



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

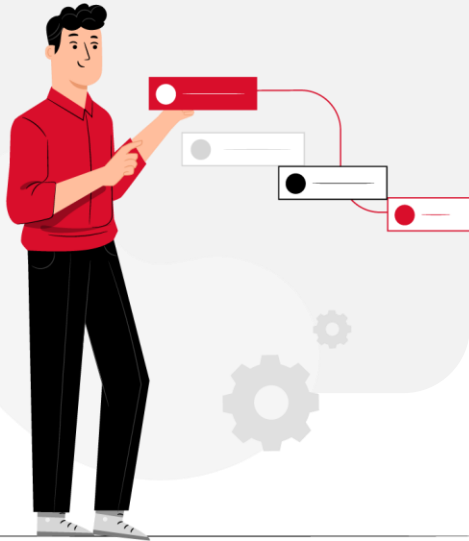
Microsoft Adoption and Change
Management Assessment

Microsoft Adoption and Change Management Assessment **HITACHI**

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

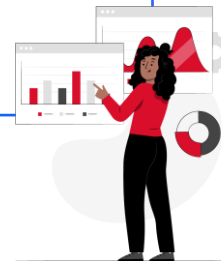
Service Description

Support public sector organisations to roll out Microsoft capabilities safely and successfully. We design and run change plans, comms, training, champions and governance. We measure adoption and benefits, remove barriers, and help teams embed new ways of working across Microsoft 365, Dynamics 365, Power Platform and Azure.



Service Features

- Change impact assessment and stakeholder mapping
- Adoption strategy and measurable success metrics
- Communications plan and content for each audience
- Role-based training design and delivery, including digital learning
- Champion network setup and community of practice facilitation
- User feedback loops, sentiment tracking, and continuous improvement
- Benefits realisation plan aligned to service and policy outcomes
- Governance, decision logs, and assurance-ready evidence packs
- Adoption analytics dashboards using Microsoft 365 usage insights
- Hypercare support during rollout and transition to BAU



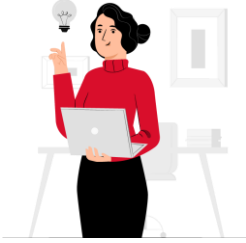
Service Benefits

- Faster time to value from Microsoft investments
- Higher user uptake through simple, role-relevant guidance
- Reduced disruption with planned rollout and clear support routes
- Improved service quality through feedback-led improvements
- Stronger governance with visible decisions and evidence
- Better compliance through policy-aligned training and communications
- Increased confidence for leaders using clear metrics and reporting
- Reduced resistance by addressing concerns early and transparently
- Improved productivity with consistent ways of working and tooling
- Sustained adoption by embedding capability in internal teams



Microsoft Adoption and Change Management Assessment **HITACHI**

Make Microsoft rollouts stick, with less disruption and rework



What this service is for

Adoption that is measurable, governed, and centred on real users

Teams often have the technology ready, but rollout stalls because people do not know what's changing, why it matters, or where to get help. This service puts structure around adoption so users can move from awareness to confident day to day use.

We help you plan change activities, build the right learning and comms for each audience, and set up practical governance so decisions, risks, and actions are clear. You get an approach that is repeatable across waves and services, with evidence to support assurance and audit.

Key outcomes: Clear adoption plan | Role-based learning | Champions network | Adoption metrics | BAU-ready handover



Why this service is useful

Turn rollout activity into outcomes you can track

Without structured change, adoption becomes ad hoc: inconsistent messages, training that misses real tasks, and support teams overwhelmed during go-live. This creates low usage, workarounds, and avoidable risk, especially where data, permissions, or policy constraints shape what users can do.

We provide a simple operating rhythm for change: prioritised audiences and actions, feedback loops to remove barriers quickly, and measures that show progress. This improves confidence for leaders and delivery teams, while keeping governance and evidence lightweight and usable.

Common triggers: Low uptake after launch | Multiple business areas to onboard | New security or policy controls | M365/D365/Power Platform rollout | High support volumes | Need benefits evidence



Why this service is different

Practical discovery, not theory

We treat adoption as a delivery discipline, not a comms exercise. Activities are planned against real user journeys and operational constraints, with clear acceptance criteria for what “ready” means at each stage.

Our approach is decision-led and audit-friendly: lightweight governance touchpoints, traceable actions, and measurable outcomes. We focus on removing friction (permissions, guidance gaps, unclear ownership) so users can succeed without creating parallel processes or long-term dependency on the supplier.

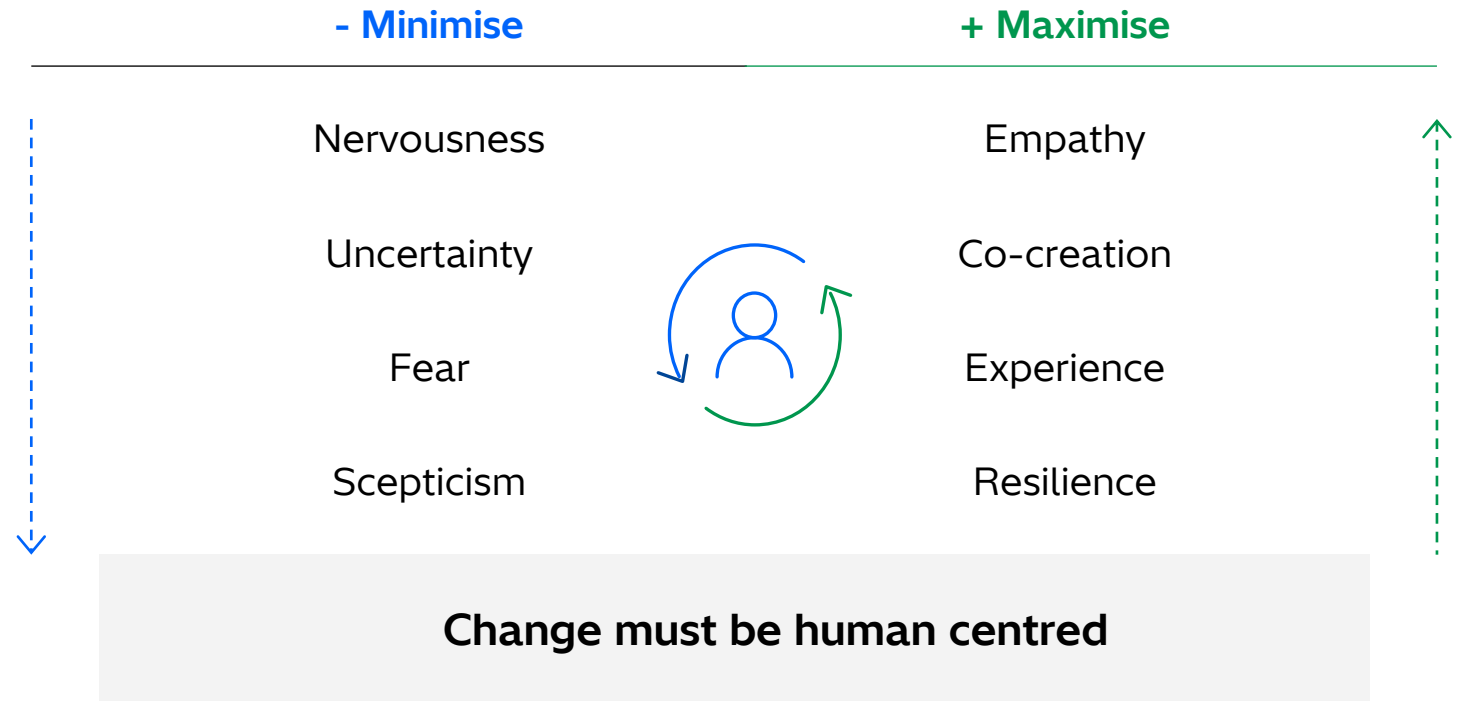
Differentiator chips: Decision logs and traceability | Feedback-led barrier removal | Role-focused learning design | Assurance-ready evidence | Repeatable rollout playbook

Our Change Approach

Putting people at the centre

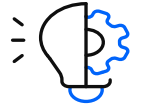


Project management delivers technologies and systems into organisations, **change management** ensures these technologies are used by the people working with them.



Our Change Management Principles

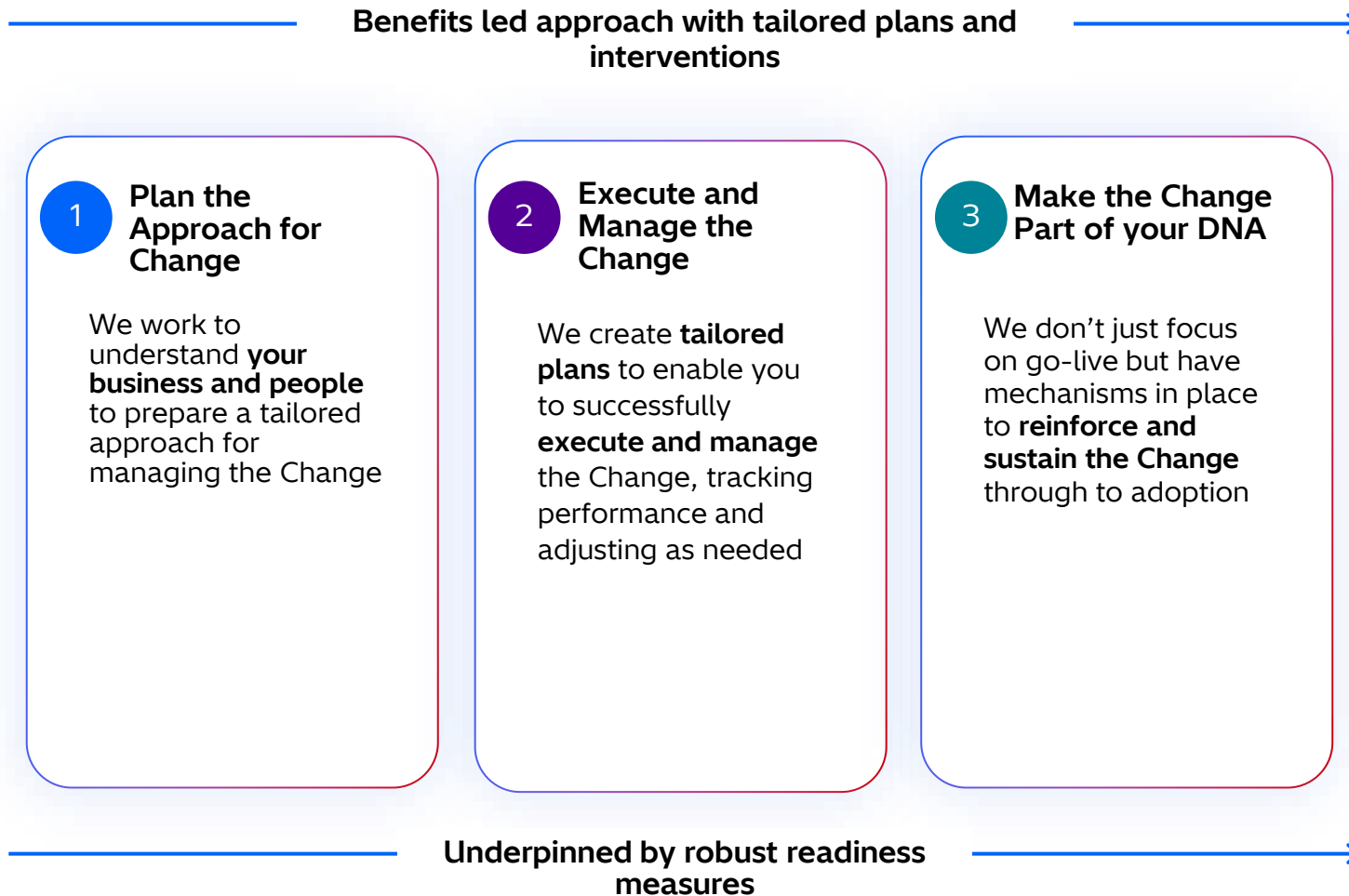
The foundations for effective change



The aim of change management to make sure that the business is as ready for the programme as the programme is for the business

- ✓ Have a clear vision for the future – why are we doing this
- ✓ Involve and empower employees in the change process
- ✓ Adopt a coordinated change management approach, with clear accountabilities
- ✓ Monitor and measure the impact of the change
- ✓ Understand the needs and concerns for each of your user groups
- ✓ Tailored messages and approach to communications and engagement – one size does not fit all
- ✓ Leverage effective training channels suited for the audience with a blended approach
- ✓ Put plans in place to make the change stick

Managing the people side of change



Value and Relevance

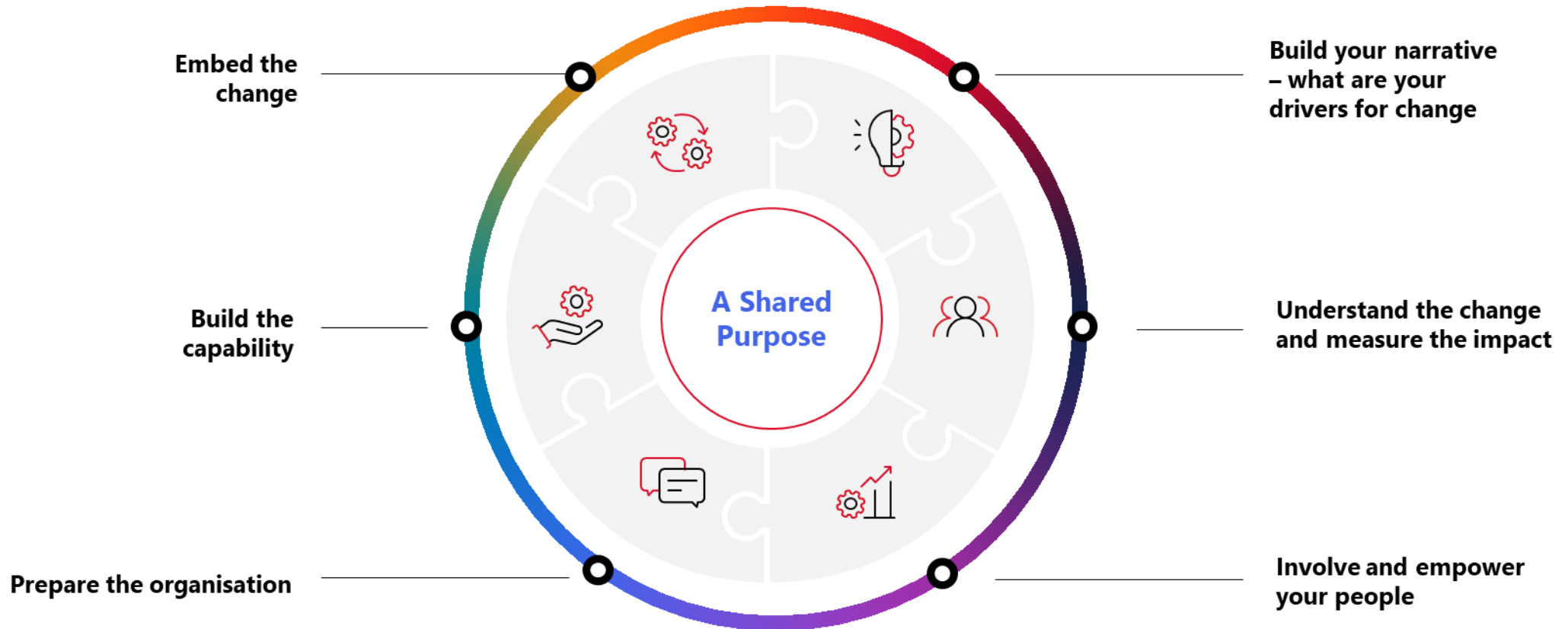
- ☑ A do-it-all service from **analysis** through to **adoption and sustainment** of the change
- ☑ Compelling and consistent narrative and overarching communications execution focused on the “**why**” and “**how**” to drive engagement and buy-in
- ☑ **A tailored approach** focussed on user experience and design
- ☑ Capability build ‘on the go’ to set you up for **self-sustaining success**
- ☑ Focus on **quicker adoption and benefits realisation** by supporting and validating that users are proficient in the new ways of working pre and post go live
- ☑ **Reduced delivery risk** through real time readiness assessments ensuring the effectiveness of change plans
- ☑ A holistic learning solution tailored to your users' needs to **build process and system confidence and capability**

Our Methodology

HITACHI

Our 3 phased approach; **Plan the approach for change > Execute and Manage the Change > Make Change Part of your DNA**, is based on the Prosci model and is a structured, scalable and repeatable approach for managing the people side of transformation.

As we move through the phases, we go through the following building blocks to ensure you are ready for go live and beyond.



Our Methodology in Action

Discover & Design

Build

Transition/Operation

1 Plan the Approach for Change

- Identify and engage **key stakeholders**
- Define the **purpose and vision**
- Assess readiness for the change identifying areas that we can strengthen to support successful adoption
- Assess the **impact** on people and processes
- Understand high level **benefits** and **outcomes** aligned to business strategy
- Identify the **change structure** and governance needed to drive the change
- Prepare the approach and plan, aligned to overall programme timelines
- Agree adoption metrics and **key adoption indicators**
- Undertake **user studies** (persona mapping of current to future state)
- Baseline awareness sentiment, readiness and adoption

2 Execute and Manage the Change

- Detailed impact assessments across people, process and technology
- Prepare and upskill your **Sponsors** and **Champions** to drive the change – Leaders of Change and Change Academy programmes
- Build the tailored change plan and journeys
- Targeted, **persona driven**, user engagement to drive **understanding** and **adoption**
- Track readiness to ensure effectiveness of plans
- Conduct **training needs analysis**
- Design and **build learning content**
- Plan and prepare for **hypercare**
- Assess **awareness, sentiment, readiness** and adoption
- Deliver **training**

3 Make the Change Part of your DNA

- Assess awareness, **sentiment, readiness** and **adoption**
- Conduct **targeted engagements**
- Monitor **key adoption indicators** to measure success
- Celebrate **quick wins**
- Continued **training and support** to drive adoption
- Provide cutover and **post go-live support**
- Develop **sustainment** actions and roles
- **Transfer knowledge** and assets
- Document **lessons learned**

Change Maturity Assessment



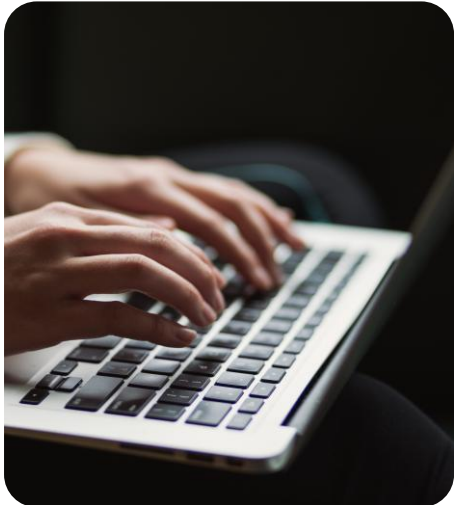
Unlock your organisations full potential

The success of any implementation depends on the **people** who use it.

Our approach understands your **internal capability today** to give you the strategy and skills to **set you up for success tomorrow**.

Assess

Self-assessment to establish a baseline understanding of your readiness and maturity for adoption.



Sustain

Providing the tools, knowledge, skills and resources required to maintain, deliver and evolve the strategy.



Understand & Develop

Deep dive to enable us to translate the maturity scores into actionable insights with a customised adoption strategy.



Change Maturity Assessment (CMA): Approach

Pre-Engagement

Week 0



Phase 1: Assess your change capability

Initial Self-Assessment

This stage involves evaluating the current maturity level of the organization, the purpose being to gather baseline data that will inform the subsequent stages of the project.

Maturity Baseline: Identify mature areas and those needing development.

Gap Analysis: Define gaps between current capabilities and desired outcomes.

Initial Insights: Establish a foundation to inform further analysis and planning.

Workshop Execution

Weeks 1 - 2



Phase 2: Maturity Deep Dive

Stakeholder Mapping and Interviews

This stage focuses on identifying and engaging key stakeholders who will be impacted by or have an influence on the project. The purpose is to understand their perspectives, concerns and expectations.

Business Readiness & Adoption Workshop(s)

These workshops aim to prepare the organization for the upcoming changes by assessing its readiness and planning for adoption. The purpose is to ensure that the organization is equipped to handle the changes and that employees are ready to adopt new processes and technologies.

Write up and Playback

Week 3 - 4



Phase 3: Results & Roadmap

Maturity Assessment Results and Adoption Roadmap

Analysis of the outcomes from the previous stage and incorporated into a maturity assessment report.

Based on the outcomes we produce a detailed roadmap with milestones and tailored strategy for achieving the desired future state from a people perspective.

High level readiness assessment



Evaluate Organisational Maturity



Stakeholder Engagement



Assessment of Focus Areas



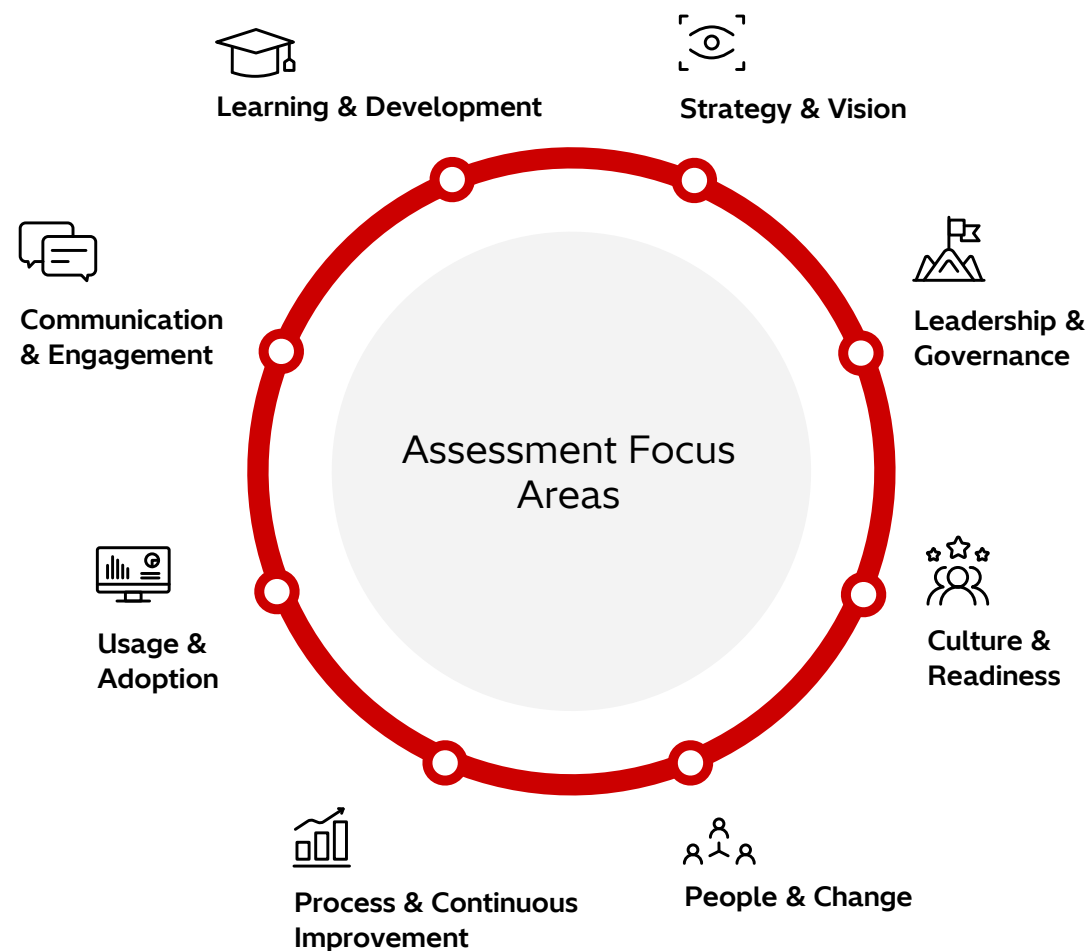
Develop a Tailored Strategy and Roadmap



Client Playback and next steps

CMA Phase 1: Assess

Establishing your baseline



We focus on 8 key areas that are essential for driving successful change and adoption.

Through this assessment, we can provide you with a snapshot of your organisation’s readiness for change and identify key focus areas for moving forward.

Levels of maturity

- Adhoc**
There is no formal process in place for managing change.
- Developing**
Processes and practices for managing change are informal and efforts are primarily reactive.
- Defined**
Change management processes are documented but still evolving and inconsistent across the organisation.
- Managed**
Formal and consistent change management processes exist and are integrated into the organisations culture and operations.
- Optimised**
Change management processes are highly mature and are continuously refined based on lessons learned.

CMA: Phase 1

Assessment Output; example

Through a structured evaluation of key areas, we provide a clear snapshot of your organisation's readiness for change and adoption. By understanding where you stand today, we can develop a roadmap that drives successful and sustainable solutions.

Maturity Snapshot



Leadership, Strategy & Vision: 4 (Managed)

Your leadership has a strong vision and strategic alignment. The focus should be on maintaining this momentum and ensuring that other areas are brought up to the same level.



People & Change: 2 (Developing)

There is limited readiness among your people and change management processes are not yet fully established. More effort is needed to engage employees and build a structured change management approach.



Stakeholder Engagement: 3 (Defined)

Stakeholder engagement is at an emerging level. While some stakeholders are involved, a more comprehensive approach is needed to ensure full buy-in and participation across the organisation.

CMA: Phase 2

Maturity Deep Dive to understand

After the initial maturity assessment, we move into a more detailed analysis to better understand your organisation’s unique challenges and opportunities for adoption.

ACTIVITIES

DELIVERABLES



Stakeholder Mapping

Assess impacted & influential audiences. Identify collaboration opportunities.



Stakeholder Interviews

Interview stakeholders (senior, programme & customer) regarding historic management of change.



High-Level Change Impact Assessment

Outline key impacts expected on people, process and technology.



Business Readiness & Adoption Workshop(s)

Gain insight on maturity of internal capability. Understand strategy & appropriate mitigation activities.



Stakeholder Map

Outline of likely stakeholders/audience to be impacted, or influential to the change.



High-Level Change Impact Summary

Details of expected Change Impacts and mitigation to address impacts on impacted audiences.

Adoption Strategy and Roadmap for Change

Summary of assessment, Adoption strategy & recommendations.

CMA: Phase 3

Results and Roadmap



Maturity Assessment Report and Recommendations

- ⌚ **Findings compilation:** Gather all data and insights from the Maturity Deep Dive deliverables.
- ⌚ **Results analysis:** Conduct a thorough analysis to identify patterns, gaps and areas for improvement.
- ⌚ **Draft Report:** Create a comprehensive report detailing the findings, including visual aids like charts and graphs for clarity.
- ⌚ **Recommendations:** Based on the analysis, provide actionable recommendations to address identified gaps and enhance maturity levels.



Playback and next steps

- ⌚ **Playback meeting:** Present the findings to all relevant stakeholders. Facilitate a discussion to gather feedback, address concerns and answer any questions.
- ⌚ **Action plan:** Outline the immediate next steps based on the feedback received, ensuring alignment with stakeholders' expectations.

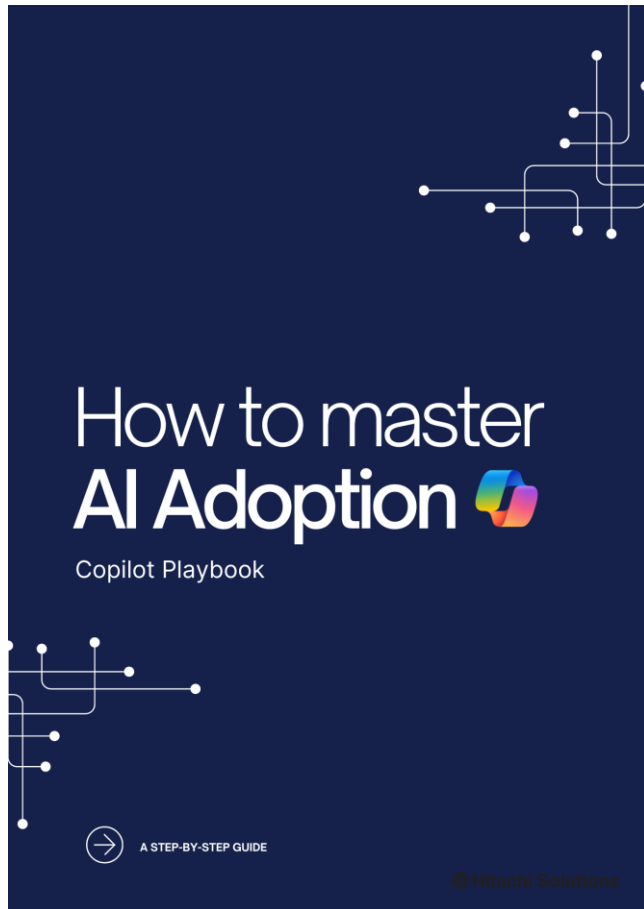


Tailored Strategy and Roadmap

- ⌚ **Objectives definition:** Clearly define the strategic objectives based on the assessment findings and stakeholder feedback.
- ⌚ **Strategy development:** Create a tailored strategy that addresses the specific needs and goals identified during the assessment.
- ⌚ **Roadmap creation:** Develop a detailed roadmap outlining the steps, timelines and resources required to implement the strategy.
- ⌚ **Responsibilities assignment:** Identify and assign roles and responsibilities to ensure accountability and effective execution.

Your AI Adoption Playbook

Your comprehensive guide to maximise your investment



Building on the insights we gather during the assessment and deep dive phases, the AI Adoption Playbook is the final, tailored output designed to help you navigate the complexities of AI. It's more than just a guide...it's a roadmap crafted specifically for your organisation.

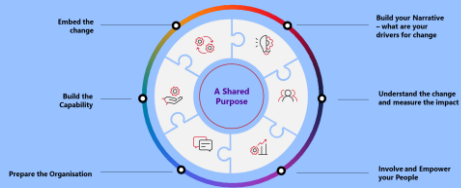
The Playbook serves as a comprehensive, centralised resource.

Designed to be accessible and user-friendly, it provides all the necessary tools, templates, and frameworks to support long term adoption.

- Holistic and scalable
- Insights driven and tailored to you
- Designed for long-term and sustainable impact

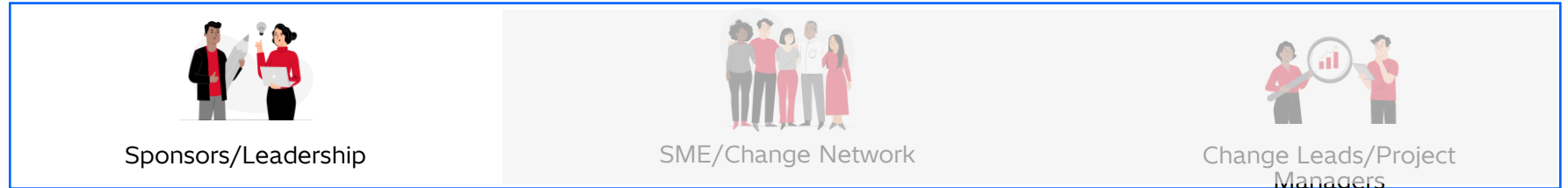
Leaders of Change Programme

The Leaders of Change Programme will work to build the right blend of knowledge, skills and behaviours for those driving the change



The learning content will provide the change knowledge, skills and behaviours to lead your business and people through the transformation, increasing readiness and adoption

2 day course



Course Structure

Module 1 – Introduction to Change

- Introduction and purpose
- The change mgmt. lifecycle
- Change mgmt. approach

Module 2 – Activating change Leadership

- What is change leadership
- How people react to change
- Leading through change

Module 3 – Your change narrative

- Purpose, vision and case for change
- Storytelling
- Developing your story

Module 4 – Activation through change Leadership

- How people respond to change
- Crucial conversations
- Mapping your teams

Powered By

- Vision and Case for Change
- Leadership Skills coaching
- Storytelling strategies
- Influencing Skills techniques
- Issue based conversations
- Practical learning exercise

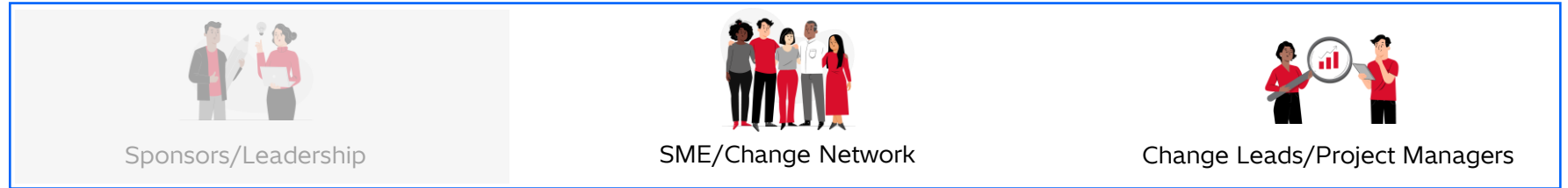
Change Academy

The Change Mgmt. Academy (CA) will work to build the right blend of knowledge, skills and behaviours for various change roles



The learning content will provide the change knowledge, skills and behaviours and key tool to use at each part of the change journey, to manage the change process

5 day course



Course Structure

Module 1

- Introduction and purpose
- The change mgmt. lifecycle
- Change mgmt. approach
- Purpose Vision and Case for Change

Module 2

- Creating Personas and user journeys
- Understanding the impact
- Measuring Business Readiness

Module 3

- Change strategy
- Comms and Engagement
- Influencing Stakeholders

Module 4

- Preparing for Learning
- Learning Needs Analysis

Module 5

- Executing and Sustaining the change
- Roles and Responsibilities

Powered By

- Vision and Case for Change
- Comms and Engagement Approach
- Stakeholder mgmt. tool
- Change Readiness Assessment
- Communications Persona Template
- Change Impact Analysis Tool
- Learning Strategy and LNA
- Business Readiness Assessment
- RACI
- Practical learning exercises

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.

HITACHI

Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

HITACHI

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

HITACHI

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

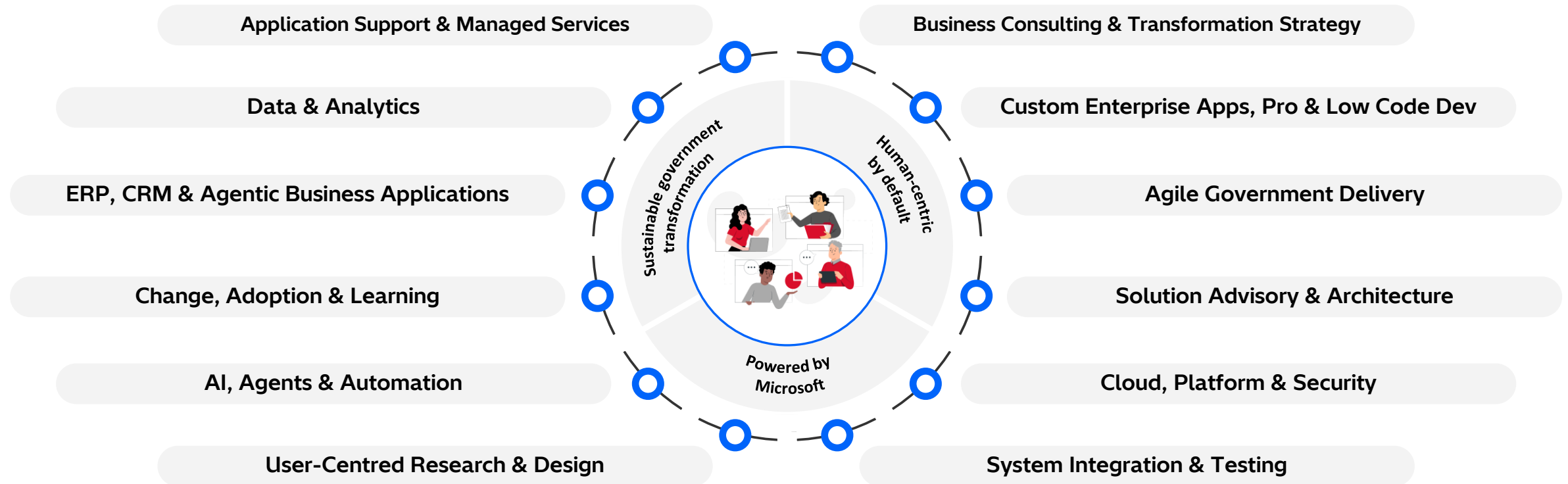
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



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