



# HITACHI

Hitachi Solutions Europe

# G-Cloud 15 Service Definition Document

Programme and Project Delivery Assurance  
Platform – D365 Project Operations

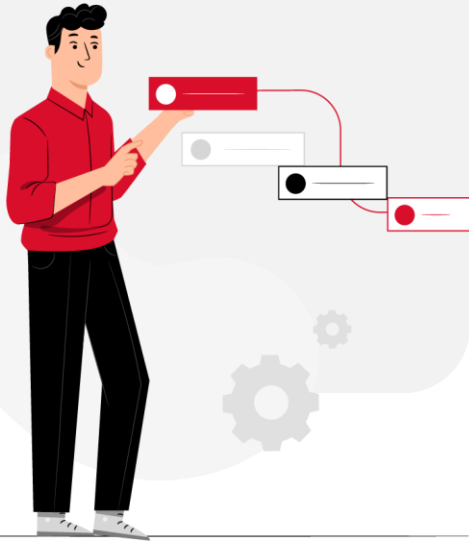
# Programme and Project Delivery Assurance Platform

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

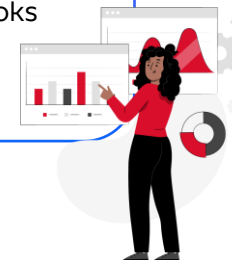
## Service Description

Design and implement a delivery assurance platform using Dynamics 365 Project Operations. Standardise project controls, plans, finance tracking, risks and issues, and governance reporting. Provide dashboards and evidence packs to support assurance boards, audit, and delivery decisions. Integrate with existing tooling where required and hand over to BAU.



## Service Features

- Project templates, work breakdown structures, and standard stage-gate checkpoints built-in.
- Integrated scheduling, resourcing, timesheets, expenses, and cost forecasting controls included.
- Risk, issue, dependency and change logs with ownership fields tracked.
- Governance dashboards for milestone health, budget variance, and capacity views.
- Evidence pack outputs for assurance boards, audits, and gate reviews.
- Role-based access, security configuration, and audit history for changes enabled.
- Automated alerts and reminders for overdue actions where required sent.
- Power BI reporting model for portfolio views and drilldowns ready.
- Integration to finance, HR, or DevOps tooling optional where required.
- Training, admin handover, and support runbooks for BAU teams provided.



## Service Benefits

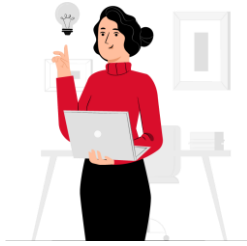
- Improve confidence in delivery status with consistent, trusted reporting outputs.
- Reduce time spent chasing updates across spreadsheets and emails manually.
- Spot delivery risks earlier through visible ownership and escalation routes.
- Support assurance and audit needs with evidence packs and logs.
- Improve budget control with clearer forecasts, actuals, and variances tracking.
- Increase delivery throughput by standardising ways of working across teams.
- Enable clearer priorities using portfolio views and capacity insight available.
- Reduce onboarding time with reusable templates, roles, and guidance materials.
- Support better decisions with transparent trade-offs, assumptions, and baselines recorded.
- Provide a scalable foundation for continuous improvement and lessons learned.



# Programme and Project Delivery Assurance Platform

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From fragmented reporting to consistent, trusted insight



## What this service is for

### Implement D365 Project Operations as a reliable and auditable platform

This service is for public sector organisations that need to plan, deliver, and control projects and programmes more effectively, particularly where there is public funding, complex governance, financial scrutiny, or multi team delivery.

It helps organisations implement D365 Project Operations as single, trusted platform for managing the full lifecycle of project and programmes – bringing together delivery planning, resource management, financial control, and reporting in a way that supports public sector accountability.

**Key outcomes:** Replace fragmented project management approaches | Gain clear visibility of project status, progress and risks | Improve oversight of budgets and forecasts | Audit readiness and delivery assurance



## Why this service is useful

### A tried and tested platform

Our D365 Project Operations implementation service is useful because it brings planning, delivery, resourcing, and financial management together in a single trusted platform, designed to support the governance and assurance requirements of the public sector.

This creates a single version of the truth for project and financial data, strengthens financial control and value-for-money assurance, whilst building trust and adoption for the system.

**Common triggers:** Lack of confidence in project status and reporting | Manual processes and fragmented tools | Overspend concerns | Growth in size or complexity of project portfolio | Formalisation or strengthening of PMO



## Why this service is different

### Assurance first design

We don't just implement D365 Project Operations – we help public sector organisation deliver with confidence under scrutiny.

Our approach is assurance-led, not tool-led. We design and configure Project Operations to support the realities of public sector delivery: complex programmes, constrained resources, financial accountability, and ongoing audit and scrutiny. The result is a platform that provides clear, trusted insight into delivery and spend, not just another project management system.

**Differentiators:** Delivery assurance by design | Integrated delivery and financial control | Public-sector-proven delivery patterns | Designed for scrutiny, not just reporting | A true single version of the truth

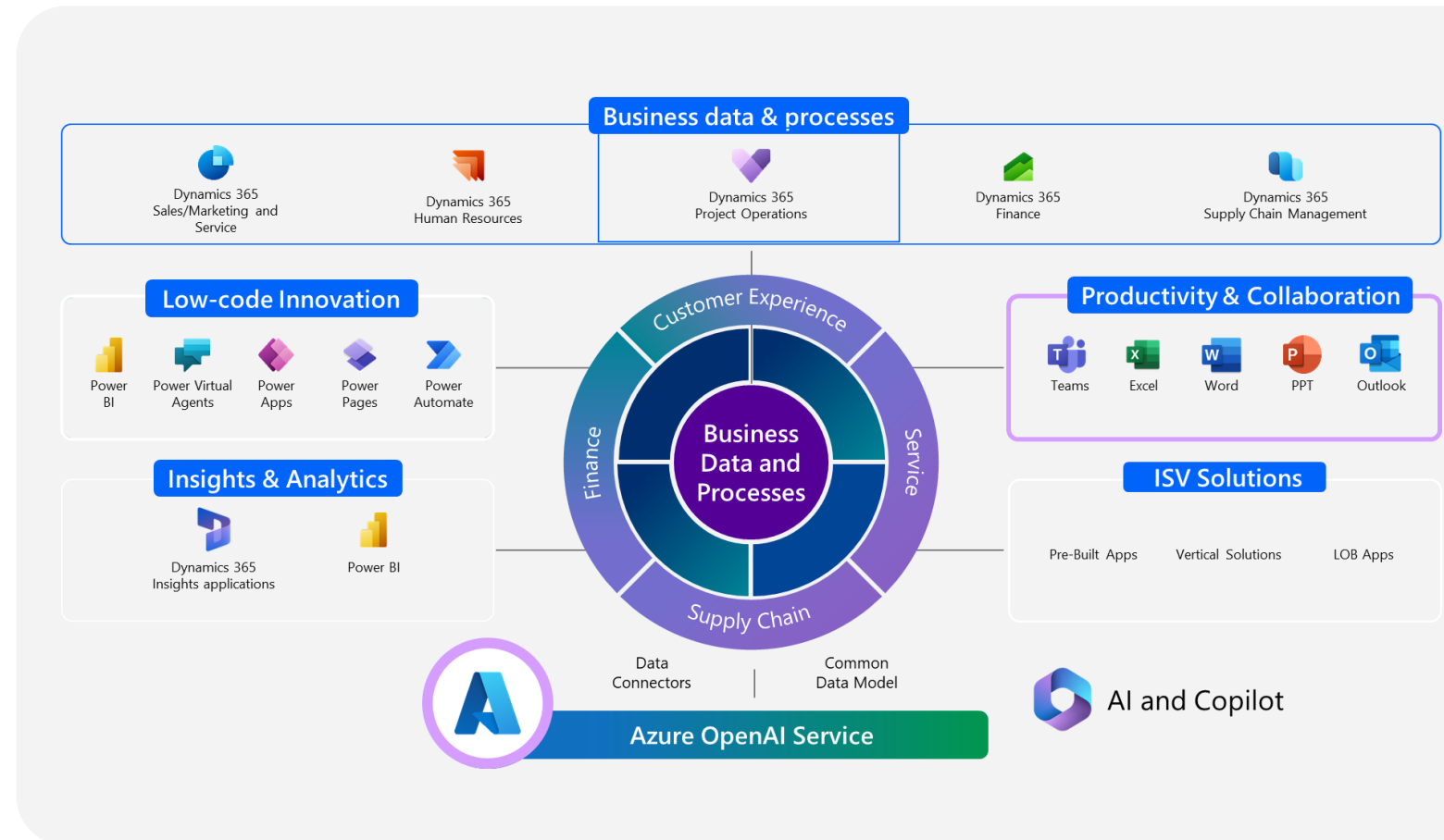
# Microsoft Dynamics 365 Project Operations

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How delivery assurance sits within the Microsoft platform

Dynamics 365 Project Operations is the delivery layer within the Microsoft business applications stack. It **connects plans, people, time and cost with shared data and common reporting**, so programme leaders can see delivery health and spend in one place.

It also extends safely through Power Platform for **workflow and lightweight apps**, and **Power BI for portfolio dashboards** and board packs. Integrations to finance, HR and delivery tooling can be added where required, without rebuilding the core controls.



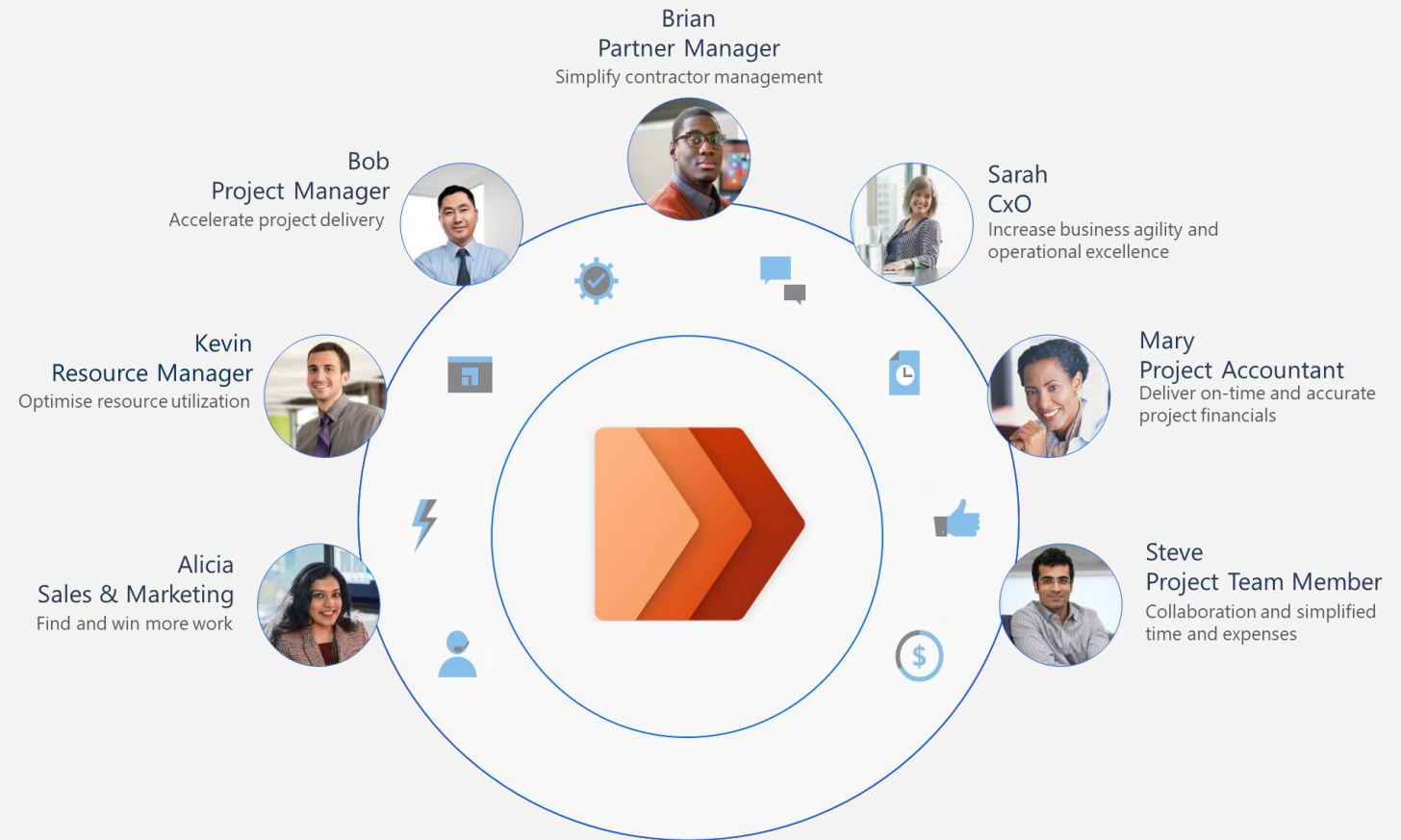
# Microsoft Dynamics 365 Project Operations

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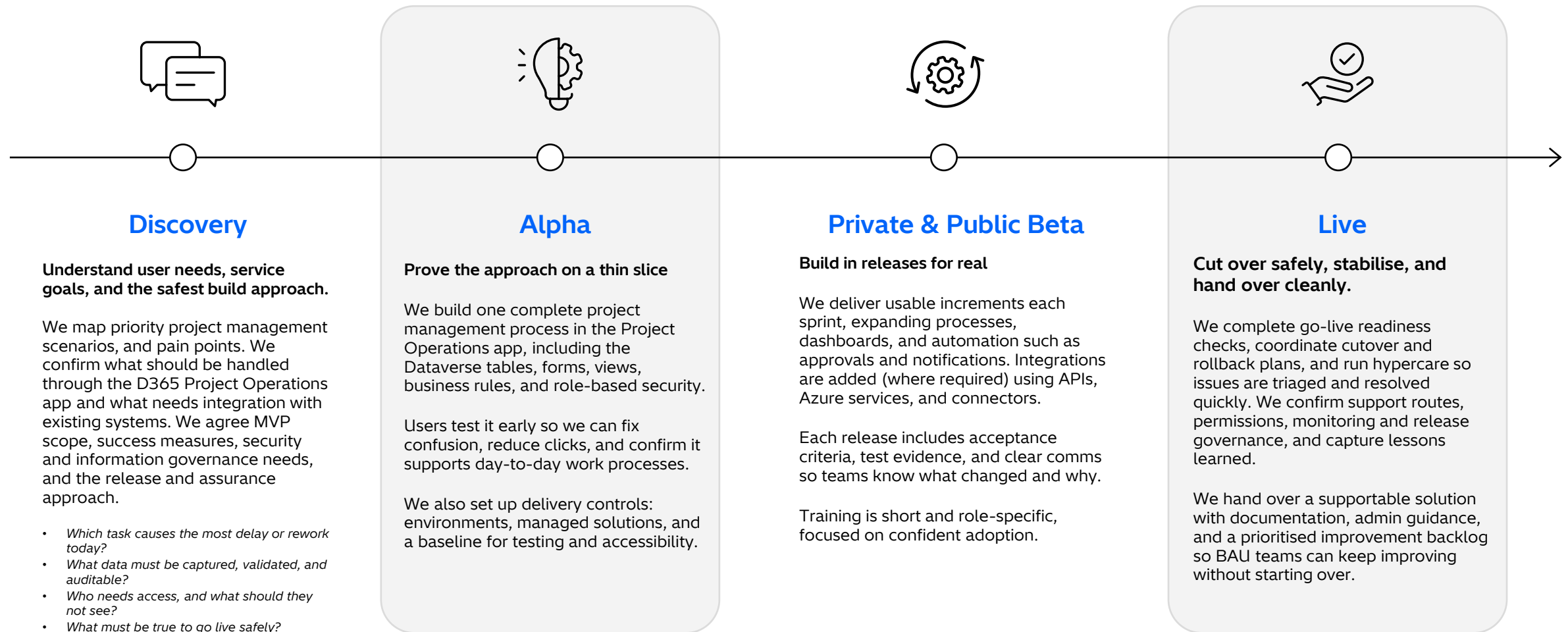
Unify your stakeholders and project operations on a single solution

Project Operations aligns delivery roles around the same baselines, actions and evidence. **Each role sees what they need**, but works from the same underlying data, reducing duplicated updates and conflicting versions of status.

**Programme and PMO leads get governance-ready reporting**, resource managers get capacity and demand visibility, and finance teams get **better traceability from time and costs to forecasts** (where required). This supports faster escalation and clearer accountability across teams and suppliers.



## 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 black wrought-iron 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**

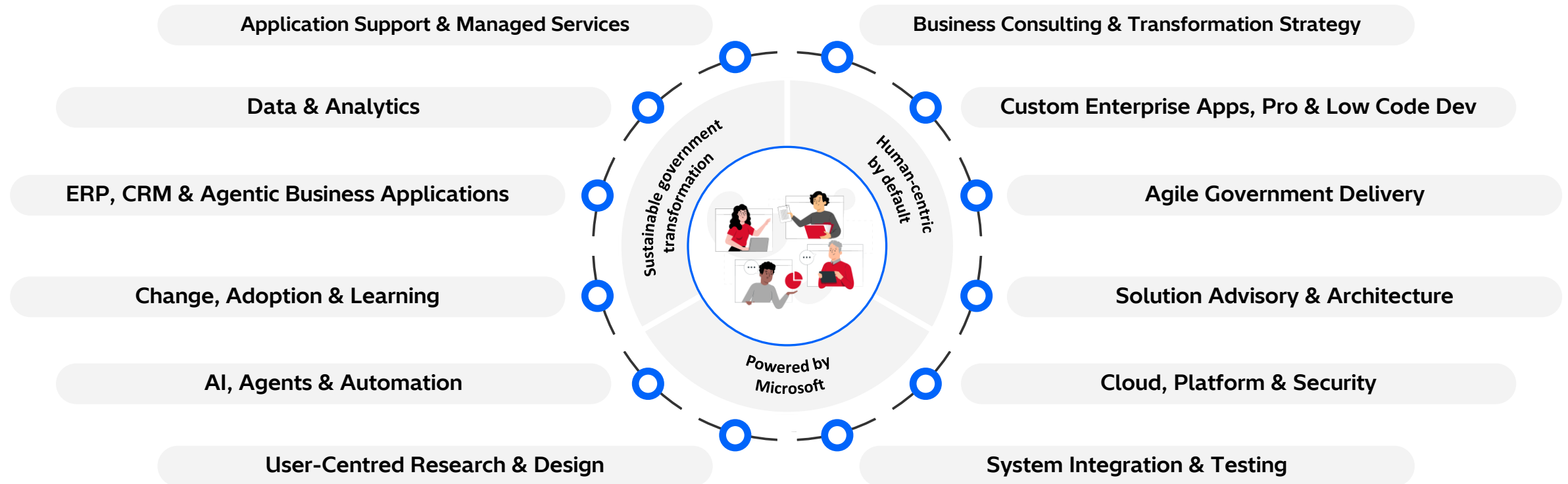
**ISO-certified** across Quality, Environment, Service,  
Business Continuity, Information Security, and  
Privacy Management

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

# Our Services and Expertise

HITACHI

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



# Our Clients



"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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