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Hitachi Solutions Europe

# G-Cloud 15 Service Definition Document

AI Onboarding Buddy

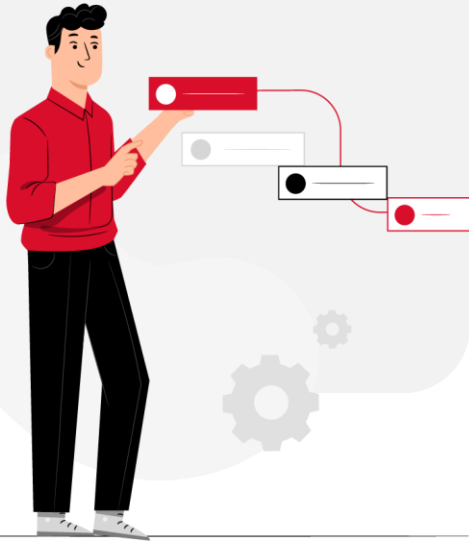
# AI Onboarding Buddy

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

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## Service Description

Design and implement an artificial intelligence onboarding assistant that helps new starters find policies, guidance, and tasks. We connect approved knowledge sources, apply access controls, and provide escalation to people. Deliver a tested assistant for Microsoft Teams or web, plus monitoring, governance, and improvement backlog.



## Service Features

- Onboarding journey mapping and priority questions workshops.
- Knowledge source review and content publishing workflow.
- Assistant build using approved artificial intelligence tooling.
- Secure permissions aligned to roles, teams and locations.
- Answers grounded on approved documents and intranet pages.
- Escalation to human support for complex queries.
- Integration with tasks, forms and service desk.
- Testing for accuracy, safety, usability and security.
- Monitoring dashboards for usage, gaps and satisfaction.
- Handover pack, training and continuous improvement backlog



## Service Benefits

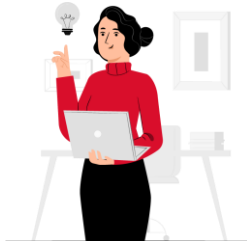
- Reduce onboarding time by answering common questions instantly.
- Improve compliance with consistent policy guidance and links.
- Reduce helpdesk tickets during mobilisation and staff changes.
- Increase confidence with clear steps for key processes.
- Protect sensitive information using role-based access controls.
- Improve user experience with reliable escalation to people.
- Keep content current with controlled publishing workflows.
- Identify onboarding gaps using usage analytics and feedback.
- Scale onboarding support across departments without extra headcount.
- Embed continuous improvement with measurable performance indicators.



# AI Onboarding Buddy

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An onboarding assistant that points people to the right answer, fast



## What this service is for

### Reduce “where do I find...” questions in the first 90 days

New starters often lose time searching for policies, how-to guidance and the next step in a process. Teams then duplicate effort answering the same questions in chat, email and tickets. This service creates a single, easy route to trusted onboarding information.

We implement an AI assistant for Microsoft Teams or web that uses only approved sources, applies role-based access, and routes complex queries to the right people. It is designed to be auditable and maintainable, with clear ownership and an improvement backlog.

**Key outcomes:** Faster onboarding journeys | Fewer repeated questions | Consistent policy guidance | Controlled access | Clear escalation route



## Why this service is useful

### Less searching, fewer interruptions, better consistency

Onboarding demand spikes during mobilisation, reorganisations and new releases of policy or process. Without a clear “source of truth”, guidance drifts, staff share outdated links, and helpdesks absorb avoidable queries.

This service reduces friction by making approved answers easy to find in the flow of work, while protecting sensitive information and keeping content current through controlled publishing. Monitoring highlights gaps, so you can prioritise what to fix next based on real usage and feedback.

**Common triggers:** New starter surge | Policy changes | Service desk overload | Inconsistent guidance | Multiple intranets | High staff movement



## Why this service is different

### Trusted answers, with human support when it matters

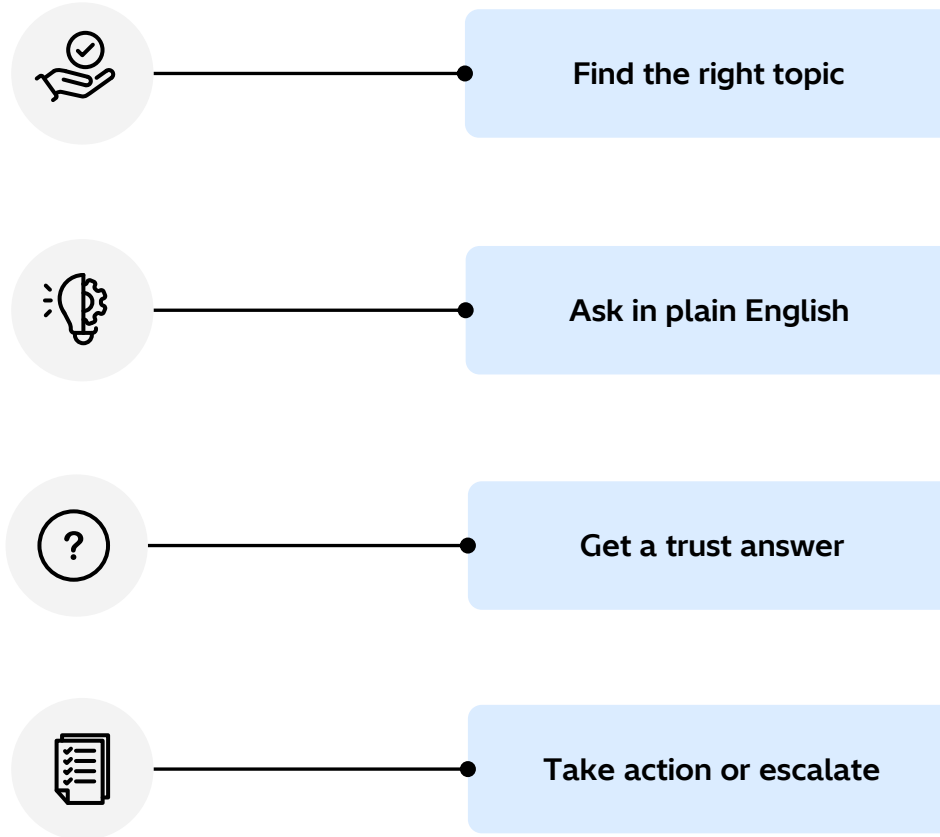
We focus on trust and control, not novelty. The assistant is grounded on approved documents and intranet pages, with permissions aligned to roles, teams and locations. Where required, we maintain decision logs and acceptance criteria so you can evidence what was agreed and why.

We also design for the real edge cases: unclear questions, policy exceptions, and local variations. Users can escalate to people for complex queries, and the service includes a governed content workflow and monitoring so it improves safely over time.

**Differentiators:** Approved-source grounding | Role-based access control | Audit-friendly evidence | Human escalation built in | Continuous improvement loop

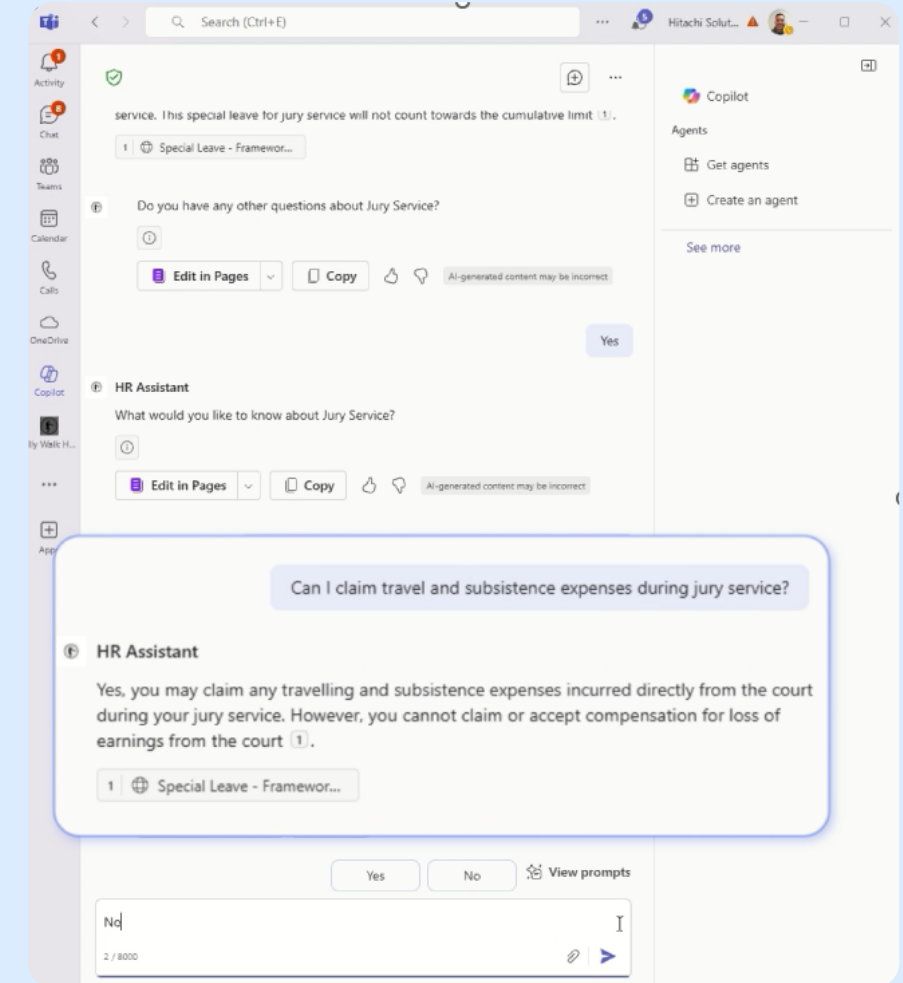
# Ask HR in Teams

Minimum viable assistant: trusted answers, next steps and escalation



*"Where is the parental leave policy?"*  
*"What do I do on day one?"*  
*"How do I request a laptop and access?"*  
*"Which form do I use for a change of address?"*

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# Three Paths to AI-Led Enterprise-Scale Transformation

## Build the Onboarding Buddy MVP

We deliver in three steps.

- 1) We'll Ignite your Onboarding Assistant first by building a minimum viable experience for the highest-value 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

### 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 Onboarding Buddy

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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 on the right side of the building. The overall image has a muted, greyish tint.

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# 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**

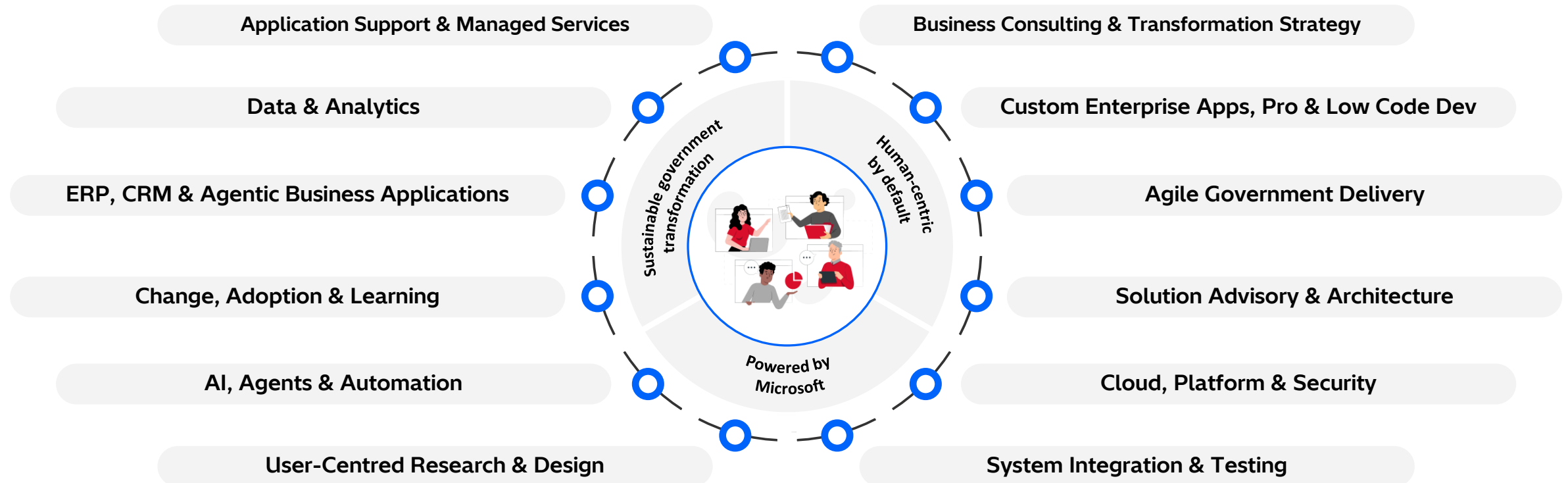
**ISO-certified** across Quality, Environment, Service,  
Business Continuity, Information Security, and  
Privacy Management

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



# Contact Us

## UK

110 Bishopsgate,  
23rd floor

EC2N 4AY London

[enquiries@hitachisolutions.com](mailto:enquiries@hitachisolutions.com)

+44 (0)204 526 8510



[hitachi-solutions.co.uk](https://hitachi-solutions.co.uk)



[hitachi-solutions-europe](https://hitachi-solutions-europe)