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Hitachi Solutions Europe

# G-Cloud 15 Service Definition Document

Legacy Application Modernisation

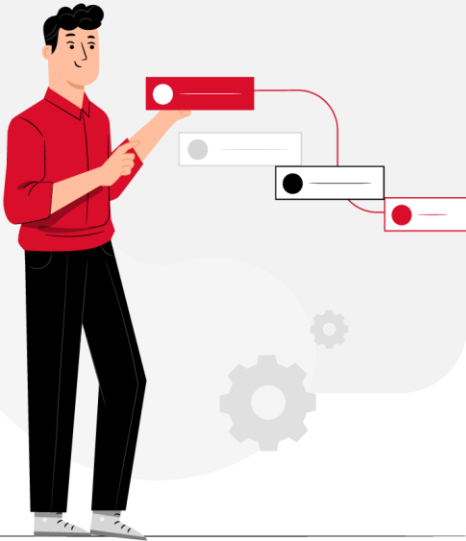
# Legacy Application Modernisation

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

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## Service Description

Modernise older applications so they are easier to run, change and support. We assess the current system, plan the safest approach, and update or rebuild where needed. Includes cloud migration, integration, testing, cutover and hypercare. Improves performance, reliability and security while reducing running costs.



## Service Features

- Assess legacy systems, risks, costs and modernisation options
- Modernisation roadmap and delivery plan with phased releases
- Update or rebuild applications to reduce complexity
- Move applications to cloud hosting where appropriate
- Improve integrations between legacy and modern systems
- Testing, cutover planning and go-live support
- Hypercare support to stabilise services after go-live
- Security improvements including access controls and audit logs
- Performance tuning and monitoring setup for live services
- Documentation, training and handover for support teams



## Service Benefits

- Reduce running costs by simplifying platforms and support
- Improve reliability by removing single points of failure
- Improve security by fixing known weaknesses and outdated components
- Speed up change by reducing technical debt
- Improve user experience through faster, more stable services
- Reduce risk by modernising in phases with safe cutover
- Reduce downtime with better monitoring and support processes
- Improve integration to share data between systems more easily
- Enable future change by moving to supported technologies
- Increase confidence with clearer documentation and ownership



# Legacy Application Modernisation

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Make legacy applications easier to run, change and support



## What this service is for

### Reduce risk and cost while improving performance and security

Many teams are stuck with older applications that are expensive to maintain, hard to change, and fragile in live service. This slows delivery, increases downtime risk, and makes it harder to meet security and audit expectations.

This service helps you assess what you have, agree the safest modernisation approach, and deliver changes in manageable releases. We support cloud migration, integration, testing, cutover and hypercare so you can modernise without losing control of live operations.

**Key outcomes:** Clear modernisation approach | Phased releases with safer cutover | More stable live services | Improved security and auditability | Better supportability



## Why this service is useful

### Remove technical debt that blocks delivery and increases operational risk

Legacy applications often create hidden drag: slow releases, complex support, and repeated incidents. Teams spend time firefighting rather than improving services, and integration gaps make it harder to share data across the organisation.

By modernising in phases, you can prioritise what matters most, reduce single points of failure, and improve monitoring and support processes. You get clearer ownership, better documentation, and a platform that is easier to run and evolve.

**Common triggers:** Rising support costs | End-of-life components | Repeated incidents or downtime | Security weaknesses | Slow release cycles | Hard-to-integrate systems



## Why this service is different

### Safer change, with decisions made visible and testable

We keep modernisation decision-led: assess, choose the safest route, and deliver in releases that protect live services. We focus on practical cutover planning, clear acceptance criteria, and evidence that supports assurance without adding unnecessary overhead.

We also plan for operations early: monitoring setup, support readiness, and hypercare to stabilise after go-live. That means fewer surprises, faster recovery when issues occur, and a smoother handover to your teams.

**Differentiators:** Phased modernisation to reduce risk | Cutover-ready delivery | Hypercare built in | Evidence and decision trail (where required) | Support-first thinking

# Build and Modernise Applications

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“Businesses need cloud-native solutions to support digital transformation and AI-driven automation”

## Client Challenges

### Legacy systems and poor agility

Outdated, monolithic apps are costly to maintain and hinder speed, innovation, and business responsiveness.

### Inconsistent user experience

Lack of self-service leads to operational overhead, slow case resolution, and dependence on email-based support.

### Lack of AI integration

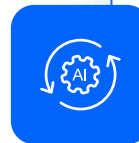
Applications are not designed to support AI use cases like automation, personalisation, or intelligent decision-making.

## Our Solution (2 to 3 months)



### Modern Cloud-Native Applications

Rebuild or replatform apps using Azure PaaS, .NET, Blazor, and open-source frameworks — designed for modularity and scale.



### AI-Ready by Design

Embed capabilities like Azure OpenAI, Cognitive Services, or Copilot connectors into the application architecture from day one.

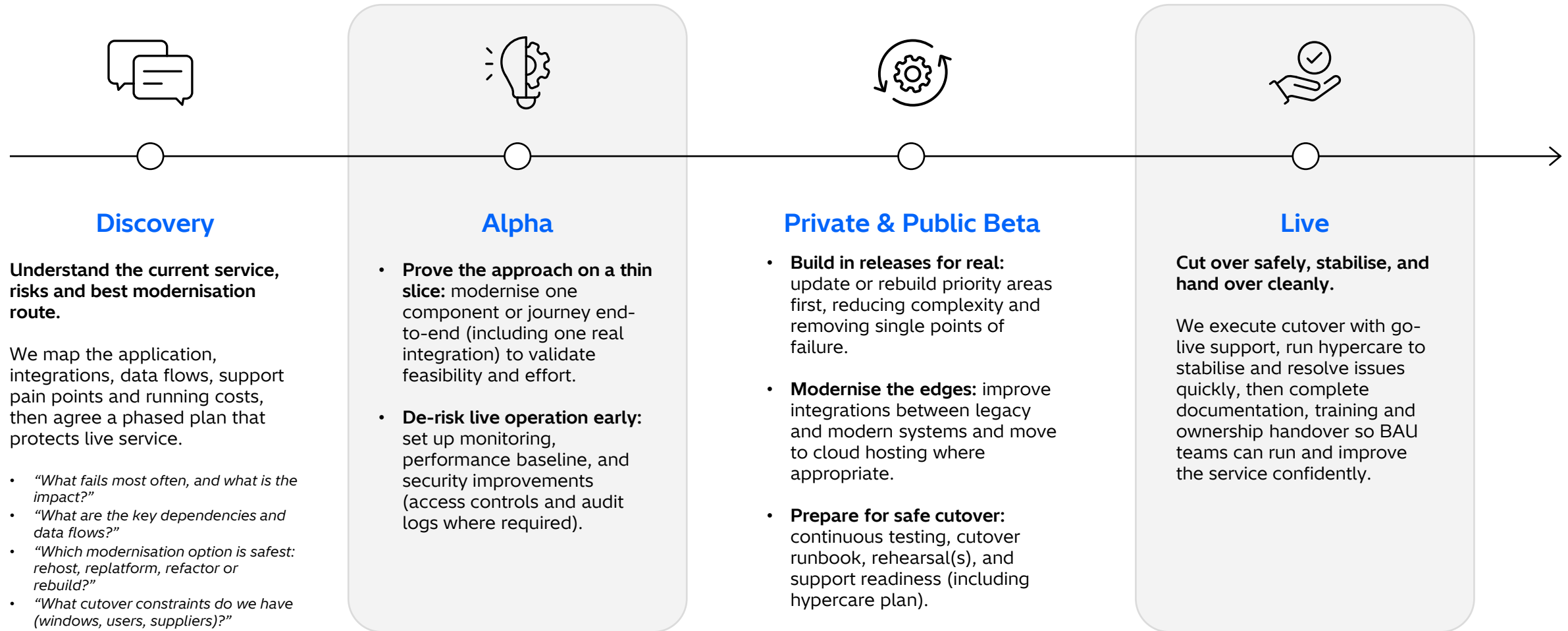


### Accelerated Delivery with Best Practices

Use pre-built accelerators, CI/CD pipelines, and DevSecOps to reduce time-to-value while ensuring quality and compliance.

# GDS phases applied to modernisation, options to safe cutover

Prove the safest route on a thin slice, then modernise in releases



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.

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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**

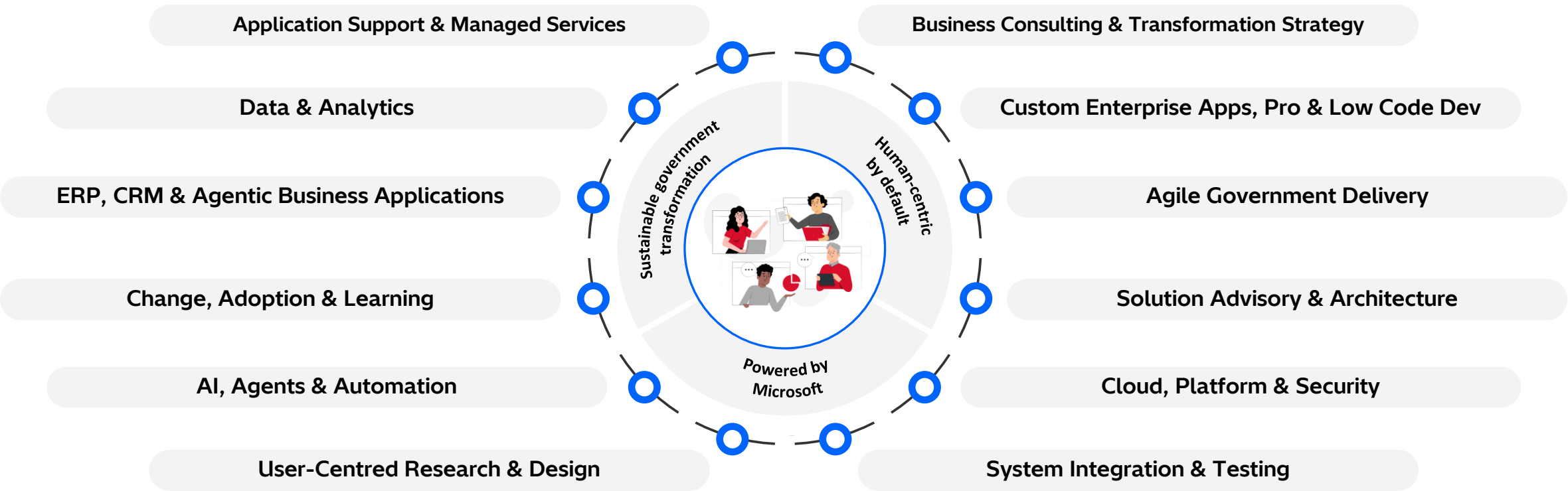
**ISO-certified** across Quality, Environment, Service,  
Business Continuity, Information Security, and  
Privacy Management

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

# Our Services and Expertise

HITACHI

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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