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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Service Enablement using
D365 Canvas Apps

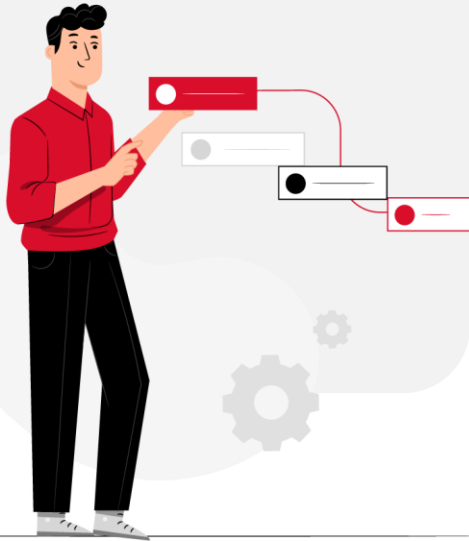
Service Enablement Using D365 Canvas Apps

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

Service Description

Design and deliver secure, user-friendly Canvas Apps that streamline public sector frontline and back-office processes. We help you prioritise high-value journeys, design accessible screens, connect to Dynamics 365 and trusted data sources, and implement the right security and governance. Includes testing, go-live support, training, and a supportable handover.



Service Features

- Identify high-value processes and prioritise the first app(s)
- User-centred, accessible screen design for real roles and tasks
- Secure integration with Dynamics 365, Dataverse, and approved sources
- Role-based access, environment strategy, and data protection controls
- Clear app architecture, standards, and reusable components
- ALM setup: versioning, deployment, and release controls
- Testing approach: functional, accessibility, performance, and resilience
- Audit-friendly logging and lightweight decision records
- Training for makers, admins, and end users
- Go-live planning, hypercare, and structured handover



Service Benefits

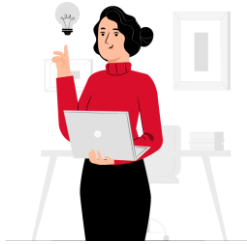
- Rapid delivery of task-focused apps that teams actually use
- Replace spreadsheets and email chains with consistent digital workflows
- Improve data quality with guided capture and validation at source
- Support mobile and frontline users with simple, fast interfaces
- Reduce delivery risk with structured testing and go-live controls
- Lower cost than bespoke build for common operational needs
- Stronger governance through role-based access and environment controls
- Easier change as policy, forms, and processes evolve
- Better operational insight through consistent data and reporting



Service Enablement Using D365 Canvas Apps

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Secure, task-focused apps for frontline and back-office teams



What this service is for

Big improvements without changing core systems

This service is intended for situations where organisations need to digitise or improve discrete processes quickly, integrate with existing systems, and provide intuitive, mobile-ready applications for staff or the public without replacing core line-of-business systems.

Key outcomes: Digitise processes quickly and safely | Support frontline and mobile staff effectively | Improve data quality and service insight | Reduce cost, risk and operational friction | Deliver better, more accessible services to the public



Why this service is useful

Fast, flexible and low risk

This service exists to help public sector organisations quickly deliver practical digital applications that improve how services are delivered and accessed, by staff and the public, without heavy system change or long delivery cycles.

It provides a fast, flexible, and low-risk way to modernise everyday processes, improve productivity, and support better service outcomes using the Microsoft Power Platform.

Common triggers: Delays caused by manual or paper-based processes | Frontline or mobile staff lack suitable digital tools | Policy or legislative change | Existing core systems are adequate but difficult to use | Pressure to deliver quick improvements with limited funding | Inconsistent data capture



Why this service is different

Task-led, not system-led

Our D365 Canvas App implementation service is different because it is designed for speed, practicality, and frontline impact, rather than large-scale system transformation.

We focus on solving immediate service problems in a low-risk, cost-effective way, while still meeting public sector expectations for assurance, accessibility, and governance.

During the transition to operation our aim is to create internal admins and product owners, empowering you to manage the system yourself rather than creating a dependency on us.

Differentiator: Task-led by design | Capability transfer, not dependency creation | Works with existing systems, not against them | Minimise cost, risk and disruption

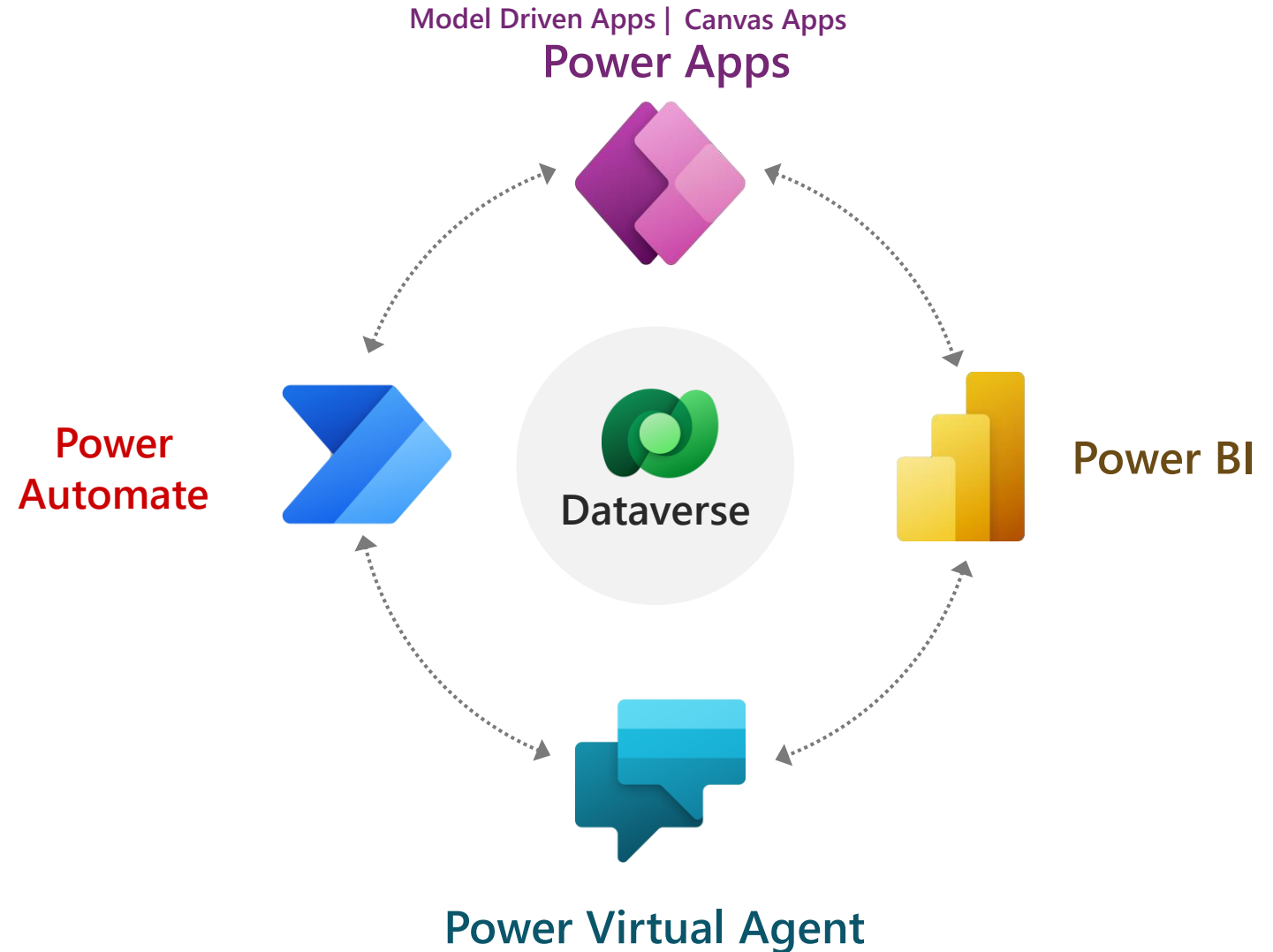
What are Canvas Apps

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Canvas Apps are part of **Microsoft Power Apps**.

They let you build task-focused, user-friendly screens for specific roles, using data held in **Dataverse** and other approved sources.

Apps can trigger workflows in Power Automate, surface insight in Power BI, and (where required) connect to a **virtual agent** for guided support.



Why Canvas Apps for frontline and task-based services

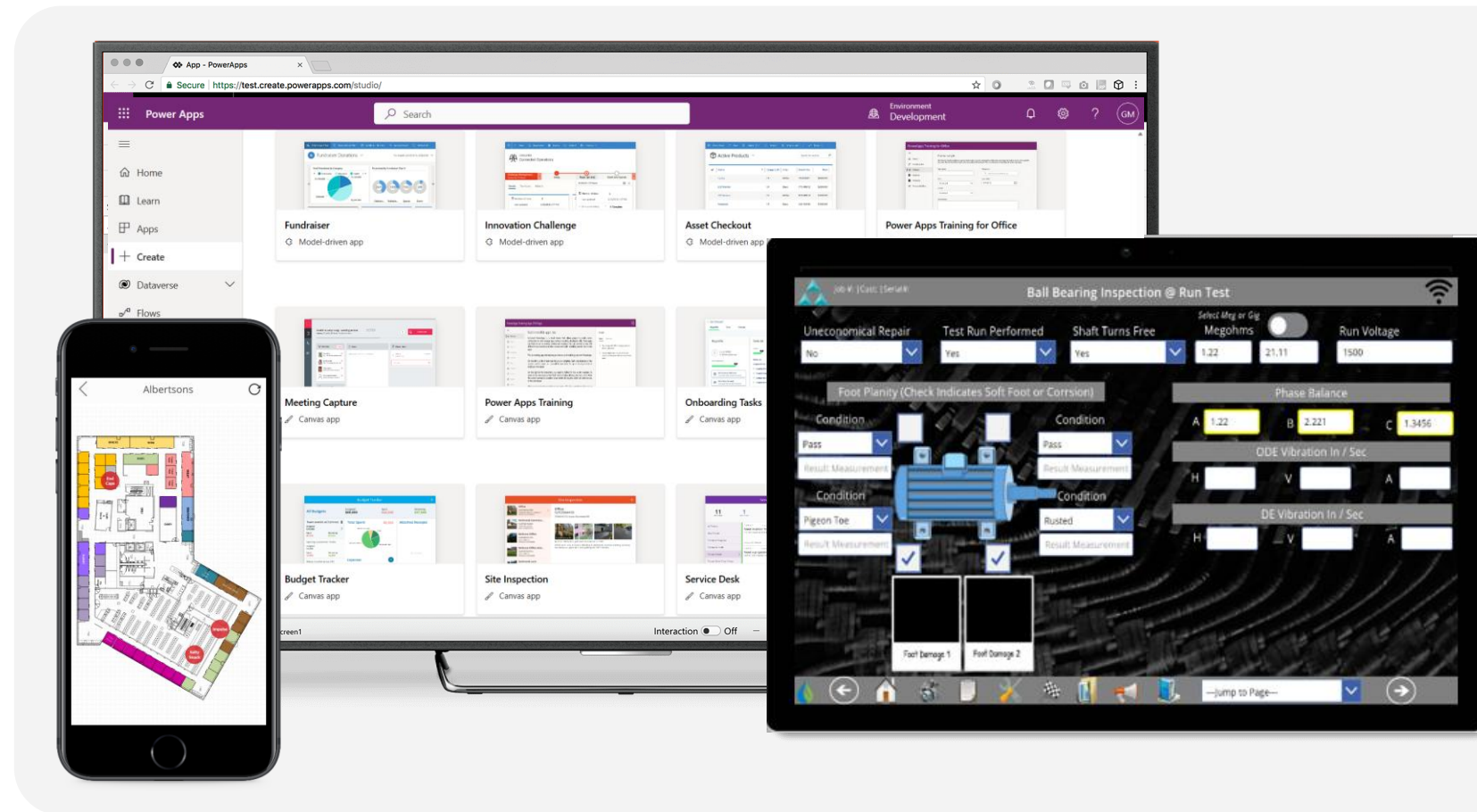
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Purpose-built screens for specific roles and tasks

Rapid **iteration with users**, improve usability quickly

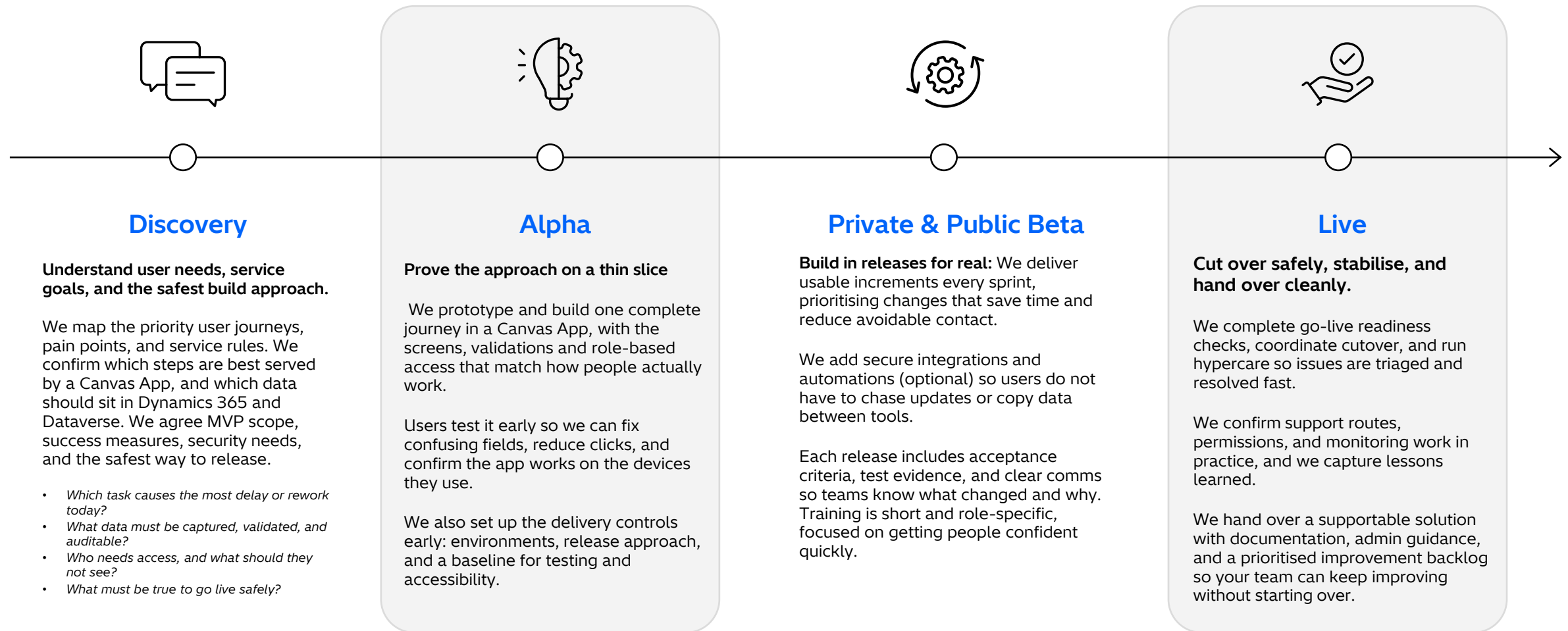
Connect securely to Dynamics 365, Dataverse, and **hundreds of approved sources**

Ideal for **mobile and frontline workflows**, simple capture and decisions



GDS phases for Canvas App service enablement, from user tasks 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.

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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

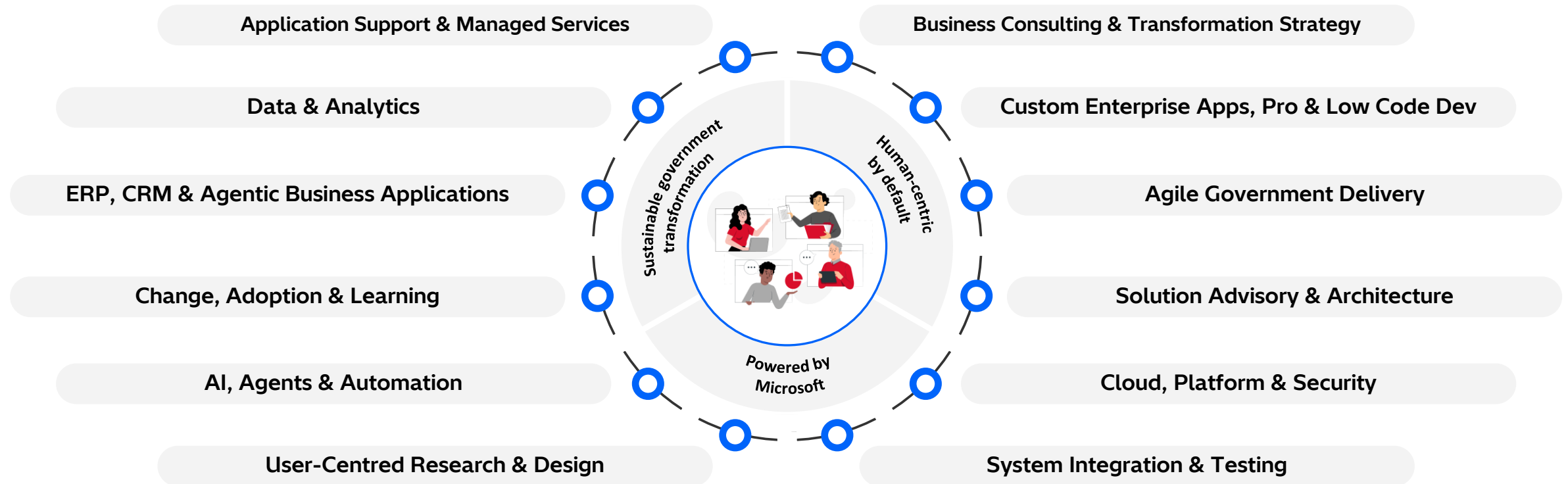
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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