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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Identity and Access Management Service

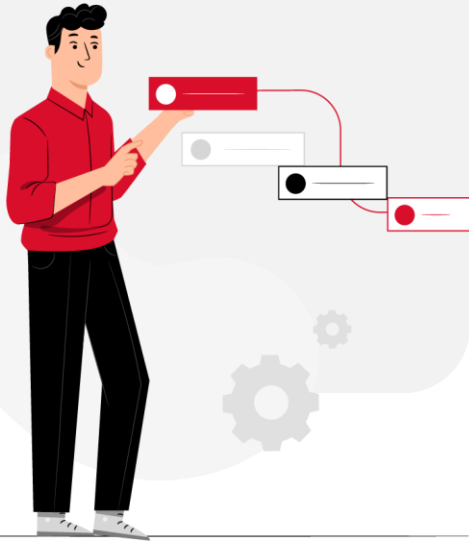
Identity and Access Management Service

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

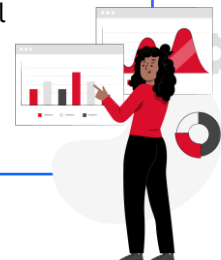
Service Description

The Identity and Access Management (IAM) Service helps organisations assess, design and implement effective identity and access controls for cloud and digital services. The service focuses on improving security, usability and governance through well-designed IAM solutions, and concludes with a structured handover to internal teams to support sustainable operation.



Service Features

- Assessment of current identity and access management capabilities
- Review of identity risks, access models and control effectiveness
- IAM architecture and design aligned to organisational needs
- Support for selection and configuration of IAM tooling and platforms
- Design and implementation of role based and attribute-based access controls
- Integration with cloud services, applications and directories
- Alignment with Zero Trust and least privilege principles
- Identity lifecycle and access governance design
- Documentation, standards and implementation artefacts
- Knowledge transfer and handover to internal teams, with optional follow-on support



Service Benefits

- Reduced risk of unauthorised access and identity compromise
- Clear, consistent access controls across cloud services
- Improved usability for users and administrators
- Alignment with security and governance expectations
- Better visibility and control over identities and permissions
- Reduced operational complexity and access management overhead
- Accelerated delivery of secure digital services
- Improved auditability and compliance readiness
- Sustainable IAM capability owned by internal teams
- Flexibility to adapt as services and organisations evolve



Identity and Access Management Service

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Keep cloud applications stable, secure and improving



What this service is for

Implement effective IAM

This service is for organisations that need to improve how identities are managed and access is granted, while retaining ownership and operational control once implementation is complete.

We work with teams to design and implement IAM solutions, then hand over clear, documented capabilities that internal teams can operate and evolve.

Key outcomes: Improved access control | Reduced identity risk | Clear IAM design | Internal ownership | Secure service delivery



Why this service is useful

Make cloud services accessible securely

Poorly designed IAM is a common source of security risk, delivery delays and operational frustration. This service helps organisations address these issues by providing structured assessment and practical implementation tailored to real delivery needs.

Teams gain a clear understanding of current risks and improvements, while implementing IAM solutions that are usable, auditable and aligned to organisational governance.

Common triggers: Cloud adoption | Security reviews | Access growth and complexity | Audit findings | Zero Trust initiatives



Why this service is different

Secure user-based design approach

This service focuses on building long-term IAM capability, not creating dependency on an external provider. We prioritise clear design, practical implementation and effective knowledge transfer so internal teams can confidently own and operate IAM solutions.

Our approach balances security, usability and delivery, ensuring IAM supports — rather than hinders — digital teams.

Differentiators: Consulting-led approach | Implementation with handover | Delivery-focused IAM design | Cloud and platform-agnostic | Practical, usable outcomes

How we will deliver

Discovery-led, iterative, and assurance-ready from day one

We deliver the IAM assessment in structured phases with regular checkpoints, giving stakeholders early visibility of evidence and emerging findings. This follows government best practice: iterate, involve the right people, and maintain a transparent audit trail of what was assessed, how risks were identified, and why recommendations were prioritised.

We begin by aligning on objectives, constraints, stakeholders and required access, establishing a shared understanding of how identities and permissions are managed today. We then carry out focused discovery across identity stores, access models, lifecycle processes, governance, and operational practices. Using recognised frameworks — including least-privilege and Zero Trust principles, along with major cloud provider IAM models — we assess findings and translate them into a prioritised roadmap that supports incremental improvement. Throughout, we ensure documentation and recommendations remain “assurance-friendly”: each action is linked to a specific risk, owner and prerequisite, avoiding generic or vendor-biased statements. This ensures your teams can confidently implement improvements and maintain secure, sustainable IAM practices long after the assessment concludes..

Mobilise

Activities

We begin by establishing the conditions for a successful engagement. Mobilisation confirms objectives, scope, access requirements, and stakeholders, enabling shared understanding of outcomes and constraints.

We agree ways of working, evidence needs, and decision-making paths so the assessment proceeds smoothly and efficiently from day one.

Outputs

- Agreed scope, objectives, and engagement plan
- Stakeholder and access model confirmed



Discover

Activities

During Discovery, we build a clear picture of your current IAM landscape. We review identity stores, access models, user journeys, controls, and operational processes.

Workshops and artefact reviews help us understand how identities are issued, managed, governed, and removed, as well as the pain points teams experience today.

Outputs

- Current-state IAM baseline and process mapping
- Identified risks, constraints, and areas of focus



Assess

Activities

Assess translates discovery insights into structured analysis against recognised good practice, including least-privilege principles, Zero Trust patterns, and cloud provider IAM models.

We evaluate configuration, governance, lifecycle management, and access patterns, producing clear, prioritised recommendations that balance security, usability, and delivery practicality..

Outputs

- Prioritised IAM assessment findings and recommendations
- IAM improvement roadmap with risk-linked actions



Embed

Activities

Embed focuses on enabling lasting capability within your organisation. We co-develop improved IAM patterns, access governance approaches, and implementation guidance tailored to your environment.

We support teams to adopt new practices, produce clear documentation, and hand over ownership—while offering optional short-term support to ensure a smooth transition.

Outputs

- Updated IAM standards, patterns, and implementation guidance
- Structured handover to internal teams with clear ownership

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

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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

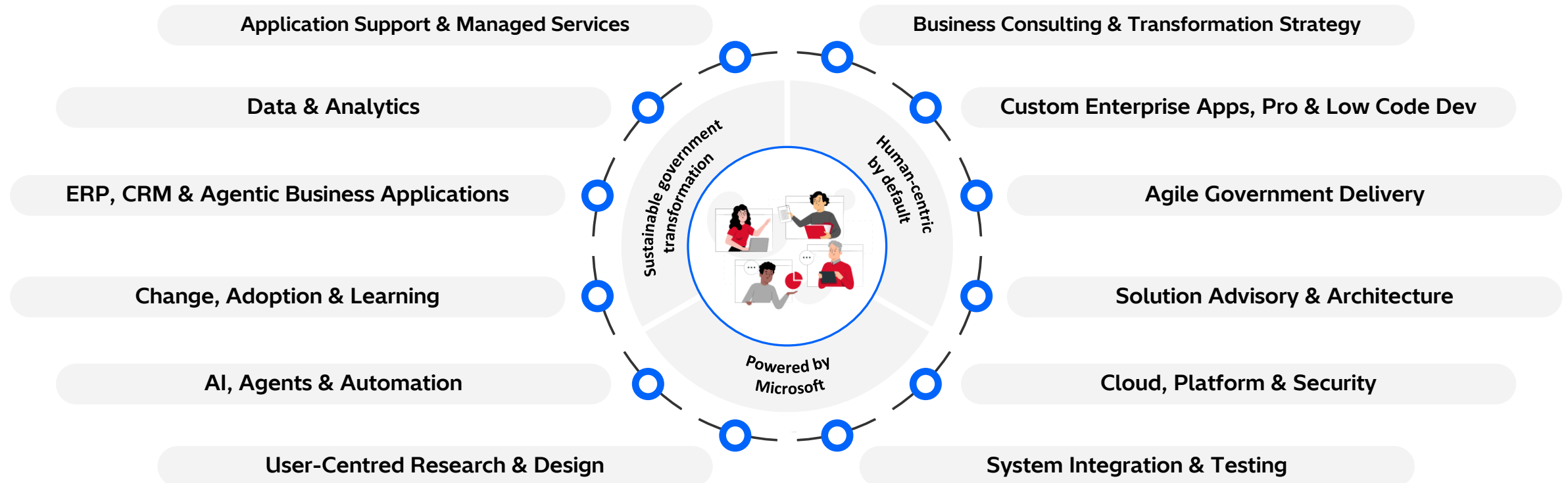
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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

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