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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Power Platform for Regulated
Compliance

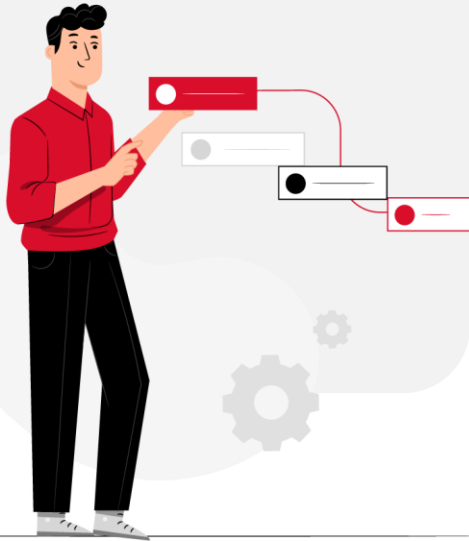
Power Platform for Regulated Compliance

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

Service Description

End-to-end compliance management solution built on Microsoft Power Platform for public sector regulators and assurance teams. Capture cases, assessments, evidence and actions; track obligations, policies and deadlines; prioritise by risk; and report progress. Designed for audit readiness, secure access, and rapid change using configuration over bespoke code.



Service Features

- Discovery for end-to-end compliance lifecycle and user journeys
- Configurable data model for cases, assessments, actions, evidence, deadlines
- Centralised register for laws, standards, policies and control requirements
- Risk-based prioritisation, automated reminders, escalations, and exception handling
- SharePoint document management for evidence, templates, and controlled access
- Role-based permissions aligned to organisational units, tasks, and approvals
- Audit trails, versioning, and defensible decision records for regulators
- Dashboards and analytics for monitoring, reporting, and oversight
- Integration using Power Platform connectors and API patterns
- Testing, release management, adoption training, go-live and hypercare



Service Benefits

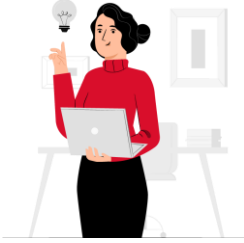
- Consistent, defensible compliance decisions with full evidence and audit trail
- Faster response to regulatory change through configuration, not bespoke code
- Single view of obligations, cases, actions, and deadlines
- Reduced manual tracking with automated reminders, escalations and reporting
- Improved data quality and analytics readiness across compliance processes
- Secure handling of sensitive information using role-based access controls
- Better inspection readiness with standardised evidence packs and dashboards
- Clear ownership and accountability for actions, approvals and outcomes
- Scales across teams and organisations without creating duplicate systems
- Integrates with existing Microsoft and non-Microsoft platforms and services



Power Platform for Regulated Compliance

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A platform designed for your compliance needs



What this service is for

Tailored end-to-end compliance management

Public sector teams often manage compliance through disconnected tools, inconsistent evidence, and unclear ownership. This service provides an end-to-end compliance management solution built using Microsoft Power Apps, designed for regulated, real-world scenarios where requirements change over time.

We help you define the compliance lifecycle, structure cases and evidence, and put clear tracking, accountability, and reporting in place. The result is a configurable service that supports day-to-day delivery, governance oversight, and audit and inspection readiness.

Key outcomes: Centralised compliance tracking | Clear ownership and accountability | Audit and inspection readiness | Risk-based prioritisation | Management reporting dashboards



Why this service is useful

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

Compliance work fails when evidence is hard to find, decisions are inconsistent, and changes create uncontrolled rework. This service helps teams implement consistent and defensible regulatory decision-making, with secure access to sensitive information and structured workflows for tracking actions, deadlines, and outcomes.

It also supports better data quality and analytics readiness, and reduces change risk through configuration rather than custom code. You get a system that can scale across teams, departments, and organisations, and can integrate with existing Microsoft and non-Microsoft systems.

Common triggers: Audit findings or upcoming inspection | Regulatory change or policy refresh | Fragmented tracking across teams | Inconsistent decisions and evidence | Growing case volumes | Need for secure document handling



Why this service is different

A team who understands the domain, not just the technology

Many compliance solutions become brittle because they are built around today's process, with hard-coded logic and limited transparency. We design scalable, versioned compliance data models (cases, assessments, observations, actions, evidence, deadlines) so you can adapt without losing traceability.

We build governance and assurance into delivery, with testing and assurance to ensure the solution is stable, resilient and trusted from day one, plus clear ownership and accountability. We maintain decision logs and acceptance criteria to support audit-friendly delivery and controlled change.

Differentiators: Versioned compliance data models | Configuration-led change | Stable, resilient delivery | Audit-ready evidence structure | Clear accountability by design

Power Platform

A configurable compliance casework and evidence platform



One compliance service, end-to-end control

Move compliance tracking out of spreadsheets and email chains into a secure, structured service. Power Platform gives you a consistent data model for cases, assessments, actions, evidence and deadlines, with role-based access and clear reporting to support audit and inspection readiness.

Scale your solutions

Start with one compliance 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 compliance 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 laws, standards and policies into consistent workflows and checks. Support defensible decisions with structured assessments, linked evidence, and a clear audit trail.

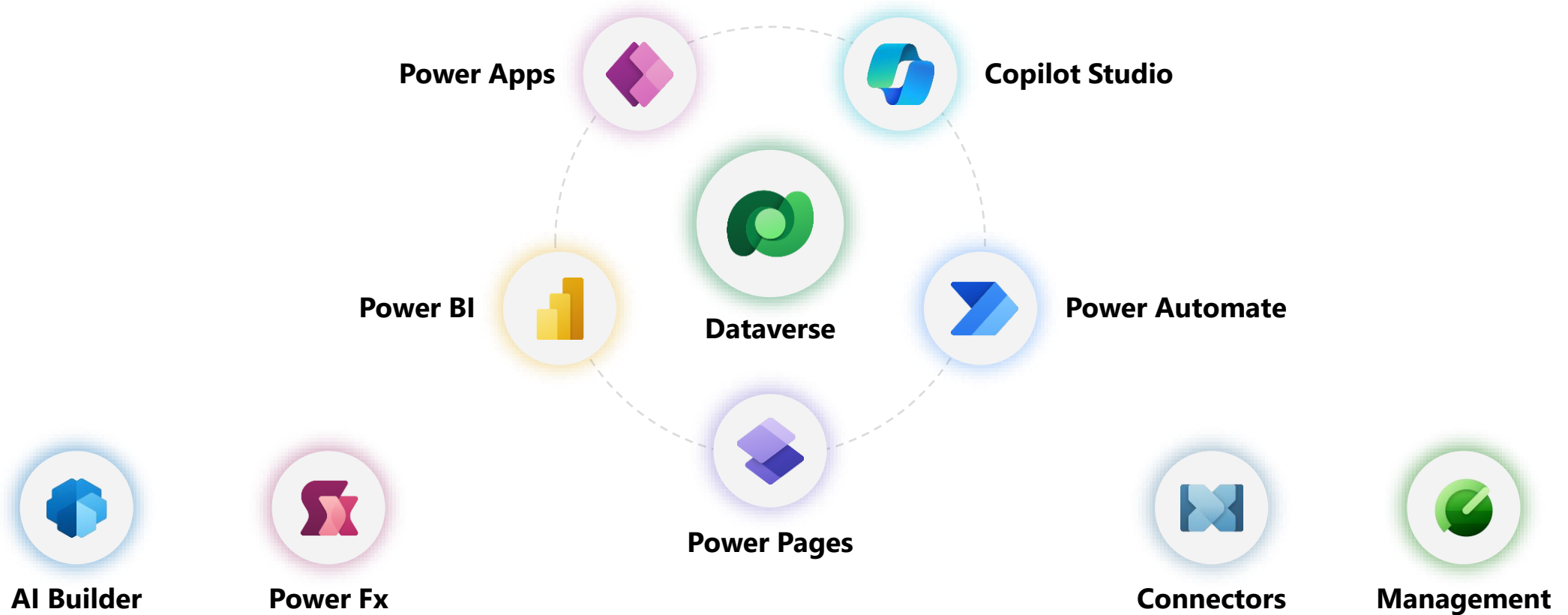
Adapt to regulatory change with confidence

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 compliance casework, evidence and reporting



Our Capabilities for Regulated Compliance

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Compliance operating model and enablement

Compliance solution roadmap and standards

Define the compliance 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 compliance 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 compliance casework

Integration with case, document and data services

Connect compliance 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 compliance 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 compliance information

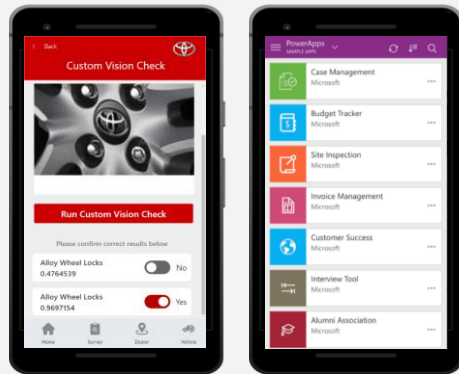
Apply least-privilege access, protect evidence, and ensure the right users see the right data. Design for defensible decision-making with consistent processes and an auditable record of actions and outcomes.

Power Apps

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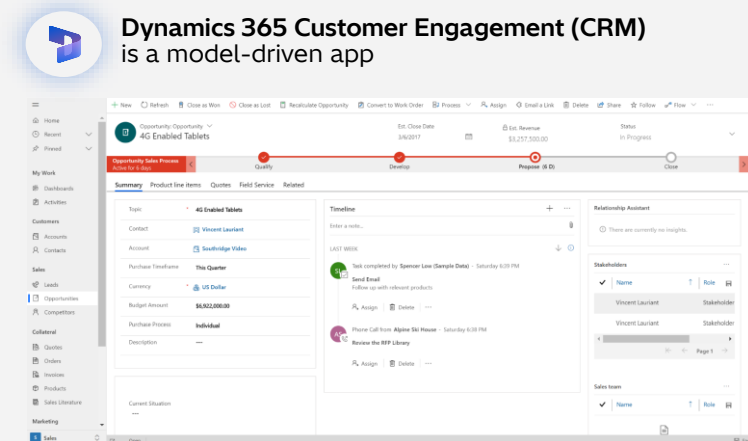
Canvas apps work well when you need a tailored front-end for specific compliance tasks. We use canvas apps for targeted experiences such as quick inspections, evidence capture on mobile, guided checklists, or triage forms. Canvas apps can connect to approved data sources and keep the user journey simple, while still enforcing role-based access and data sensitivity rules

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



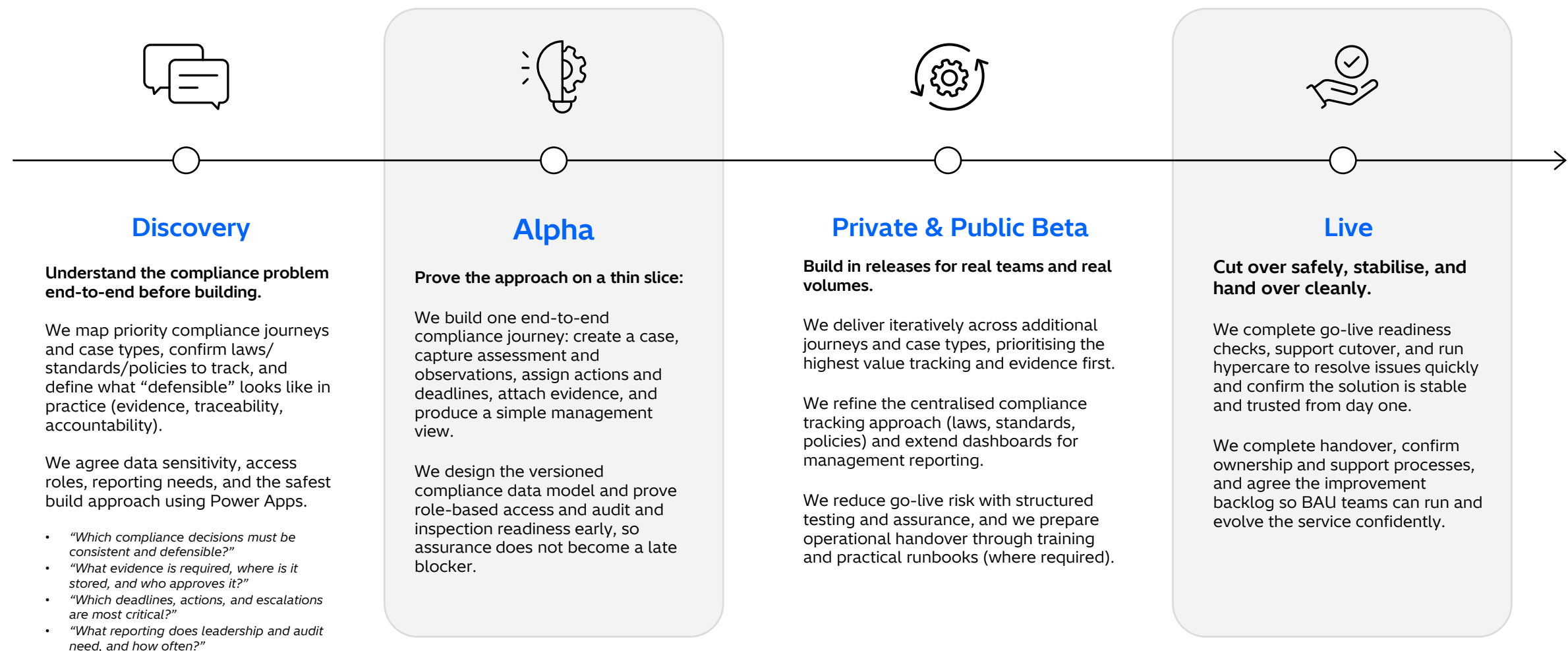
Model-driven apps are the default for regulated compliance case management. They are built around a structured data model, which makes them well suited to managing cases, assessments, observations, actions, evidence, and deadlines with consistent processes. This approach supports clear ownership, audit and inspection readiness, and controlled change through configuration rather than custom code.

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



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

Prove the compliance casework end-to-end, then scale safely



People involved for success

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Advisory

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



Human Centred Design

Validate journeys and usability with real users.



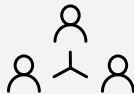
Architect & Design

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



Solution Lead

Lead delivery, decisions, and handover for compliance processes.



Product Owner

Ensure standards, assurance evidence and delivery governance for compliance processes



Subject Matter Experts

Provide current-state insight and requirements for compliance 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 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

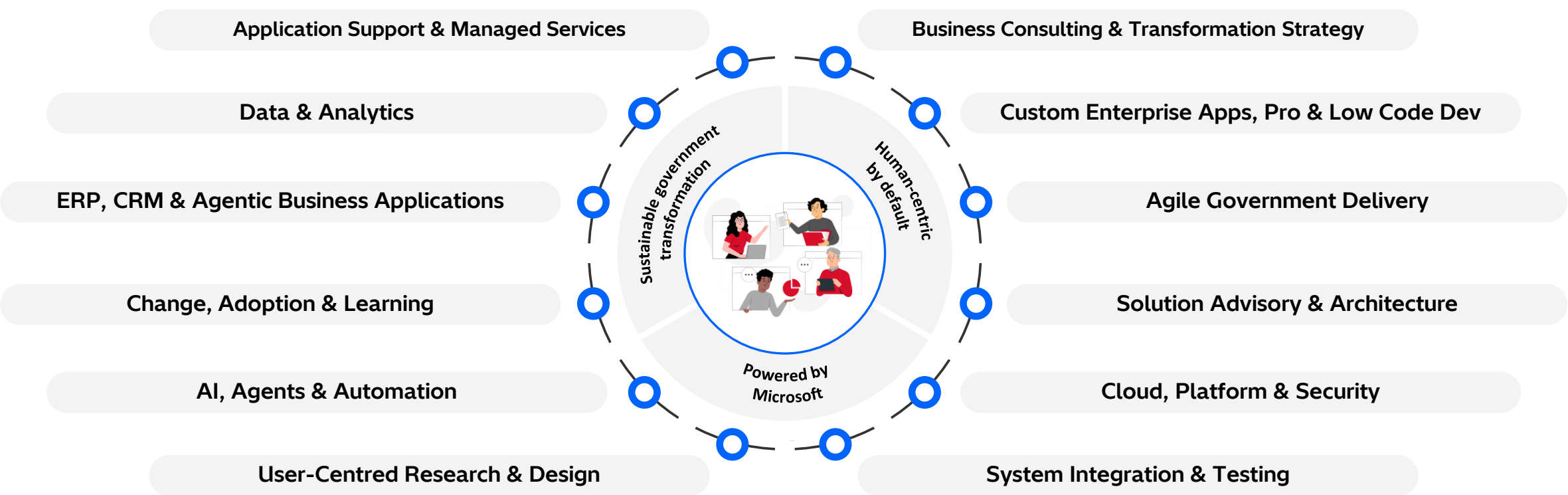
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



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