



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Testing as a Service (TaaS)

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

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Service Description

We provide end-to-end software testing to help you release safely. Alongside functional, integration, regression, performance, accessibility and UAT support, we also test AI agents and Copilot-style assistants for accuracy, reliability and control. We work in agile teams and align to Government Digital Service ways of working.



Service Features

- Test strategy, planning and governance aligned to best practice.
- Scalable testing approach for programmes of any size.
- Functional and integration testing across services, data and interfaces.
- Automated regression testing to protect live services during change.
- Performance testing to confirm systems cope with expected demand.
- Accessibility testing against WCAG requirements and assistive technologies.
- User acceptance testing support, planning, and defect triage.
- Risk-based testing focused on highest-impact journeys and controls.
- Security-focused testing support for accreditation and evidence packs.
- AI agent testing: prompts, tool use, guardrails, failure modes.



Service Benefits

- Full range of E2E software testing services, as required.
- Earlier defect identification and resolution through measurable efficiency.
- Automation frameworks support test, behaviour and acceptance driven delivery.
- Improved productivity through repeatable automation and reusable assets.
- Specialist testers strengthen quality and embed practical test processes.
- Flexible resourcing scales up or down with your needs.
- Clear metrics and reporting support transparent, evidence-based decisions.
- Reusable approaches reduce rework and speed mobilisation.
- Access to wider digital SME network where required.
- Confidence in AI agents through controlled, repeatable testing.



Testing as a Service (TaaS)

End-to-end testing support that protects live services during change



What this service is for

Release with confidence, backed by clear evidence

Many teams ship at pace but lack the time, coverage, or tooling to prove changes are safe. This service provides end-to-end software testing across functional, integration, regression, performance, accessibility, and user acceptance testing support, aligned to agile delivery and government ways of working.

We help you move from “we think it works” to clear, repeatable assurance. Testing is planned around real user journeys, interfaces, data flows, and operational controls so you can make release decisions with evidence, not guesswork.

Key outcomes: Safer releases | Reduced rework | Clear test evidence | Faster feedback loops | Improved quality and confidence



Why this service is useful

Removes friction that slows delivery and increases risk

Teams often inherit inconsistent test coverage, unclear environments, and limited visibility of quality across sprint cycles. That leads to late defects, noisy releases, and time lost in triage and re-testing. We bring structure and scalable capacity so testing keeps up with delivery, without becoming a bottleneck.

You also get clearer decision-making through reporting, dashboards, and test metrics. This supports governance and assurance expectations, including audit-friendly evidence for releases and, where required, accreditation-related testing support.

Common triggers: Increasing release failures | High defect leakage | Manual regression overload | Complex integrations | Accessibility risks | Need for evidence-led sign-off



Why this service is different

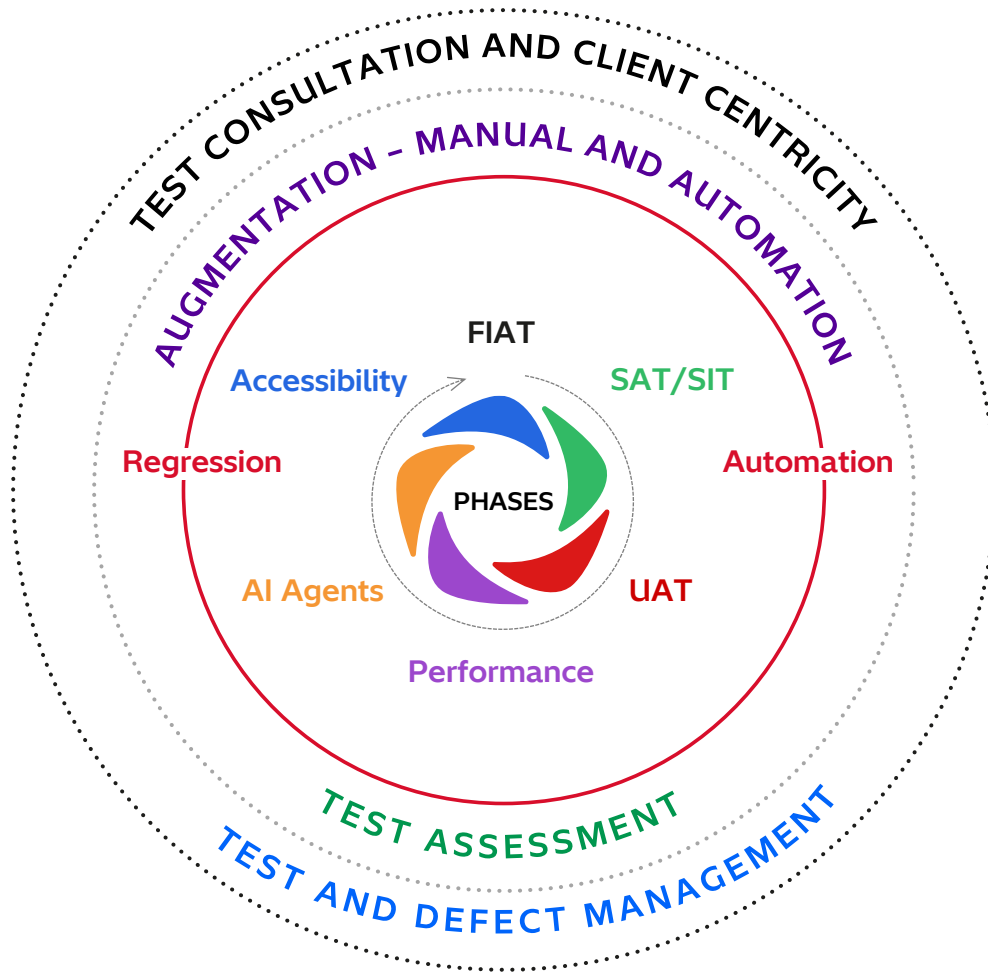
Decision-led testing that fits agile teams

We focus on the highest-impact journeys and controls first, using a risk-based approach rather than trying to test everything equally. This helps teams protect live services during change while still delivering at pace.

We also make testing “assurance-ready” by default: clear governance touchpoints, transparent metrics, and evidence packs that can be reused across releases. Our approach supports functional, integration, automation, performance, accessibility, and UAT planning and triage, without forcing heavyweight process.

Differentiators: Risk-based coverage | Evidence packs and metrics | Works inside agile delivery | Reusable automation approach | Accessibility built-in

Test phases and services



Unit Testing of code and each application deliverable according to its technical (UNIT) design. HITACHI	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. HITACHI	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. HITACHI	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. HITACHI / CLIENT
UAT User Acceptance Testing Functional testing using 'real world' business processes meeting the business requirements. Performed by the users. Role based testing. HITACHI*	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. HITACHI / CLIENT	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. HITACHI / CLIENT	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. HITACHI / CLIENT

AI Agent testing



AI agents revolutionise business by understanding user needs, delivering smart, data driven responses, and automating actions, all through natural conversation.

Unlock efficiency, accuracy, and scalability for your organisation.



Benefits

Efficiency

Accuracy and Consistency

Scalability and Availability



Methodology

Prompt Driven

Matrix Library

Power CAT Copilot Kit

Accessibility and Performance

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.

Testing Services

Experience Expertly Applied

**Spot gaps. Remove bottlenecks.
Improve governance. Optimise
your QA for results.**



Test Process
Assessment



Deliverables Audit



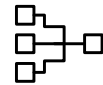
Execution Review



Defect Analysis



Governance and
Tools Appraisal



Recommendations

Defect Management

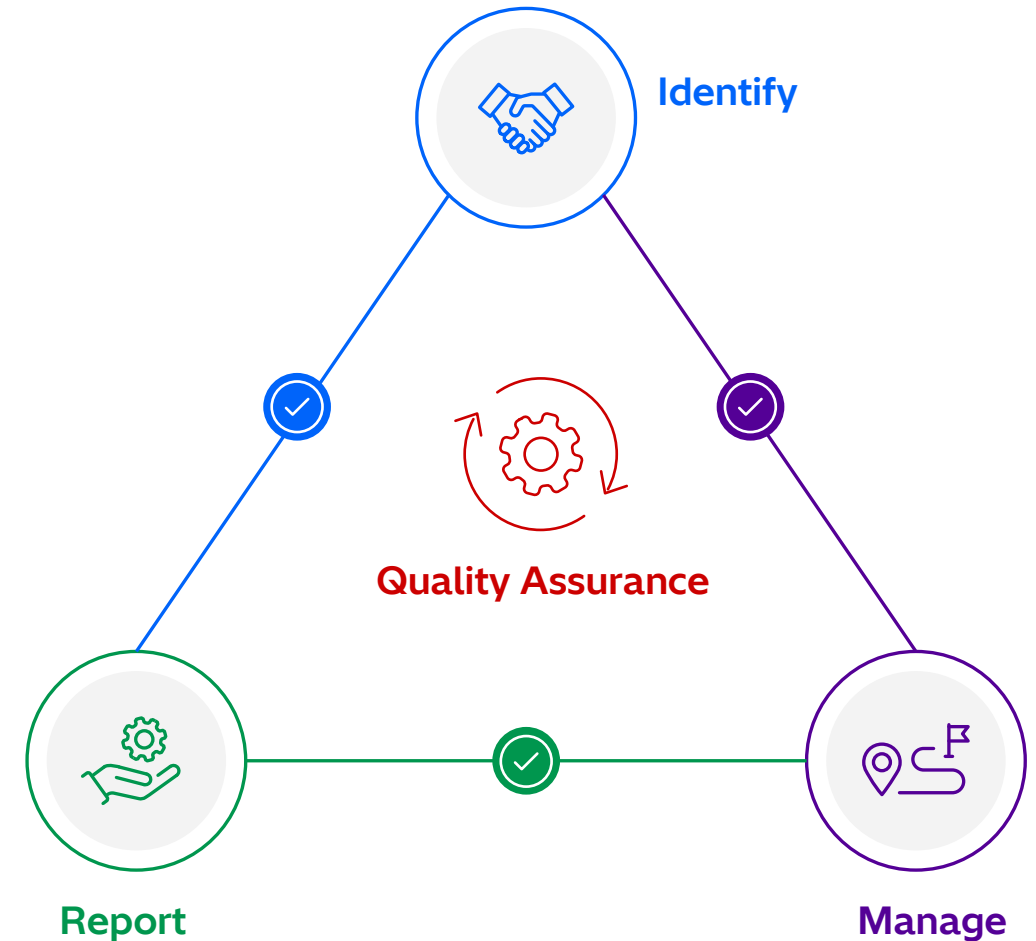
HITACHI

Our Defect Management service keeps your project on track for Go-Live. Accurately classifying and tracking every defect to give you total confidence in solution quality.

Proven expertise across the entire project lifecycle.

Empower your team with hands-on training.

Robust and transparent framework, so your team can focus on delivery, not defects.



Test Management

Let trusted specialists own your software quality process from start to finish.



Retain critical knowledge. No more losing expertise to external contractors.



Rapidly deploy robust testing frameworks that drive quality and accelerate delivery.



Scale up or down. Your team, your pace.



Key Specialisms

Dynamics Experts



Methodology and Tools



Market Insight

Expert Guidance

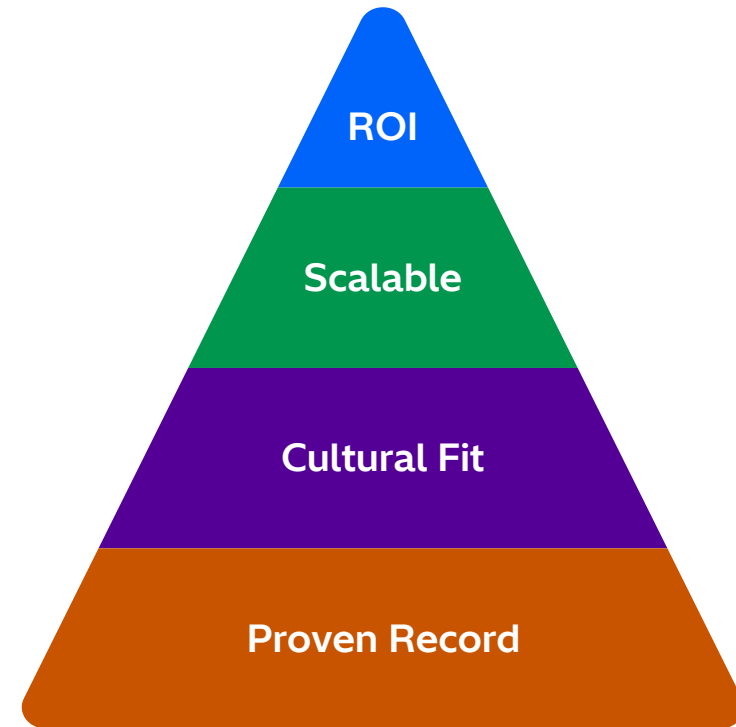
Test Augmentation - Manual

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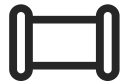
Hitachi has a wealth of testing expertise to deliver efficient, high-quality software validation.

Our seasoned QA professionals specialise in testing business applications, ensuring reliable and robust solutions for you.



Test Augmentation - Automation

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Accelerate your results by using our experts to supercharge your quality and speed, delivering time after time.

Our Experience

Experts in Microsoft Dynamics and Automation tools

100+ years of automation experience

Our Value

Identify best tools for delivery

Industry standard frameworks

Trusted specialists



Resourcing Model

Blended teams for best ROI

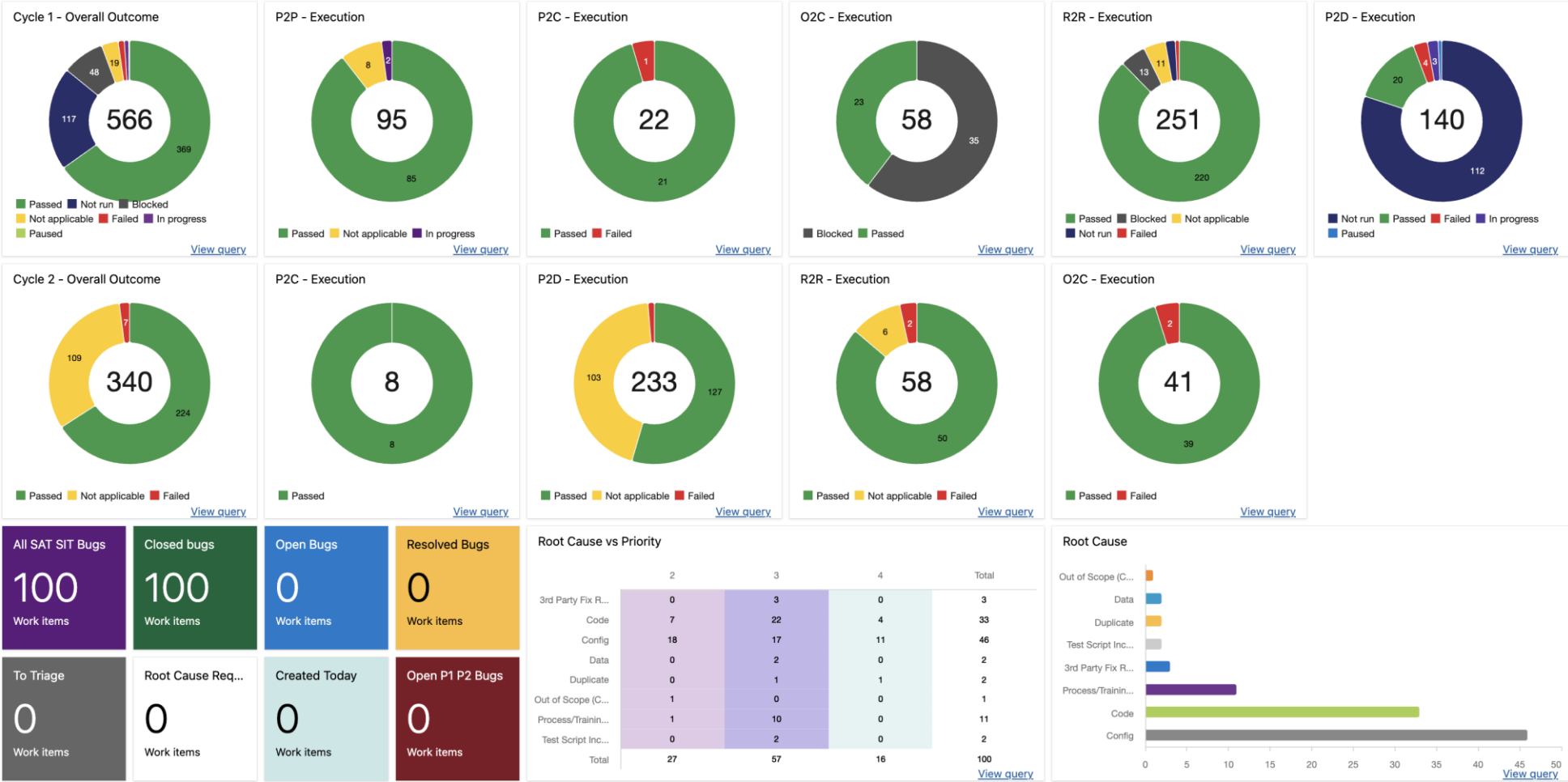
Scalable to meet demand

Consensus Methodology

Deliver using proven ways of working

Consistency and best practice

Example Testing Dashboard



The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background of the entire slide 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 to make the white text stand out.

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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

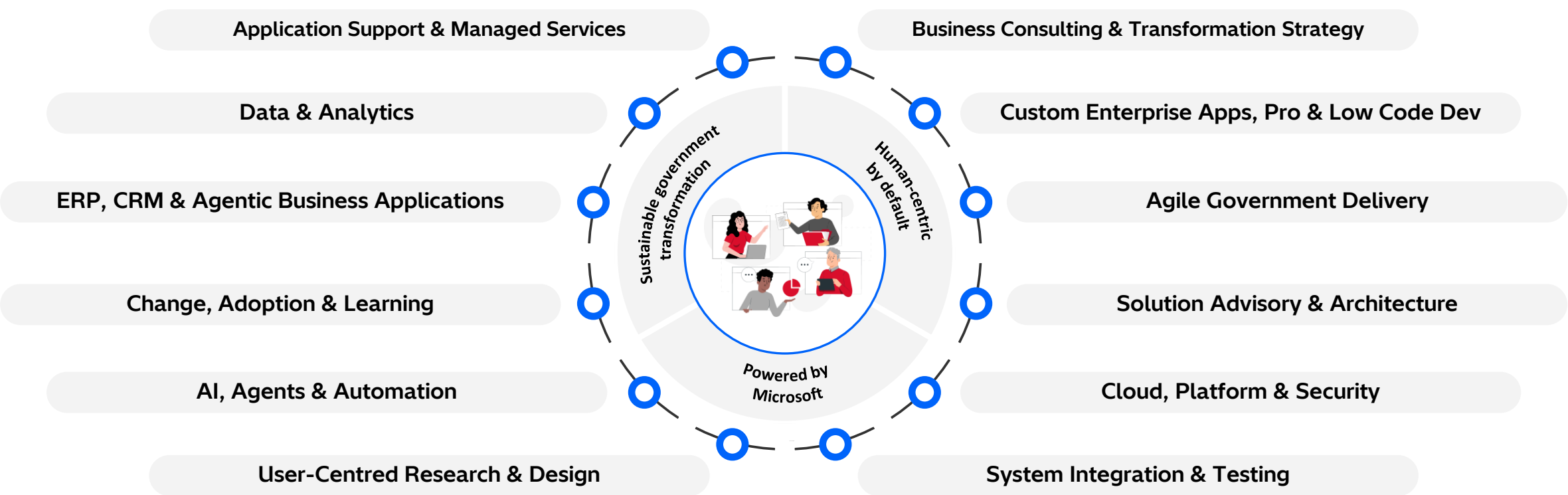
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



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