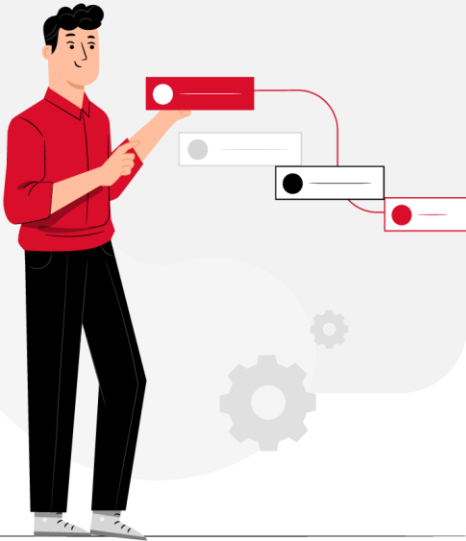
AI Knowledge Assistant

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

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Service Description

Design and deliver an artificial intelligence knowledge assistant that helps users find answers in policies, guidance and documents. We connect approved sources, apply access controls, and provide citations and human escalation. Includes testing, monitoring and continuous improvement so teams reduce search time and improve service consistency.



Service Features

- Discovery workshops to prioritise questions and knowledge sources.
- Content audit, metadata cleanup and publishing workflow.
- Secure connectors to intranet, files and knowledge bases.
- Access controls aligned to roles, groups and sensitivity.
- Answer grounding with citations and source links.
- Escalation to human support when confidence is low.
- Testing for accuracy, safety, privacy and security.
- Monitoring for usage, unanswered queries and content gaps.
- Feedback loop to improve answers and update content.
- Deployment to Microsoft Teams, web chat or portals.



Service Benefits

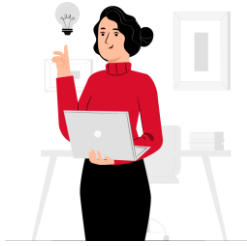
- Reduce time spent searching across documents and systems.
- Provide consistent answers using approved, current content.
- Reduce service desk demand by deflecting common queries.
- Improve compliance by controlling access to sensitive information.
- Increase trust with citations and clear source links.
- Support audit with logged questions, answers and updates.
- Improve knowledge quality through feedback and content governance.
- Enable faster onboarding with instant policy and process guidance.
- Reduce risk with human escalation for complex cases.
- Measure value with usage insights and resolution rates.



AI Knowledge Assistant

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Help people get the right answer, fast, from approved knowledge



What this service is for

Turn policy and guidance into reliable, usable support

Teams often lose time searching across intranets, shared drives and knowledge bases, then still worry whether the answer is current or correct. This service creates a single place to ask questions and get consistent responses based on approved documents.

We design and deliver the assistant end-to-end, including access controls, citations and escalation to humans when confidence is low. It supports secure, repeatable use in day-to-day operations, onboarding and service delivery.

Key outcomes: Faster answers | Consistent guidance | Controlled access | Trusted citations | Safe escalation



Why this service is useful

Less searching, fewer hand-offs, better confidence in answers

A knowledge assistant helps people self-serve routine questions without trawling documents or interrupting subject matter experts. It reduces repeated queries to service desks and central teams, while keeping answers aligned to approved, current content.

Because usage and gaps are monitored, you can see what people ask, what goes unanswered, and where content needs improvement. This creates a practical feedback loop that strengthens knowledge quality over time.

Common triggers: Policy questions repeat weekly | Onboarding is slow | Intranet content is hard to find | Too many “which version?” queries | High service desk demand | Audit pressure on advice given



Why this service is different

Evidence-led answers, governed access, measurable improvement

We focus on trust and control, not novelty. The assistant is grounded in approved sources, returns citations and source links, and applies access controls aligned to roles, groups and sensitivity. Where confidence is low, it escalates to human support rather than guessing.

Delivery is assurance-ready: testing covers accuracy, safety, privacy and security, and monitoring surfaces usage patterns and content gaps. Improvements are made through a managed feedback loop and publishing workflow, so the service stays current.

Differentiators: Approved sources only | Role-based access control | Citations by default | Human escalation | Monitor and improve continuously

Three Paths to AI-Led Enterprise-Scale Transformation

Build the Knowledge Assistant MVP

We deliver in three steps.

- 1) We'll Ignite your knowledge Assistant first by building a minimum viable experience for the highest-value questions.
- 2) Then we Launch by expanding coverage and rolling out.
- 3) If you have other needs or programmes, we can Scale the approach to other use cases.

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 organisation.

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.

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

Business Benefits

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

AI Scaling Approach: AI Knowledge Assistant

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AI Ignition – Knowledge Assistant MVP

Priority journeys, approved sources, guardrails.

2 days

AI Kickstart

Education on AI and Envisioning on how it can be applied to **solve your business problems.**

5 days

AI Design Sprint

Align business stakeholders and **prove value of the use case** with an AI prototype tested with end users.

3 weeks

AI POC

Understand technical considerations and deliver an initial AI Proof of Concept to **prove the feasibility of the use case.**

AI Launch – Wider HR

More policies/forms, better content workflow, broader rollout.

8-12 weeks

Convert a proven POC into a secure, monitored, production-grade AI service, setting-up the core components of the Data & AI platform.

Test and Roll-out to your business and **drive adoption.**

AI Scale

Extend to other business areas and assistants as needed.

Long term

Scale your AI implementation and ensure alignment with business needs.

Implement the governance framework to support AI.

Business Benefits

Hitachi Enabling Services

Advisory / Design Thinking

Technical expertise

Technical expertise

Change & Adoption

Advisory and UCD

Change & Adoption

Lifetime Services

Technical expertise

How we will deliver

Discovery-led, controlled, and audit-friendly from day one

We deliver the assistant in clear phases with regular checkpoints so you can review evidence and make decisions early. We start with priority questions, approved sources and access rules, then build a citation-led assistant with human escalation. Testing, monitoring and a feedback loop ensure it stays accurate, secure and current.

Mobilise

- Confirm the problem to solve and who the assistant is for (user groups)
- Agree priority topics, boundaries and what “approved” means for content
- Confirm data sensitivity, access constraints and identity/group model
- Agree escalation route to human support and handling of low confidence
- Set governance for delivery: cadence, decision log, RAID, acceptance criteria
- Confirm environments, tools, and connectivity approach for knowledge sources

Outputs

- Delivery plan and ways of working (incl. checkpoints and decision log)
- Access and evidence plan (sources, owners, and assurance approach)

Discover

- Run discovery workshops to prioritise questions and expected answer styles
- Identify and confirm approved sources (intranet, files, knowledge bases) Content audit: quality, duplicates, outdated guidance, missing ownership
- Metadata tidy-up actions: titles, tags, structure, versioning, readability
- Define publishing workflow: who updates content, how changes are approved
- Draft initial knowledge model: topics, synonyms, search terms, exclusions
- Confirm “do not answer” areas and safe fallback responses

Outputs

- Prioritised question set and user scenarios (what good looks like)
- Source inventory and content actions (clean-up backlog and owners)

Build & Assure

- Configure secure connectors to approved sources and validate permissions
- Implement role/group-based access controls aligned to sensitivity
- Configure grounding so answers cite sources and link back to originals
- Define response rules: tone, formatting, disclaimers, and safe fallbacks
- Configure human escalation for low confidence or complex cases
- Build monitoring hooks: usage, unanswered queries, failure patterns, gaps
- Run testing:
 - Accuracy and usefulness with real user questions
 - Safety checks (hallucination controls, refusal behaviours)
 - Privacy and security checks (no leakage across permissions)
- Pilot with a small group, tune prompts/config and fix issues

Outputs

- Working assistant (configured connectors, access controls, citations, escalation)
- Test evidence pack and go-live acceptance criteria

Deploy & Improve

- Deploy to agreed channels (Teams, web chat or portal)
- Set up operational monitoring dashboards and reporting cadence
- Establish feedback loop: capture bad answers, unanswered queries, new intents
- Triage and fix: content gaps, metadata issues, access problems, escalation tuning
- Define ongoing ownership and content governance rhythm (monthly/quarterly)
- Train support/content owners on updates, escalation handling and insights use
- Handover: runbook, admin guide, known limitations, improvement backlog

Outputs

- Live deployment with monitoring and reporting
- Improvement backlog and handover pack (runbooks, governance, training)

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 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

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

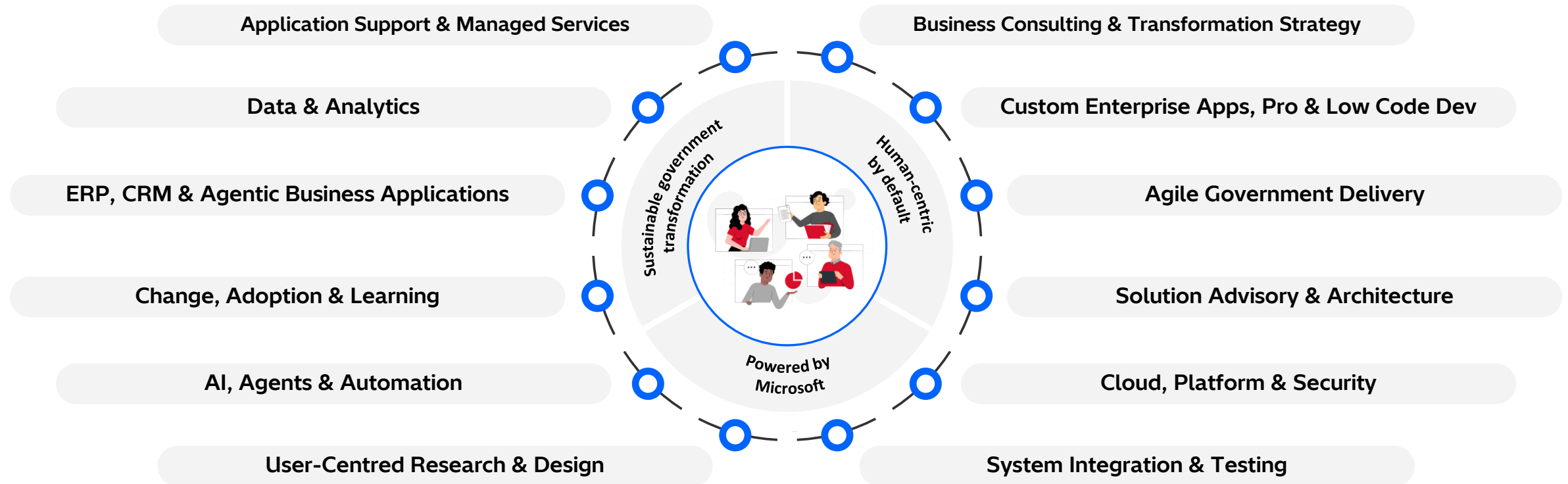
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



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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