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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Citizen 360 and Case
Management on Dynamics 365

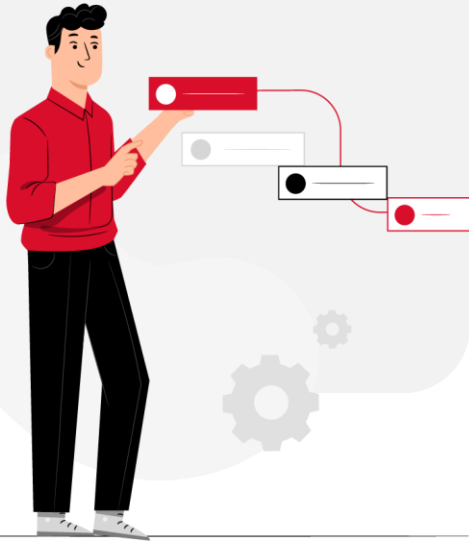
Citizen 360 and Case Management on Dynamics 365

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

Service Description

Implement and optimise citizen-centric case management on Microsoft Dynamics 365. We design end-to-end journeys, configure case types, queues, SLAs, routing and knowledge, and create a single Citizen 360 view across channels. Includes security, integrations, reporting, testing, adoption and go-live to deliver measurable outcomes.



Service Features

- Journey discovery and measurable outcome definition workshops.
- Citizen 360 data model and master record strategy.
- Case types, queues, SLAs, entitlements and templates configured.
- Skills-based routing, escalation paths and workload balancing.
- Knowledge design, taxonomy, lifecycle controls and quality checks.
- Integrations via APIs, email and identity patterns.
- Role-based security, audit and least-privilege access model.
- Operational dashboards for volumes, SLA and resolution performance.
- Go-live readiness, hypercare and transition to live support.
- Backlog and roadmap for iterative rollout and scale.



Service Benefits

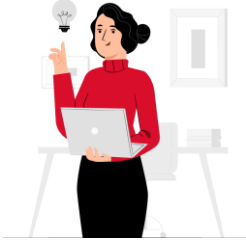
- Improve outcomes with consistent citizen-centred journeys.
- Reduce handling time through routing, templates and knowledge reuse.
- Meet targets with SLA automation and operational visibility.
- Increase resolution with better citizen context and history.
- Reduce risk with controlled access, audit and governance.
- Integrate channels and systems without duplicating data.
- Improve consistency with approved processes and responses.
- Scale volumes with stable foundations and reporting.
- Reduce go-live risk with testing, rehearsal and hypercare.
- Enable continuous improvement through backlog and feedback loops.



Citizen 360 and Case Management on Dynamics 365

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Deliver a joined-up Citizen 360 and case service



What this service is for

Deliver joined-up citizen case journeys with measurable outcomes

Teams often inherit fragmented caseworking across channels, inconsistent answers, and limited visibility of what has happened before. This service is for organisations that need a single, citizen-centred way to manage enquiries, issues and follow-ups, with clear ownership and performance controls.

We design end-to-end journeys and configure Dynamics 365 case management so agents can resolve faster with better context. You get a Citizen 360 view, standard case types and templates, skills-based routing, and operational dashboards so you can manage demand, hit SLAs and improve outcomes over time.

Key outcomes: Citizen 360 view | Governed case operating model | Routing and SLAs | Knowledge ownership | Dashboards and reporting



Why this service is useful

Turn fragmented casework into a managed digital service

When casework is spread across inboxes, spreadsheets and disconnected systems, teams duplicate effort, miss key context, and struggle to evidence decisions. This creates avoidable rework, slower resolution, and higher risk when volumes spike or scrutiny increases.

This service helps you standardise journeys, automate triage and SLA handling, and reuse approved knowledge and templates. Leaders get clearer insight into volumes, performance and failure demand, so improvement work can be prioritised and tracked through a managed backlog, not ad hoc fixes.

Common triggers: High volumes | Inconsistent answers | Siloed data | Audit pressure | Manual workflows | Poor visibility



Why this service is different

Service-led, operationally realistic and governed

We configure case management around how teams actually deliver services: case types, queues, SLAs, routing, escalation paths, knowledge ownership and reporting. That means operational controls are designed in, not added later, and you can run the service with confidence as demand, policy and channels change.

Security and auditability are treated as first-class needs, using role-based access and least-privilege patterns. We work iteratively with clear governance touchpoints, evidence of decisions, and readiness checks so each release is controlled, testable and supportable.

Differentiators: Outcomes-led journeys | Secure-by-design | Audit-friendly controls | Repeatable patterns | Backlog for scale

People involved for success

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Advisory

Own priorities, success measures and operational decisions for Citizen 360 and case management.



Human Centred Design

Validate journeys and usability with real users for Citizen 360 and case management.



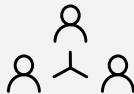
Architect & Design

Design architecture, integrations, data flows and security for Citizen 360 and case management.



Solution Lead

Lead delivery, decisions, and handover for Citizen 360 and case management.



Product Owner

Ensure standards, assurance evidence and delivery governance for Citizen 360 and case management.



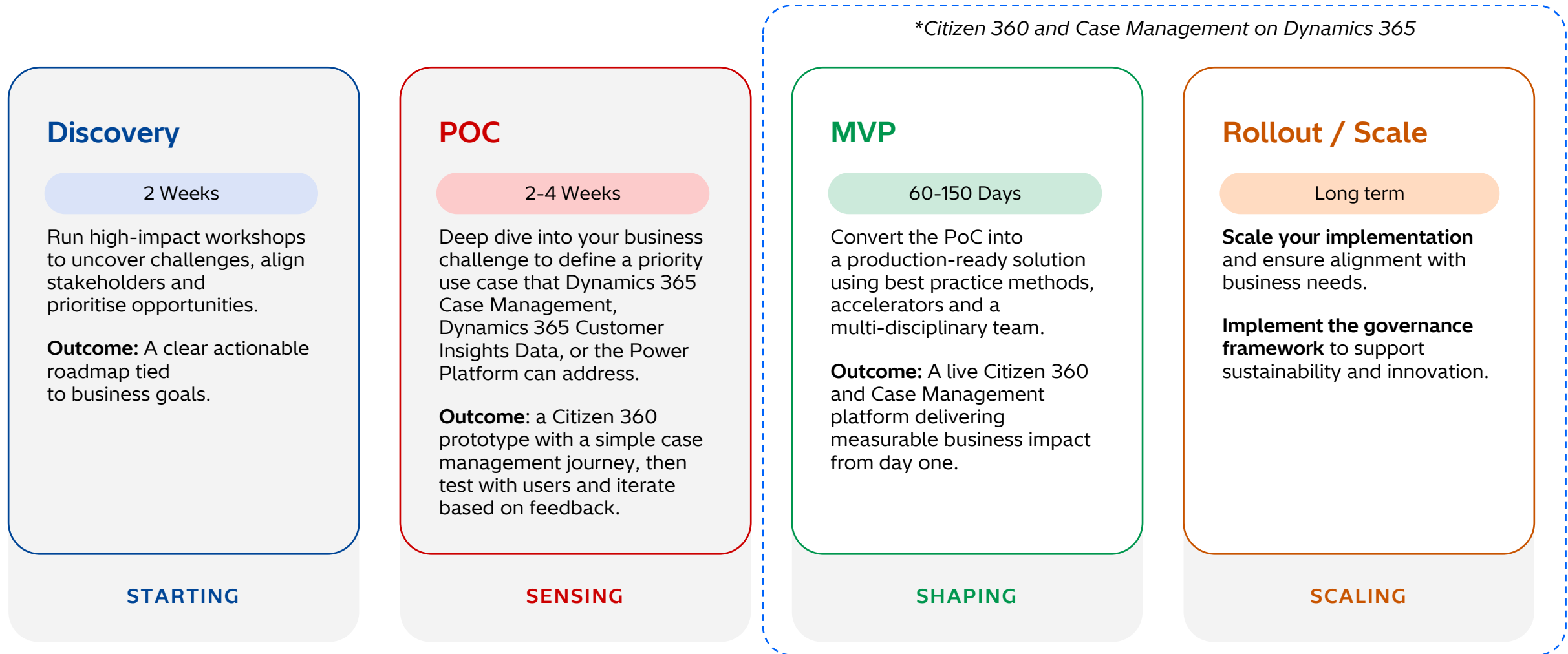
Subject Matter Experts

Provide current-state insight and requirements for Citizen 360 and case management.



Our Approach

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MVP-to-scale delivery

Decision-led phases with clear outputs and checkpoints

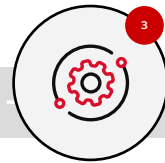
We deliver in five phases to launch an MVP quickly, then expand capability through controlled releases. We align goals, constraints and service level expectations, configure the core contact centre, enable channels and integrations, and prove readiness through testing and training. We support go-live with hypercare, then transition to BAU with agreed measures and an improvement plan.

Discovery

- Map priority citizen case journeys end-to-end across channels, identifying case types, required data, key decision points, ownership stages, and handoffs between teams.
- Define what success looks like for Citizen 360 and Case Management by agreeing measurable outcomes, service levels, routing rules, knowledge needs, audit requirements, reporting measures, and constraints across data, integrations, security and operations.

Private & Public Beta

- Build full case management configuration: case types, queues, SLAs, entitlements, templates, routing, escalation paths and knowledge taxonomy.
- Extend Citizen 360 data model, integrations (APIs, email, identity), security model and audit controls needed for real-world usage.
- Implement operational dashboards for volumes, SLA performance, workload, resolution rates and quality measures.
- Conduct end-to-end testing with users, including service levels, reporting, , access controls and case lifecycle accuracy.
- Prepare go-live materials including training, handover packs, hypercare planning and backlog for future iterations.ng, access controls and case lifecycle accuracy.



Alpha

- Prove the Citizen 360 + Case Management “thin slice” by configuring a small set of priority case journeys, including case types, queues, SLAs, routing rules, templates, knowledge taxonomy, and the initial Citizen 360 data model needed for early validation.
- Validate the hard decisions early: telephony integration approach and call flows, core data/case integration shape, and what must be in MVP versus later.

Live

- Go-live with training, hypercare and operational readiness, using dashboards and agreed measures to stabilise performance and service quality.
- Monitor service levels, routing effectiveness, knowledge usage, citizen outcomes and operational dashboards to ensure the right performance baseline.
- Iterate safely: tune routing, knowledge and workflows based on demand and feedback, with changes managed through BAU controls (where required).

Aligned to Government
Digital Standards

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

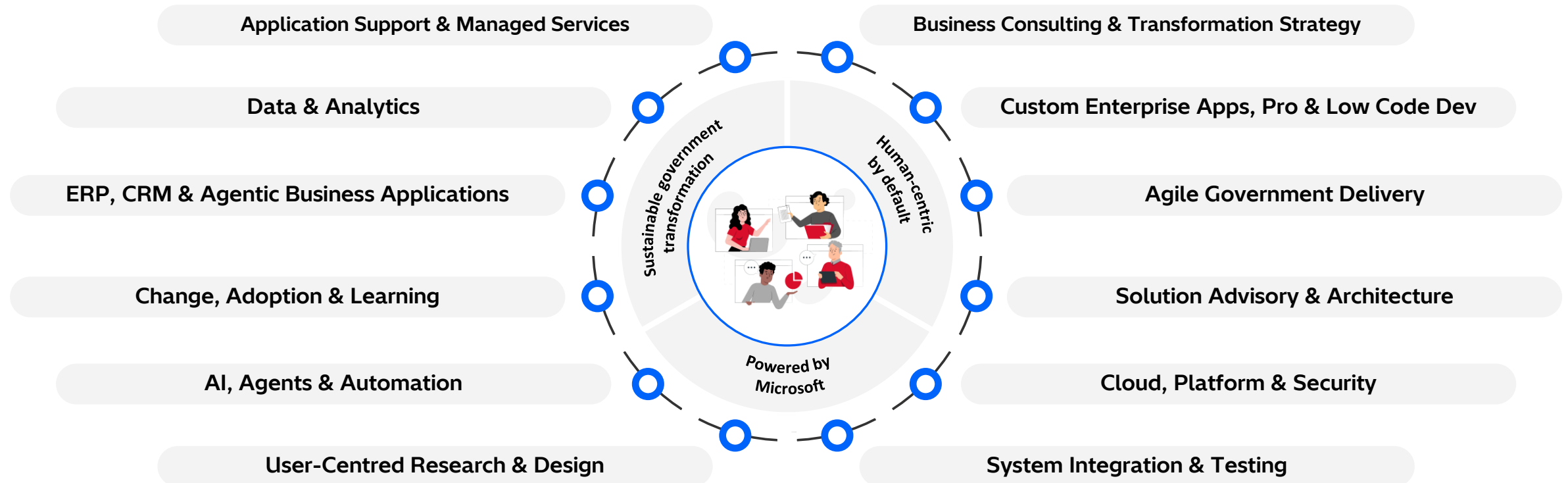
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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