



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Digital Strategy and Transformation

Digital Strategy and Transformation

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

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Service Description

Plan and deliver digital change from strategy to implementation. We define vision, priorities and roadmaps, then support delivery across service design, architecture, data and cloud, and change management. Provides business case support, benefits tracking and adoption planning to improve services, reduce cost and build sustainable capability.



Service Features

- Digital strategy, vision and priorities aligned to organisational goals
- Transformation roadmap with milestones, sequencing and dependencies
- Business case support including options appraisal and benefits planning
- Operating model and organisation design for digital delivery teams
- Programme and project management for complex transformation
- Service design and user research to improve end-to-end journeys
- Solution architecture and technical design for scalable services
- Data and cloud planning to modernise platforms and reporting
- Change management, communications and adoption planning
- Benefits tracking, measures and continuous improvement approach



Service Benefits

- Provide clear direction with agreed priorities and roadmap
- Reduce wasted spend by focusing on highest value change
- Improve services by designing around real user needs
- Reduce delivery risk through governance and phased delivery
- Increase adoption through structured change management and training
- Speed up delivery by removing blockers and clarifying decisions
- Improve value for money using benefits tracking and measurement
- Reduce cost by simplifying processes and modernising platforms
- Improve decisions with better data, reporting and insight
- Build internal capability through coaching, handover and knowledge transfer



Digital Strategy and Transformation

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A joined-up plan from vision to delivery-ready action



What this service is for

Turn competing priorities into an agreed, workable transformation plan

Many teams have plenty of ideas, but no shared direction, realistic sequencing, or clear decisions. This service helps you define vision, priorities and the changes that matter most, grounded in what users need and what your organisation can deliver.

We then translate the strategy into delivery-ready plans across service design, architecture, data and cloud, and change management, so work starts with fewer unknowns and less rework.

Key outcomes: Agreed priorities and direction | Roadmap with sequencing and dependencies | Clear options and investment case | Delivery-ready plans across teams | Adoption and benefits approach



Why this service is useful

Reduce waste, de-risk decisions, and get momentum back

Strategy often fails at handover: plans are high-level, delivery teams are uncertain, and change feels imposed rather than adopted. This service closes that gap by aligning leaders on decisions, giving teams clarity on what happens next, and building in benefits and adoption planning from the start.

It also helps you focus spend on the highest-value change, reduce avoidable delivery risk through phased planning, and strengthen the evidence you need to justify investment and track value for money.

Common triggers: Competing priorities | Unclear roadmap | Change fatigue and low adoption | Delivery risk and blockers | Weak business case | Poor data and reporting



Why this service is different

Decision-led transformation that stays delivery-grounded

We treat strategy as a delivery product, not a document. Work is structured around the decisions you need to make, the trade-offs you must be explicit about, and the sequencing that avoids avoidable rework.

We join up service design, architecture, data and cloud, and change management so plans are coherent across disciplines. We keep delivery assurance-friendly through clear outputs, traceable assumptions, and decision records, so you can move forward with confidence and accountability.

Differentiators: Decision-led working | Joined-up plan across disciplines | Traceable assumptions and decisions | Benefits and adoption built in | Practical sequencing and dependencies

Digital Strategy

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Our Advisory services enable you to understand how the you can support the achievement of your strategic objectives.

We develop an understanding of your **strategic objectives** and **organisational challenges**

We enable teams to develop and **understanding** of challenges, ideate solutions and **prioritise** potential innovations

We develop a roadmap **vision** for digital transformation with clearly defined **value** opportunities

Engagement Types

- ✓ **Strategic Alignment**
Develop an understanding of how you can enable your transformation strategy
- ✓ **Transformation Mapping**
Understand, prioritise and identify the value potential of transformation opportunities
- ✓ **Design Sprints**
Rapidly understanding a challenge and potential solutions

Digital Strategy Engagements

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We **tailor** our advisory engagements to the needs of each customer. However, our engagements typically focus on the following topics:

1

Strategic Alignment & Business Value Assessment

Through stakeholder interviews and workshops, we define the overarching transformation vision, aligned to your strategic objectives. Furthermore, we quantify the value the transformation will bring, helping to inform your business case.

2

Solution and Business Process Assessment

Our architects spend time with key users, observing the use of existing solutions and the completion of key processes. By understanding the current state, we develop a roadmap for transformation.

3

Change Readiness Assessment

We develop an understanding of your change readiness through questionnaires, stakeholder interviews, and readiness & adoption workshops. As a result, we are well positioned to provide you with a tailored strategy and roadmap to achieve your transformation objectives.

Engagement Features

2 to 3 week engagement

Depending upon the scope being discussed, our Advisory Engagements can be completed in as little as 2 to 4 weeks.

Support the development of your business case

Identification of the value opportunities and “rough order of magnitude costs” to help you plan your transformation.

Roadmap for Transformation

Development of a roadmap for people, process and technology transformation, aligned to your strategic objectives.



Department
of Health &
Social Care



Environment
Agency



Homes
England



Strategic Alignment & Business Value Assessment

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We ensure that our customer's strategic objectives and value aspirations are identified and understood before aligning to a potential solution roadmap



Strategic Objectives

We develop a clear understanding of our customer's **strategic objectives** and **business challenges** to ensure that they are addressed by the proposed solution



Business Value

We work to identify the business outcomes and **tangible value** that **must** be delivered by the transformation, and areas of **additional value potential**



Roadmap Vision

We support customers in developing a roadmap vision, identifying **where to start**, and the most suitable route to achieving the **strategic objectives** and desired **business value**

Strategic alignment sets the foundation for a transformation programmes by ensuring that stakeholders are aligned upon the transformation objectives and the value to be delivered

Senior Stakeholder Interviews

Individual interviews to understand the strategic landscape, key challenges, objectives and KPIS.



Prioritisation Workshops

Group-based workshops to prioritise objectives and initiatives based upon strategic importance and potential impact



Business Value Workshops

Workshops to determine relevant KPI's, aspirational targets and potential for value generation



Objectives

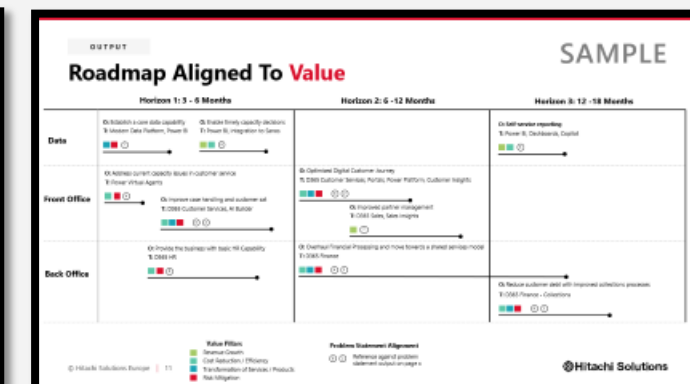
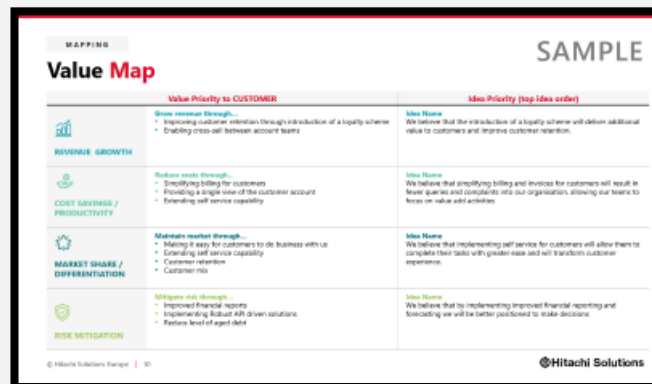
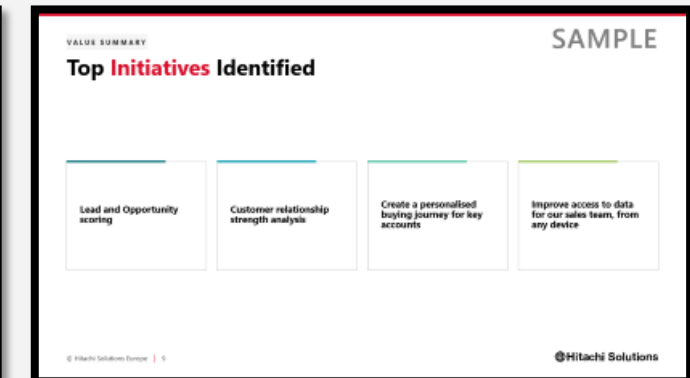
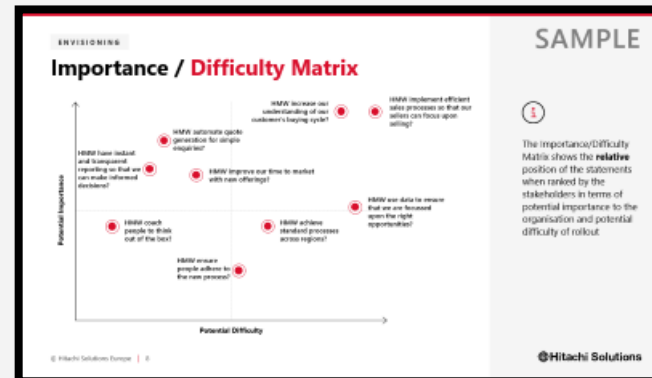
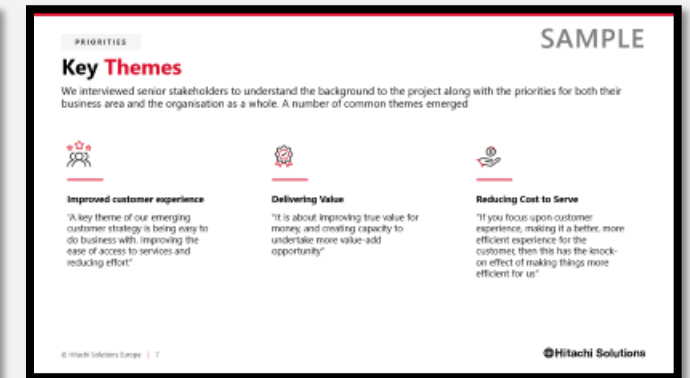
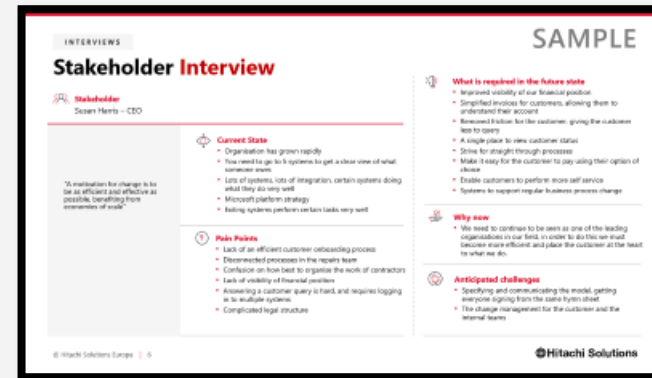
- Understand the strategic landscape and priorities of the customer before embarking upon transformation
- Identify the value opportunity associated with the transformation
- Develop a high-level roadmap aligned to strategy and value

Sample Outputs

Identification of key objectives, priorities and challenges

Business Value Map

High-level roadmap aligned to value



Solution Assessment

A short, evidence-led assessment to confirm what you have today, what needs to change, and the safest route to delivery

Current State Baseline

Rapid review of the existing solution, processes, and controls to build a clear, shared baseline. We confirm what is working, what is brittle, and what is missing across data, integrations, security, and operations.



Fit-gap and Risk Review

Workshops to test requirements against the current solution and identify gaps, constraints, and key delivery risks. We agree options and trade-offs early, so teams avoid rework and late surprises.



Delivery Readiness & Roadmap

We turn findings into a delivery-ready plan: recommended approach, prioritised backlog, sequencing, and measures of success. Outputs are structured for governance and assurance, supporting confident mobilisation.



Objectives

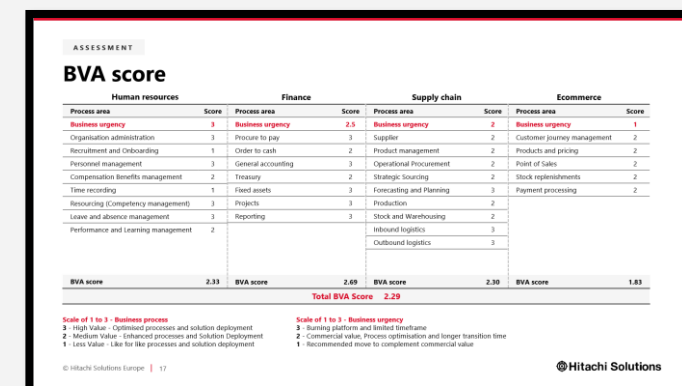
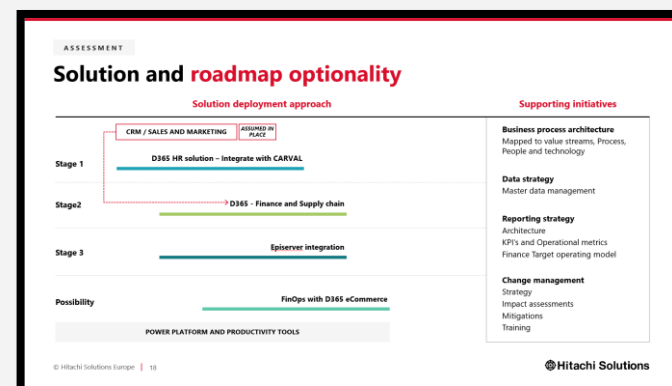
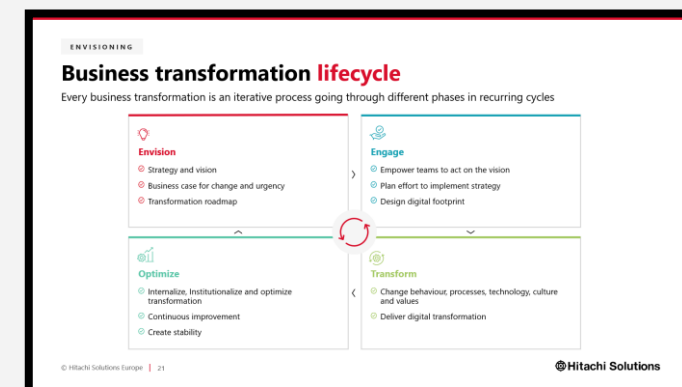
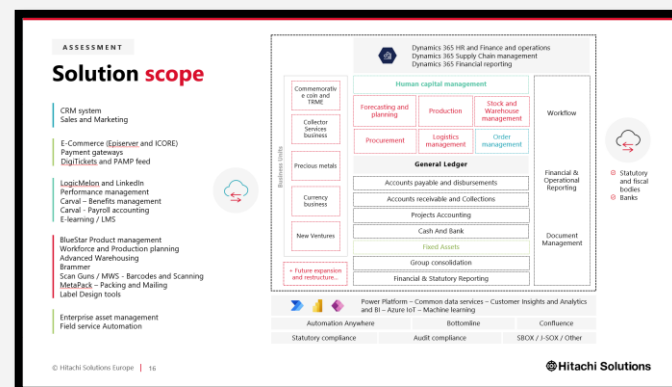
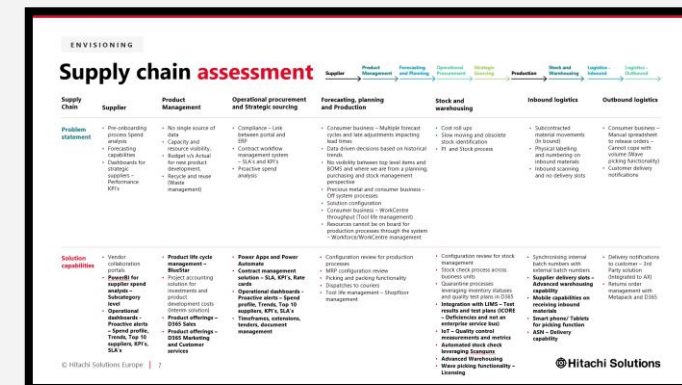
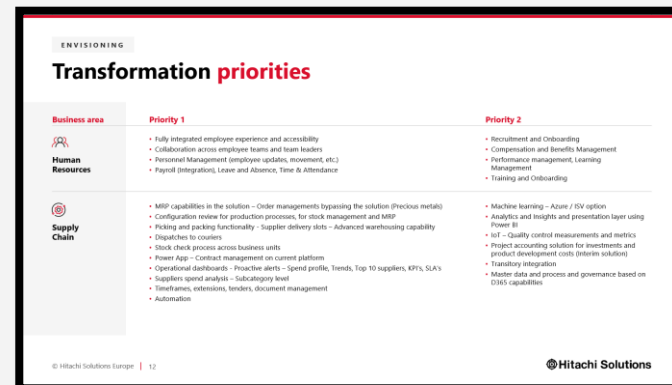
- Establish a shared view of the current solution, constraints, and dependencies
- Identify gaps and risks across process, data, technology, and operating model
- Agree options, priorities, and a delivery-ready roadmap with clear measures

Sample Outputs

Evidence pack of current state, controls and pain points

Gaps, risks and dependency map with mitigations

Delivery-ready plan: options, priorities, and acceptance criteria



Change Readiness Assessment

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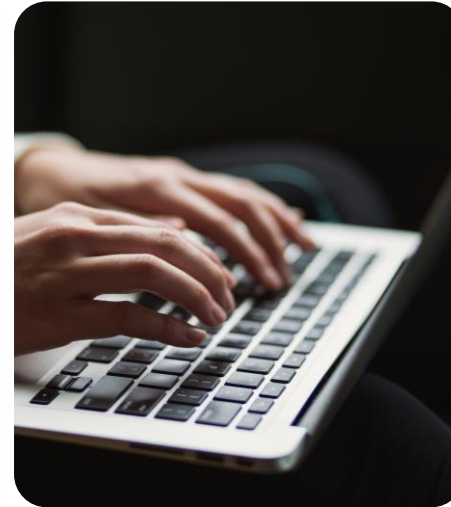
Unlock your organisation's full potential

The success of any implementation depends on the **people** who use it.

Our approach understands your **internal capability today** to give you the strategy and skills to **set you up for success tomorrow**.

Assess

Self-assessment to establish a baseline understanding of your readiness and maturity for adoption.



Sustain

Providing the tools, knowledge, skills and resources required to maintain, deliver and evolve the strategy.

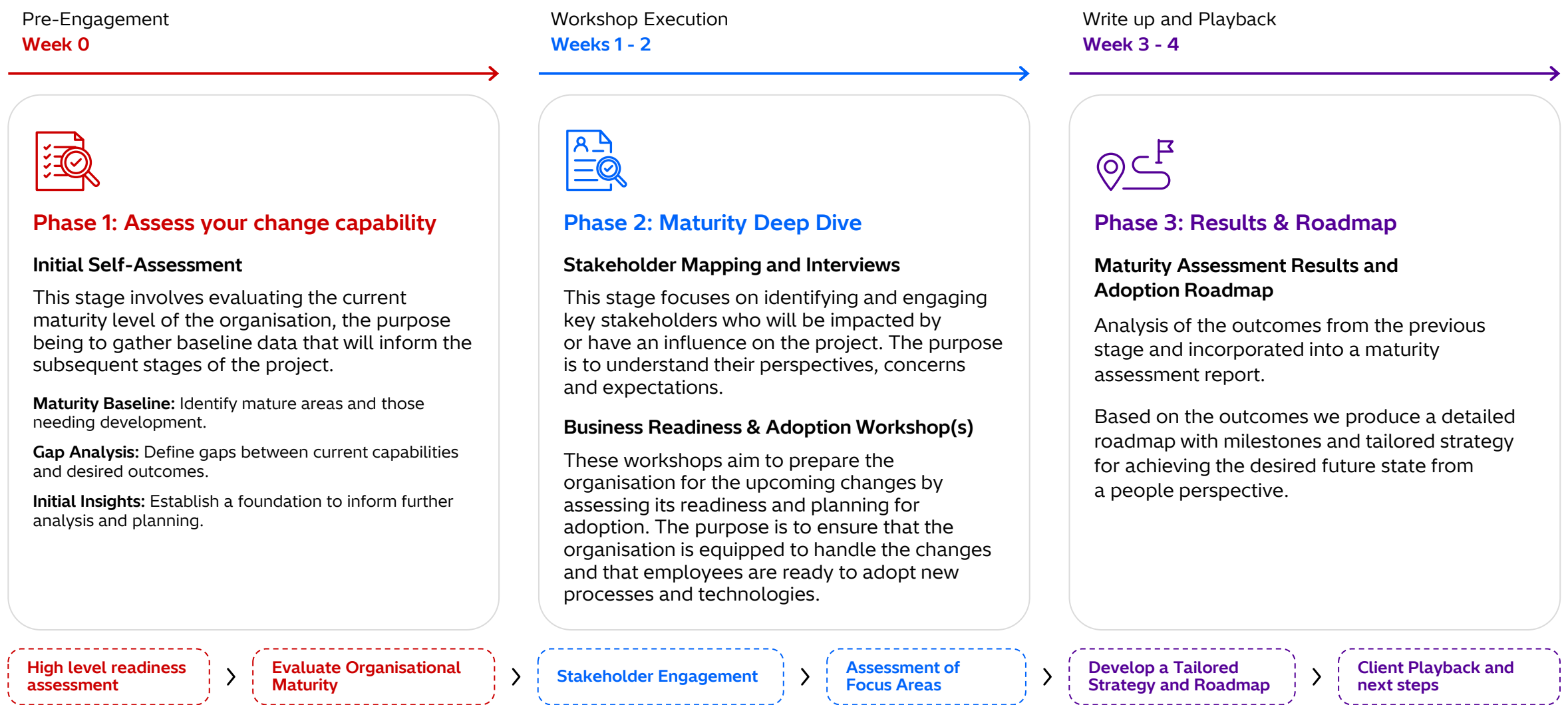


Understand & Develop

Deep dive to enable us to translate the maturity scores into actionable insights with a customised adoption strategy.



Our Change Assessment Methodology



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.

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

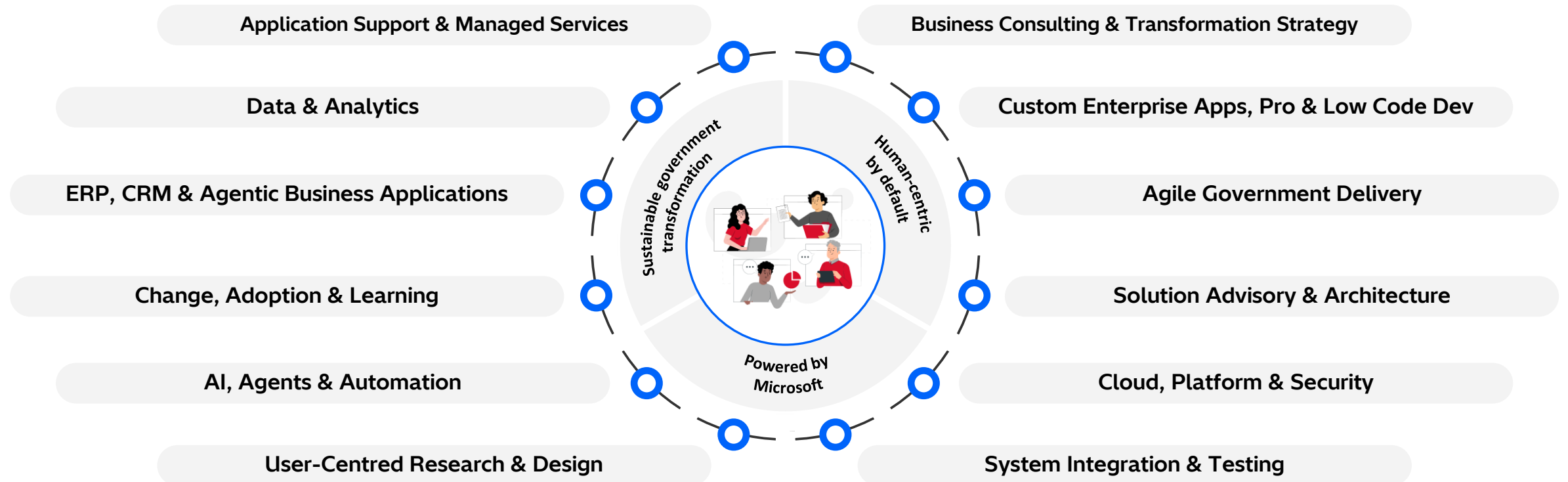
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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