



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Configurable and Scalable Data Returns
Platform – Using Microsoft Power Platform

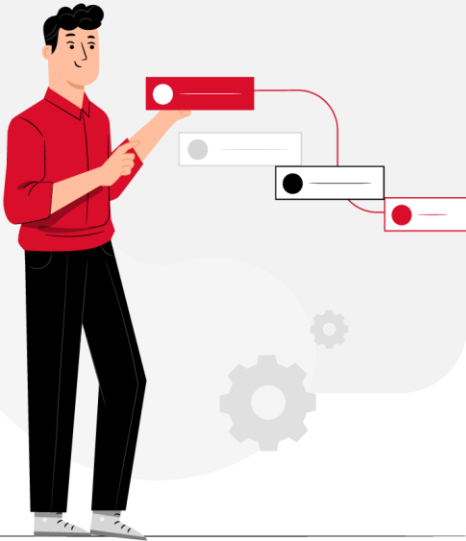
Configurable and Scalable Data Returns Platform

HITACHI

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

Service Description

Design and implement a configurable data returns platform for public sector reporting. Built on Microsoft Power Platform, it captures returns via Power Pages, integrations or manual entry, applies validation rules, guides processing workflows, stores evidence, and provides auditable dashboards and reporting. Configure new return types and rules as policy changes.



Service Features

- Discovery to map data return lifecycle, users and controls.
- Configurable return types defining mandatory fields and evidence.
- Multiple submission channels: Power Pages, integrations, manual entry.
- Rule-based validation with test mode for new checks.
- Guided workflows and approvals using configurable process stages.
- Notifications and tasking for failed checks and missing data.
- Secure role-based access, auditing and activity history.
- Document management with SharePoint integration where required.
- Dashboards for completeness, throughput and reporting metrics.
- Testing, training, go-live support and hypercare.



Service Benefits

- Replace spreadsheets and email chasing with one workflow.
- Improve data quality at source through automated checks.
- Reduce rework and correction effort for providers and teams.
- Faster reporting and assurance with consistent definitions.
- Clear audit trail supporting scrutiny and compliance needs.
- Adapt quickly to regulatory change through configuration.
- Secure handling of sensitive data with role-based controls.
- Increase transparency with dashboards and status visibility.
- Integrate with existing systems to reduce duplicate entry.
- Lower delivery risk with structured testing and hypercare.



Configurable and Scalable Data Returns Platform

HITACHI

A platform designed for your data returns needs



What this service is for

Tailored end-to-end data returns management

Public sector teams often need to collect regular returns from multiple internal teams, delivery partners, suppliers, or funded organisations. When submissions arrive in different formats, with missing evidence, it creates chasing, rework, and reduced confidence in reporting.

This service designs and implements a configurable data returns platform so you can capture, validate, track and report returns in one place. Built on Microsoft Power Platform, it supports submission via Power Pages, integrations or manual entry, with clear workflows, audit history and management dashboards to support oversight and assurance.

Key outcomes: Consistent returns across providers | Better quality at source | Reduced chasing and rework | Audit-ready reporting | Faster adaptation to change



Why this service is useful

Consistent and reliable data returns

Data returns are often critical evidence for oversight, compliance, delivery performance and value for money. When processes rely on spreadsheets, emails and manual checks, teams spend time fixing issues instead of improving services, and it becomes harder to prove what was submitted, when, and why it was accepted.

This service replaces fragile approaches with a standard, configurable platform: validation rules reduce errors, workflows make ownership clear, and dashboards show what is complete, overdue, or needs follow-up. This supports better decisions and smoother assurance conversations.

Common triggers: Spreadsheet-driven returns | Frequent policy or schema change | Missed deadlines and chasing | Data quality issues | Audit or inspection findings | Multiple providers and formats



Why this service is different

A team who understands the domain, not just the technology

We focus on the real friction in returns: unclear definitions, inconsistent evidence, and manual triage. We implement a platform that makes expectations explicit through configurable return types, mandatory fields, and validation rules, so issues are caught early rather than corrected downstream.

We deliver in an assurance-friendly way, with clear acceptance criteria, evidence of controls, and governance touchpoints. Where required, we support audit readiness and service assessment preparation by producing traceable decisions and test evidence aligned to your internal assurance process.

Differentiators: Configuration over bespoke build | Validation rules with test mode | Multiple submission routes | Evidence handling via SharePoint (where required) | Audit trail and dashboards by default

Power Platform

Unlock your organisation's full potential



One platform, infinite possibilities

Discover the flexibility and power of a platform that addresses most of your business challenges, whether it's a small project or a large-scale enterprise solution.

HITACHI

Scale your solutions

Build solutions that grow with your business, from simple apps to complex, enterprise-scale systems, all within the Power Platform.

Empower every user

Harness the power of every employee to create, innovate, and drive your business forward with intuitive tools and enterprise-ready capabilities.



Transform ideas into action

Turn your business ideas into reality with a platform that supports seamless development for everyone, from individuals to entire enterprises.

Unleash innovation

Drive innovation at every level of your organisation by building, automating, and scaling with the robust features of the Power Platform.

Data Returns Platform: Our Capabilities

HITACHI

Service setup and assurance

Return Design and Data Standards

Define return types, mandatory fields, guidance and evidence requirements. Align definitions to policy and reporting needs so providers submit consistent data, with fewer clarifications and less downstream correction.

Governance, Compliance, and Auditability

Set up roles, access, auditing, decision points and acceptance criteria. Provide traceable configurations and testing outputs to support assurance conversations and reduce go-live risk.

Adoption and Continuous Improvement

Run walkthroughs, usability sessions and training so users understand what “good” looks like. Establish an improvement backlog and change approach so new return types and rule updates are managed safely.

Platform implementation

Submission Channels and Integration

Enable submission via Power Pages, integrations (where required) or manual entry. Reduce duplicate input and provide a clear path from submission to triage and resolution, including evidence handling via SharePoint.

Configuration for Scale and Change

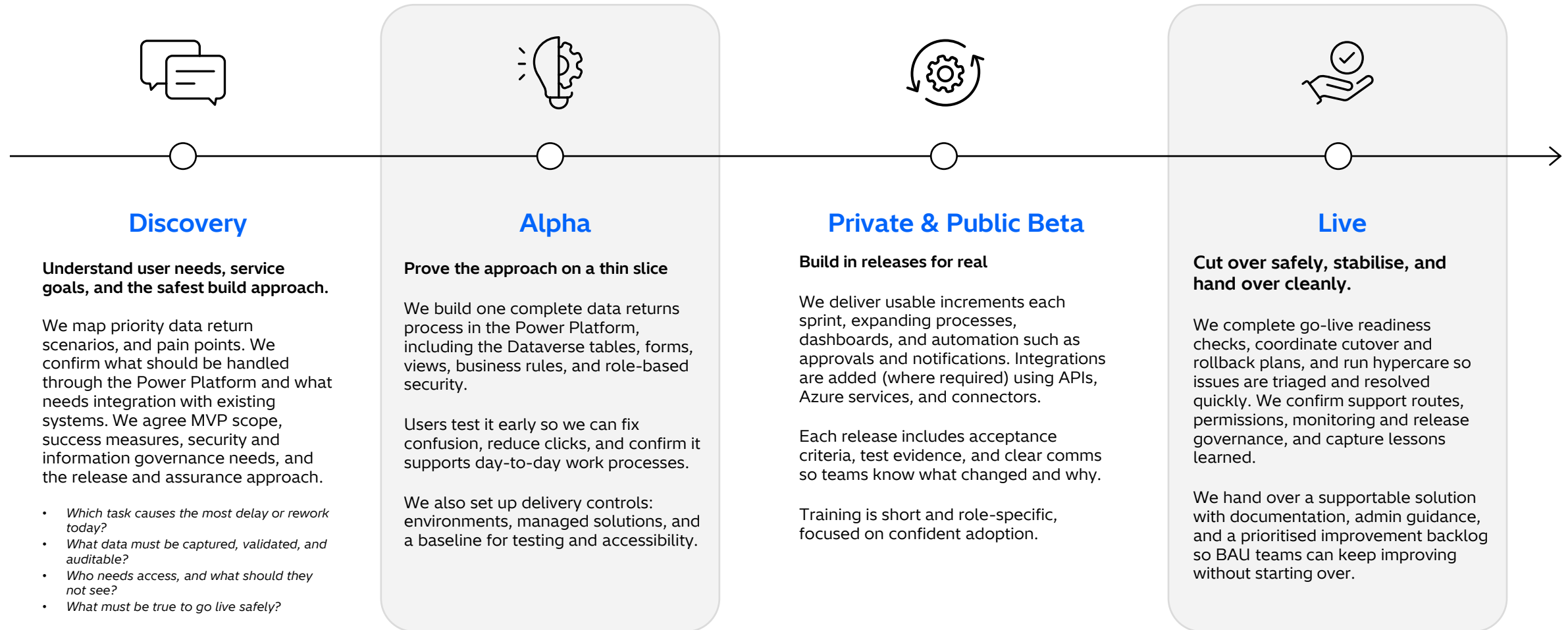
Configure validation rules, workflow stages, notifications and dashboards so teams can manage exceptions and meet deadlines. Support rapid updates when policy, schemas or thresholds change without re-building core capability.

Enhanced Security, Compliance, and Efficiency

Implement role-based access, audit history and secure document handling to protect sensitive information. Add monitoring and operational reporting so service owners can see completion, overdue returns and recurring quality issues.

GDS phases for Data Returns delivery, from platform design to live service

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



People involved for success

HITACHI



Advisory

Own priorities, success measures and operational decisions for data returns processes.



Human Centred Design

Validate journeys and usability with real users.



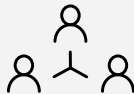
Architect & Design

Design architecture, integrations, data flows and security for data returns processes.



Solution Lead

Lead delivery, decisions, and handover for data returns processes.



Product Owner

Ensure standards, assurance evidence and delivery governance for data returns processes.



Subject Matter Experts

Provide current-state insight and requirements for data returns processes.

← ¹ Customer Team →

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 attached to 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

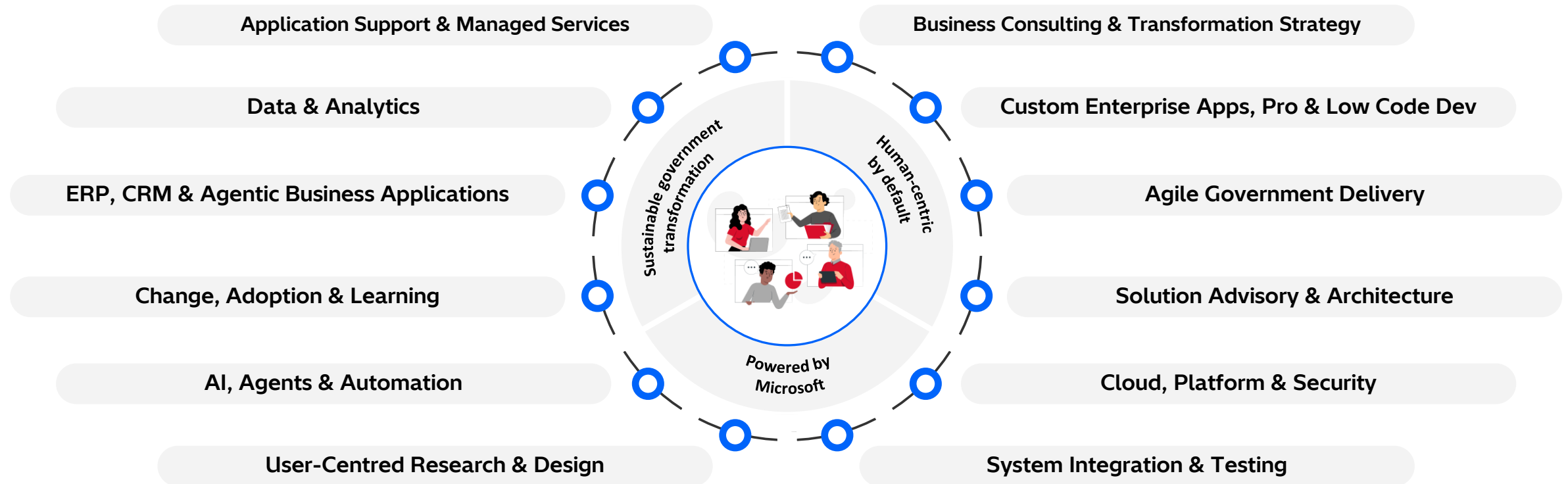
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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](#)