



**HITACHI**

Hitachi Solutions Europe

# G-Cloud 15 Service Definition Document

Azure Managed Cloud

# Azure Managed Cloud

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

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## Service Description

Run and improve your Azure cloud safely and efficiently. We provide managed service operations, monitoring, patching, backup, incident and problem management, and continuous improvement. Includes security operations, cost optimisation, governance and landing zone management, aligned to NCSC, ISO 27001, and Microsoft Azure Well-Architected.



## Service Features

- Azure landing zone management and cloud governance controls
- 24/7 monitoring, alerting, and incident response
- ITIL service desk, incident, problem, and change management
- Patch management, vulnerability remediation, and configuration hardening
- Backup, disaster recovery, and resilience testing for workloads
- Security operations: Defender, Sentinel monitoring and triage
- Identity and access management with Azure AD and RBAC
- FinOps cost management, tagging, budgets, and optimisation
- Performance, capacity, and availability management with SLO reporting
- Continuous improvement, automation, and runbook development



## Service Benefits

- Improve service availability with proactive monitoring and incident response
- Reduce security risk through continuous patching and hardening
- Lower Azure spend using FinOps governance and optimisation
- Increase resilience with tested backup and disaster recovery
- Speed up fixes with clear runbooks and escalation paths
- Improve compliance with auditable controls and security monitoring
- Reduce operational burden for internal teams and service owners
- Improve performance with capacity management and tuning
- Increase change success rates with controlled release management
- Maintain visibility with dashboards, KPIs, and service reporting



# Azure Managed Cloud

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Keep Azure safe, stable, compliant and cost-controlled



## What this service is for

### Day-to-day cloud operations with continuous improvement built in

This service is for teams running workloads on Azure who need dependable operations, clear accountability, and fewer surprises in live. We provide the operational capability to keep services healthy, respond quickly to incidents, and reduce repeat failures through problem management and runbooks.

We also keep the platform secure and efficient over time, covering governance and landing zone management, security operations and cost optimisation. Delivery is aligned to NCSC, ISO 27001, and Microsoft Azure Well-Architected, with evidence and reporting where required.

**Key outcomes:** Reliable live operations | Reduced risk and audit gaps | Controlled change and patching | Visible costs and optimisation | Repeatable governance controls



## Why this service is useful

### Faster recovery, fewer tickets, clearer decisions

Azure estates often grow faster than the operating model around them. Teams end up firefighting alerts, carrying patch backlogs, and relying on key individuals for “how it works”. This creates avoidable downtime, inconsistent controls, and slower releases because risk feels hard to manage.

This service makes operations predictable. We monitor, respond, patch, harden, test resilience, and manage change with clear records and escalation paths. We use service data to target the biggest causes of incidents and cost waste, then deliver ongoing improvements and automation.

**Common triggers:** Rising incident volumes | Patch backlog and audit pressure | Unclear landing zone ownership | DR confidence is low | Costs climbing without visibility | Limited in-house capacity



## Why this service is different

### Operations that link governance, security, cost and service outcomes

We treat cloud operations as a managed service with measurable outcomes, not just monitoring. Landing zone and governance controls are managed alongside ITIL processes, so platform decisions, changes and exceptions stay visible and defensible.

Security, resilience and cost management are built into the operating rhythm. We align ways of working to NCSC, ISO 27001 and Microsoft Azure Well-Architected, and make evidence a by-product of delivery where required (for example decision logs, control checks, and service reporting).

**Differentiators:** Governance plus operations, joined up | Assurance-ready evidence trail (where required) | Security and FinOps embedded into run | Clear ITIL-aligned accountability | Continuous improvement backed by automation

# Azure Managed Cloud

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Optimising, securing, and managing cloud environments for peak performance and cost efficiency.

## Client Challenges

### Uncontrolled cloud spend

Lack of cost governance and poor resource utilisation lead to budget overruns and reduced ROI.

### Operational inefficiencies

Manual processes and fragmented tooling delay incident response, slow down scaling, and reduce agility.

### Limited visibility and risk exposure

Inadequate monitoring and inconsistent security practices increase downtime and compliance risks.

## Our Solution



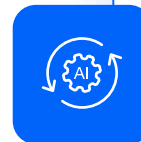
### Proactive Cloud Management

Implement FinOps best practices, cost controls, and policy enforcement to optimise spend and maintain compliance.



### Automated Operations & Monitoring

Use Infrastructure-as-Code, CI/CD pipelines, and Azure Monitor to enable efficient scaling and real-time observability.



### AI-Enabled Resilience

Leverage AI for anomaly detection, alert triage, and predictive insights to strengthen reliability and reduce manual effort.

# Azure Managed Cloud Overview

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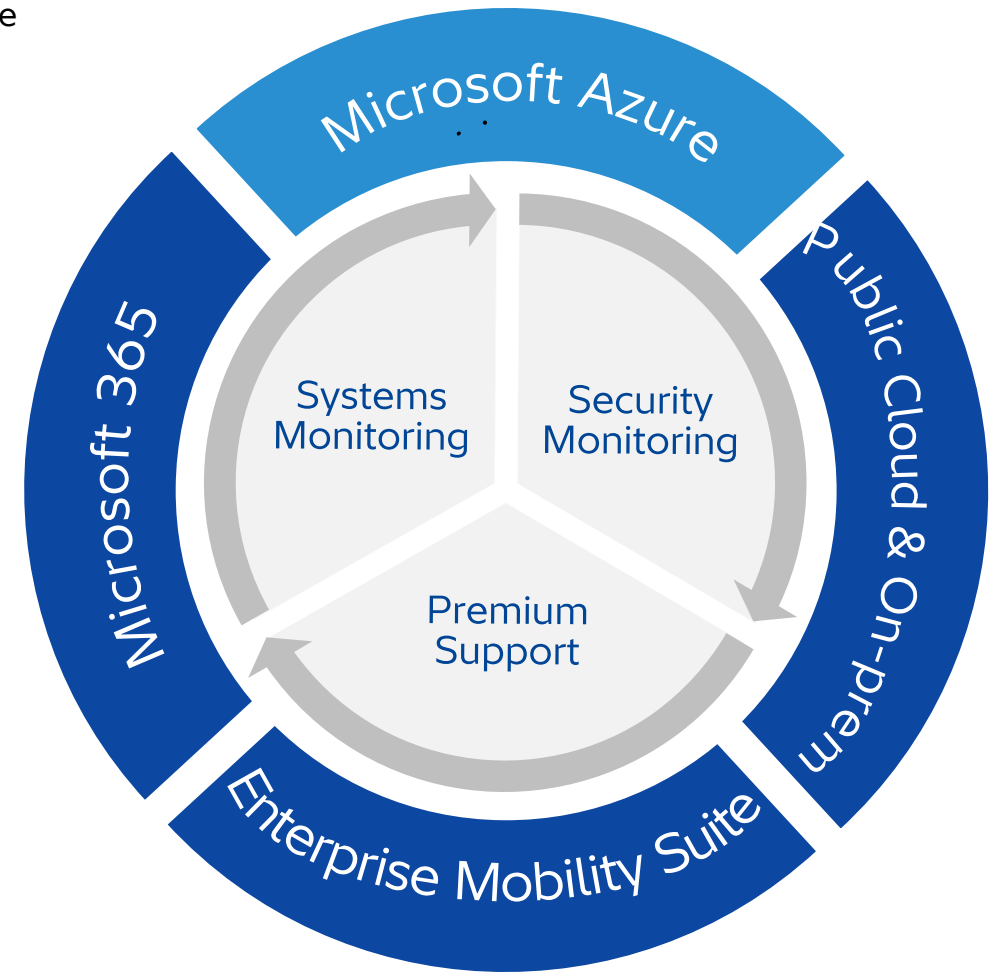
Hitachi Solutions Azure Monitoring & Support service provides expert monitoring of your Azure and Microsoft 365 environments. Our flexible model lets you choose the level of support you need, from alerting only through full managed services.

## Services include:

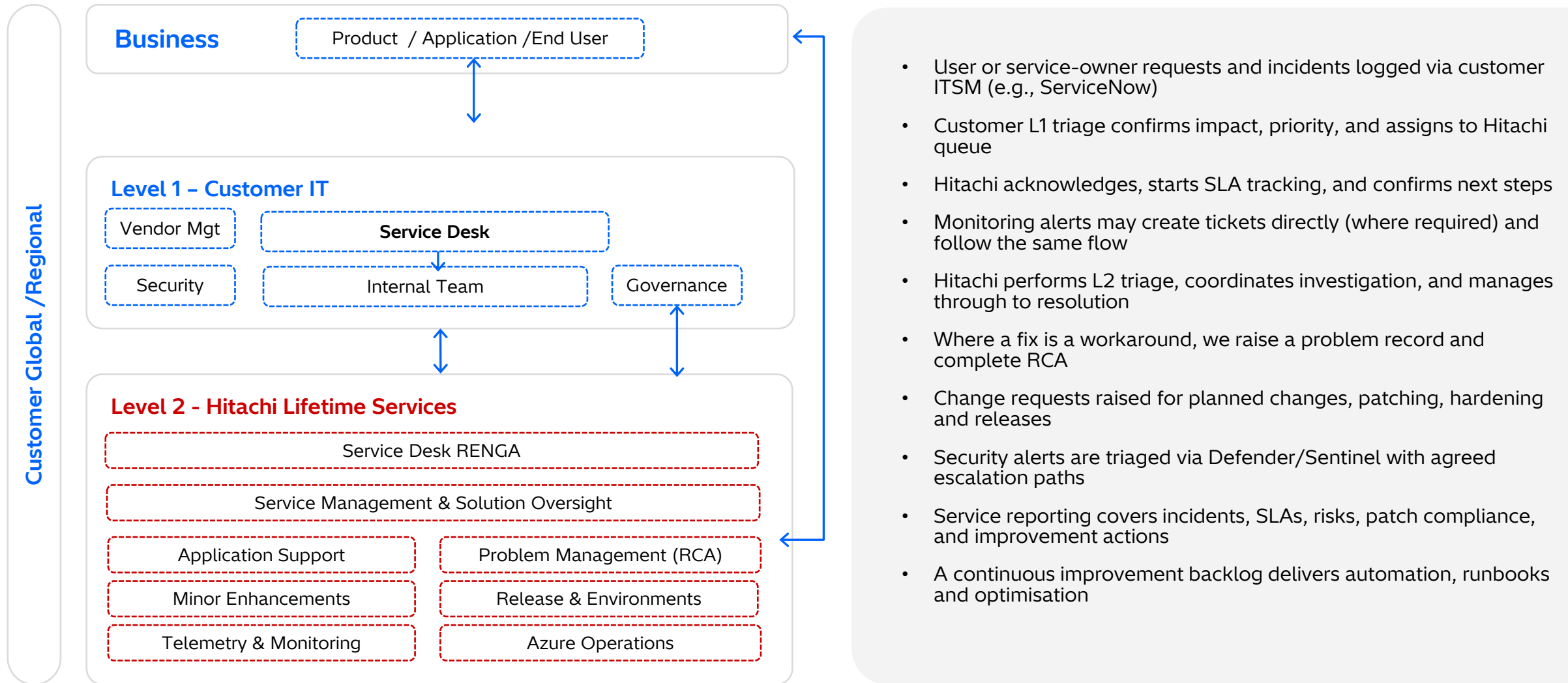
- **NOC** – Health & performance monitoring
- **Security** – Managed Microsoft security services
- **Add-on Services** – Managed patching
- **Managed Services** – Expert help when you need it

## Benefits include:

-  Monitor system and application health
-  Identify system-wide performance issues
-  Proactively resolve issues before they're reported
-  View real-time system status in easy-to-use dashboards
-  Provide additional visibility and tools to the support teams



# Indicative Service Operating Model



# Microsoft Security Solutions

We run security operations for Azure estates as part of our managed cloud service. We baseline controls, connect the right signals, and operate a clear triage and response process. This gives service owners consistent oversight, faster containment, and an evidence trail to support assurance activities where required.



## Protect

Identities, devices, and workloads through security and access policies and in-depth monitoring



## Detect

Potential intrusions and vulnerabilities using Azure Monitor, Sentinel, and Security Center and from Microsoft 365



## Respond

To alerts and incidents based on configured monitoring and analytics and remediate any issues

BENEFITS OF A DEFINED SERVICE MODEL

## Reduced security risk and faster remediation

Regular patching, hardening and alert triage reduce exposure and speed up response.

## Clear accountability and audit-friendly reporting

Defined processes, dashboards and incident records support governance and assurance where required.

## Less operational burden for service owners

Shared runbooks, escalation paths and a repeatable operating rhythm reduce reliance on key individuals.

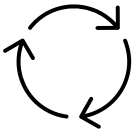


# Azure Managed Cloud: Deliverables

Stable, secure Azure operations through ITIL-aligned processes

| Service Deliverable                                          | Description                                                                                                                                                                          |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ITIL-aligned service management                              | Operate incident, request, problem and change management with clear ownership, SLAs, escalation paths and reporting, aligned to your governance and approval model (where required). |
| 24/7 monitoring, alerting and incident response              | Monitor Azure service health and workload signals, triage alerts, and coordinate incident response to restore service quickly and consistently.                                      |
| Problem management and root cause analysis                   | Identify recurring issues, complete RCA, agree corrective actions, and track through to closure to reduce repeat incidents and operational noise.                                    |
| Patch, vulnerability remediation and configuration hardening | Run a regular patching and hardening cadence, prioritise vulnerabilities, and apply configuration improvements to reduce exposure and improve platform stability.                    |
| Backup, disaster recovery and resilience testing             | Manage backup policies and restoration checks, agree DR approach, and run resilience testing for critical workloads to improve recoverability.                                       |
| Landing zone governance and control management               | Maintain Azure landing zone controls including policy guardrails, standard configurations and compliance reporting to keep the estate consistent and audit-friendly.                 |
| Security operations and threat triage (where required)       | Triage and respond to security alerts using Defender and Sentinel signals, with agreed severity levels, escalation routes and evidence capture (where required).                     |
| FinOps cost management and optimisation                      | Apply tagging, budgets and cost controls, highlight waste and optimisation actions, and track savings and performance against agreed targets.                                        |
| Runbooks, automation and continuous improvement              | Develop and maintain runbooks and operational playbooks, automate repeat tasks, and deliver continuous improvement through a prioritised backlog.                                    |
| Service reporting and SLO dashboards                         | Provide dashboards and regular reporting on availability, performance, incidents, risks, patch status and cost, with SLO reporting where required.                                   |

# How we operate



We run your Azure estate using a clear operational rhythm. Monitoring and alerts drive fast triage and response. Recurring issues go through problem management and root cause analysis. Changes, patching and releases follow agreed controls and approvals (where required). Continuous improvement is delivered as a prioritised backlog, including runbooks, automation and cost optimisation.



## Azure Sentinel

- Cloud-native SIEM collects logs from servers, devices, applications, and more
- Analyse data and detect threats across the enterprise



## Microsoft Defender for Cloud

- Advanced security monitoring inside or outside of Azure
- Detect threats such as compromised servers and SQL attacks
- Deploy advanced solutions including adaptive application controls



## Microsoft365

- Protect endpoints, user identities, and cloud workloads with M365 security solutions including Microsoft Defender ATP and Azure AD Identity Protection

## Operating Principles



### Assurance-ready by default

Evidence is captured as part of delivery, including incident records, change history and control checks (where required).



### Clear accountability

Defined roles, SLAs, escalation paths and governance touchpoints so service owners always know what's happening.



### Security built into run

Defender and Sentinel triage, patching and hardening, plus identity and access controls aligned to your policies.



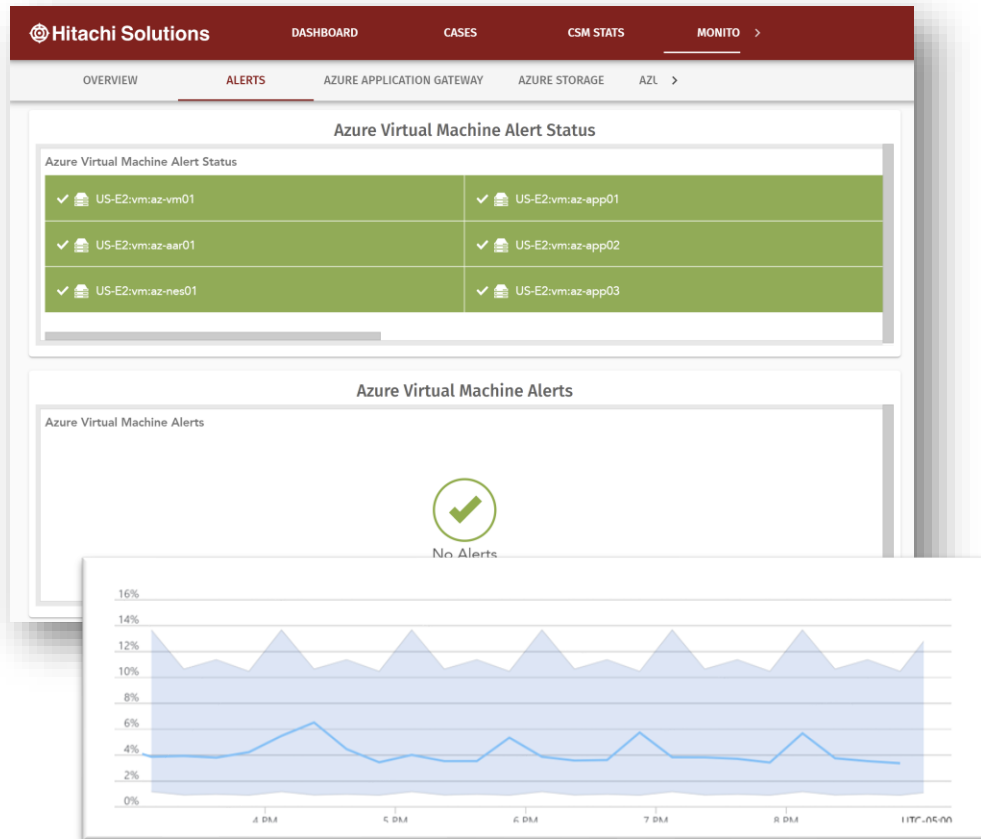
### Cost and performance optimisation

FinOps tagging, budgets and optimisation actions alongside capacity and availability management with SLO reporting.

# System Health & Performance Monitoring

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Network Operations Center (NOC)

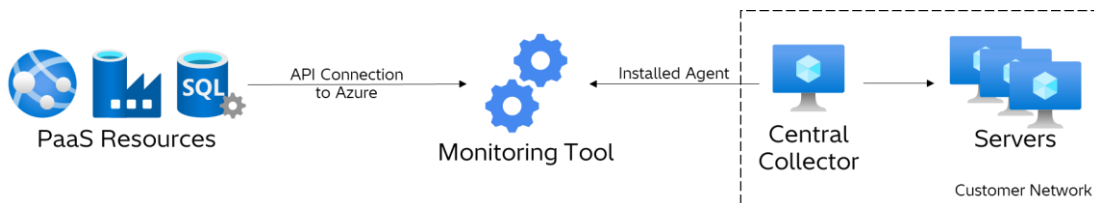
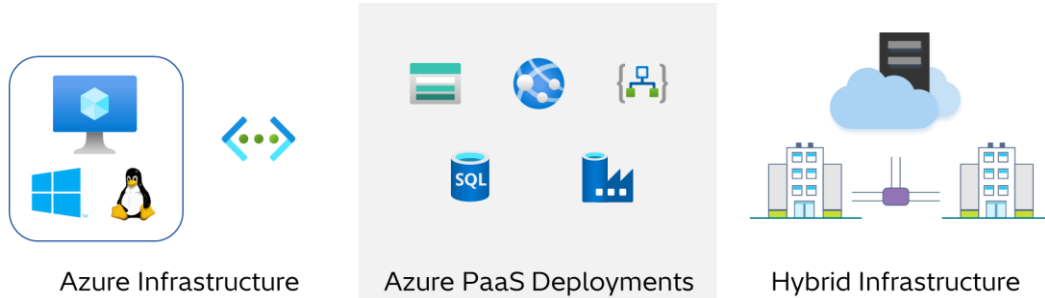


Take the guesswork out of infrastructure & Azure cloud management

Monitoring & Alerting of:

- ✓ **Availability** – are my services online?
- ✓ **Metric Thresholds** – are all resources operating within normal bounds?
- ✓ **Performance Anomalies** – are there any unexpected changes in performance?

# Azure Networks Operation Centre (NOC)



## Azure NOC

Our NOC can monitor any aspect of your Azure environment. From infrastructure – like VMs and networking – to PaaS deployments – including Azure SQL, Web Apps, and more – we have it covered. We can even monitor and manage your on-premises resources.

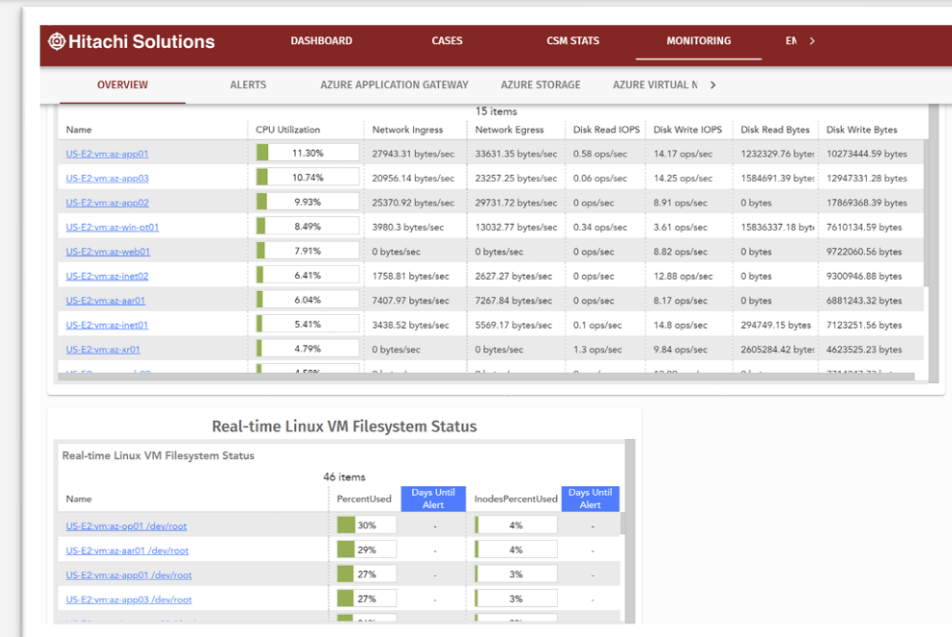
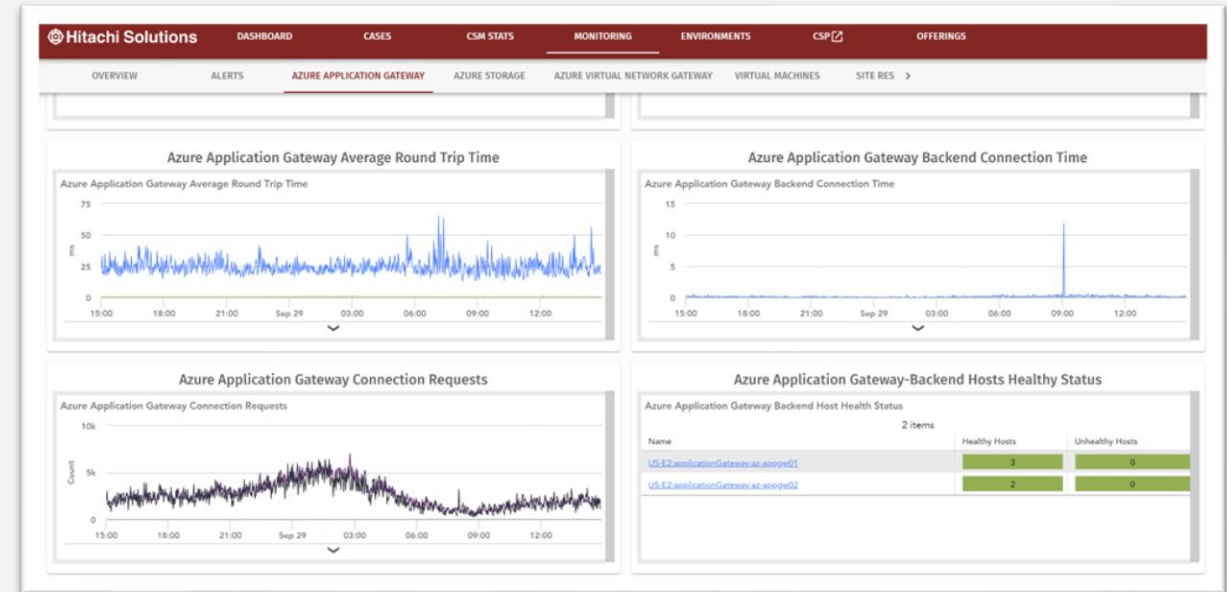
## NOC Monitoring

- Metric and performance data is collected by an external monitoring tool
- Azure Platform resources are monitored through the Azure API
- Servers (in Azure or elsewhere) are monitored via a central collector installed in the network

# Dashboards & Reporting

See all your monitoring data in a single screen

- Live dashboards give a clear view of what's happening now
- Availability, performance, capacity and key alerts in one place, so service owners can spot issues early and prioritise the right response.
- Shared visibility reduces churn and speeds up decisions
- One version of the truth for customer teams and Hitachi, making triage, escalation and trade-offs quicker during incidents and change windows.
- Role-based views keep information usable
- Tailored dashboards for service owners, platform teams, and security stakeholders so people see what they need without noise.
- Monthly reporting supports governance and assurance
- Trends, SLA/SLO performance, incident themes, patch and vulnerability status, and control checks where required, helping you demonstrate oversight and compliance.
- Reporting drives continuous improvement, not just status
- We turn service data into a prioritised improvement backlog, including runbooks, automation, optimisation actions and problem fixes.



# Transition Management

Our approach to transition Azure operations into Service

**Our approach is built on the three following pillars:**

## **Operational Readiness**

All service processes, design, governance, delivery plan, and access to our customer portal and documentation completed.

## **Service Readiness**

All technical aspects, environments, roadmaps, support alignment, run books, and integrations handed over.

## **Knowledge Readiness**

Functional and technical knowledge transfer sessions, shadowing, Q&A sessions, and Customer playbacks are complete, with consultants handling cases self-sufficiently within agreed KPIs.

Our **Service Transition** model is based on the ITIL (Information Technology Infrastructure Library) framework that **focuses on moving new or modified IT services from development into the live production environment.**

Through the Service Transition process, we ensure that changes to services and service management processes are implemented smoothly and with **minimal risk to your business operations.**

In this phase, we meticulously plan and coordinate deployment resources, manage changes with precision, rigorously validate and test services, and ensure comprehensive knowledge transfer to support teams and users. Our goal is to guarantee that new or modified services not only meet but exceed expectations, **delivering exceptional value and being fully operational for Customer's business needs.**



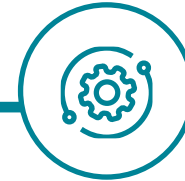
## Service Delivery Manager

- Creates and updates Service Delivery Plan (SDP)
- Conducts operational readiness
- Point of escalation
- Conducts service design
- Caretaker of service and details around it
- Assess client readiness



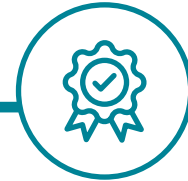
## Transition Manager

- Governs transition process
- Raises risks, issues, decisions through RAID log
- Provides transparency to all stakeholder through regular meetings and reports
- Ensures that Service Acceptance Criteria (SAC) is met



## Solution Leads

- Identifies support team
- Governs the team of consultants
- Point of functional/technical escalation for consultants
- Part of governance team during transition
- Raises risks/ issues to Transition manager (RAID log)



## Consultants

- Review documentation
- Receive knowledge transfer sessions
- Study solution
- Provide feedback during knowledge transfer
- Support the system after commencing support

# Service Acceptance Criteria

How we quantify the success of a transition (3 Readiness Stages documented through 40+ criterion)

## Operational Readiness

- Stakeholder introduction
- Relationship is being established
- Resources are identified & booked
- Business continuity & maturity check
- Service Design held
- Process evaluation (i.e. Triage, ticket raising, escalation)
- Service Delivery Plan drafted and agreed
- Service Acceptance Criteria agreed

## Service Readiness

- All technical aspects of solution covered
- Required access tracked
- Environments are clarified and documented
- Technical roadmaps are clarified & documented
- Alignment of environments is tracked
- Knowledge Articles are created and handed over
- Integrations are reviewed and documented

## Knowledge Readiness

- Functional KT Sessions conducted
- Technical KT sessions conducted
- Shadowing & Reverse Shadowing sessions held
- Documentation reviewed
- Q&A sessions conducted
- Self-Sufficient case handling of consultants is being confirmed

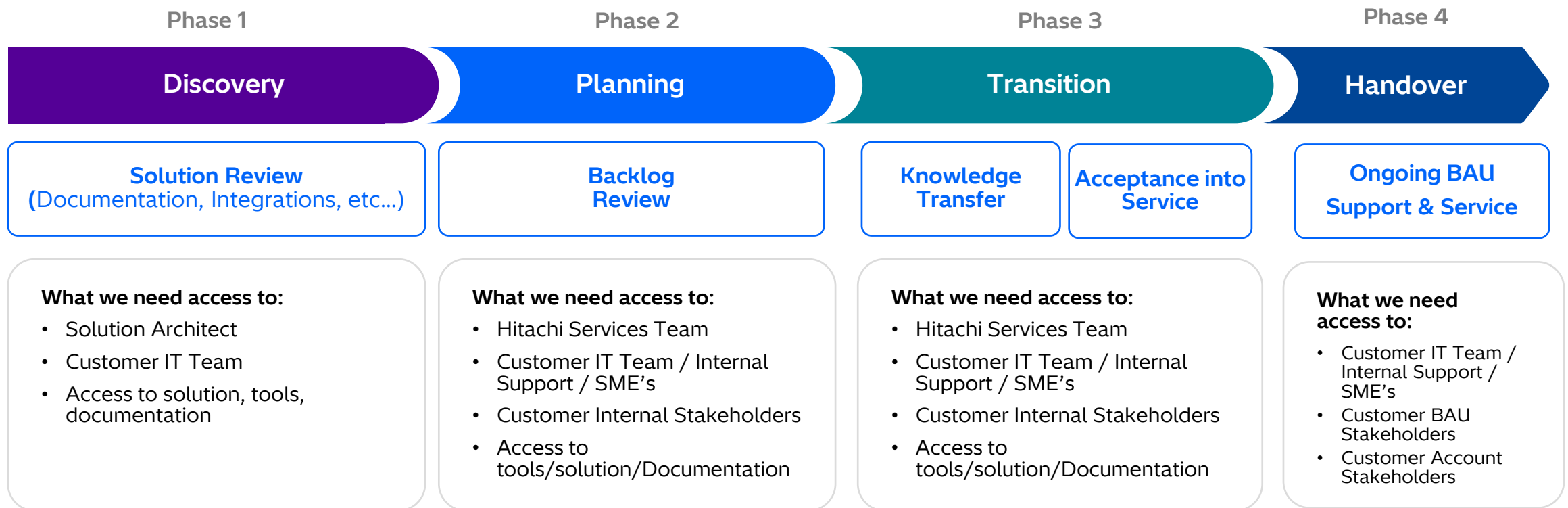
# Service Transition **Indicative Timeline**

An example plan that may change based on the findings of the assessment



# Transition into Service

- Hitachi's transition process ensures quality and stability of infrastructure
- The Hitachi Consensus Transition methodology ensures systems are compliant and built to Hitachi development standards, **ensuring business continuity**
- Our Service Acceptance Criteria is a 40+ point checklist to validate the 'production readiness' of the infrastructure, the support services team and the BAU processes



## Being Aligned

During the transition, the driving force is transparency. Everyone needs to be aware what to expect when and when risks and issues arise a clear path to resolution needs to be provided.

### RAID Log

A properly maintained raid log ensures that **risks, issues and assumptions are treated with the necessary urgency**. If some topics cannot be resolved within the team the discussed escalation path is used to ensure proper ownership of all RAID log items. Holding each other accountable ensures proper progress

### Progress Meetings & Reports

Regular reporting ensures that key stakeholders are **aware of the current progress against the baseline**. Furthermore, this approach allows for quick response time in case there are variances in the timeline, scope or budget.

### Service Acceptance Criteria

The criterion is amended based on your needs to ensure that **no critical milestones are left out**. The checklist approach **guarantees simplicity & efficiency**.

### Service Delivery Plan

The Service Delivery Plan outlines the whole scope of the service and is drafted and communicated during the transition. **In-scope as well as out of scope topics are documented and acknowledged** to ensure proper alignment between Climb Channel Solutions & Hitachi Solutions.

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

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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**

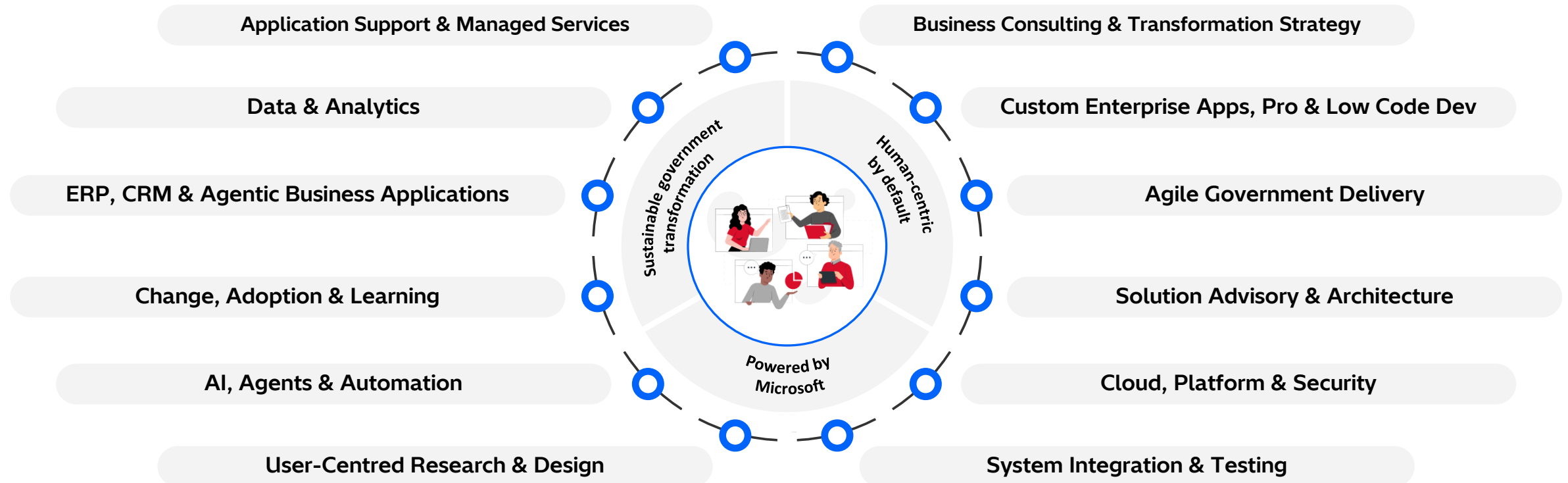
**ISO-certified** across Quality, Environment, Service,  
Business Continuity, Information Security, and  
Privacy Management

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

# Our Services and Expertise

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](mailto:enquiries@hitachisolutions.com)

+44 (0)204 526 8510



[hitachi-solutions.co.uk](https://hitachi-solutions.co.uk)



[hitachi-solutions-europe](https://www.linkedin.com/company/hitachi-solutions-europe)