



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Cloud Application Management

Cloud Application Management

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

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Service Description

Operate and improve cloud-hosted applications safely and reliably. We provide application support, monitoring, incident and problem management, patching, and release management. Includes DevOps, security fixes, performance tuning, and service reporting, aligned to ITIL practices and Azure Well-Architected principles for continuous improvement.



Service Features

- Application support desk with incident and request management
- Problem management, root cause analysis, and defect backlog
- Monitoring, alerting, and observability for application services
- Release management and DevOps pipelines using Azure DevOps
- Patching, upgrades, and vulnerability remediation for applications
- Performance tuning, capacity planning, and resilience improvements
- Configuration management and environment management across cloud estates
- Security operations collaboration and secure change implementation
- Service reporting: SLAs, KPIs, availability, and trend analysis
- Continuous improvement and automation using runbooks and scripts



Service Benefits

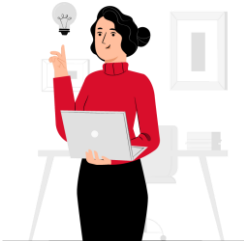
- Improve application availability with proactive monitoring and support
- Reduce outages through problem management and root cause fixes
- Speed up releases using controlled change and DevOps automation
- Reduce security risk with patching and vulnerability remediation
- Improve performance with tuning, scaling, and optimisation
- Reduce support effort using automation and reusable runbooks
- Increase transparency with SLA reporting and service dashboards
- Protect users with tested releases and rollback plans
- Extend application lifespan through upgrades and technical debt reduction
- Free internal teams to focus on product and improvements



Cloud Application Management

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Keep cloud applications stable, secure and improving



What this service is for

Run support and change as one joined-up service

This service is for teams who need their cloud-hosted applications to stay reliable day-to-day, while still shipping changes safely. We take on the operational load that slows delivery down: handling incidents and requests, monitoring and alerting, and keeping environments under control.

We also make improvement part of “run”, not a separate project. That means prioritised fixes from root cause analysis, planned patching and upgrades, controlled releases, and clear service reporting so product owners can make decisions with evidence.

Key outcomes: Reliable live services | Safer, faster change | Reduced operational risk | Clear ownership and reporting | Continuous improvement backlog



Why this service is useful

Turn support noise into measurable, preventable work

When applications are live, small issues quickly become business-impacting incidents. Without consistent monitoring, disciplined problem management, and controlled release practices, teams get stuck in reactive work and lose time for product improvement.

This service helps you move from “fix it now” to “fix it properly”. We stabilise operations, reduce repeat incidents through root cause fixes, and make patching and upgrades routine rather than disruptive. You also get reporting that supports assurance, prioritisation, and continuous improvement decisions.

Common triggers: Rising incidents | Unclear ownership | Release risk | Patch pressure | Performance issues | Limited internal capacity



Why this service is different

Evidence-led operations, with automation where it pays back

We run support and change with an assurance-ready mindset: clear processes, decision points, and service reporting that stands up to scrutiny. We make the evidence trail a by-product of delivery, so you can see what changed, why, and how it was tested.

We also treat improvement as a managed backlog, not ad-hoc fixes. Using ITIL-aligned practices and Azure Well-Architected principles, we focus on preventing repeat issues, improving resilience and performance, and automating routine tasks with runbooks and scripts (optional).

Differentiators: Decision-led change | Root cause, not repeat fixes | Visible service health trends | Audit-friendly reporting (where required) | Automation with guardrails

Designing a scalable service operating model

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Engaging in Hitachi service design workshops to formulate a centralised support and governance model. Ensuring that you can benefit from a repeatable, scalable approach to delivering the right services when you require them



Define the **Service Operating Model** for your **Solution** and capturing your service requirements.



Plan and conduct a **Solution Assessment & Service Transition** for your in scope solutions, against an agreed **Service Acceptance Criteria**



Identify **Service Stakeholders** and establish an agreed framework for **Service Governance**.

BENEFITS OF A DEFINED SERVICE MODEL

Improved Quality of Services and End User Satisfaction

Ensuring consistent quality and stability of the solutions in service through best practice and service design.

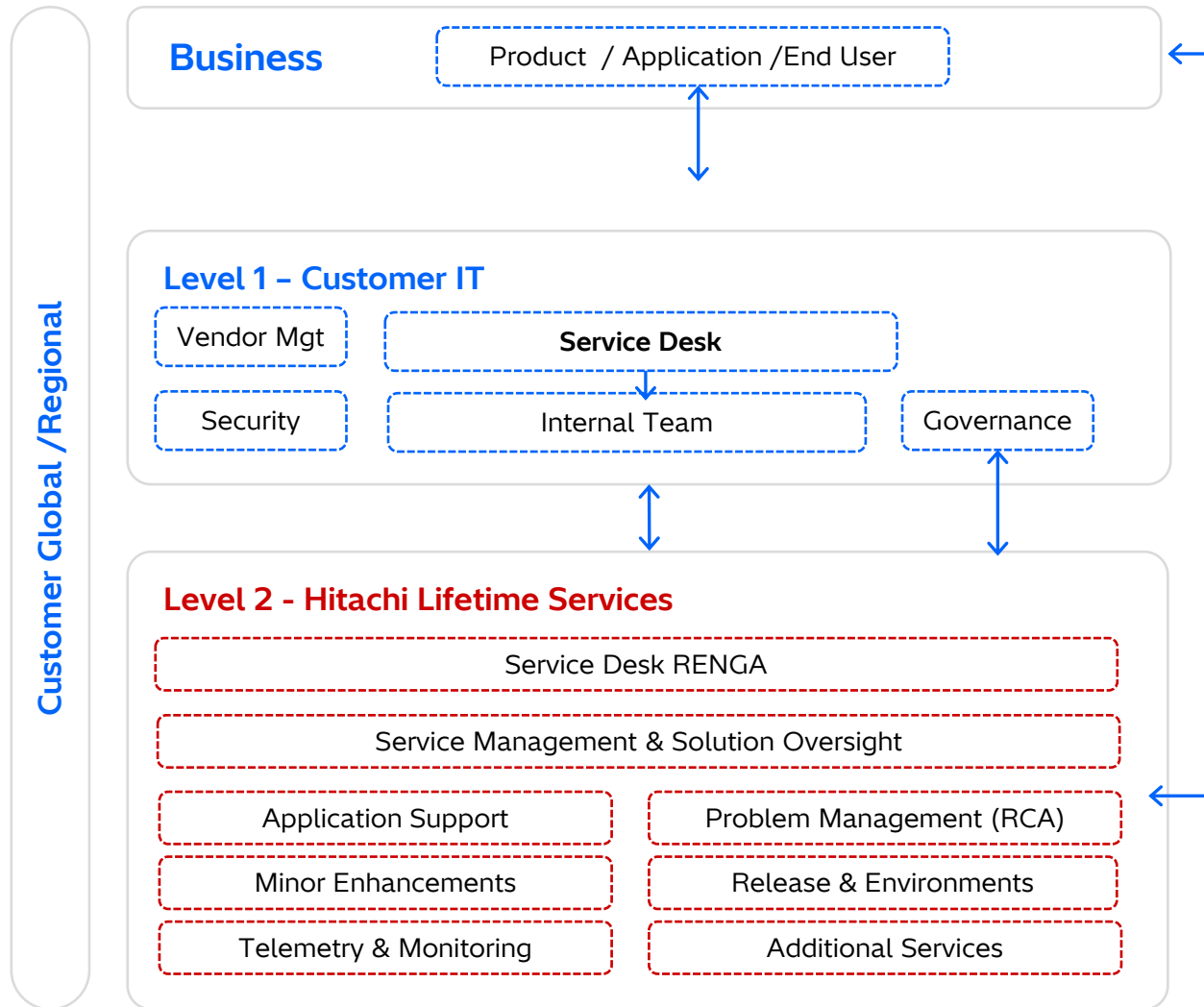
Reduction of Operating Costs

Economies of scale. Using a shared matrix model that allows you to consume services when you require them removing the need for in-house resource.

Improve Transition time using a standard and repeatable approach.

Faster route to acceptance into service and better quality of solution stability based on a tried and tested transition framework.

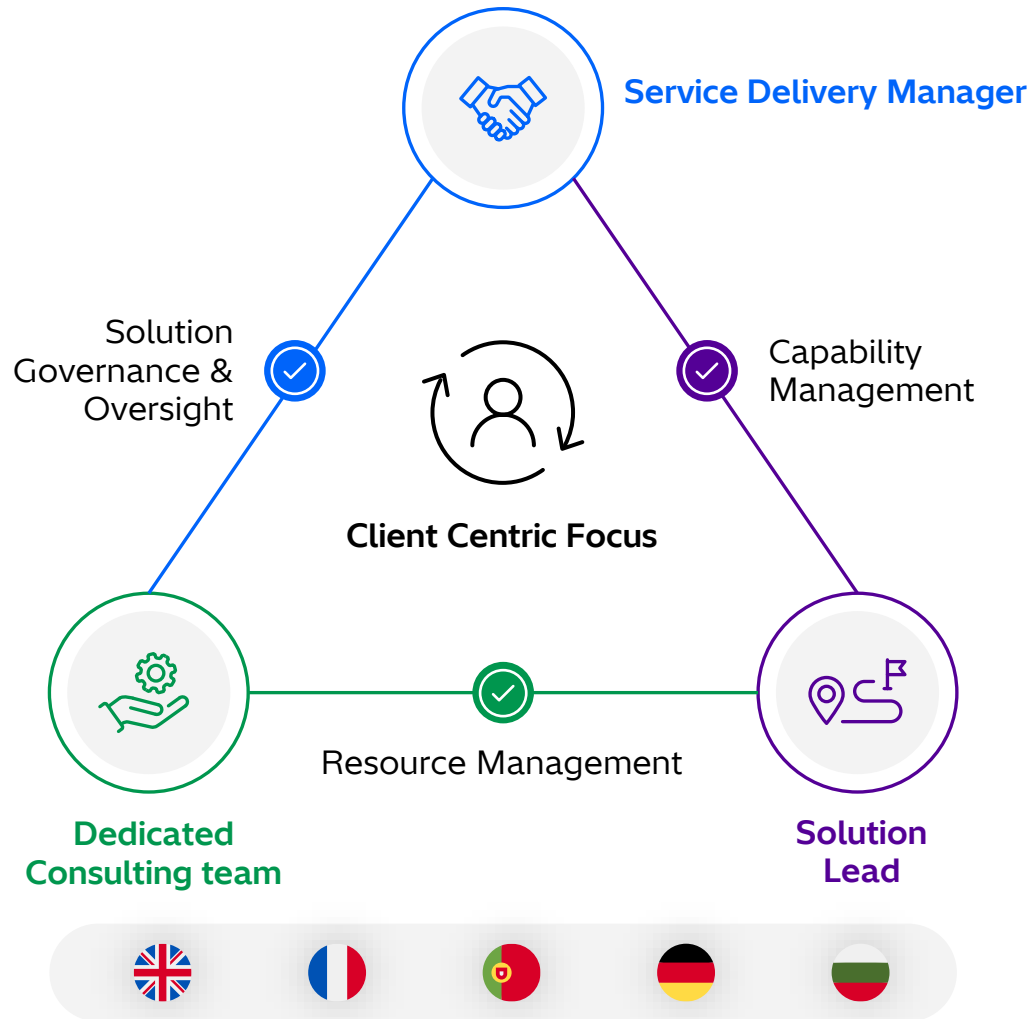
Indicative Service Operating Model



- Customer business / end user support requests logged through ITSM tool
- Customer internal teams conduct Level 1 triage and assign to an ITSM Hitachi queue, if external support is required
- On assignment into Hitachi's ITSM tool case acknowledgement receipts will be issued
- SLA tracking and case resolution processes are started for incidents
- Hitachi primary functional consultant will conduct an initial triage and manage the case through to resolution
- A problem ticket will be created to track root cause analysis (RCA) where the case resolution provided is a 'workaround'
- A Change request ticket can be raised for any minor enhancements – these will be estimated and managed via a separate time and materials call-off budget.

Hitachi Europe Lifetime Services Team

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Customers benefit from a European based designated team:

Service Delivery Manager

The Service Delivery Manager (SDM) will act as the liaison between the Hitachi services and the Customer BAU team, managing the relationship, handling high-priority issues, escalations, overseeing changes and enhancements, planning Microsoft Release Waves, reviewing roadmaps, and ensuring customer satisfaction.

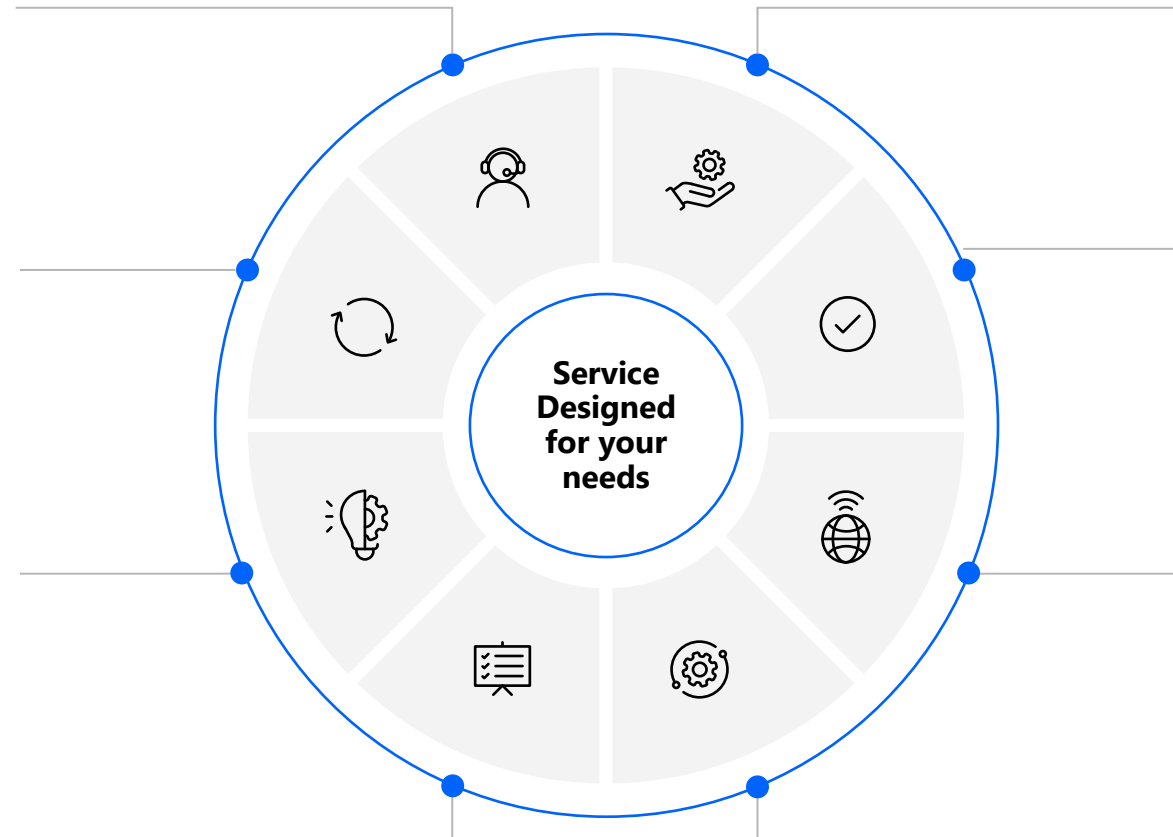
Solution lead

The Solution Lead oversees and guides all customer work, ensuring adherence to Microsoft and Hitachi's best Power Platform practices.

Dedicated Consulting team

Primary Functional and Technical consultants to deliver Operational Services, Monitoring, Root Cause Analysis requirements for Customer.

Service Management & Solution Oversight



Application Support

- ITIL aligned processes
- Incident Management
- Problem Management
- Change Management
- User Administration

Development Services

- Sprint based iterative delivery
- Agile approach to deliver rapid value to business
- Dedicated team based on backlog requirements
- One team partnership approach

Microsoft One Version

- Notification of Microsoft releases
- Solution Impact Assessment
- Roadmap Review
- Technical Update
- Adoption of new features

Learning & Development

- End user training
- IT support training
- Skills assessment
- Adoption assessment

Transition & Service Design

- Knowledge Readiness
- Service Establishment and stabilisation
- Service design – process mapping
- Stakeholder mapping & Governance

Testing as a Service

- Automation of Regression testing
- Functional testing support
- UAT testing support
- Defect management

Telemetry & Monitoring

- Pro-active monitoring
- Pro-active resolution of events
- Daily Checks
- Reporting on system health

Release & Environment Management

- Release & Environment Strategy Document
- Release Governance
- Environment Management
- Environment Refresh
- Technical Deployments

Cloud Application Management

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Core Team

A dedicated team providing application support services across our customers, providing the assurance of a resilient service to meet customer needs.

Service SLA's

Response and Resolution SLA's provide certainty that your production issues will be responded to and resolved within an agreed timeframe.

Microsoft Support

Leveraging the Hitachi Microsoft relationship to drive product issues to resolution and engagement on solution roadmap.

ITIL Aligned Processes

Mature processes maintained and improved to continuously meet the changing needs of customers and drive consistent quality in case management.

Application Support – Deliverables

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Production protection through ITIL aligned processes

Service Deliverable	Description
ITIL Aligned Processes	ITIL process management team ensures industry best practices are followed when managing all services provided for your solution
Service SLAs	Response and Resolution SLA's provide certainty that your production issues will be responded to and resolved within an agreed timeframe
Resolution of Level 2 and 3 Incidents	Investigation and resolution through work arounds or fixes for level 2 and level 3 incidents
Root cause analysis of Incidents through Problem Management	Analysis of re-occurring problems or major incidents to prevent future service interruption
Escalation to Microsoft (Level 4)	Escalation through the Hitachi premium support agreement to Microsoft for investigation and resolution of product related issues
Minor solution enhancements	Solution enhancements for changes requested by business or in response to an Incident found

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 decorative railing. A large Union Jack flag is flying from a pole attached to the building. The overall tone is professional and official.

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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

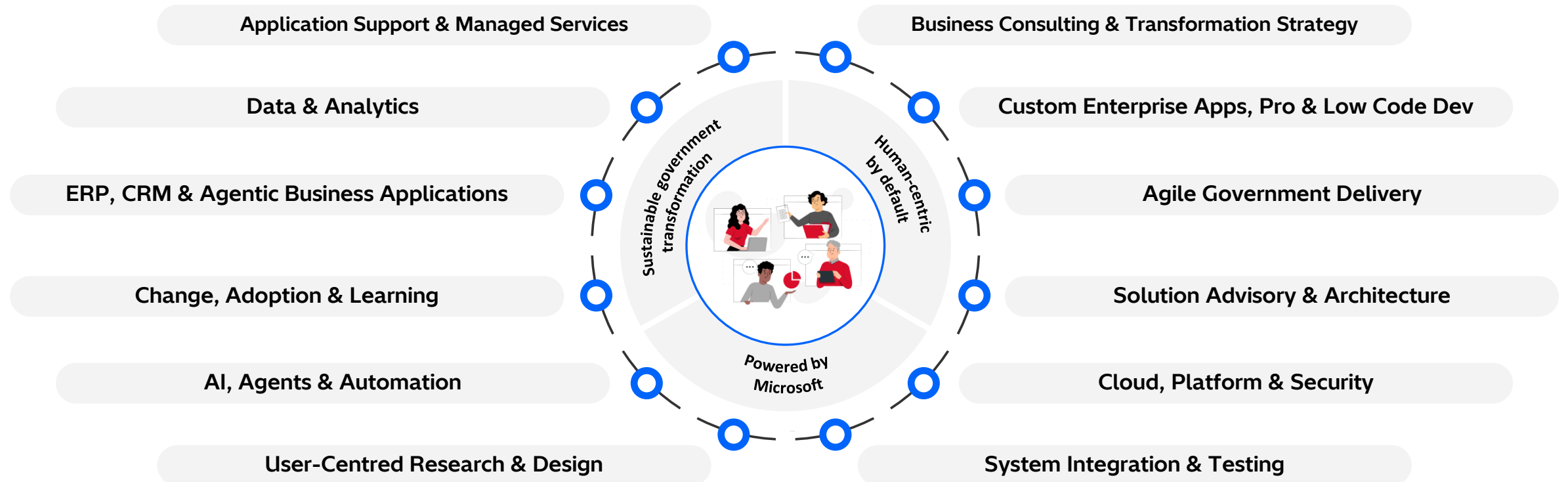
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

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Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients

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"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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