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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI HR Assistant

(Policy + Process Copilot)

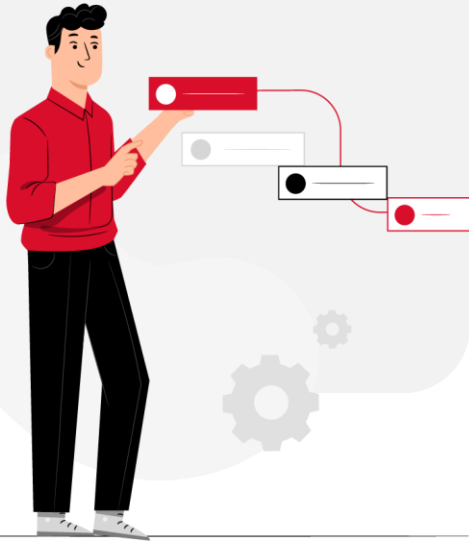
AI HR Assistant (Policy + Process Copilot)

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

Service Description

Design and build an artificial intelligence HR assistant to answer policy and process questions. We map priority journeys, connect approved knowledge sources, and implement access controls and human escalation. Deliver a tested assistant for Microsoft Teams or web, with governance, monitoring and continuous improvement backlog.



Service Features

- HR use case discovery and journey mapping workshops.
- Knowledge source review: policies, guidance, forms and intranet.
- Content cleanup, version control and publishing workflow design.
- Assistant build using approved artificial intelligence tooling.
- Secure access controls aligned to employee roles.
- Guardrails, safety prompts and escalation to HR teams.
- Testing for accuracy, usability, security and harmful outputs.
- Deployment to Microsoft Teams, web chat or portals.
- Monitoring dashboards for usage, accuracy and unanswered questions.
- Continuous improvement backlog and support handover materials.



Service Benefits

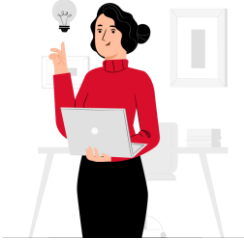
- Reduce HR workload by automating common policy questions.
- Improve employee experience with faster, consistent answers.
- Increase compliance using controlled, up-to-date policy guidance.
- Reduce risk with guardrails and human escalation routes.
- Speed up onboarding by providing instant process support.
- Improve quality by learning from unanswered questions and feedback.
- Support audit with documented knowledge sources and decision logs.
- Enable secure access by restricting answers to permissions.
- Reduce email and phone queries through self-service assistance.
- Deliver quick value through a minimum viable assistant build.



AI HR Assistant (Policy + Process Copilot)

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A practical self-service HR copilot for policies and processes



What this service is for

Reduce repeat questions and give staff consistent answers

HR teams often spend time answering the same policy and process questions, while employees struggle to find the right guidance across intranets, forms and documents. This service designs and builds an AI HR Assistant that helps staff get fast, consistent answers from approved sources.

We focus on the journeys that create the most demand, connect trusted knowledge, and add role-based access controls so responses reflect what each employee is permitted to see. Where needed, we include clear escalation routes to HR teams for complex or sensitive queries.

Key outcomes: Faster HR self-service | Consistent answers | Controlled knowledge sources | Role-based access | Clear human escalation



Why this service is useful

Helps you move from scattered guidance to reliable support

Policy content is often distributed across SharePoint, intranets and PDFs, with multiple versions and local workarounds. The result is slow searching, inconsistent advice, and avoidable contacts to HR teams. This service provides a tested assistant experience in Microsoft Teams or on the web, backed by governance and monitoring.

It also creates a practical improvement loop by learning from unanswered questions and feedback, so the assistant gets better over time and remains aligned to changes in policy and process.

Common triggers: High HR call volumes | Intranet sprawl and duplicate documents | Onboarding spikes | Policy updates causing confusion | Inconsistent answers across teams | Audit or compliance pressure



Why this service is different

A controlled assistant, not an uncontrolled chatbot

We start with real user journeys and the most common questions, then connect only approved knowledge sources. This keeps scope clear, reduces rework, and makes it easier to maintain accuracy when policies change.

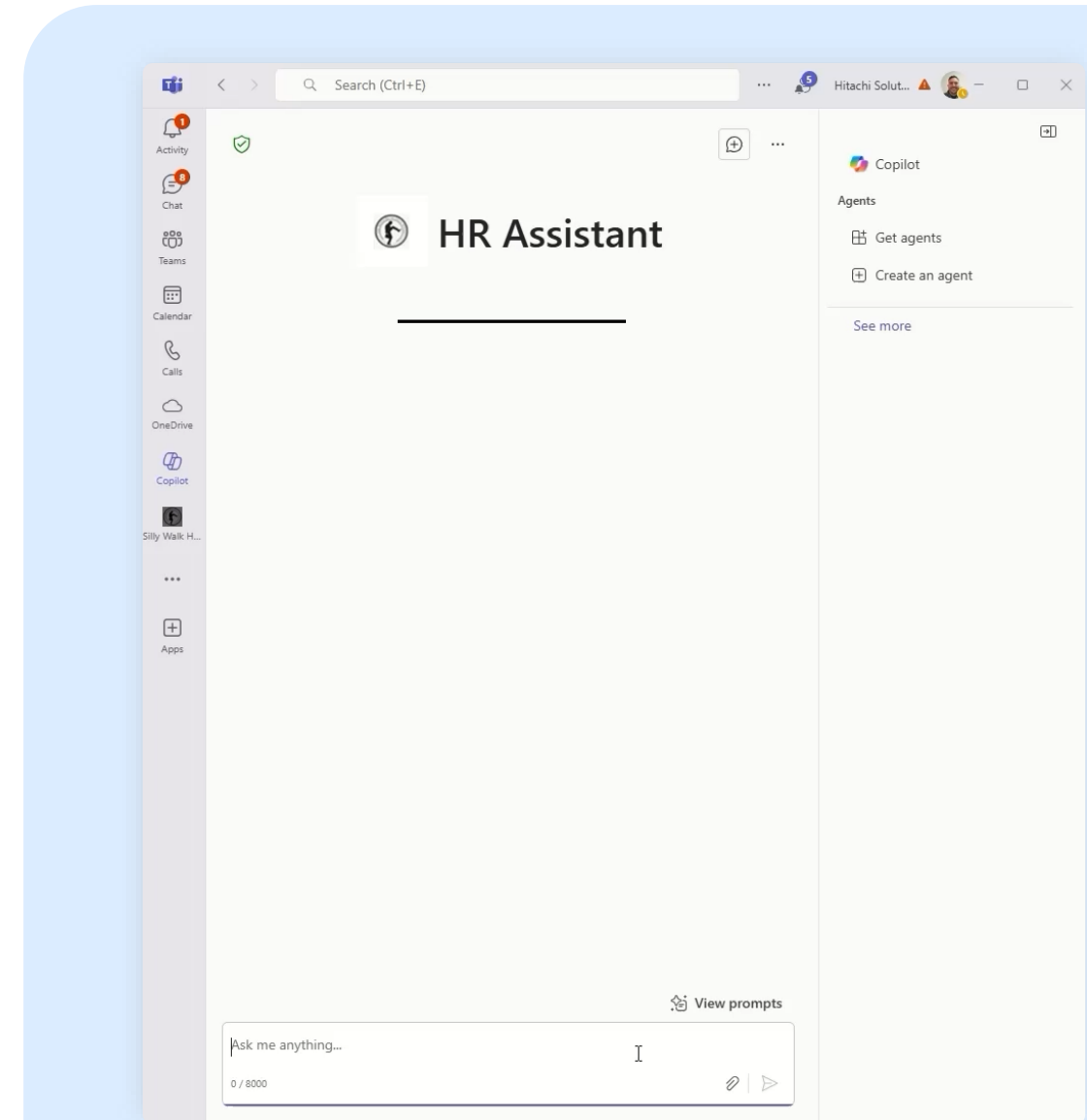
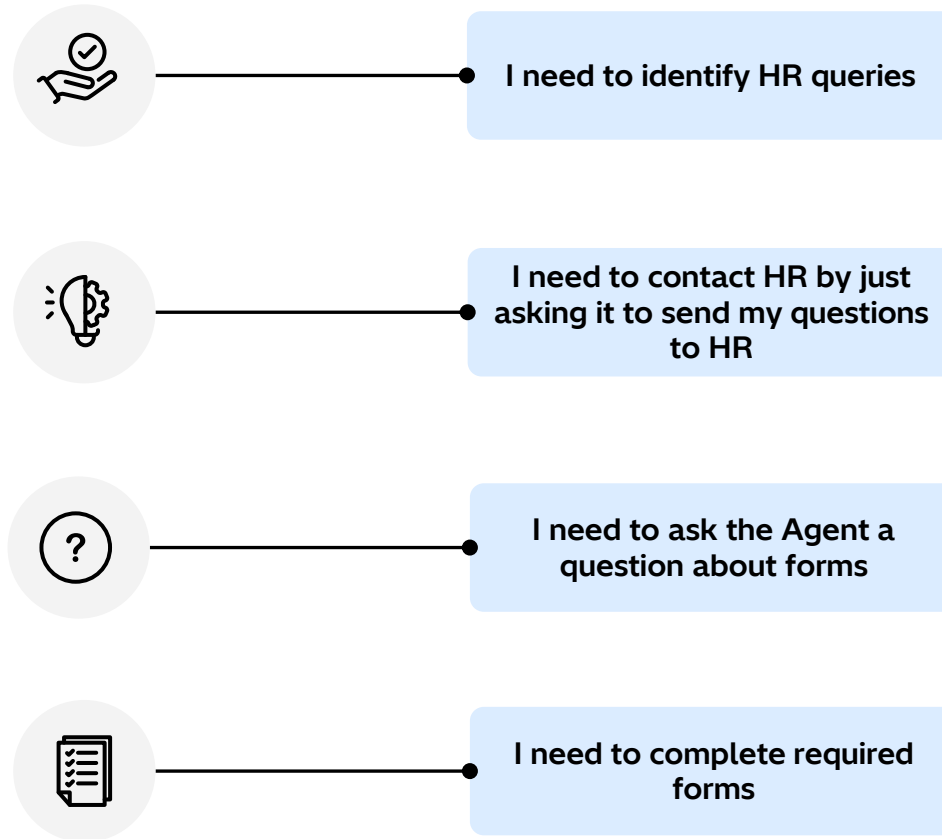
We build in access controls aligned to employee roles, guardrails and safety prompts, and escalation routes to HR teams. Testing covers accuracy, usability, security and harmful outputs, with monitoring dashboards and a continuous improvement backlog so you can evidence decisions and improve safely over time.

Differentiators: Approved sources first | Role-based answers | Guardrails plus escalation | Tested before release | Monitoring-led improvement

I want to ask HR a question

Ignite example: deliver a minimum viable HR Assistant in Teams.

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Three Paths to AI-Led Enterprise-Scale Transformation

Build the HR Assistant MVP

We deliver in three steps.

- 1) We'll Ignite your HR Assistant first by building a minimum viable experience for the highest-value HR questions.
- 2) Then we Launch by expanding coverage and rolling out.
- 3) If you have other needs or programmes, we can Scale the approach to other use cases.

AI Ignition – Validate value fast

- ☑ Understand AI and identify business use cases
- ☑ Best Practices and Stakeholder Alignment
- ☑ Agree, define and design a priority use case
- ☑ Understand infrastructure, security requirements, and implementation considerations
- ☑ Development sprint(s) to deliver an initial AI prototype to your organisation.

AI Launch – Convert a proven POC into a secure, monitored, production-grade AI service

- ☑ Set-up the core components of the Data & AI platform required to develop secure, scalable and ethical AI applications
- ☑ Develop out 1 or 2 high-value AI use cases and deploy them to production
- ☑ Test and validate from both a technical and business point of view
- ☑ Coordinate with IT Governance and Operations teams to facilitate production roll-out
- ☑ Pilot and roll out these applications with real users, including user training.

AI Scale – Embed AI throughout the business

Transformation programme with dedicated development workstreams to go live with high-quality AI solutions:

- ☑ Scaling multiple AI application(s) tailored to your business needs and maturity level
- ☑ Data & AI platform implementation to ensure a secure, scalable and evolutive AI applications
- ☑ Integrated into your existing IT landscape, adhering to Hitachi Solutions best practices and the UK Government AI Playbook
- ☑ Implementation of AI governance, comprehensive review of AI ethics and sustainability, and recommendations monitoring
- ☑ Change and Adoption framework implementation, empowering your internal teams and key users
- ☑ Comprehensive test strategy and approach

Business Benefits

Hitachi Solutions Enablers –

- ☑ AI Agent Library
- ☑ Modular Data Platform Toolkit
- ☑ Multi-cloud connector
- ☑ AI Design Sprint Methodology
- ☑ Cross-functional teams
- ☑ AI Adoption Framework
- ☑ User-centred design

AI Scaling Approach: AI HR Assistant

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AI Ignition – HR Assistant MVP

Priority HR journeys, approved sources, guardrails.

2 days

AI Kickstart

Education on AI and Envisioning on how it can be applied to **solve your business problems.**

5 days

AI Design Sprint

Align business stakeholders and **prove value of the use case** with an AI prototype tested with end users.

3 weeks

AI POC

Understand technical considerations and deliver an initial AI Proof of Concept to **prove the feasibility of the use case.**

AI Launch – Wider HR

More policies/forms, better content workflow, broader rollout.

8-12 weeks

Convert a proven POC into a secure, monitored, production-grade AI service, setting-up the core components of the Data & AI platform.

Test and Roll-out to your business and **drive adoption.**

AI Scale

Extend to other business areas and assistants as needed.

Long term

Scale your AI implementation and ensure alignment with business needs.

Implement the governance framework to support AI.

Business Benefits

Hitachi Enabling Services

Advisory / Design Thinking

Technical expertise

Technical expertise

Change & Adoption

Advisory and UCD

Change & Adoption

Lifetime Services

Technical expertise

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 in front 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

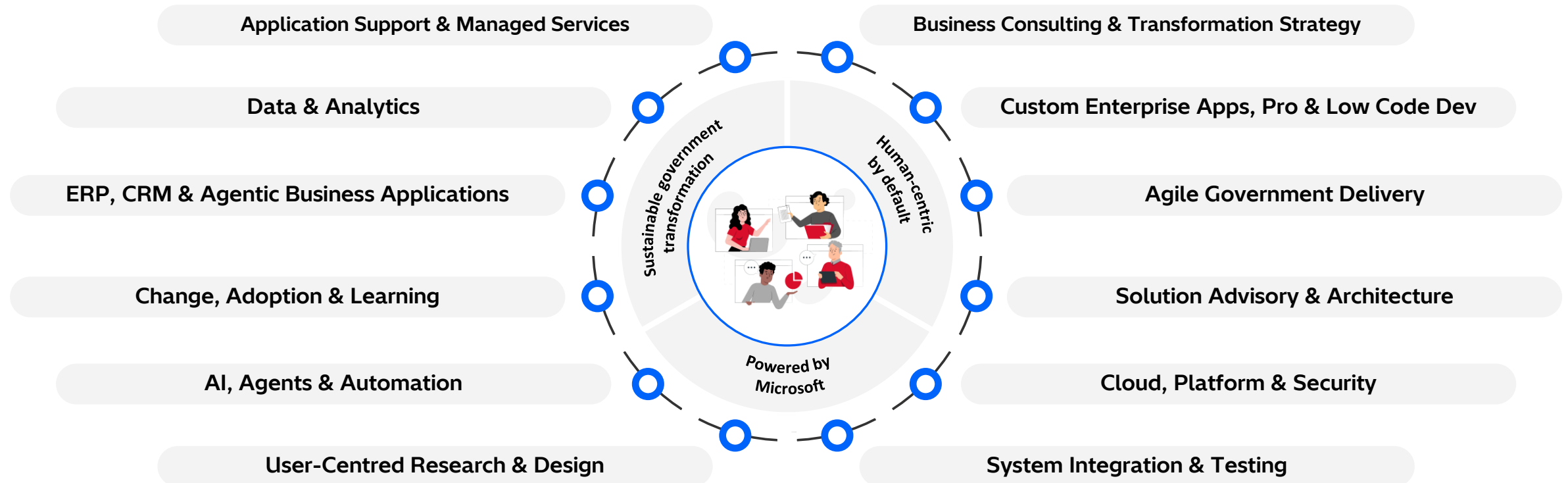
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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