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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Dynamics 365 Customer Service
Foundation Implementation

Dynamics 365 Customer Service Foundation Implementation

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

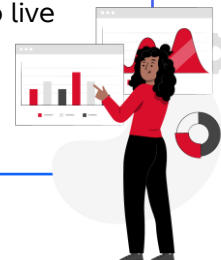
Service Description

Implement Microsoft Dynamics 365 Customer Service with a proven foundation. We configure core case management, queues, SLAs, routing and knowledge, integrate identity and channels, and support data migration, testing and go-live. Includes governance, security roles, reporting and adoption to establish a stable platform for scaling.



Service Features

- Discovery workshops for service model, journeys and priorities.
- Configuration of case management, queues, SLAs and entitlements.
- Routing setup: rules, skills, assignment and escalation paths.
- Knowledge base design, taxonomy and article lifecycle controls.
- Security roles, teams and least-privilege access design.
- Data migration for contacts, accounts, cases and reference data.
- Integration patterns for email, telephony, identity and APIs.
- Reporting dashboards for performance, SLA and case insights.
- Testing support: SIT, UAT, defect triage and fixes.
- Go-live planning, hypercare and transition to live support.



Service Benefits

- Establish a stable Customer Service platform quickly.
- Improve case handling with consistent workflows and routing.
- Meet service targets through SLA and escalation automation.
- Reduce agent effort using knowledge base and templates.
- Strengthen control with clear roles, permissions and auditability.
- Increase data accuracy through structured migration and validation.
- Enable integration with existing channels and back-office systems.
- Improve performance visibility with operational reporting dashboards.
- Reduce go-live risk with testing, rehearsal and hypercare.
- Create foundations to scale volumes, channels and automation.



Dynamics 365 Customer Service Foundation Implementation

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Implement a stable Customer Service foundation fast



What this service is for

Implement a production-ready Customer Service foundation

Use this service to implement a proven Dynamics 365 Customer Service foundation when you need to move from fragmented processes, spreadsheets or inconsistent routing into a controlled, auditable case management platform. It is suited to teams handling high volumes, complex categorisation, or multiple hand-offs where service targets and visibility matter.

We focus on configuring the core building blocks (cases, queues, SLAs, routing and knowledge), integrating identity and channels, and preparing data and users for a safe go-live. The outcome is a stable base you can extend over time without rework.

Key outcomes: Consistent case handling | Clear routing and escalation | Knowledge that supports agents | Secure access and auditability | Ready to scale safely



Why this service is useful

Reduce risk and time-to-value for Customer Service

Teams often lose time triaging, reassigning, chasing updates and recreating answers. This service reduces that waste by setting up consistent workflows, routing rules, SLAs and knowledge so enquiries land with the right people and progress is trackable end-to-end.

It also supports safer delivery by including testing and go-live planning, helping you cut over with clear readiness checks and early-life support. You get better day-to-day control through roles, permissions and reporting, so managers can see demand, bottlenecks and SLA risk and act early.

Common triggers: SLA breaches | Manual triage and rework | Inconsistent outcomes | Limited visibility and reporting | New channels or teams onboarding | Need for stronger control and audit



Why this service is different

Productised foundation build with repeatable patterns

We implement the core platform in a way that supports assurance and operational control from day one. That means clear configuration decisions, security and access design, and evidence-ready testing and go-live steps.

Rather than building features in isolation, we align the service model, journeys and priorities to how teams actually work, then configure routing, SLAs and knowledge to remove common failure points. The result is a stable foundation you can scale, with governance and reporting built in so improvements are measurable and release risk stays controlled.

Differentiators: Decision-led configuration | Secure-by-design roles and access | Evidence-ready testing approach | Reporting for operational control | Scale without rework

People involved for success

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Advisory

Own priorities, success measures and operational decisions for Customer Service foundation.



Human Centred Design

Validate journeys and usability with real users for Customer Service foundation.



Architect & Design

Design architecture, integrations, data flows and security for Customer Service foundation.



Solution Lead

Lead delivery, decisions, and handover for Customer Service foundation.



Product Owner

Ensure standards, assurance evidence and delivery governance for Customer Service foundation.



Subject Matter Experts

Provide current-state insight and requirements for Customer Service foundation.



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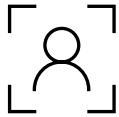
Approach and Benefits

Approach



Rapid Deployment

Leverage Hitachi's historic experience to define a core set of capabilities delivered within a time-boxed configuration period



Meet customer needs

Align business needs to out-of-the-box solution capabilities



Simplified Data Migration & training

Leverage standard tools and templates for data migration and training.



Timeboxed config. & post go-live support

Approach includes time to allow Analysis to perform basic configuration to allow customer service processes to function. Additional time included post go-live for further configuration



Rapid time to value



Standardise business processes



Reduce risk by minimizing customisations



Improved understanding of OOTB solution



Drive better future requirements

How we will deliver

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Working with your team to get case handling working, safely and fast

Blueprint

Build



Discovery

We start with focused workshops with service owners, team leads, agents, data owners and technical SMEs to agree what “good” looks like and where time is being lost today.

We map the highest-value case types, queues, SLAs and hand-offs, then confirm channels, integrations and data to migrate.

We agree ways of working, governance touchpoints, decision owners and a lightweight decision log so priorities and trade-offs stay clear.

Outputs:

- Sprint plan
- MVP Backlog
- RAID log (where required)



Alpha

We turn priorities into quick prototypes and run usability sessions with real users to test triage, assignment, escalation and “find an answer” behaviours.

We capture friction points, language issues and missing information, then refine the journeys. We agree knowledge structure, ownership and publishing controls, and confirm role-based access, auditing expectations and the measures that matter in operations.

We map what we are building to Service Standard expectations and identify any gaps early.

Outputs:

- Usability findings and refined designs
- First release scope and acceptance criteria agreed
- MVP scope locked



Beta

We build the Dynamics 365 foundation in short configuration cycles with frequent show-and-tells, so users can try real journeys early and steer the build.

We configure cases, queues, SLAs, routing rules, escalation paths, knowledge and templates, plus the minimum dashboards needed for operational control.

We prove integrations and migration using a small safe slice first (where required), validate data quality, and tune rules until outcomes are consistent.

We capture practical evidence as we go (decisions, testing results, usability findings) to support service assessment readiness.

Outputs:

- Working service, iterated with users
- Security + reporting ready



Live

We run SIT and supported UAT sessions with clear scripts for priority journeys and exceptions, then fix defects quickly and re-test until stable.

We rehearse cutover and communications, release in a controlled way, and provide role-based training focused on “how do I do my job” rather than features.

Where required, we support service assessment preparation by consolidating evidence, confirming readiness criteria, and running a focused “assessment rehearsal” session. We follow with hypercare, daily checks on case flow and SLA risk, then hand over to BAU with runbooks, support routes and an agreed backlog.

Outputs :

- Test evidence
- Go-live + hypercare pack

At the end, you have:

First release live

Faster triage & routing

SLAs visible & managed

Service assessment readiness

Knowledge base built & maintained

Metrics and dashboards showing impact

Roadmap & improvement backlog

BAU support plan

The Hitachi logo is displayed in a bold, white, sans-serif font in the top right corner of the image. The background of the entire slide 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 tone is professional and official.

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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

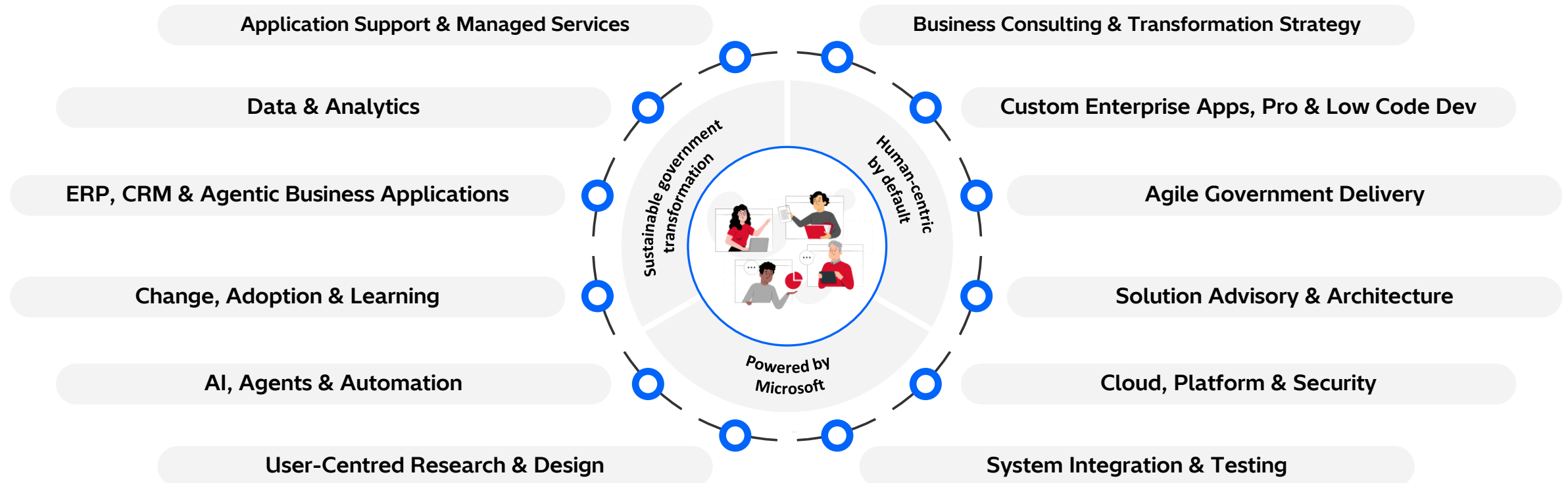
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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