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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Low-code Line-of-Business
Replacement for Government
(Power Apps / Power Pages)

Low-code Line-of-Business Replacement for Government

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

Service Description

Design and deliver secure, accessible digital services using Power Apps and Power Pages. We replace legacy forms, portals and workflows with user-centred journeys, Dataverse data models, and governed automation. You receive a production-ready service, integration approach, accessibility evidence, and handover for continuous improvement.



Service Features

- Discovery and service design for citizen and staff journeys.
- Power Pages portals with secure authentication and permissions.
- Power Apps delivery: canvas or model-driven, fit to need.
- Dataverse data architecture: entities, validation, governance.
- Role-based security model, auditing and access controls.
- Workflow automation for approvals, notifications and SLAs.
- Integration with line-of-business systems using connectors/APIs.
- Accessibility design and testing aligned to WCAG principles.
- Reporting and dashboards using Power BI where required.
- Deployment, training and operational handover with support model.



Service Benefits

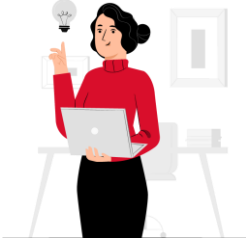
- Replace paper and email with secure digital workflows.
- Improve accessibility with inclusive, user-tested service patterns.
- Speed delivery through low-code and reusable components.
- Strengthen governance with controlled environments and ALM.
- Improve data consistency using shared Dataverse models.
- Reduce costs by retiring legacy forms and portal tooling.
- Increase transparency with audit trails and clear ownership.
- Improve outcomes through measurable journeys and feedback loops.
- Integrate safely without brittle point-to-point workarounds.
- Enable continuous improvement through backlog and handover.



Low-code Line-of-Business Replacement for Government

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Build secure, accessible digital services on Power Platform



What this service is for

Replace legacy forms and portals with secure digital services

For public sector teams modernising citizen/staff journeys with accessibility, compliance and integration needs.

We deliver production-ready apps/portals with Dataverse, governance and a supportable operating model.

Key outcomes: Portal/app MVP | Dataverse model | Integrations | Accessibility evidence | Handover pack | Backlog



Why this service is useful

Deliver better services faster without compromising control

Provides a faster route to production than traditional builds, while staying compliant and supportable.

Improves citizen and staff experience, reduces manual work, and enables continuous improvement.

Common triggers: Legacy portal end-of-life | Accessibility gaps | Manual workflows | Poor experience | Audit pressure | Integration complexity



Why this service is different

Government-ready patterns with security and accessibility built in

We apply user-centred design, WCAG-aligned accessibility evidence, and secure-by-design governance.

We treat the solution as a live service with controlled releases and clear ownership.

Differentiators: Accessible design | Secure access model | Dataverse governance | Repeatable patterns | Operational handover

People involved for success

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Advisory

Own priorities, success measures and decisions for LoB replacement service.



Human Centred Design

Validate journeys and usability with real users for LoB replacement service.



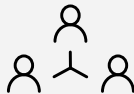
Architect & Design

Design architecture, integrations, data and security for LoB replacement service.



Solution Lead

Lead delivery, controls, handover and enablement for LoB replacement service.



Product Owner

Ensure standards, assurance evidence and governance for LoB replacement service.



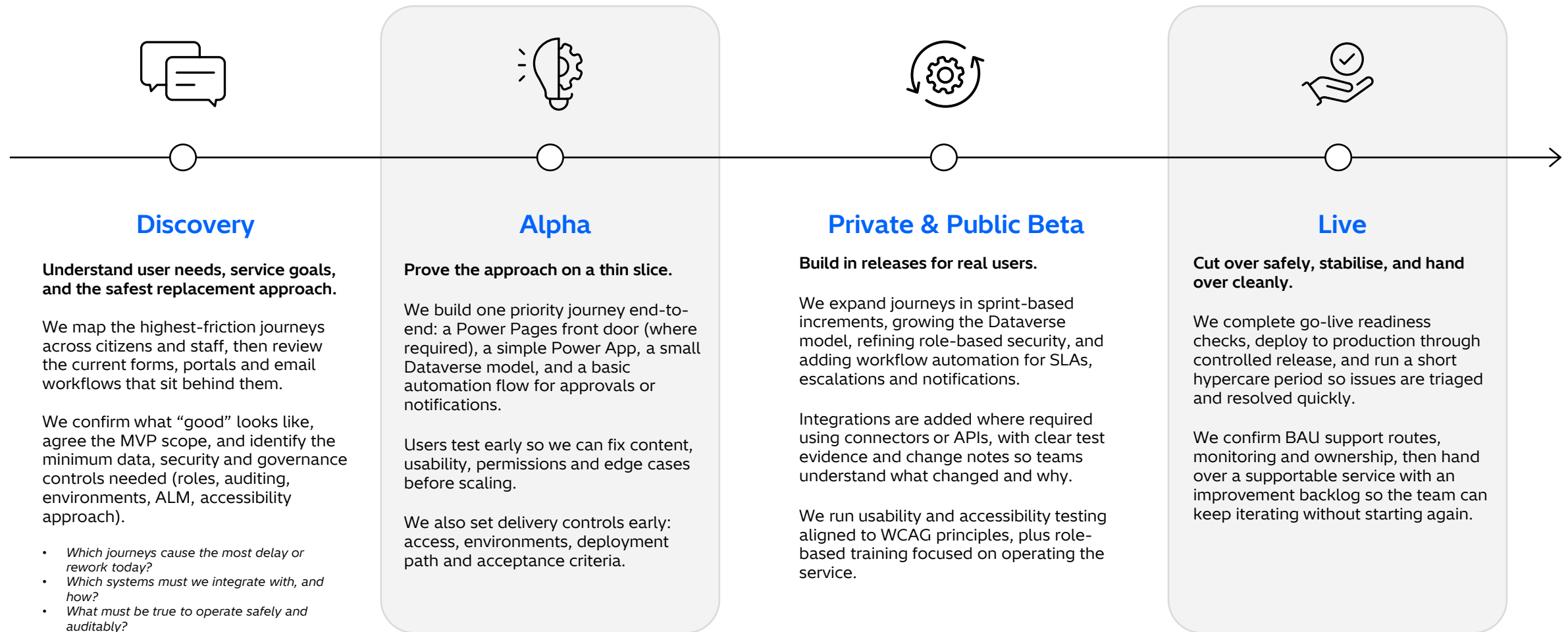
Subject Matter Experts

Provide operational insight and requirements for LoB replacement service.



GDS phases for low-code line-of-business replacement, from legacy to live

Start with real work 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.

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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

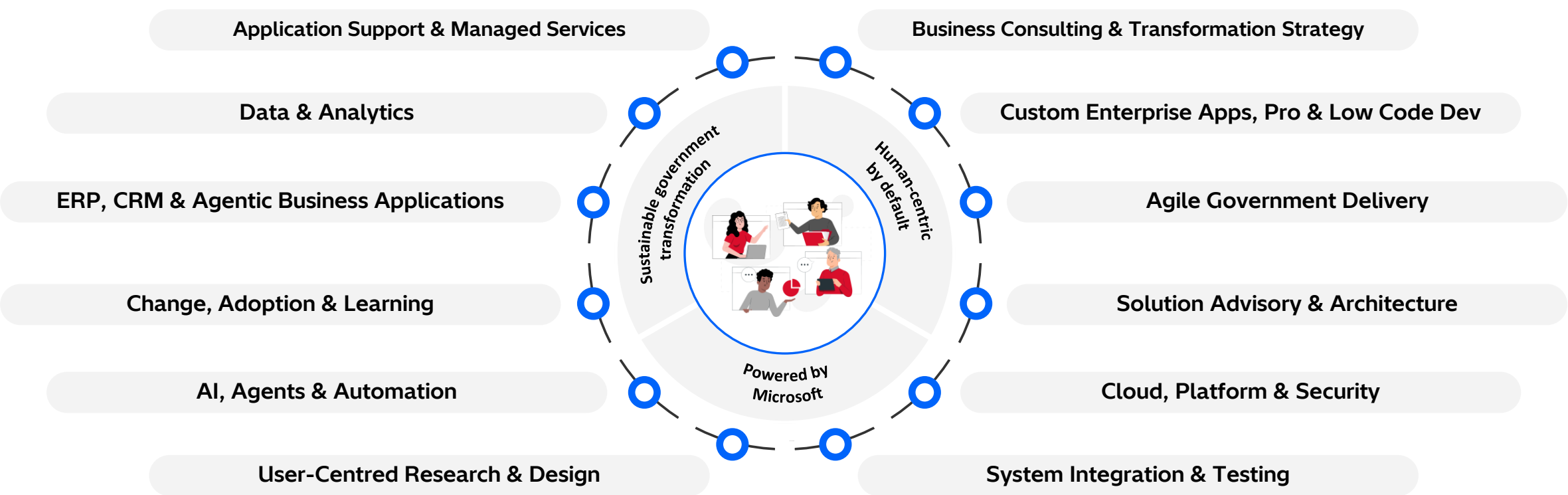
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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