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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Configurable and Scalable Enforcement
Platform – Using Microsoft Power Apps

Configurable and Scalable Enforcement Platform

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

Service Description

A configurable, end-to-end enforcement case management platform for public sector enforcement bodies, built on Microsoft Power Apps. Supports incident intake, assessment, investigation, decisions, legal tracking, closure and reporting, with role-based access, secure document management, offline-first capture for field teams, and integration with Microsoft and non-Microsoft systems.



Service Features

- End-to-end enforcement lifecycle discovery and service design
- Incident and non-compliance intake from multiple sources
- Assessment and categorisation to define what, where, when, who
- Case and investigation management workflows and tasking
- Decision and action management with clear audit trail
- Legal process tracking with court and tribunal milestones
- Closure, reporting and management analytics dashboards
- Offline-first data capture for field officers and visits
- Configurable admin layer for forms, rules and routing
- Testing, training, go-live planning, hypercare and handover



Service Benefits

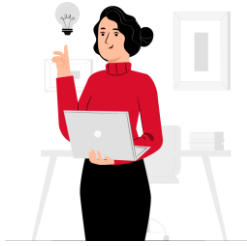
- Fits complex enforcement scenarios and evolving regulations
- Faster case triage through structured assessment and categorisation
- Track legal processes, including HMCTS integration where applicable
- Secure document storage using native SharePoint integration
- Protect sensitive data with role-based access controls
- Improve auditability and transparency for public sector assurance
- Integrate with Microsoft and non-Microsoft systems
- Scale across teams, departments and organisations
- Better management insight with dashboards and adoption reporting
- Lower go-live risk with structured testing and hypercare



Configurable and Scalable Enforcement Platform

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A platform designed for your enforcement needs



What this service is for

Tailored end-to-end enforcement management

This service is for enforcement teams who need a single, secure way to manage incidents and non-compliance from intake through assessment, investigation, decisions, legal tracking, closure and reporting. It helps you reduce rework, improve consistency, and keep sensitive information protected.

Built on Microsoft Power Apps, the platform supports role-based access, secure document management, offline-first capture for field officers, and integration with Microsoft and non-Microsoft systems. You can configure forms, rules and routing so the service fits your operating model and evolving regulation.

Key outcomes: Faster triage | Clear audit trail | Field-ready capture | Secure case records | Better reporting



Why this service is useful

Transform enforcement with a smarter, configurable, end-to-end platform

Enforcement delivery often gets slowed down by fragmented intake, inconsistent categorisation, manual case updates, and hard-to-find evidence. That leads to delays, duplicated work, missed milestones, and weak visibility for managers and assurance.

This platform introduces structured assessment and case workflows, tasking, and dashboards so teams can act quickly and consistently. It also strengthens auditability and transparency through decision and action management, secure document storage, and legal process tracking, including HMCTS integration where applicable.

Common triggers: Backlogs rising | Audit findings | Missed legal milestones | Field data captured offline | Reporting gaps | Multiple systems



Why this service is different

A team who understands the domain, not just the technology

Many platforms force you into a one-size process or require heavy custom build to change. This service is designed to flex with complex enforcement scenarios through a configurable admin layer for forms, rules and routing, while keeping a clear audit trail of decisions and actions.

We deliver iteratively and keep delivery decision-led, with evidence and governance touchpoints throughout. Where required, we maintain decision logs and acceptance criteria so buyers can demonstrate control, accountability, and readiness for scrutiny without slowing delivery teams down.

Differentiators: Configurable admin layer | Offline-first field capture | Clear audit trail | Integration-ready | Delivery governance

Power Platform

A configurable enforcement casework and evidence platform



One enforcement service, end-to-end control

Move enforcement tracking out of spreadsheets and email chains into a secure, structured service. The platform provides a consistent data model for cases, assessments, actions, evidence and deadlines, with role-based access and clear reporting to support audit, inspection and legal oversight. Configure workflows and rules as policy changes, without rebuilding the service.

Scale your solutions

Start with one enforcement journey, then extend to more case types, teams and policies without losing traceability. Keep a single source of truth for status, owners, actions and deadlines.

Make front-line work easier

Simple, guided capture for frontline users and structured casework for decision makers. Reduce rework by making required evidence, steps and accountability clear at the point of action.



Turn policy into repeatable process

Translate rules into consistent stages, checks and decision points. Support defensible decisions with structured assessments, linked evidence and a clear audit trail.

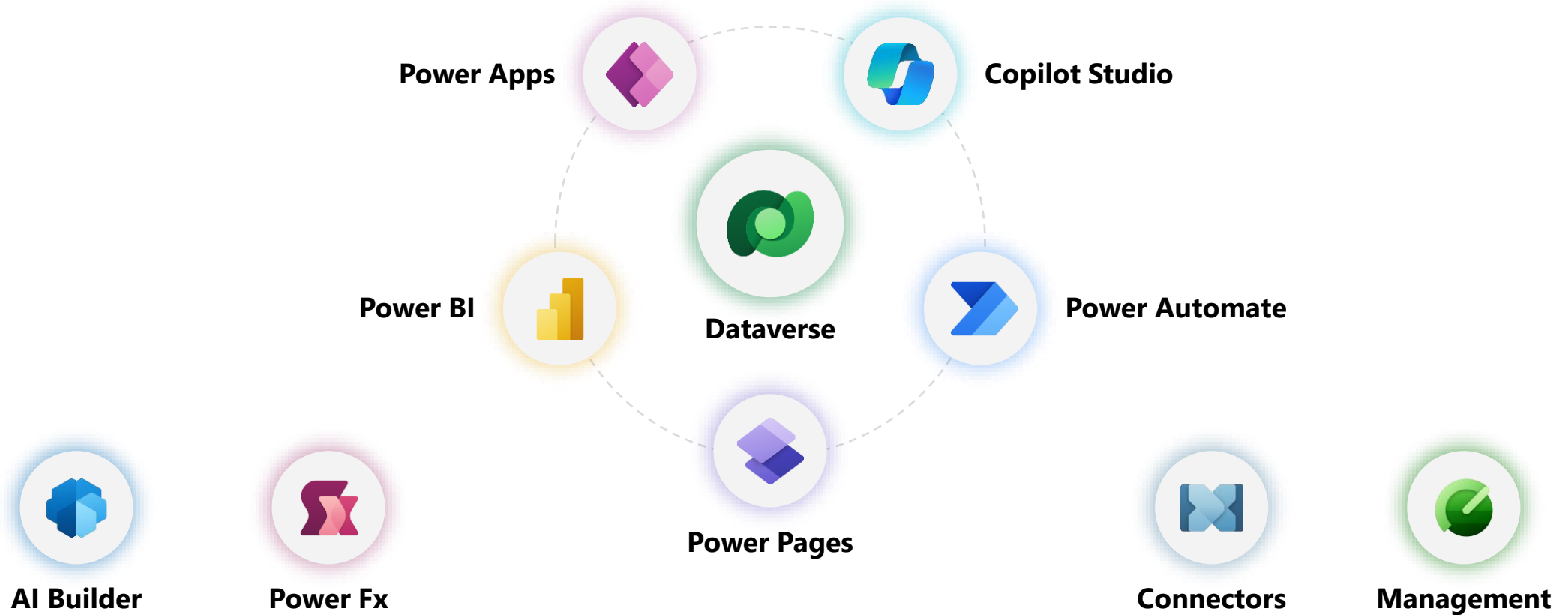
Adapt to regulatory change with confidence

Update processes through configuration rather than custom code, reducing change risk. Add new requirements, fields, and reporting as regulations evolve, while keeping governance and control.

Microsoft Power Platform

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The building blocks we use for enforcement casework, evidence and reporting



Our Capabilities for Regulated Enforcement

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Enforcement operating model and enablement

Enforcement solution roadmap and standards

Define the enforcement journeys to prioritise, the common data model, and the patterns to reuse across teams. Establish consistent approaches for evidence capture, audit trails, reporting and controlled change.

Governance, security and audit readiness

Design role-based access and accountability, define what evidence is required, and align workflows to inspection and audit needs. Put in place a clear support and change route to avoid uncontrolled workarounds.

Continuous improvement for enforcement delivery

Run a practical improvement backlog focused on reducing rework and strengthening traceability. Use feedback and reporting insights to refine journeys, data quality and user guidance over time.

Enterprise delivery of enforcement casework

Integration with case, document and data services

Connect enforcement casework to existing systems and document stores to reduce duplication and improve evidence retrieval. Use standard connectors and APIs to support end-to-end traceability.

Complex workflows, versioned models, scalable delivery

Implement structured enforcement casework with configurable stages, rules, deadlines and escalations. Extend the model to new regulations and case types while keeping reporting consistent.

Secure handling of sensitive enforcement information

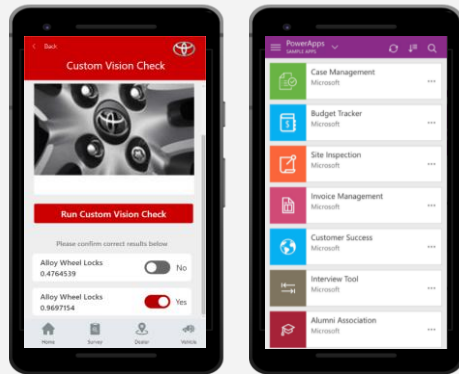
Apply least-privilege access, protect evidence, and ensure the right users see the right data. Design for defensible decision-making with consistent processes and an auditable record of actions and outcomes.

Power Apps

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Canvas apps work well when you need a tailored front-end for specific enforcement tasks. Use them for mobile evidence capture, inspections, guided checklists, quick triage, and structured intake during site visits. Canvas apps keep the user journey simple while enforcing role-based access and data sensitivity rules.

Use for: quick capture | mobile evidence | guided checklists | lightweight triage

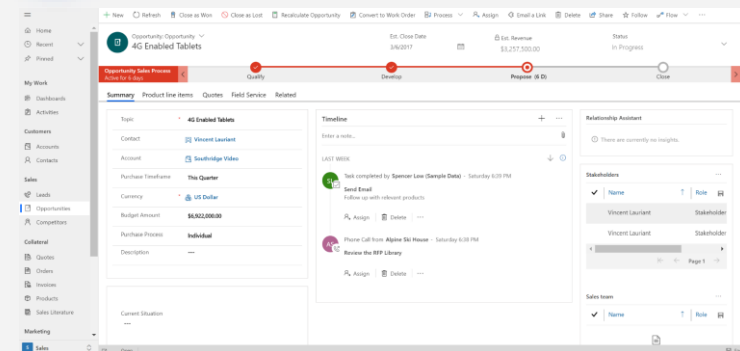


Model-driven apps are the default for regulated enforcement case management. Built around a structured data model, they manage cases, assessments, actions, evidence and deadlines with consistent processes. This supports clear ownership, audit and inspection readiness, and controlled change through configuration rather than bespoke code.

Use for: enforcement casework | structured assessments | actions and deadlines | audit-ready evidence | secure role-based access

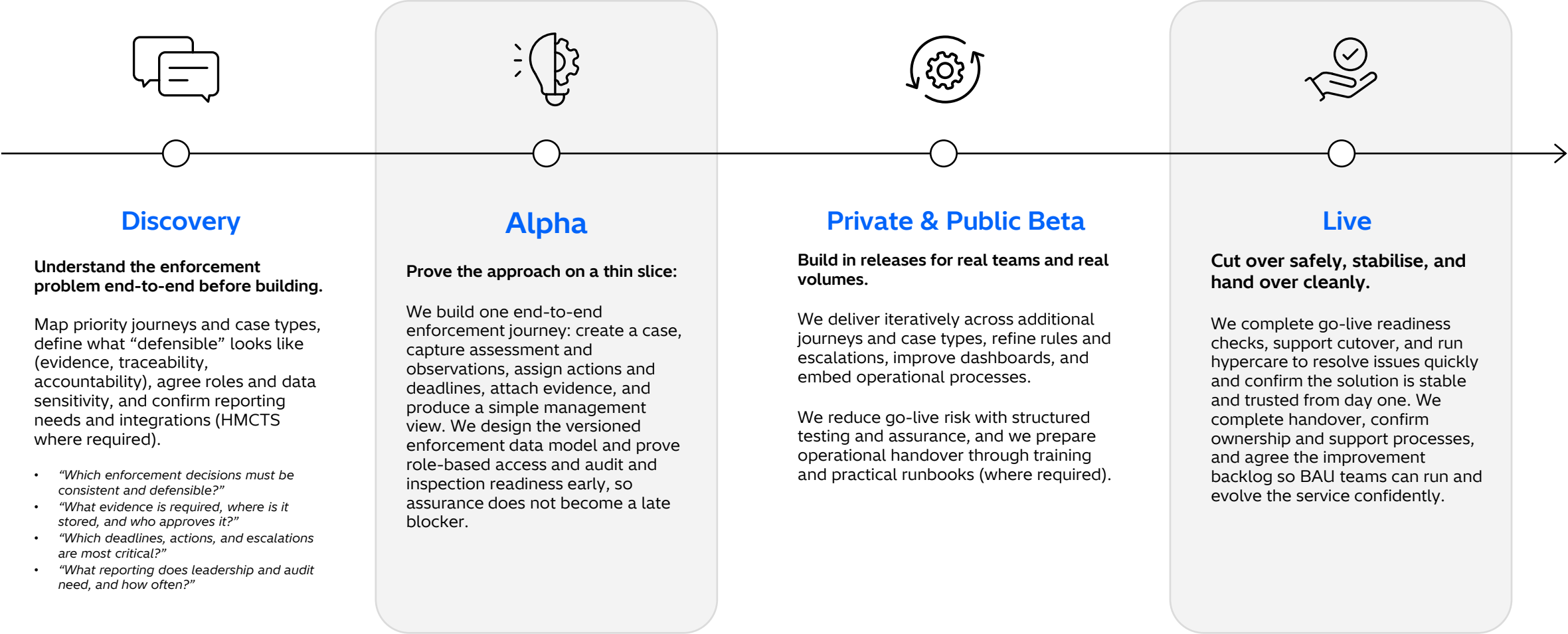


Dynamics 365 Customer Engagement (CRM)
is a model-driven app



GDS regulated enforcement delivery, from user needs to audit-ready service

Prove the enforcement lifecycle end-to-end, then scale safely



People involved for success

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Advisory

Own priorities, success measures and operational decisions for enforcement processes.



Human Centred Design

Validate journeys and usability with real users.



Architect & Design

Design architecture, integrations, data flows and security for enforcement processes.



Solution Lead

Lead delivery, decisions, and handover for enforcement processes.



Product Owner

Ensure standards, assurance evidence and delivery governance for enforcement processes



Subject Matter Experts

Provide current-state insight and requirements for enforcement processes.



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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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

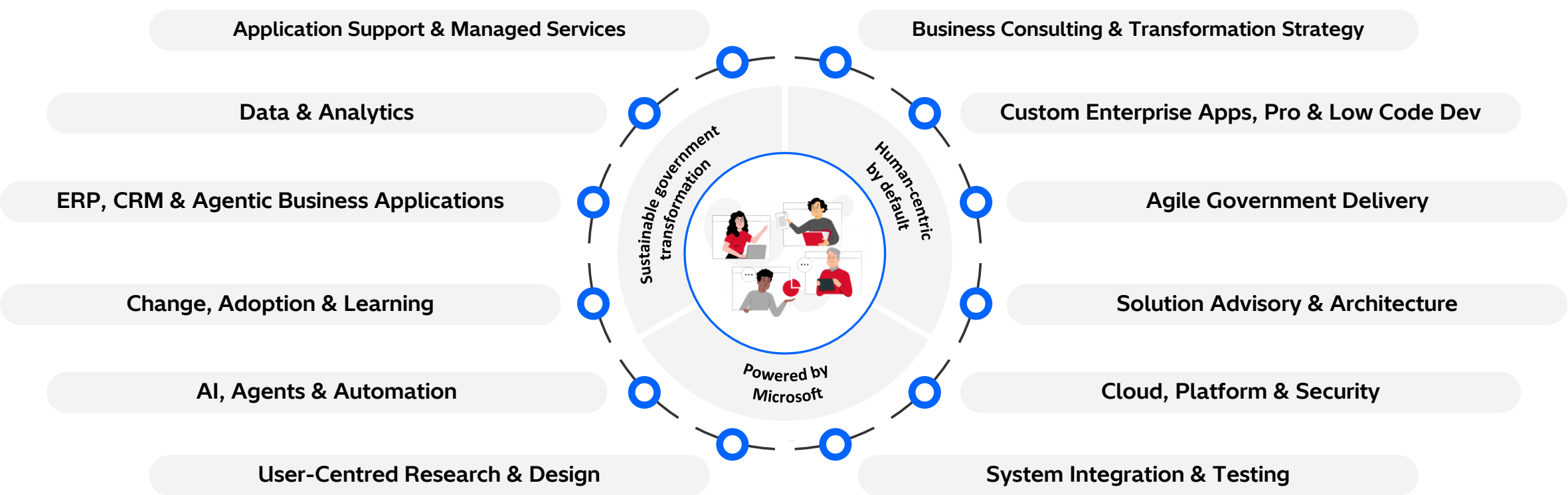
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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