



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

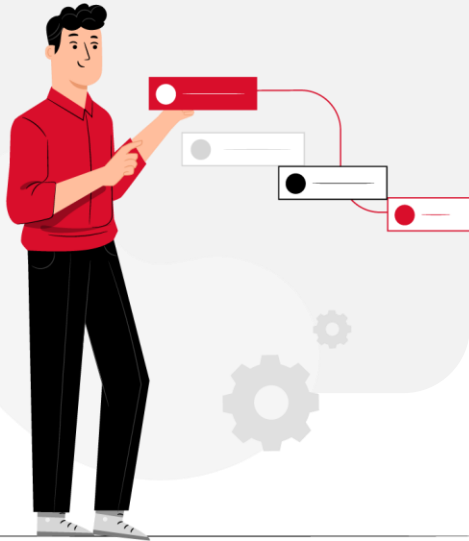
Funding Opportunity and Stakeholder
Management (Dynamics 365 Sales)

Funding Opportunity and Stakeholder Management (Dynamics 365 Sales) **HITACHI**

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

Service Description

Enable public sector teams to manage stakeholders and funding opportunities in Dynamics 365 Sales. We configure relationships, processes and reporting for end-to-end opportunity tracking, aligned to governance and data protection. Delivered in phases with testing, training, go-live support and hypercare for a secure, auditable service.



Service Features

- Discovery workshops to understand funding landscape, stakeholders and priorities.
- Design process stages for intelligence, bid development, submission, award.
- Configure D365 Opportunities as funding or investment opportunities.
- Structure accounts around funders, departments, partners and teams.
- Configure data and permissions for governance and data protection.
- Embed security roles, audit trails and approval controls by design.
- Dashboards and reports for pipeline analytics and management insight.
- Phased delivery in sprints, releasing early value with governance.
- Data migration from spreadsheets or legacy systems where required.
- Testing, training, go-live support, and handover into BAU.



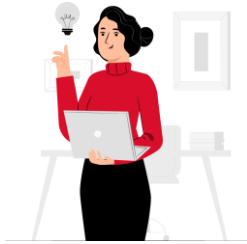
Service Benefits

- Service-led approach, aligned to public sector ways of working.
- Single, consistent view of stakeholders for each opportunity.
- Coordinate engagement across policy, finance, delivery and leadership teams.
- Track opportunities from early intelligence through submission and award.
- Provide audit-ready assurance, transparency and continuity of interactions.
- Reduce reliance on spreadsheets, inboxes and individual memory.
- Outlook integration links emails to the right opportunity automatically.
- SharePoint integration stores documents securely against each opportunity.
- Copilot capability supports insights and faster next-step actions.
- Role-based access supports governance and protects sensitive information.



Funding Opportunity and Stakeholder Management (Dynamics 365 Sales) **HITACHI**

D365 Sales configured for public sector funding realities



What this service is for

Turn funding pipelines into a shared, auditable system

Many teams manage funding opportunities across spreadsheets, inboxes and personal knowledge. This makes it hard to see who is engaging whom, what has been agreed, and what is due next.

We implement Dynamics 365 Sales as a secure, structured platform to manage stakeholders, engagement and opportunity progress from early intelligence through to submission and award. We configure the data model, processes, security and reporting, and integrate Outlook and SharePoint so evidence and communications sit with the right opportunity.

Key outcomes: A single trusted view of stakeholders | Improved coordination across teams | Stronger management of funding opportunities | Consistent and controlled stakeholder engagement | Greater transparency for senior leaders



Why this service is useful

Make funding work easier to run and easier to evidence

Funding work is relationship-driven and time-sensitive, but often handled with fragmented tools. That creates duplicated effort, inconsistent records, and limited reporting for senior leaders. It also increases risk when people change roles or when assurance scrutiny increases.

This service creates a consistent way to manage stakeholders, interactions, documents and progress in one place. Teams can coordinate engagement across policy, finance and delivery, track deadlines and status, and produce clearer reporting and evidence packs, using a platform already widely adopted across the public sector.

Common triggers: Spreadsheet sprawl | Knowledge locked in individuals | Limited reporting | Increased assurance scrutiny | Missed handovers | Competing bids and deadlines



Why this service is different

Governance-led configuration, not “sales CRM by default”

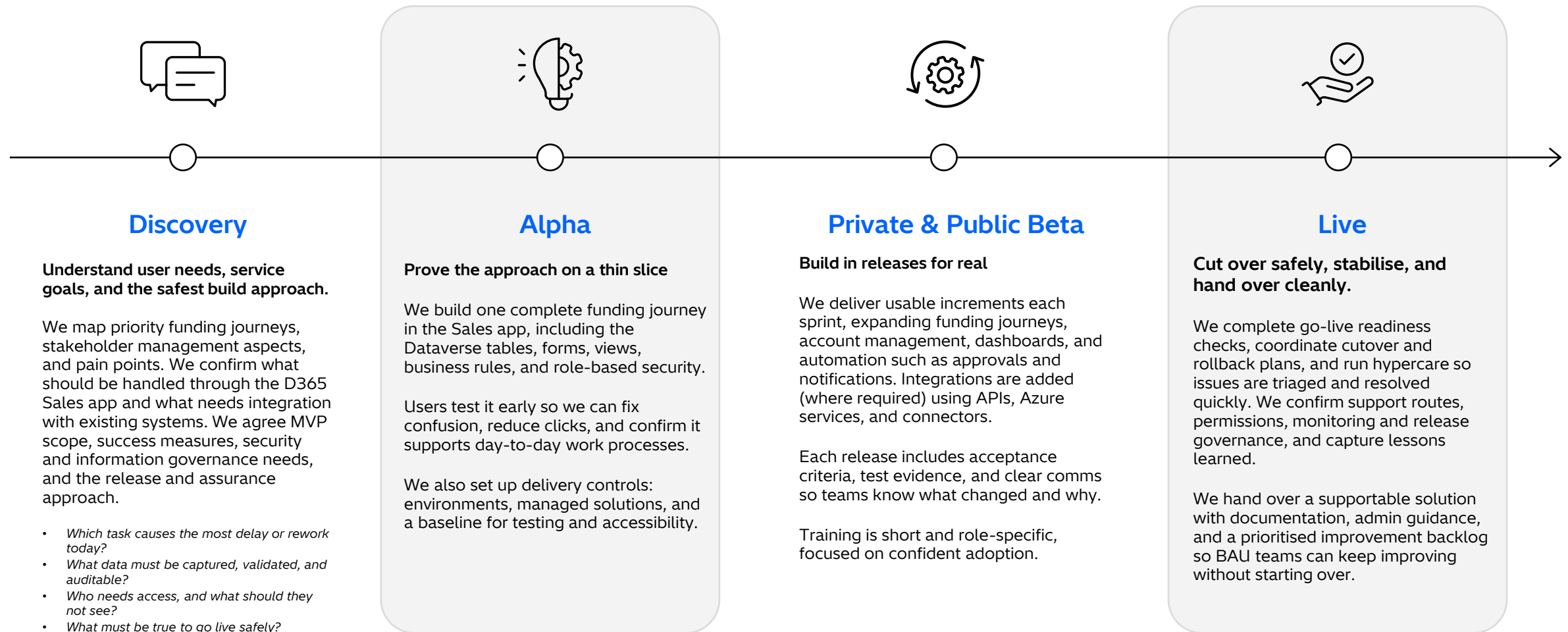
We configure D365 Sales around public sector funding lifecycles, rather than forcing teams to adapt to a commercial sales model. Opportunity stages align to how funding is shaped, developed and awarded, with stakeholder ownership, engagement history and documents connected to the right record.

Our approach is assurance-ready: role-based access, audit history, and information governance aligned to data protection expectations. Delivery is phased to provide early value, with testing, training, go-live planning and hypercare included. Where enabled, Copilot capabilities can support insight and summarisation.

Differentiators: Funding lifecycle fit | Built-in governance and auditability | Outlook and SharePoint connected | Phased delivery for early value | Adoption-focused rollout

GDS phases for D365 Sales delivery, from opportunity design to live service

Start with real work and real users, prove value early, then scale safely



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.

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

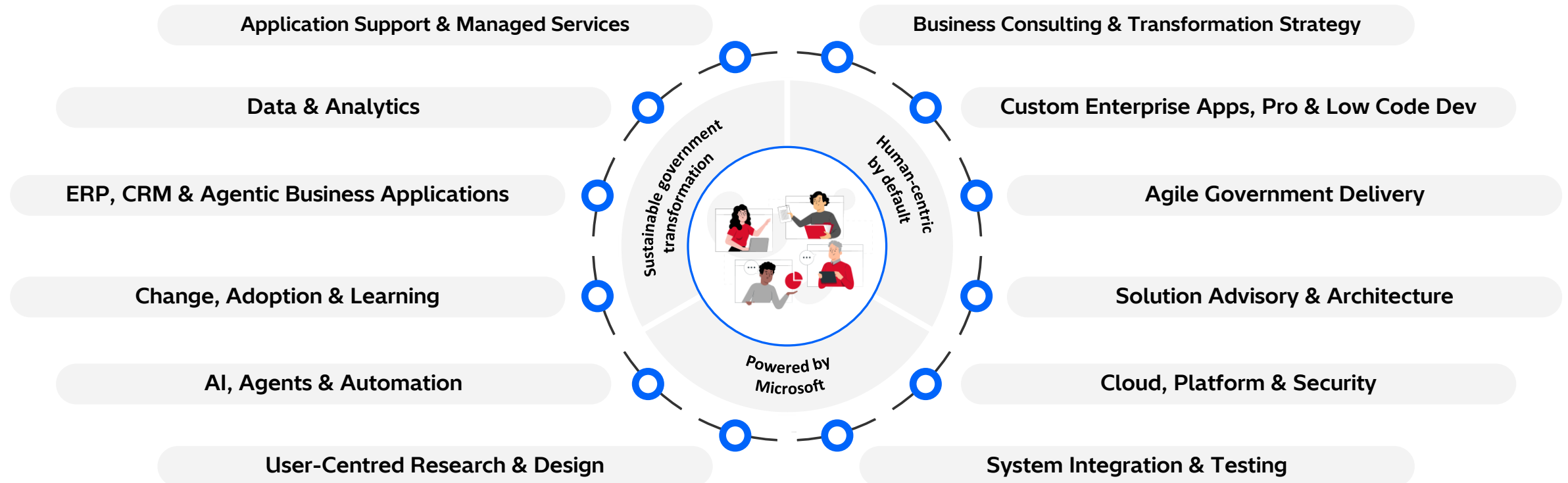
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



"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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