



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Dynamics 365 Health Check
and Optimisation Blueprint

Dynamics 365 Health Check and Optimisation Blueprint

HITACHI

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

Service Description

Assess and optimise Microsoft Dynamics 365 for stability, security, performance and adoption. We review configuration, customisations, integrations, data quality and operational processes, then deliver a prioritised improvement blueprint. Includes quick wins and a roadmap aligned to the Microsoft release cadence.



Service Features

- Current-state review of configuration, routing, SLAs and knowledge.
- Security assessment: roles, access, audit, least-privilege review.
- Integration and interface review for resilience and supportability.
- Customisation and extension assessment to reduce technical debt.
- Data quality assessment and improvement recommendations.
- Performance and usability checks for key journeys.
- Operational model review: support, change and release processes.
- Microsoft release readiness and impact assessment approach.
- Blueprint pack: findings, recommendations, roadmap and estimates.
- Optional quick wins delivered through controlled change.



Service Benefits

- Reduce incidents by addressing root causes and weak controls.
- Improve security with clearer roles, audit and access governance.
- Improve performance through targeted configuration optimisation.
- Reduce technical debt by rationalising customisations.
- Improve adoption with usability and process improvements.
- Increase confidence ahead of Microsoft platform releases.
- Prioritise spend with a clear improvement roadmap.
- Improve compliance with documented controls and evidence.
- Stabilise integrations to reduce service disruption.
- Enable continuous improvement with measurable actions and KPIs.



Dynamics 365 Health Check and Optimisation Blueprint

HITACHI

Get a prioritised optimisation blueprint for Dynamics 365



What this service is for

A focused health check that turns issues into a delivery-ready blueprint

Teams often feel the pain as repeat incidents, slow journeys, unclear security ownership, and integrations that fail at the worst time. Changes then stack up, and releases feel risky because the root causes are not visible or agreed.

This service assesses Dynamics 365 for stability, security, performance and adoption, across configuration, customisations, integrations, data quality and operational processes. You leave with a prioritised improvement blueprint, quick wins, and a roadmap aligned to the Microsoft release cadence.

Key outcomes: Clear current-state diagnosis | Prioritised improvement blueprint | Release-ready roadmap | Agreed next actions | Quick wins



Why this service is useful

Reduce avoidable incidents and make changes safer and easier

A structured review helps you separate symptoms from causes, so effort goes into the changes that actually reduce incidents, improve security governance, and remove performance bottlenecks. It also reduces the cost of “churn” caused by repeated rework and unclear standards.

The blueprint gives delivery teams and service owners a shared view of what to fix first, what to stop doing, and what needs controlled change. It supports planning ahead of Microsoft platform releases, with clearer decisions on trade-offs, sequencing, and confidence to act.

Common triggers: Rising incidents and backlog | Upcoming platform release | Slow or unstable journeys | Audit and access concerns | Integration disruptions | Low adoption and workarounds



Why this service is different

Decision-led recommendations that are practical to deliver and govern

We look across the whole service, not just the application build. That includes configuration and routing, security roles and audit, integrations and interfaces, data quality, and the operational model for support, change and release. This avoids “local fixes” that shift risk elsewhere.

Recommendations are prioritised so you can act quickly and safely, with a roadmap that supports release readiness and controlled change. Where required, we provide evidence notes, acceptance criteria, and decision records so actions are easier to approve, track and assure.

Differentiators: End-to-end service view | Prioritised actions and sequencing | Release readiness focus | Evidence-led, assurance-ready outputs | Quick wins through controlled change

Our Proposition - D365 Health Check

HITACHI

? What _____

CRM assessment framework leveraging **problem framing**, **design thinking**, and **value association** techniques.

? Why _____

To enable the right conversations at the outset;

- **Assess** process and technology priorities and pain points
- **Identify** capabilities and value
- **Envision** the transformation

? How _____



Timeframe

4-week engagement with 2 weeks of workshops*



Capture

Information around processes, manual steps, areas of automation, daily activities, challenges, wish list items, and your vision for the future as an organisation



Output

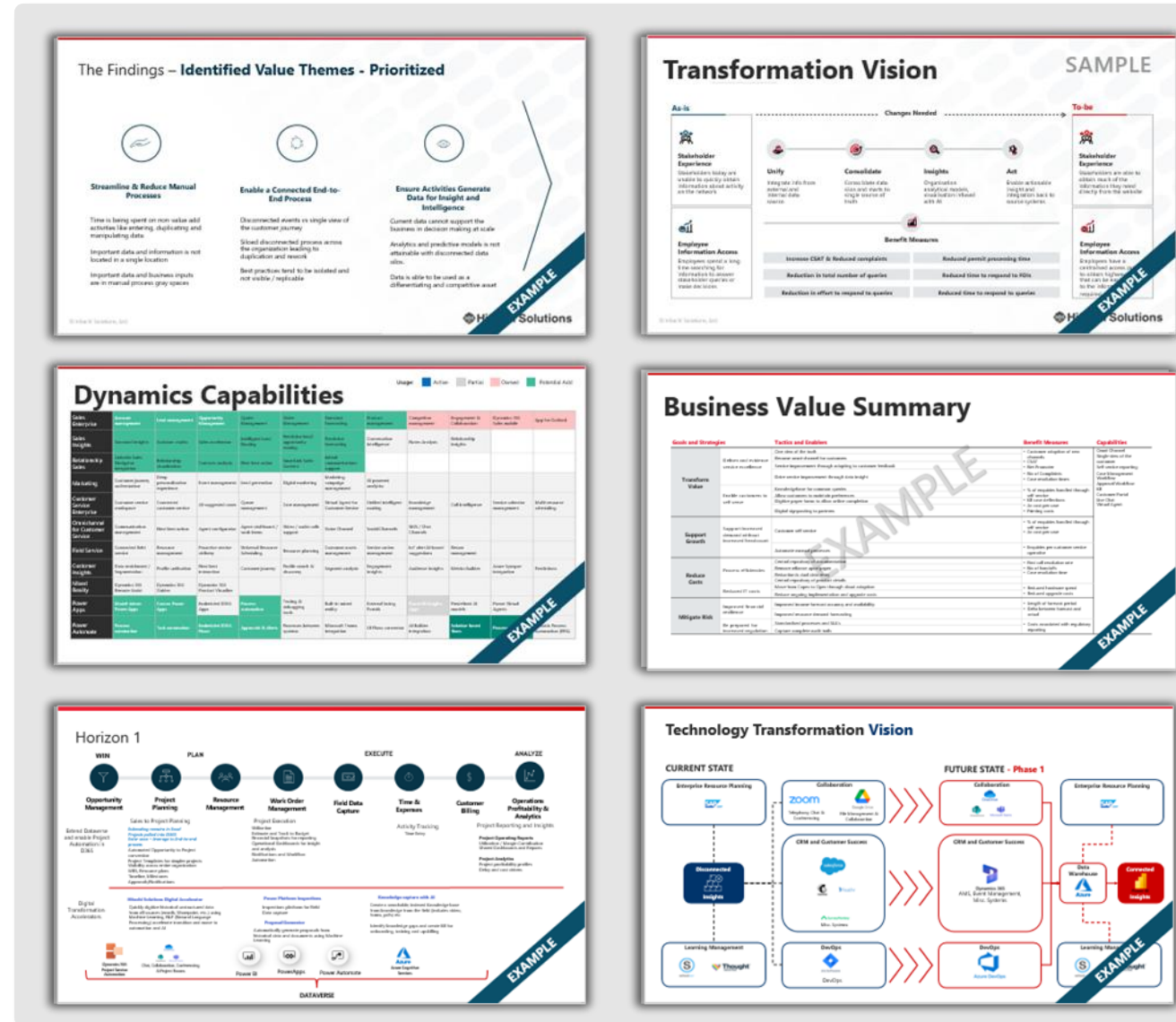
Identifying areas of opportunities for improvement, showcase the value of change, and propose a future roadmap towards a successful, scalable future



Assessment Outcomes

HITACHI

- ☒ **Identified Pain Points and Areas for Improvement**
 Stakeholder process & technology challenges and desires. User Journeys
- ☒ **Established Value Based Priorities**
 Prioritised value themes to guide future state objectives and requirements
- ☒ **Confidence in Your Process and Technology Roadmap**
 Microsoft solution capabilities, phased approach for iterative success.
Identified opportunities for the **full stack** of Microsoft capabilities in areas connected to **CRM including Power Platform, BI, Data, and AI**.
- ☒ **Align Solution to Strategic Objectives**
 High-level solution, where to start, primary objectives, and approach



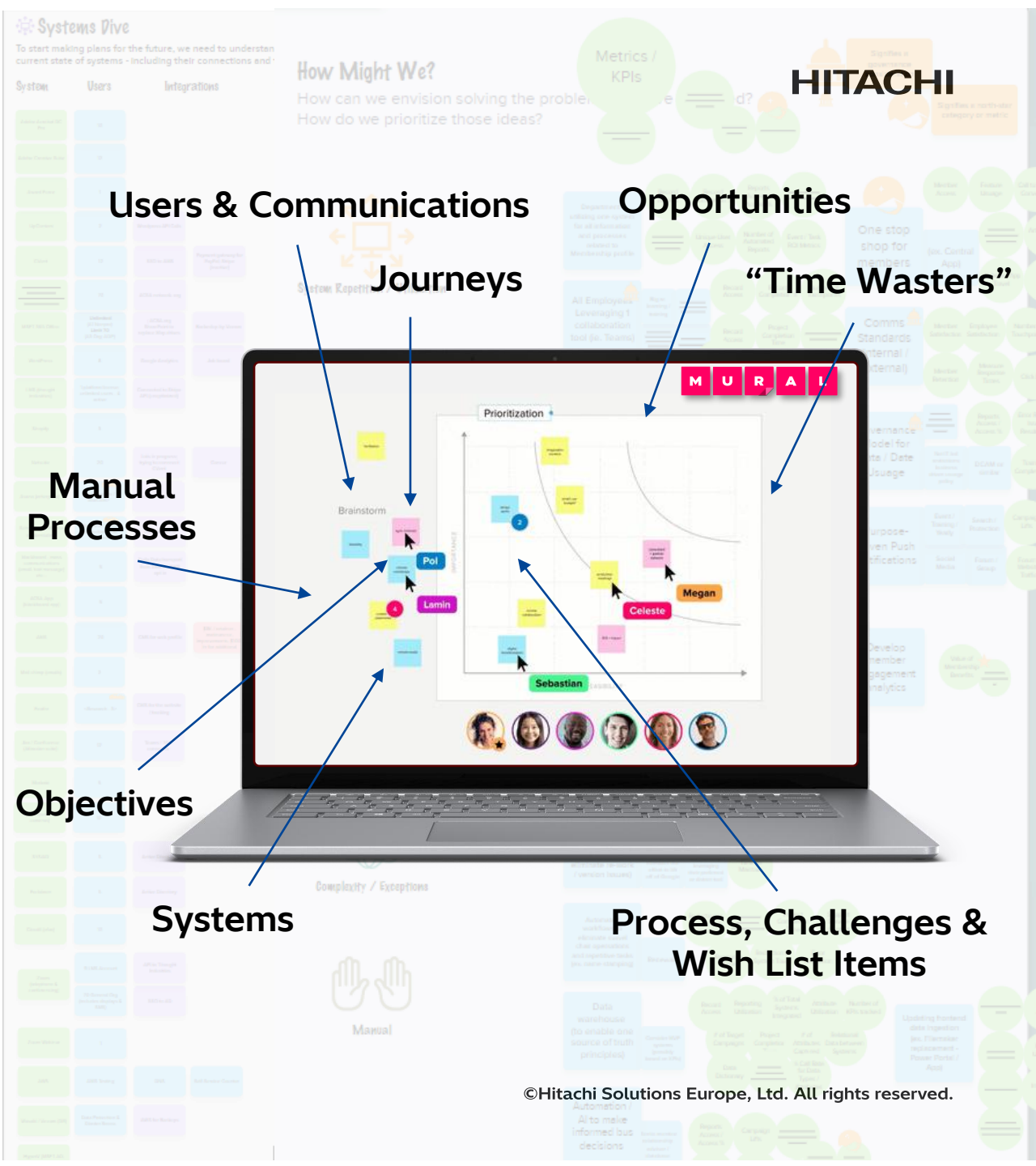
Assessment Workshops

*Indicative

Collaborative and engaging workshops conducted In-Person, Virtual, or Hybrid environment:

- Problem framing
- Value based prioritisation
- Objective alignment
- Systems deep dives
- Reverse demos and capability comparison

Session	Workshop	Teams Involved
1	Business Strategy & Objectives Workshop	Leadership
2	Existing Systems and Processes Alignment	Leadership, Bus, & IT
3	Problem Framing and Prioritization	Leadership, Bus, & IT
4	Capability Mapping Session	Leadership, Bus, & IT
5	1on1 Reverse Demo of existing challenges	Team Leader
6	1on1 Customer Excellence Rep Process	Team Rep



Assessment Journey

HITACHI



Kick-off meeting & Onboarding

Agreed engagement, objectives, scope and timescales at the outset.



Existing Process Deep Dive

Experienced advisors facilitate current state process and technology footprint workshops, capturing high-level requirements, challenges, and existing system capabilities.



Envisioning Workshops

Sessions to identify business goals, and measures for future state, prioritizing objectives and capabilities, creating areas of focus for the solution analysis.



Next steps

Progress to proposal for implementation work and solution demonstration.



Playback

Combined playback of the outputs from each of the workshops outlining the top opportunities and transformation vision, along with vision artifacts to support organizational buy-in.



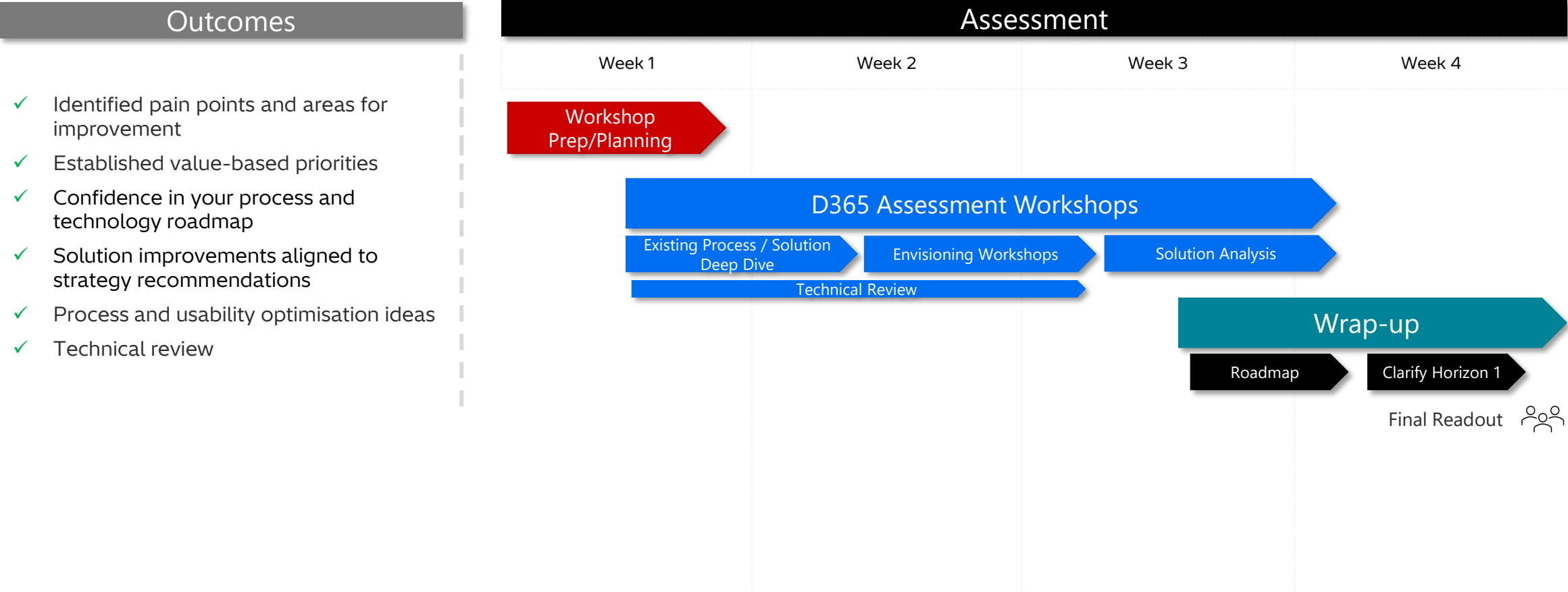
Solution Analysis and Workshops

Using specialist technical resources to drive solution conversations targeted at the value opportunities

Assessment Timeline

*Indicative

Through this 4-week workshop and demonstration effort, we will work with you to gain detailed understanding of the current state, business requirements, and recommend a path forward.



People involved for success

HITACHI



Advisory

Own priorities, success measures and operational decisions for health check and optimisation.



Human Centred Design

Validate journeys and usability with real users for health check and optimisation.



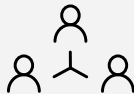
Architect & Design

Design architecture, integrations, data flows and security for health check and optimisation.



Solution Lead

Lead delivery, decisions, and handover for health check and optimisation.



Product Owner

Ensure standards, assurance evidence and delivery governance for health check and optimisation.



Subject Matter Experts

Provide current-state insight and requirements for health check and optimisation.



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.

HITACHI

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

HITACHI

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

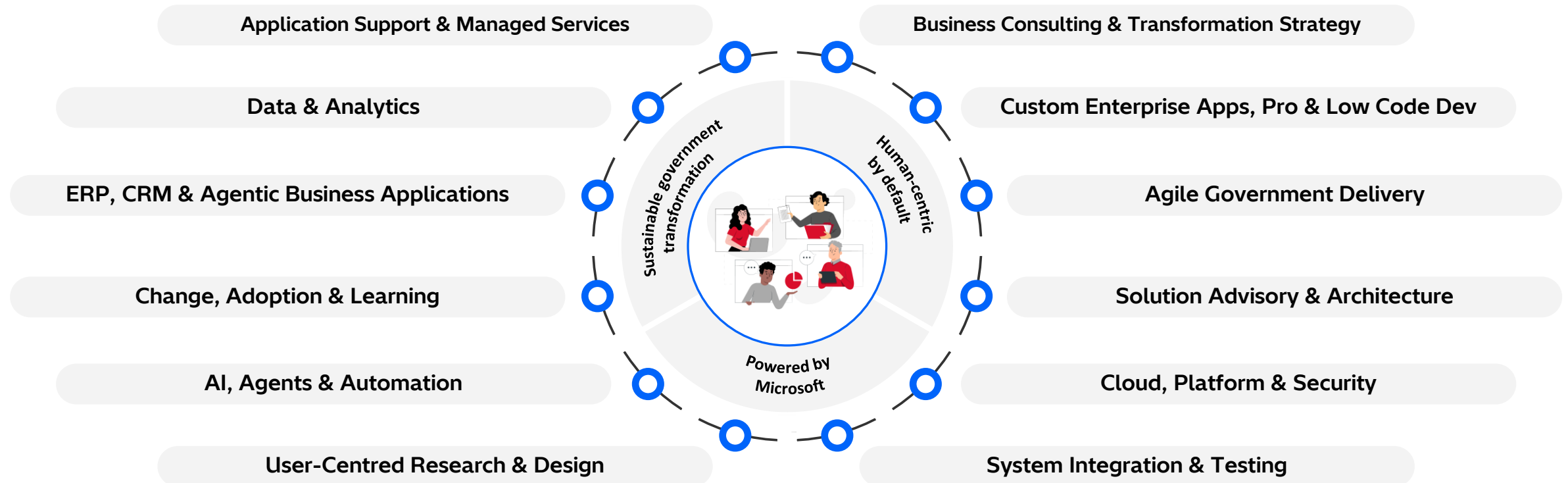
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe