



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Azure AI Foundry Agentic
Solution Build

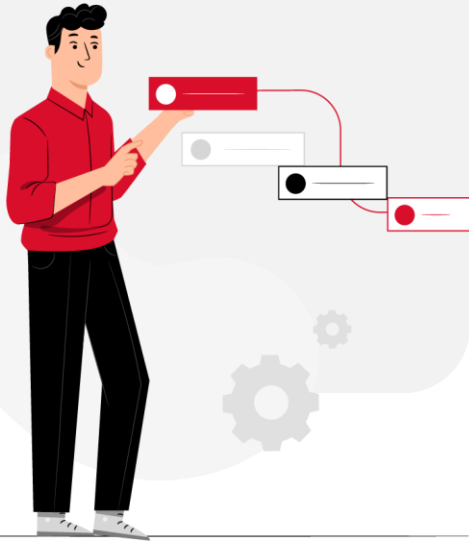
Azure AI Foundry Agentic Solution Build

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

Service Description

Build production-ready agentic assistants using Azure AI Foundry. We design agent goals, tools and guardrails, connect to approved data, and integrate with Microsoft 365 and line-of-business systems. Deliver secure environments, evaluation and monitoring, plus deployment, training and handover for safe operation.



Service Features

- Discovery workshops to prioritise agent use cases and success measures
- Agent design: roles, goals, tools, and escalation paths
- Grounding with approved sources using retrieval and citations
- Integrate APIs, Power Automate, and connectors for actions
- Secure-by-design access controls, identity, and data protection
- Prompt, policy, and safety guardrails aligned to government needs
- Evaluation harness: test sets, accuracy scoring, and regression
- Red teaming and misuse testing with documented mitigations
- Deployment pipelines, versioning, and environment promotion controls
- Monitoring dashboards, feedback loop, and improvement backlog



Service Benefits

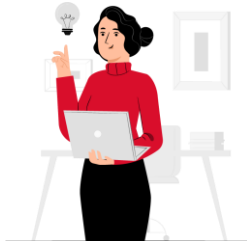
- Reduce time spent on repetitive queries and triage
- Improve consistency with approved answers and audited actions
- Increase service throughput by automating routine steps safely
- Lower risk through guardrails, testing, and monitoring evidence
- Support faster decisions with grounded insights from trusted data
- Enable secure integration with existing systems and workflows
- Provide reusable patterns to scale agents across teams
- Strengthen accountability via decision logs and traceable outputs
- Improve user experience with clear handoffs to people
- Leave teams confident with training, runbooks, and governance



Azure AI Foundry Agentic Solution Build

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Build a secure, production-ready agent that can answer and act



What this service is for

From use case to live deployment, with governance built in

Teams often want assistants that do more than chat, but struggle with unclear scope, unsafe answers, and hard-to-audit actions. This service builds an agentic solution in Azure AI Foundry that is grounded on approved sources and can complete agreed tasks through controlled tools and integrations.

We focus on decision-led delivery: define what the agent is allowed to do, how it proves its answers, and how it escalates to people. You get a working agent, operating model inputs, and the evidence you need to run it safely.

Key outcomes: Production agent delivered | Approved-source grounding | Controlled actions and escalation | Assurance-ready evidence | BAU handover pack



Why this service is useful

Faster throughput with clearer accountability

Public sector teams lose time to repetitive questions, triage, and “find the right policy” work. Agentic solutions can help, but only when they are reliable, constrained, and monitored. This service turns high-value tasks into safe automations and grounded answers, so staff spend less time navigating systems and more time resolving complex cases.

You also gain a repeatable pattern to scale: environments, testing, release controls, and feedback loops that keep the agent accurate as content, policy and systems change.

Common triggers: High ticket volumes | Policy-heavy queries | Manual triage and routing | Repetitive casework steps | Multiple systems to update | Need audit trail for outputs



Why this service is different

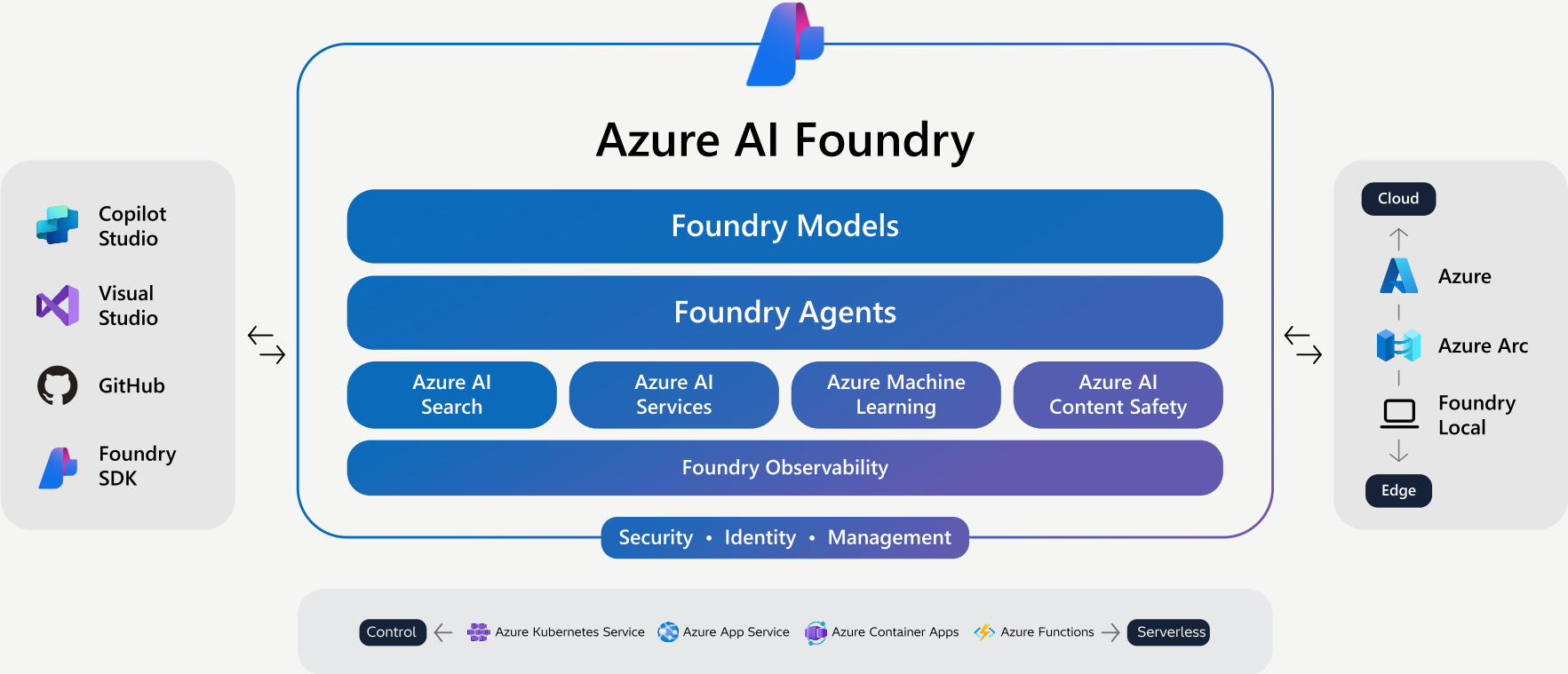
Guardrails, evidence and change control are first-class deliverables

We treat safety and assurance as part of the build, not an afterthought. We define the agent’s boundaries, tool permissions, and escalation routes up front, then validate behaviour using test sets and regression checks. We include misuse and red-team style testing, with mitigations documented for governance review.

Delivery is run with practical controls: versioning, environment promotion, and monitoring for accuracy, gaps and adoption. You get traceable outcomes, decision points, and clear acceptance criteria so the agent can move to live confidently.

Differentiators: Evidence-led testing | Tool permissions by design | Release governance baked in | Monitoring and feedback loop | Misuse testing included

Azure AI Foundry is Microsoft's platform for building, deploying and **operating AI agents** with built-in safety, monitoring and governance



Three Paths to AI-Led Enterprise-Scale Transformation

AI Ignition – Validate agent value fast

- ✓ Understand where agents can remove manual triage and search
- ✓ Align stakeholders on outcomes, risks, and guardrails
- ✓ Define a priority use case & success measures
- ✓ Identify approved sources, tool actions, and access constraints
- ✓ Sprint to deliver an initial agent prototype

AI Launch – Build a secure, monitored, production-grade agent in Azure AI Foundry

- ✓ Set up Foundry environment, identity, and policy controls
- ✓ Implement grounding on approved sources (with citations where required)
- ✓ Connect tools and integrations for agreed actions and workflows
- ✓ Add evaluation, regression tests, and misuse testing
- ✓ Deploy with monitoring, runbooks, training, and BAU handover

AI Scale – Embed agents across priority services and teams

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

- ✓ Scale multiple agents, tailored to role and service needs
- ✓ Standardise data and platform patterns for safe reuse
- ✓ Integrate with existing IT landscape using controlled connectors
- ✓ Implement governance, assurance evidence, and monitoring (where required)
- ✓ Roll out adoption and continuous improvement with measured benefits
- ✓ Maintain a comprehensive test strategy for ongoing change

Hitachi Solutions Enablers –

- ✓ AI Agent Library
- ✓ AI Foundry Toolkit
- ✓ Tools & API Connector Patterns
- ✓ Cross-functional teams
- ✓ AI Adoption Framework
- ✓ User-centred design
- ✓ AI Design Sprint Methodology

Agentic solution delivery approach (Azure AI Foundry)



AI Ignition

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

Agent Prototype

Build an **initial agent prototype** to prove feasibility. Validate grounding sources, tool actions, and escalation with end users.

AI Launch

8-12 weeks

Convert a proven prototype into a secure, monitored, production-grade agent service in Azure AI Foundry. Implement evaluation, release controls, monitoring, and roll-out to **drive adoption.**

AI Scale

Long term

Scale your agent implementation across services and roles. **Embed governance** and operating controls, maintain test coverage, and run a continuous improvement backlog.

Business Benefits

Hitachi Enabling Services

Advisory / Design Thinking

Technical expertise

Technical expertise

Change & Adoption

Advisory and UCD

Change & Adoption

Lifetime Services

Technical expertise

Explore how agentic AI can reduce manual triage, search and repetitive steps. Identify a priority use case and build a bounded agent prototype to test value and safety.

LIGHTNING JAM

AI DESIGN SPRINT



Agent use case and guardrails workshop

Rapidly shortlist agent opportunities and user pain points
Agree boundaries: what the agent can do and cannot do
Prioritise by value, feasibility, and risk



Stakeholder Interview(s)

Individual interviews with key stakeholder(s) to identify objectives, priorities and existing challenges.

These are to be completed at least a week before the workshop.



Problem Definition Workshop

Agree tasks, users, sources, tool actions, and escalation routes
Capture success measures and acceptance criteria



Solution Envisioning Workshop

Map the agent journey and tool interactions
Define governance touchpoints and approval steps (where required)



Proof of Concept Build & User Testing

Build a Foundry agent prototype with approved grounding
Test with users plus accuracy, safety, and regression checks

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

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

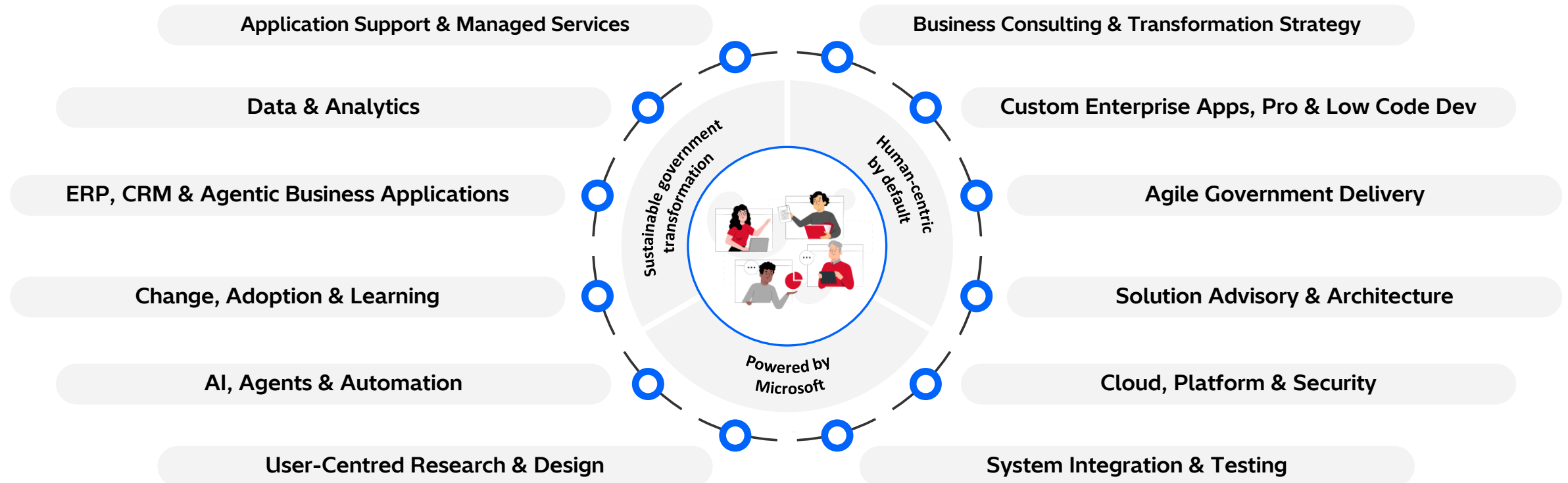
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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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



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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