



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

API Management and
Integration Platform Services

API Management and Integration Platform Services

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

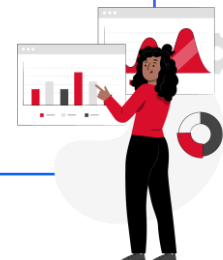
Service Description

Design, build and operate application programming interfaces (APIs) and integration platforms for secure data sharing. We implement API gateways, authentication, access controls, monitoring and developer onboarding. Deliver integration patterns for cloud and legacy systems, plus governance, standards and lifecycle management to support reliable, reusable public sector integrations.



Service Features

- API strategy, standards and governance for reusable interfaces.
- API gateway and management platform design and implementation.
- Authentication and authorisation using OpenID Connect and OAuth.
- API security: throttling, rate limiting and threat protection.
- API design using OpenAPI specification and versioning.
- Developer portal setup, documentation and onboarding processes.
- Integration patterns for cloud, software and legacy systems.
- Monitoring, logging and alerting for API performance.
- Testing: contract testing, performance testing and resilience checks.



Service Benefits

- Improve interoperability with standard, reusable application programming interfaces.
- Reduce integration risk with secure gateways and controls.
- Speed up delivery using consistent patterns and templates.
- Improve reliability with monitoring, alerting and resilience testing.
- Protect services using throttling and threat protection features.
- Simplify onboarding with clear documentation and developer portals.
- Support assurance with auditable access controls and logs.
- Reduce duplication by reusing existing application programming interfaces.
- Enable safe data sharing across organisations and programmes.
- Manage change smoothly with versioning and deprecation plans.



API Management and Integration Platform Services

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Make data sharing simple, secure and repeatable



What this service is for

Build and run APIs and integrations that teams can trust

Teams often end up with point-to-point links, duplicated data feeds and undocumented endpoints that only a few people understand. That slows delivery, increases incidents, and makes assurance harder, especially when multiple organisations need to share data safely.

This service helps you design, build and operate APIs and an integration platform so interfaces are consistent, secured, monitored and easy to onboard to. We put in place standards, gateway controls, and lifecycle management so integrations stay reusable as services change.

Key outcomes: Reusable APIs | Controlled access | Faster onboarding | Lower integration risk | Reliable data exchange



Why this service is useful

Replace brittle integrations with governed, observable interfaces

Reliable integration is usually the hidden dependency behind service performance, reporting, automation and cross-government collaboration. When APIs lack standards, security controls or monitoring, teams spend time firefighting, rebuilding similar interfaces, and negotiating access case-by-case.

By putting gateways, authentication, logging, testing and documentation around your APIs, you get safer change, faster reuse, and clearer evidence for assurance. That means fewer surprises in delivery and smoother transitions from project to BAU.

Common triggers: Data silos | New digital service needs APIs | Legacy integration constraints | Partner access requests | Audit or assurance gaps | Performance incidents



Why this service is different

Standards-first delivery that makes evidence a by-product

We start with decisions that prevent rework: what “good” looks like for API design, security, versioning and deprecation, plus how developers will discover and use your interfaces. That gives delivery teams a consistent path and reduces one-off approaches.

We build assurance into normal delivery rhythms: contract and resilience testing, auditable access controls and logs, and clear acceptance criteria (where required). The result is integrations that are easier to support, easier to reuse, and easier to govern across programmes.

Differentiators: Decision-led standards | Security built in | Evidence-ready by default | Reuse over rebuild | Lifecycle management focus

API Management and Integration Platform Services

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Secure, reusable APIs and integration patterns for trusted data sharing

Client Challenges

Brittle point-to-point integrations

Custom links create hidden dependencies, duplication and rework.

Inconsistent API security and access control

Access is negotiated case-by-case, with limited audit evidence.

Slow onboarding and poor reusability

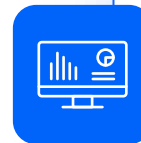
Undocumented endpoints and unclear standards slow delivery

Our Solution



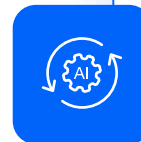
API gateway and management platform

Implement an API gateway with consistent policies for authentication, authorisation and access control. Add throttling, rate limiting and threat protection to reduce risk and protect downstream services. Configure logging, monitoring and alerting so issues are visible and diagnosable.



Integration patterns for cloud and legacy

Deliver reusable integration patterns that connect modern cloud services with software and legacy systems. Standardise interfaces so teams can build once and reuse, rather than creating one-off point-to-point links. Design integrations to support change, reliability and controlled data sharing across programmes.



Developer onboarding and lifecycle management

Stand up a developer portal with clear documentation, examples and onboarding steps so consumers can self-serve. Use OpenAPI specifications, versioning and deprecation plans to manage change without breaking users. Apply contract, performance and resilience testing to support predictable releases and assurance.

How we will deliver

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

We deliver in clear phases with regular checkpoints so you can review working outputs, not just documents. Early decisions cover standards, security controls, onboarding and change, so teams don't rebuild the same integration patterns repeatedly. Throughout, we keep an auditable trail through design decisions, acceptance criteria, test evidence and operational handover assets.

We start by agreeing priority integrations and how data should be shared safely. We then design the API standards and gateway controls, build iteratively with monitoring and documentation in place, and prove reliability through contract, performance and resilience testing. Finally, we transition to BAU with runbooks, ownership and a managed lifecycle approach.

Mobilise

Create the conditions for safe delivery. Confirm scope, priorities and environments. Agree stakeholders, access, ways of working and decision forums. Define "good" for API standards, security, onboarding and evidence. Set up delivery tooling, backlog and initial risks/dependencies.

Outputs

- Delivery plan + ways of working
- Access and environment readiness plan

Design

Define API standards and reusable patterns: naming, OpenAPI, versioning, error handling and deprecation. Design authentication/authorisation approach (OpenID Connect / OAuth) and gateway policy set (rate limits, throttling, threat protection). Shape the developer onboarding journey, documentation structure and acceptance criteria.

Outputs

- API standards and lifecycle rules
- Prioritised interface backlog + OpenAPI outlines

Build

Implement the API gateway and management configuration. Build priority APIs and integrations using agreed patterns for cloud and legacy systems. Stand up developer portal content and onboarding steps. Instrument APIs with logging, monitoring and alerts so you can see performance and failures early.

Outputs

- Working gateway policies + initial APIs
- Developer portal, documentation and onboarding pack

Test

Prove correctness and resilience. Run contract testing to protect consumers, plus performance and resilience checks. Validate access controls, logging and alerting. Fix defects and tune gateway policies. Capture test evidence and decisions so go-live is predictable.

Outputs

- Test pack and results (contract/performance/resilience)
- Monitoring and alerting baseline

Transition to BAU

Make it operable and reusable beyond the project. Define ownership, support model and operational routines (where required). Deliver runbooks, knowledge transfer and handover. Confirm versioning and deprecation plan, plus how changes will be governed and communicated to consumers.

Outputs

- Runbooks + handover and knowledge transfer
- Versioning, change and deprecation plan

At the end, you have:

Common API and integration reference patterns

Access controls, permissions and audit logging

API gateway policy set for consistent control

Reusable integration patterns for cloud and legacy systems

OpenAPI catalogue and interface standards

Monitoring, logging and alerting baseline for API performance

Authentication and authorisation approach (OpenID Connect/OAuth)

Versioning and deprecation plan plus onboarding playbook

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 in front 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

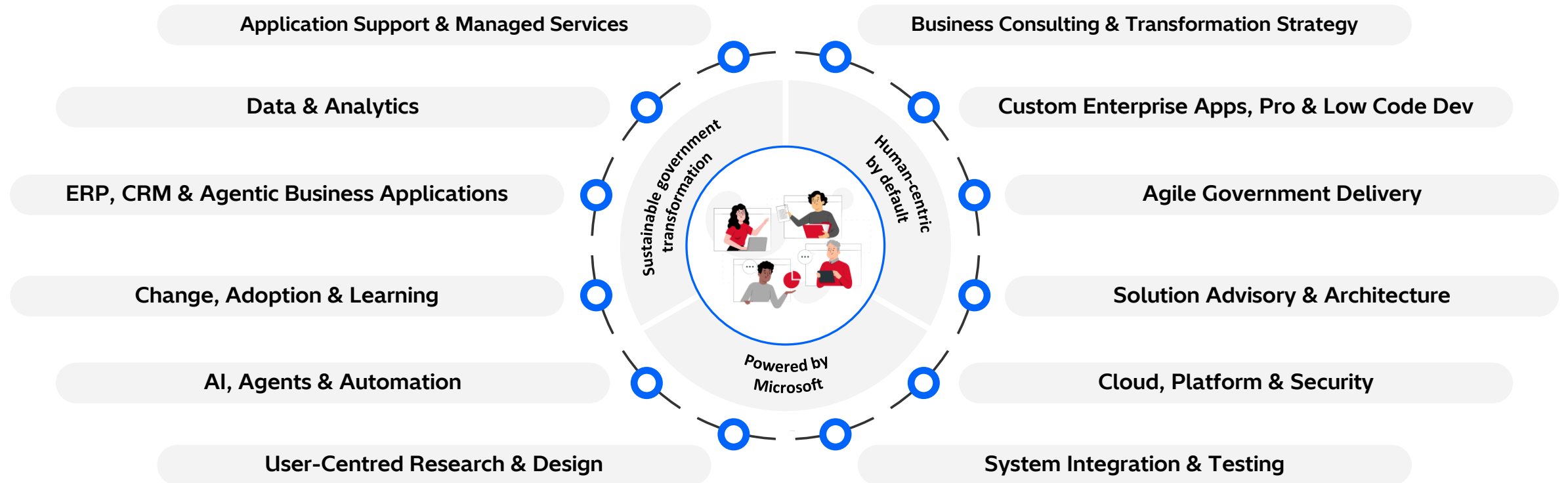
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



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AND CHELSEA



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