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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Microsoft Agile DevOps

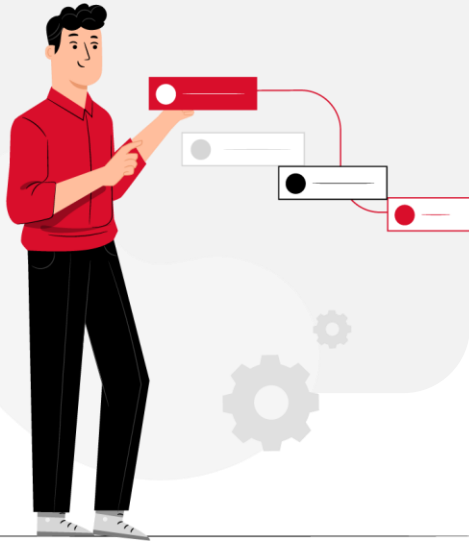
Microsoft Agile DevOps

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

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Service Description

Run Agile DevOps for Microsoft-based digital services using Azure DevOps or GitHub. We set up boards, repos and pipelines, automate build, test and release, and add security checks and approvals. Includes environment management, evidence trails and reporting, plus knowledge transfer so teams deliver changes safely and frequently.



Service Features

- Azure DevOps boards setup for epics, stories, sprint planning
- GitHub or Azure Repos with branching, pull requests, code reviews
- CI pipelines for builds, packaging, artefacts and versioning
- CD pipelines with approvals, release gates, rollback and audit logs
- Automated testing: unit, integration and regression in the pipeline
- Infrastructure as code for repeatable environments and configuration
- Security scanning and policy checks aligned to your controls
- Secrets management, service connections and least-privilege access configuration
- Release calendars, change records and evidence trails where required
- Runbooks, dashboards and handover to BAU teams and suppliers



Service Benefits

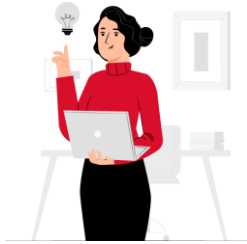
- Ship changes faster with consistent pipelines and fewer manual steps
- Reduce production incidents through automated tests and controlled releases
- Improve traceability with end-to-end linking of work, code, releases
- Lower security risk using integrated scanning and approval gates
- Create repeatable environments, reducing configuration drift and rework
- Increase delivery confidence with clear acceptance criteria and evidence
- Improve collaboration between delivery, security and operations teams
- Recover quicker with rollback plans, runbooks and deployment automation
- Provide clearer reporting on throughput, quality, risks and blockers
- Support sustainable BAU through knowledge transfer and documented ways-of-working



Microsoft Agile DevOps

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Keep Microsoft services stable, secure and improving after go-live



What this service is for

Live support plus small, safe changes from a prioritised backlog

This service is for teams running Microsoft-based digital services who need dependable day-to-day support and a clear path to improvements. We help you handle incidents and requests, monitor service health, apply patching, and manage problems so repeat issues reduce over time.

Alongside live support, we deliver small enhancements and new features through agile delivery, with controlled releases and clear reporting. This lets you improve user journeys without starting a new project or re-procuring for every change.

Key outcomes: Stable live service | Joined-up support and enhancement | Safer releases | Clear governance and reporting | BAU-ready operation



Why this service is useful

One operating model for support, change and continuous improvement

Live services often stall because support is separated from the team that can fix root causes or deliver small improvements. That creates long queues, repeated incidents, and unclear ownership. We bring service desk, monitoring, incident and problem management together with agile delivery, so fixes and enhancements flow through one prioritised backlog.

You get controlled releases, better resilience, timely patching, and transparent performance reporting. Over time, this reduces ticket volumes, improves user satisfaction, and makes costs more predictable through demand and sprint planning.

Common triggers: Rising incidents and repeat problems | Patching backlog and security findings | Slow delivery of small changes | Unclear SLAs and reporting | Cost and performance pressures | BAU handover not sticking



Why this service is different

Evidence-led operations with safe change, not “best effort” support

We run support and small development as one service, so monitoring insights, user feedback and incident patterns directly shape the improvement backlog. That avoids hand-offs and makes continuous improvement routine, not a separate project.

We keep delivery assurance-ready with clear SLAs, reporting, governance touchpoints, and decision logs (where required). Changes are delivered through controlled release management, with rollback planning and approvals, so you can improve services safely while maintaining operational stability.

Differentiators: Support plus enhancement in one team | Backlog driven by service data | Controlled releases and rollback planning | Audit-friendly governance (where required) | BAU enablement built in

Hitachi Lifetime Services overview

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Post-implementation services designed around your business needs

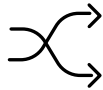
Hitachi Solutions Lifetime Services department have worked in partnership with our clients over the past 10 years, **focusing on solutions to business problems** our service portfolio has grown, matured and is continuously reviewed as part of our strategy to deliver real service value to our customers based on their changing needs and business problems.

Services are delivered **utilising a team of core consultants from the Hitachi Talent-Hubs and In-Country teams** to maximise cost efficiencies and provide multi-lingual support.



Partnership Support Model

Our engagement model ensures **transparency in service quality**, effective service management, and solution oversight to support Customer's business journey and Microsoft capability adoption.



Flexibility & Transparency

We offer flexible service models which will allow Customer to consume services in part or full depending on business needs. **Transparent commercial reporting and budget forecasting** to enable cost efficiencies

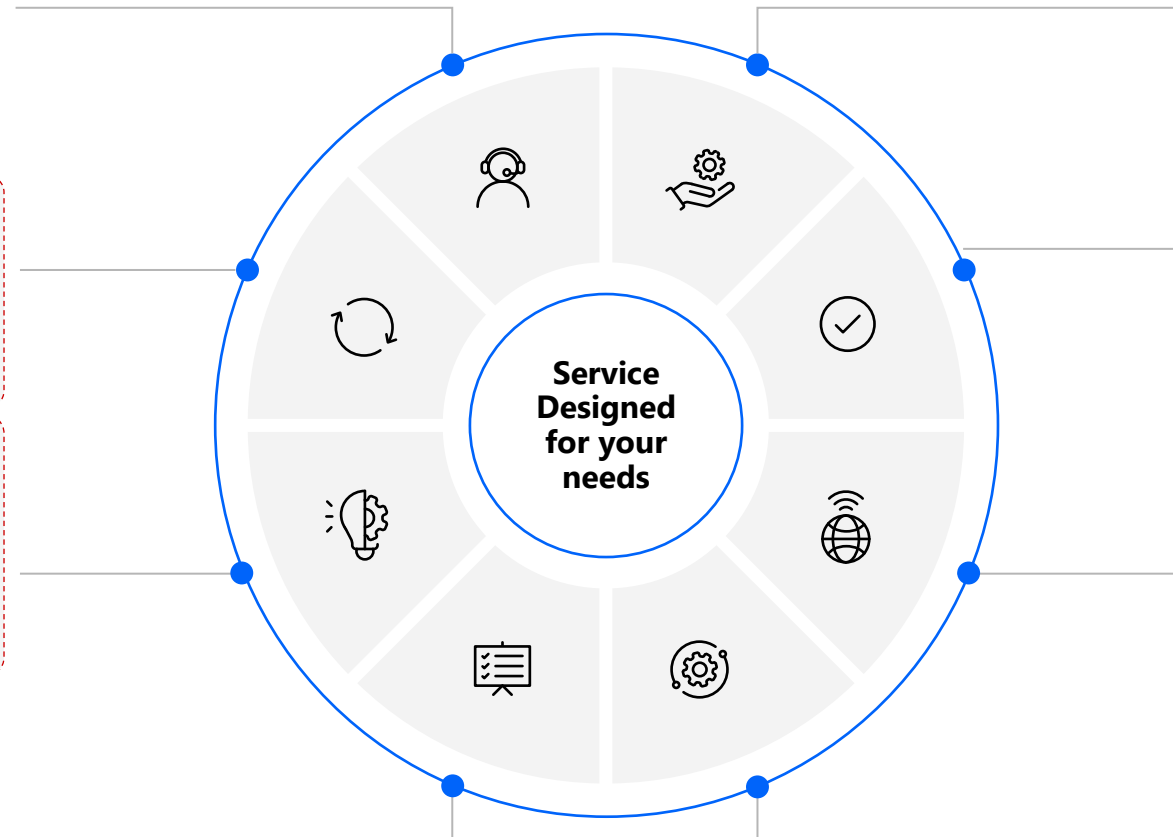
Our Service Portfolio

- ✓ Application Support and Problem Management
- ✓ Telemetry & Monitoring
- ✓ Transition & Service Design
- ✓ Development Services – agile delivery services
- ✓ Microsoft One Version
- ✓ Testing as a Service
- ✓ Release & Environment Management
- ✓ Training for End users and Internal IT teams

Lifetime Services Portfolio

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Service Management & Solution Oversight



Application Support

- ITIL aligned processes
- Incident Management
- Problem Management
- Change Management
- User Administration

Development Services

- Sprint based iterative delivery
- Agile approach to deliver rapid value to business
- Dedicated team based on backlog requirements
- One team partnership approach

Microsoft One Version

- Notification of Microsoft releases
- Solution Impact Assessment
- Roadmap Review
- Technical Update
- Adoption of new features

Learning & Development

- End user training
- IT support training
- Skills assessment
- Adoption assessment

Transition & Service Design

- Knowledge Readiness
- Service Establishment and stabilisation
- Service design – process mapping
- Stakeholder mapping & Governance

Testing as a Service

- Automation of Regression testing
- Functional testing support
- UAT testing support
- Defect management

Telemetry & Monitoring

- Pro-active monitoring
- Pro-active resolution of events
- Daily Checks
- Reporting on system health

Release & Environment Management

- Release & Environment Strategy Document
- Release Governance
- Environment Management
- Environment Refresh
- Technical Deployments

Microsoft One Version



Microsoft One Version - Service Overview

What is included in this service?

The **Microsoft One Version Service** is designed to provide comprehensive support in **two main areas**:

Advisory & Guidance

- ✔ **Strategic guidance** on Microsoft's latest features and functionalities as they are released.
- ✔ Provide **recommendations** on the most relevant features for your specific needs based on your solution.
- ✔ Highlight **potential benefits** that these updates can bring to your organisation.

Solution Updates

- ✔ **Development**: Consultants ensure any compatibility or deprecation issues are addressed, and any desired new features are configured and added to the release.
- ✔ **Testing and Issue Resolution**: They test updates to assess impacts on the customer's applications and resolve any conflicts.
- ✔ **Deployment**: Updates are deployed to production with minimal disruption to users



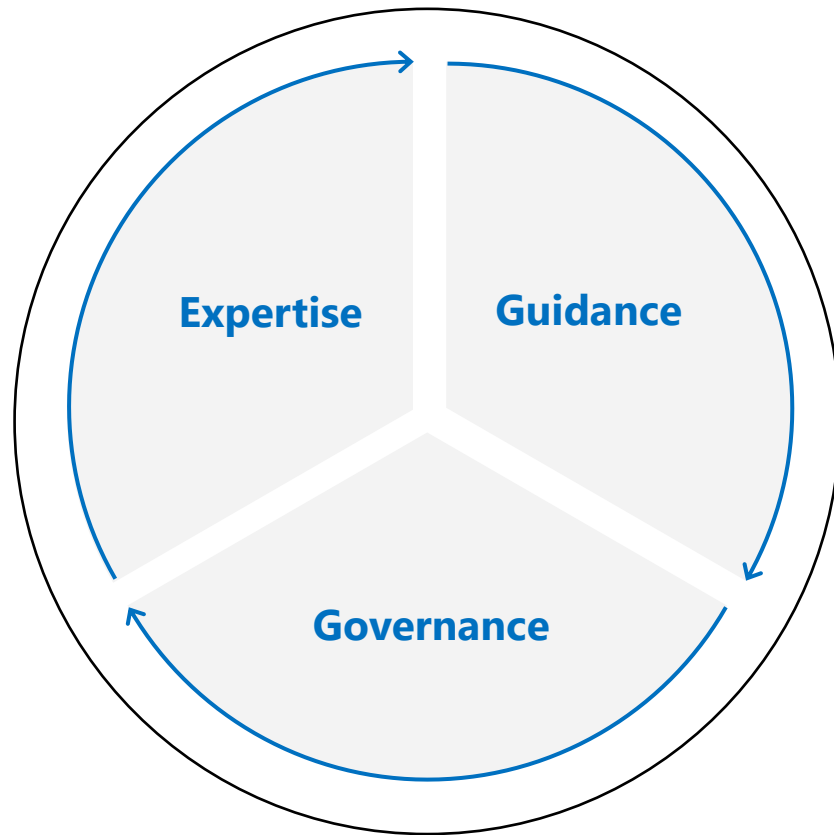
Microsoft One Version - Business Outcomes

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How does our Microsoft One Version Service help our customers?

	Maintaining Business Focus	Our customers are able to redirect internal resources to focus on core business activities.	>	Increased productivity and efficiency.
	Return on Investment	We help to fully leverage Microsoft updates, ensuring they benefit from the latest features and enhancements.	>	Maximizes customer's return on investments.
	Enhanced Security	We ensure customers systems remain up-to-date with the latest Microsoft features.	>	Provides protection against cyber threats and ensures compliance with industry standards.
	Microsoft Compliance	Ensures system has a solid foundation.	>	Maintains smooth operation of their system.
	Tailored Recommendations	Our advisory services provide personalized guidance on selecting features that best suit our customer's business needs.	>	Maximizing ROI. Aligning technology initiatives with strategic goals. Fostering innovation and competitive edge.

Microsoft One Version



Key Objectives

Hitachi Solutions Microsoft One Version Service addresses the criticality of Microsoft updates by providing expertise, guidance and governance to update your solution successfully.

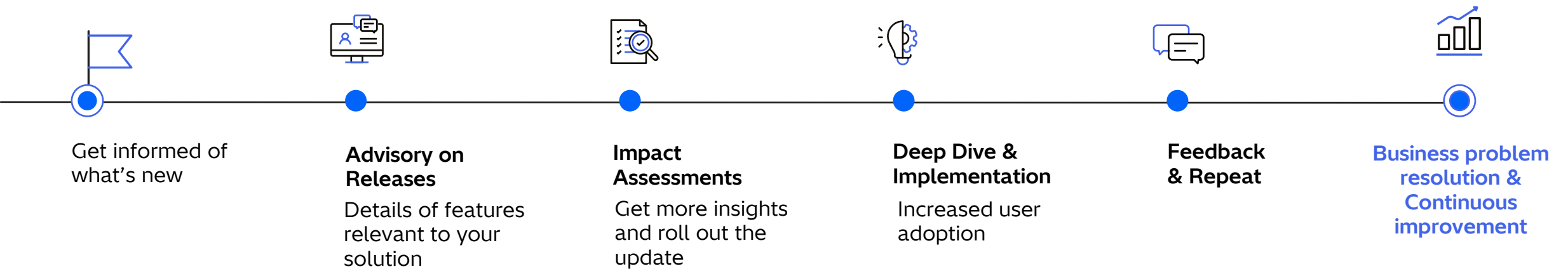
The service team brings a wealth of professionalism and expertise to guide you through your Microsoft roadmap journey. We help implement to your solution new functionality and innovations delivered by Microsoft one version updates. Enhancing your Business application software to realise your business vision.

We help you:

- Get the very best from your Business software Solution
- Improve user adoption
- Maximise ROI
- Positively engage with innovation
- Realise your business vision

Microsoft One Version

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Hitachi working in partnership with you, to guide you on your roadmap journey and facilitate business problem resolution using new features & functionality from Microsoft

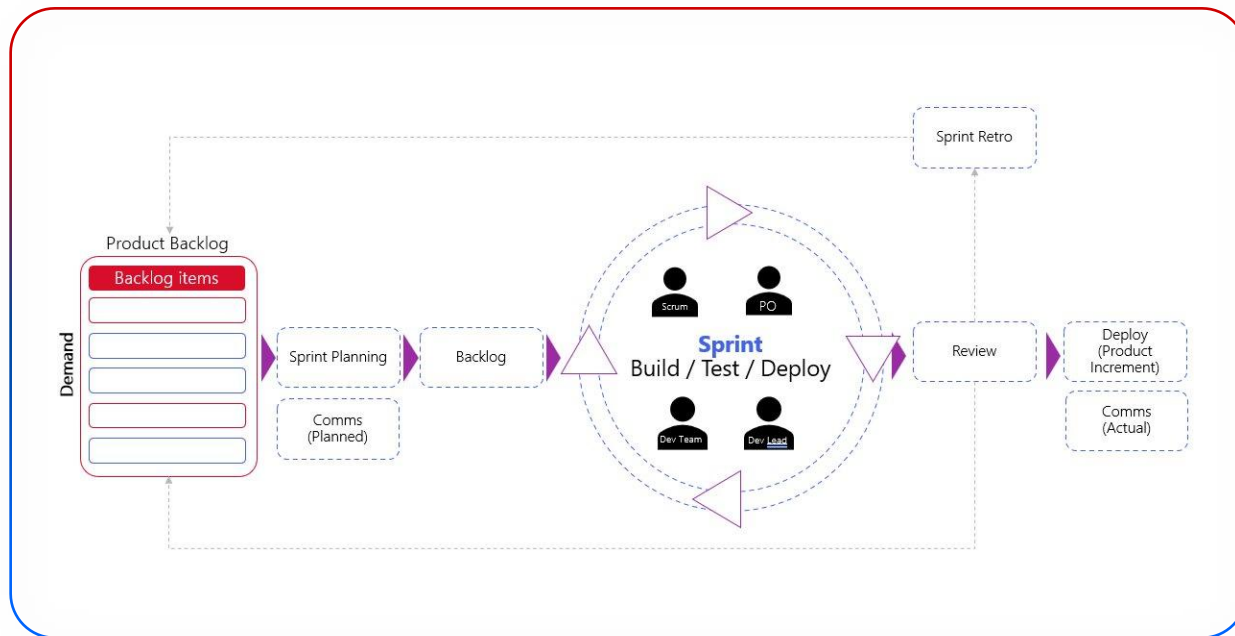
Development Services



Development Services

Evolving your Solution

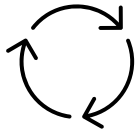
Development Services is built to meet you where you are—whether your solution is already in production or transitioning from MVP to a **continuous improvement model**. We take care of ongoing updates, enhancements, and optimizations, allowing you to stay focused on your core business without disruption. With our flexible service model, you can evolve your digital offering confidently and efficiently.



Core Benefits

- ✓ Full **visibility** of your backlog, challenges and upcoming work.
- ✓ **Flexibility** through prioritising your demand on the go.
- ✓ **Scalability** by scaling your demand / backlog as needed on the go.
- ✓ **Higher engagement** from your business through faster releases into your live solution.
- ✓ **Hotfix approach** for priority defects through best practise environment management.
- ✓ A **defined release cadence** that drives forward your roadmap and milestones.

Our Approach



Sprints are the heartbeat of our Development Services methodology, breaking down development into manageable, iterative cycles.

We develop a **strategic solution roadmap** for your Solution providing guidance throughout the process

We **work with your existing team** or as a stand-alone team to support and **develop your vision**

We **proactively work** with your team to translate your business needs into manageable user stories.

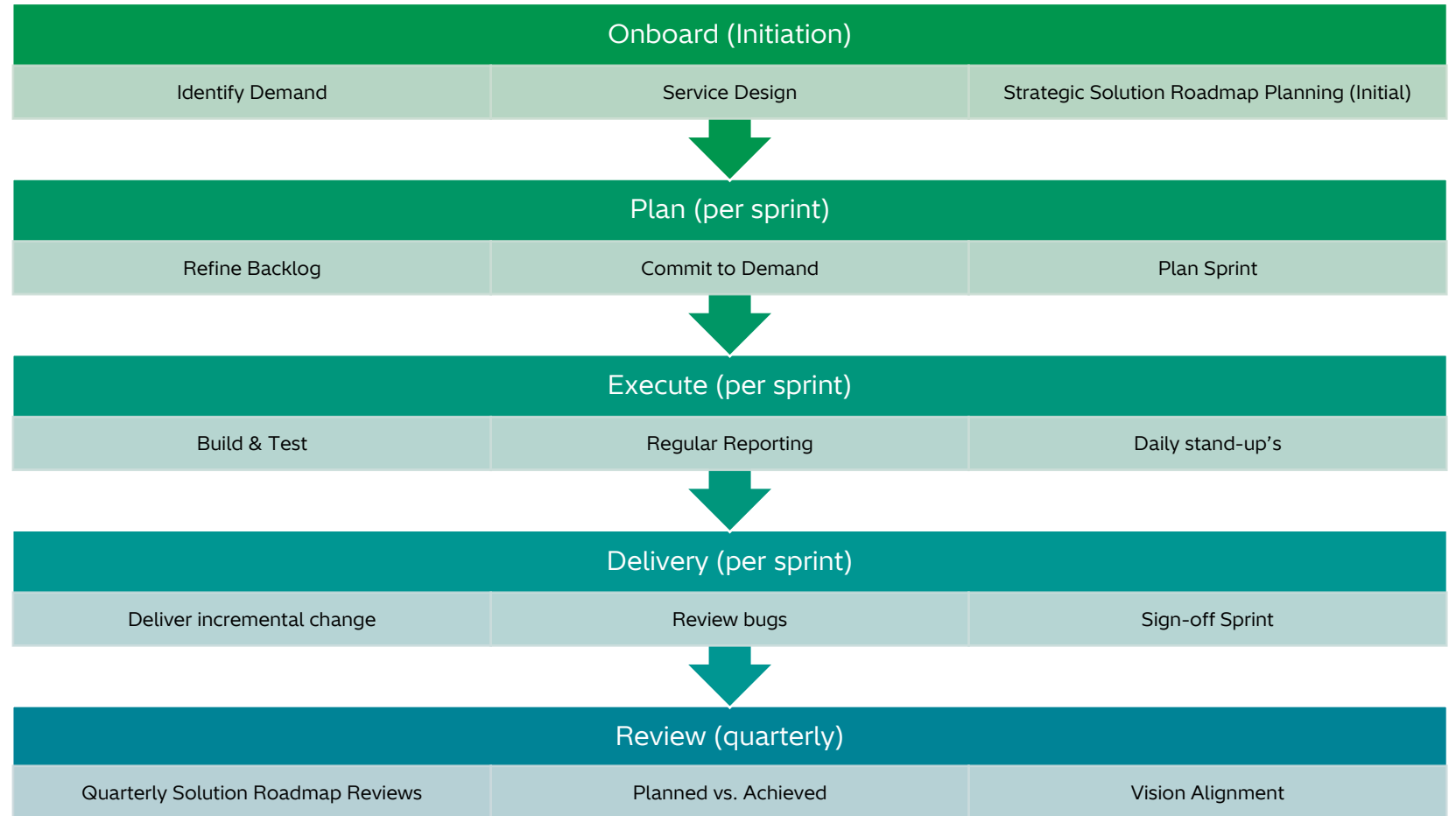
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Pillars

- ✓ **Flexibility & Value Realisation**
Scale up & down as needed and achieve progress through monthly iterations without BAU disruption.
- ✓ **Communication**
Full transparency through continuous feedback loop.
- ✓ **Risk Management**
Risk reduction through smaller, manageable work breakdown & early identification of challenges
- ✓ **Business Continuity**
On the go development that benefits your business users without impact to BAU systems

Development Services – High Level Overview

- **Initial onboarding** done to determine your demand and establish the end-to-end process.
- The **Strategic Solution Roadmap planning** ensures that your demand has a vision, and everything is aligned with Microsoft's product releases
- **Sprints** (4-week sprint size suggested) ensure that your demand is put to action. User stories are delivered on a regular basis; risks are transparently raised, and your solution evolves continuously
- **Quarterly Solution Roadmap Reviews** ensure that the initial vision is still up to date. The review session aim at providing insights as to what was planned and what has been delivered in the last quarter



Strategic Solution Roadmap

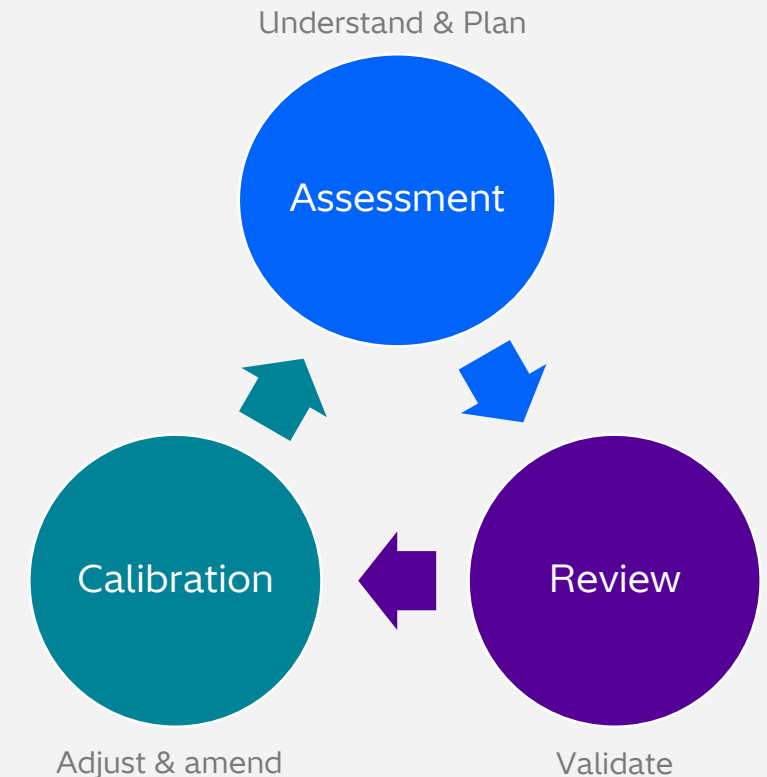
What the strategic roadmap assessment is about

The strategic solution roadmap assessment is a structured process that begins with an initial assessment of the client's current solutions and architecture. This includes reviewing all integrations and related documentation. The client's vision and current-state systems are assessed to draft a 12-month roadmap.

The roadmap includes the following elements:

- Microsoft product releases
- Microsoft release plans
- Current demand against the roadmap
- Risks, issues, and dependencies
- Opportunities
- Detailed action plan
- Implementation timeline
- Alignment with strategic vision
- Feasibility of the proposed timeline

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Strategic Solution Roadmap

Why it matters and who is involved

This process ensures alignment between business demand and the client's long-term goals. It supports proactive planning, enables early identification of risks and opportunities, and provides a clear, actionable strategy to guide investment and execution across the business. Additionally, it highlights opportunities that could positively impact the client's solution and establishes a baseline for what can realistically be achieved.

The strategic solution roadmap planning process involves multiple stakeholders across the client and consulting teams:

Solution Architect – assesses the current solution, architecture, integrations, and feasibility of demand against multiple criteria.

Product Owner – provides insights on dependencies and business-relevant knowledge, offers visibility into internal processes, and ensures clarity of business demand.

Service Delivery Manager – discusses the output of the strategic roadmap assessment with key business decision makers such as Client IT Leadership, Sponsors, and Product Owners.

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Assessment

- When: During Onboarding
- What: Solution Roadmap Plan

Review

- Plan vs. Actual achievement
- Minor adjustments to plan
- Changes during the quarter

Calibration

- Comprehensive review
- Major adjustments
- Re-alignment of goals and re-planning

Development Services – Sprint Lifecycle

3 phase approach

01 Planning

- Backlog Refinement
- Sprint Planning
- Commitment to deliverables
- Resource Forecast
- Alignment with resourcing
- Sprint Start Report

02 Executing

- Daily Scrum meetings
- Sprint Execution
 - Development
 - Testing
 - UAT Testing
- RAID Items
- Weekly Reporting
- Forecast vs. Actuals

03 Delivery

- Sprint Review
- Sprint Retrospective
- Sign-off deliverables
- Deploy agreed user stories
- Sprint Closure Report

PM: Governance throughout (Reporting, Forecasting, RAID Items, etc...)

Best Practice 2-4-week sprints

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 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

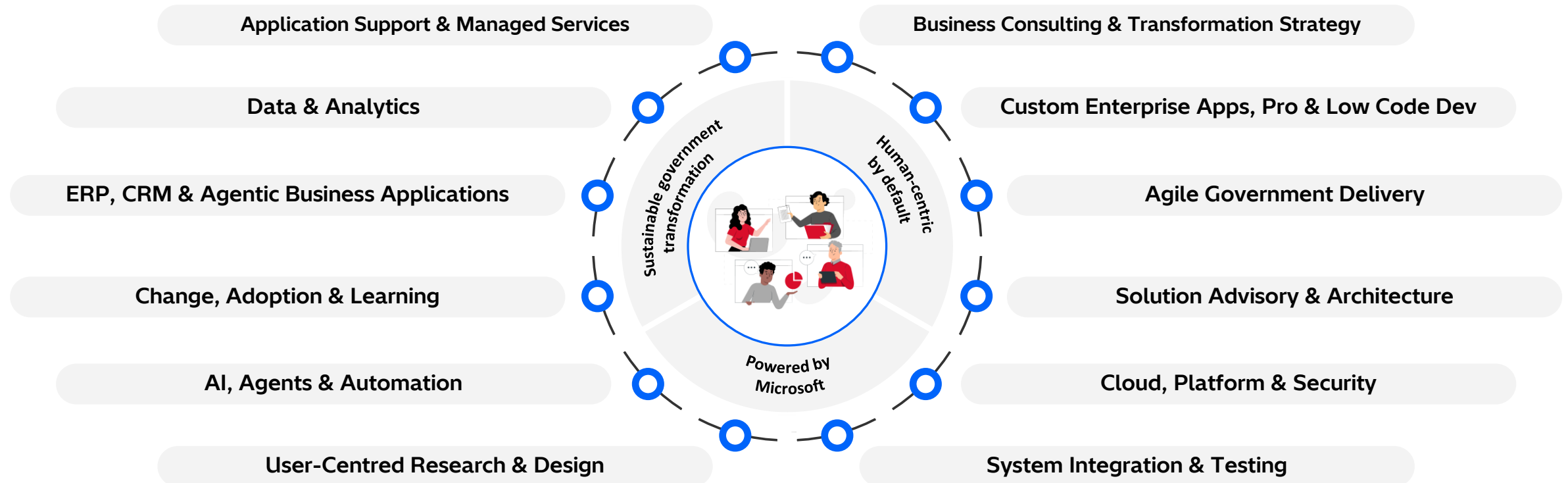
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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