



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Field Service for Inspections
and Regulatory Visits

Field Service for Inspections and Regulatory Visits

HITACHI

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

Service Description

Implement Microsoft Dynamics 365 Field Service for inspections, regulatory visits and mobile workforce operations. We configure work orders, scheduling, mobile experiences and evidence capture, integrate back-office systems, and implement security, reporting and governance. Includes testing, training, go-live and hypercare.



Service Features

- Discovery for inspection journeys, compliance needs and outcomes.
- Work orders, inspection templates and evidence capture configured.
- Scheduling optimisation, skills, territories and capacity planning.
- Mobile configuration including offline patterns where required.
- Asset/location data model aligned to operations.
- Integration to back-office systems using APIs and connectors.
- Security roles, audit trails and least-privilege access controls.
- Dashboards for completion, compliance and productivity.
- Testing for mobile journeys and operational readiness.
- Training, go-live planning, hypercare and handover.



Service Benefits

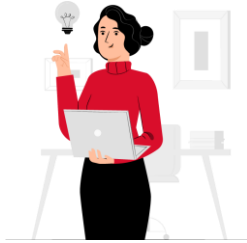
- Improve compliance with auditable evidence capture.
- Increase productivity through optimised scheduling and mobile workflows.
- Reduce rework with standard inspection templates and guided steps.
- Improve visibility with dashboards and operational reporting.
- Strengthen security with controlled access and auditability.
- Improve citizen experience through reliable visits and updates.
- Reduce go-live risk with structured testing and hypercare.
- Enable integration without duplicating records across systems.
- Improve quality through governed processes and continuous improvement.
- Scale safely with stable platform foundations and training.



Field Service for Inspections and Regulatory Visits

HITACHI

Make inspections consistent, mobile and evidence-led



What this service is for

Implement Dynamics 365 Field Service for regulatory visits

Teams running inspections often rely on paper forms, emails and spreadsheets. That creates inconsistency, missing evidence, rework and slow close-out when standards change or audit scrutiny increases. Field staff also need simple mobile steps and clear prompts to capture the right evidence first time.

We implement Dynamics 365 Field Service to run inspection work orders end to end. We configure templates, evidence capture, scheduling and mobile experiences, align records to your data model, and integrate back-office systems. Security, reporting and governance are built in, with testing, training, go-live and hypercare.

Key outcomes: Consistent inspection journeys | Mobile evidence capture | Optimised scheduling | Audit-ready records | Reliable visit updates



Why this service is useful

Reduce missed work, improve compliance, increase field productivity

A single field platform reduces friction across planning, visiting and follow-up. Standard templates and guided steps help staff complete inspections consistently, while evidence capture supports defensible outcomes and faster case progression.

Scheduling and mobile workflows reduce time lost to manual coordination, duplicated records and avoidable return visits. Dashboards provide oversight of completion, compliance and productivity so teams can manage performance and prioritise risk without relying on manual reporting.

Common triggers: Audit findings | Backlogs of inspections | Inconsistent evidence | Manual scheduling overhead | Limited visibility of performance | Offline working needs



Why this service is different

Operationally realistic mobile + scheduling + evidence model

We focus on inspection journeys and evidence requirements first, then configure Field Service around what staff must do on a visit and what you must be able to prove afterwards. We keep delivery iterative and decision-led, so you can confirm templates, data and reporting early and avoid late surprises.

Security roles, audit trails and least-privilege access are treated as core configuration, not add-ons. We also design for integrations and operational handover, so the solution works with existing back-office processes and can be supported with clear governance and release control.

Differentiators: Decision logs and acceptance criteria | Security and audit trails by design | Mobile-first with offline option | Integration approach from day one | Assurance-ready test evidence

End-to-end Field **Service scenarios**

HITACHI

We cover the full inspection lifecycle end-to-end, not just the mobile app.



PLAN

Discovery for inspection journeys, compliance needs and outcomes



SCHEDULE

Scheduling optimisation, skills, territories and capacity planning



INSPECT

Work orders and guided inspection templates



ASSURE

Security roles and least-privilege access controls



IMPROVE

Dashboards for completion, compliance and productivity

Inspection types, visit categories and required evidence

Re-planning for cancellations and urgent visits

Evidence capture (photos, notes, attachments)

Audit trails and auditable evidence

Performance reporting and operational oversight

Asset, location and citizen records aligned to data model

Due dates and scheduling rules configured

Outcome recording and follow-up tasks

Governance and controlled release approach (where required)

Improvement backlog and prioritised fixes

Integration approach to back-office systems

3rd-party inspector coordination (optional)

Mobile configuration for field roles

Evidence completeness checks

Adoption support and BAU transition

Readiness for mobile working

Offline mobile support (where required)

Mobile usability and readiness testing support

Test evidence to support go-live decisions

Hypercare insights feeding improvements

Dynamics 365 Field Service **focus for inspections and regulatory visits**

HITACHI

This is what we configure in D365 Field Service to run inspections.

Visit planning and scheduling

Turn inspection demand into scheduled visits with clear ownership, capacity and priorities.



Visit Planning

- Work orders and visit types for inspection activity
- Skills, territories and capacity planning
- Scheduling optimisation and dispatch controls
- Asset, location and citizen records aligned to data model
- Integration to back-office systems (APIs/connectors)

Mobile inspections and evidence capture

Guided inspection templates on mobile, with photos, notes and attachments captured consistently.



Inspection Execution

- Inspection templates and guided steps configured
- Evidence capture for photos, notes and attachments
- Mobile configuration for field roles
- Offline usage (where required)
- Mobile usability and readiness testing support

Compliance, security and auditability

Role-based access, audit trails and controlled data capture to support assurance and scrutiny.

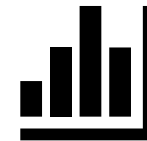


Assurance & Governance

- Security roles and least-privilege access controls
- Audit trails for inspection actions and evidence
- Acceptance criteria and release governance
- Test evidence to support go-live decisions
- Go-live planning and hypercare controls

Oversight, reporting and improvement

Dashboards for completion and compliance, plus a backlog for fixes and service improvements.



Performance Insight

- Dashboards for completion, compliance and productivity
- Exception views for overdue and high-risk work
- Operational reporting for managers and teams
- Continuous improvement backlog from live insights
- Transition to support and BAU ways of working

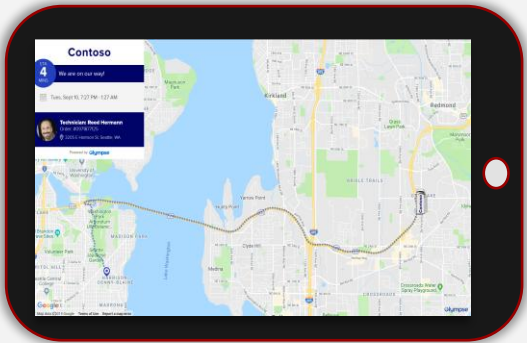
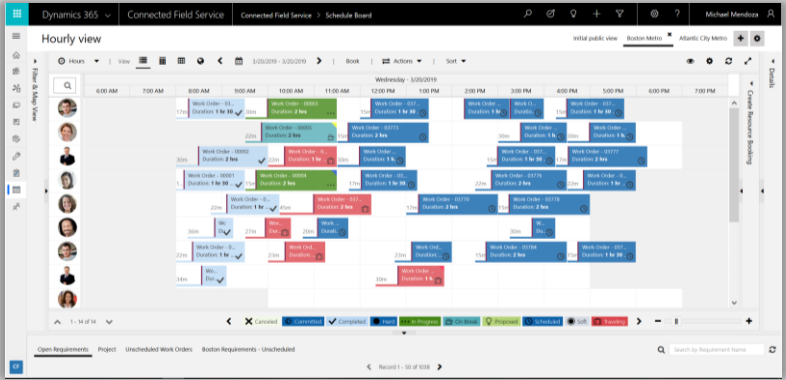
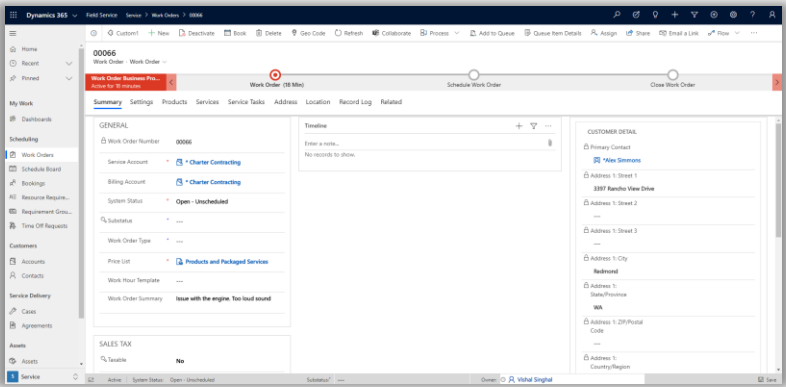
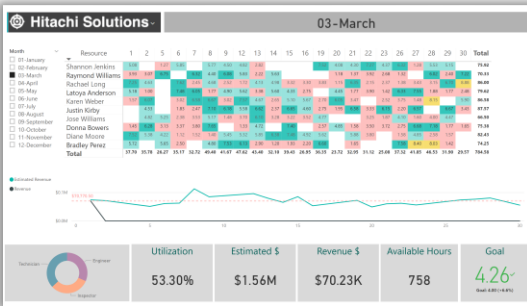
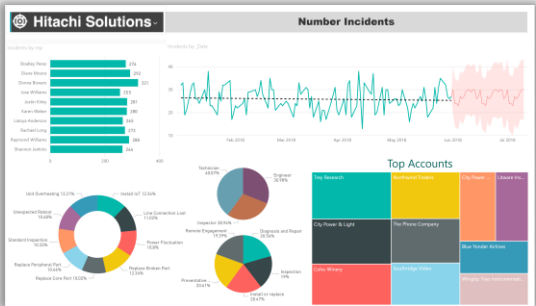
Service Dashboards

Work Order Management

- Capture all information including the Type of Work that's required, Service Tasks, Customer Location and Parts Consumed.
- Each work order can contain multiple work order jobs, and one or more assets can be connected to each work order.
- Each work order job defines a maintenance or service job that is scheduled on the asset.

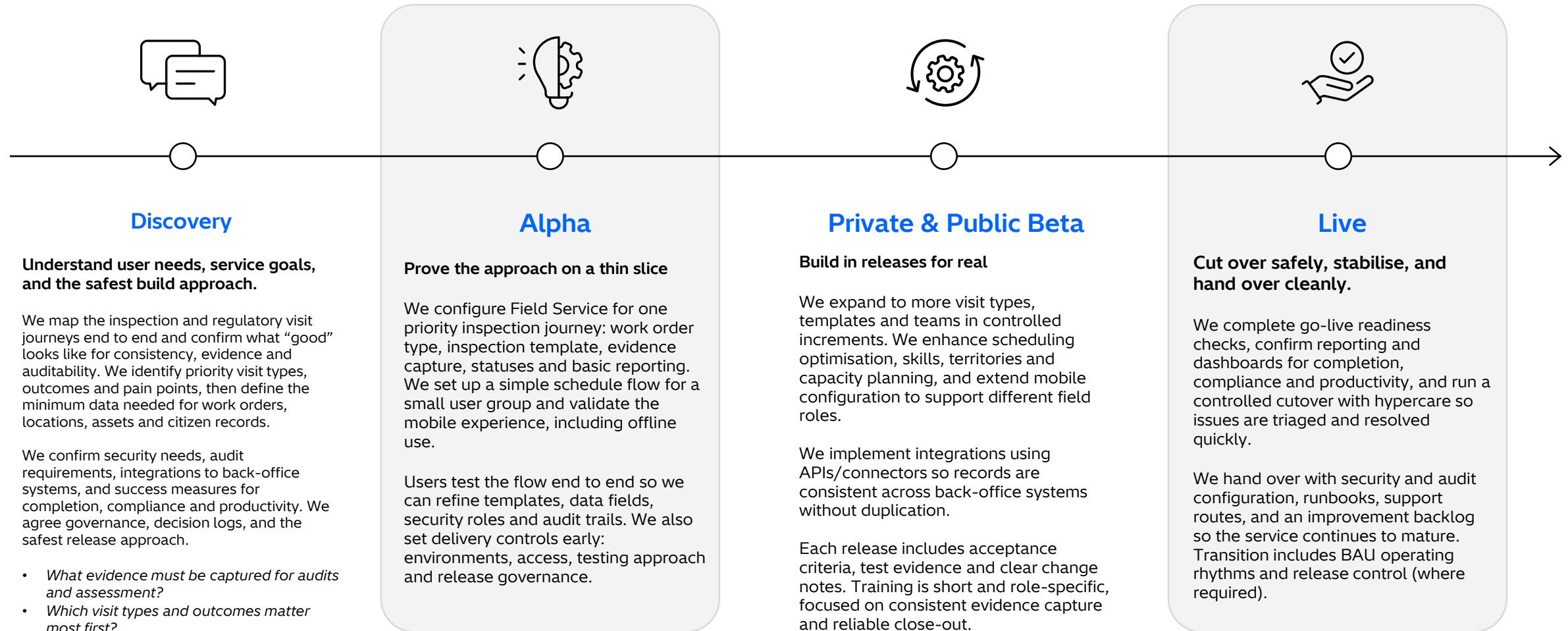
Schedule Board

- The Dynamics 365 Field Service schedule board provides an overview of resource availability and scheduled Work Orders
- Resources are displayed along with Skills and Certifications.
- Real-time updates on Work Order Status, Travel time are visible



GDS phases for D365 Field Service enablement, from discovery to live

Start with real visits and real users, prove value early, then scale safely



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 black wrought-iron 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

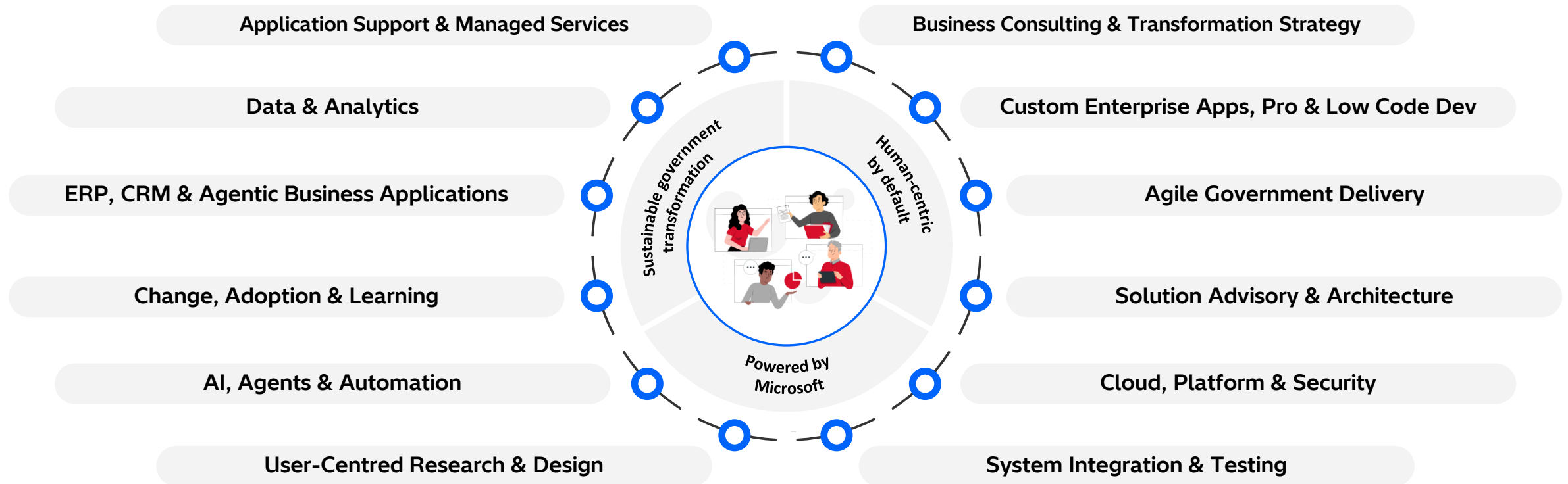
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



"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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



[hitachi-solutions-europe](#)