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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Microsoft Power Pages

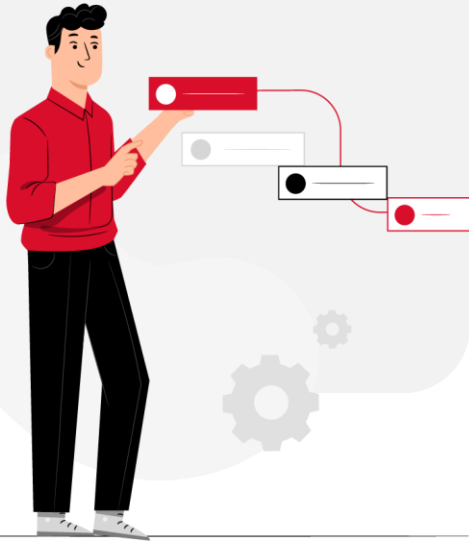
Microsoft Power Pages

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

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Service Description

Design, build and launch secure external websites and portals using Microsoft Power Pages. We create user journeys, page templates and content, integrate with Dataverse and business systems, and implement identity, role-based access and auditing. Delivered iteratively with accessibility, testing and governance, supporting reliable self-service for citizens, partners and staff.



Service Features

- Discovery workshops to prioritise portal users, journeys and outcomes.
- Information architecture, navigation and content model for clear self-service.
- Power Pages site build with templates, pages, forms and lists.
- Dataverse table design, permissions and role-based access configuration.
- Identity setup using Entra ID, B2C or other providers.
- Integrations with Dynamics 365, Power Automate and APIs where required.
- Accessibility testing against WCAG 2.2 and usability improvements.
- Security, logging and audit trail setup for evidence and assurance.
- Environment and ALM setup: solutions, pipelines and release controls.
- Training, runbooks, handover and support options for BAU teams.



Service Benefits

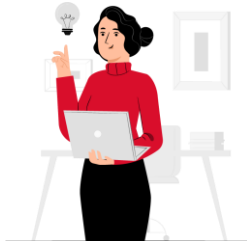
- Launch digital self-service quickly without heavy bespoke development.
- Reduce contact centre demand through guided forms and automation.
- Improve data quality by capturing validated information at source.
- Keep sensitive data protected with role-based access and auditing.
- Provide consistent user experience across web and service processes.
- Support GDS-aligned delivery with iterative releases and clear governance.
- Integrate with existing systems to avoid rekeying and duplication.
- Increase transparency with status updates, notifications and dashboards.
- Enable scalable growth using reusable templates and common components.
- Leave teams self-sufficient with training, documentation and support.



Microsoft Power Pages

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Build and improve Power Pages portals that meet service standards



What this service is for

Secure self-service websites connected to your service processes

Use this service to create or modernise public-facing portals that let users complete tasks, not just read content. We design clear journeys, build pages, forms and lists, and connect them to Dataverse and back-office workflows so requests are captured once and progress can be tracked.

Delivery aligns to the Government Service Standard so the service is assessment-ready. We work iteratively, with evidence capture built into delivery, including accessibility, security, operational readiness and clear acceptance criteria for each release.

Key outcomes: Assessment-ready delivery | Secure self-service journeys | Connected data capture | Accessible by design | Controlled releases and handover



Why this service is useful

Practical wins for users, delivery teams and operations

Portal teams often face high contact volumes, incomplete submissions, duplicated data entry, and slow updates to content and forms. Power Pages enables structured journeys with validation and clear status updates, reducing follow-up and speeding up triage.

Because delivery is aligned to the Government Service Standard, you get the artefacts and evidence needed for assurance and service assessment, including usability and accessibility testing, security and audit considerations, and operational readiness so the service can run reliably after go-live.

Common triggers: High inbound enquiries | Manual triage and rekeying | Inconsistent guidance across channels | Accessibility gaps | Need secure partner access | Upcoming service assessment



Why this service is different

Assessment-ready by design, not an afterthought

We prioritise a thin-slice journey early so you can see a working portal, validate assumptions with real users, and confirm what should be built next. This reduces waste and avoids building large areas that do not meet user needs.

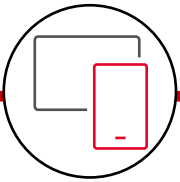
We make assessment and assurance easier by embedding evidence capture into delivery: clear acceptance criteria, decision traceability (where required), accessibility checks, security roles, auditing, and release governance. You leave with a portal that is operable, supportable, and ready to be assessed against the Government Service Standard.

Differentiators: Thin-slice first | Evidence-led delivery | Audit and access controls | Accessibility built-in | Operability and support focus

What is Power Pages?

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A high-level overview



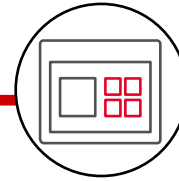
Low-code solution

- ✓ Enterprise grade low-code software as a service (SaaS) for creating, hosting and administering modern external-facing business websites
- ✓ Responsive capability for website content across browsers and devices
- ✓ Secure, with multiple authentication options available



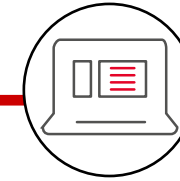
Security

- ✓ Inbuilt security is its core, allowing organisations to securely enable access of their business data internally and externally
- ✓ Authentication using the likes of Azure AD B2C, Microsoft Accounts and Social Networks
- ✓ Anonymous access for selected content and self-service registration



Design

- ✓ Rich, customisable templates, making it easy to rapidly design, configure and publish websites
- ✓ Build your own web layouts
- ✓ Expose Dataverse data using familiar artifacts such as Forms, Views, Charts

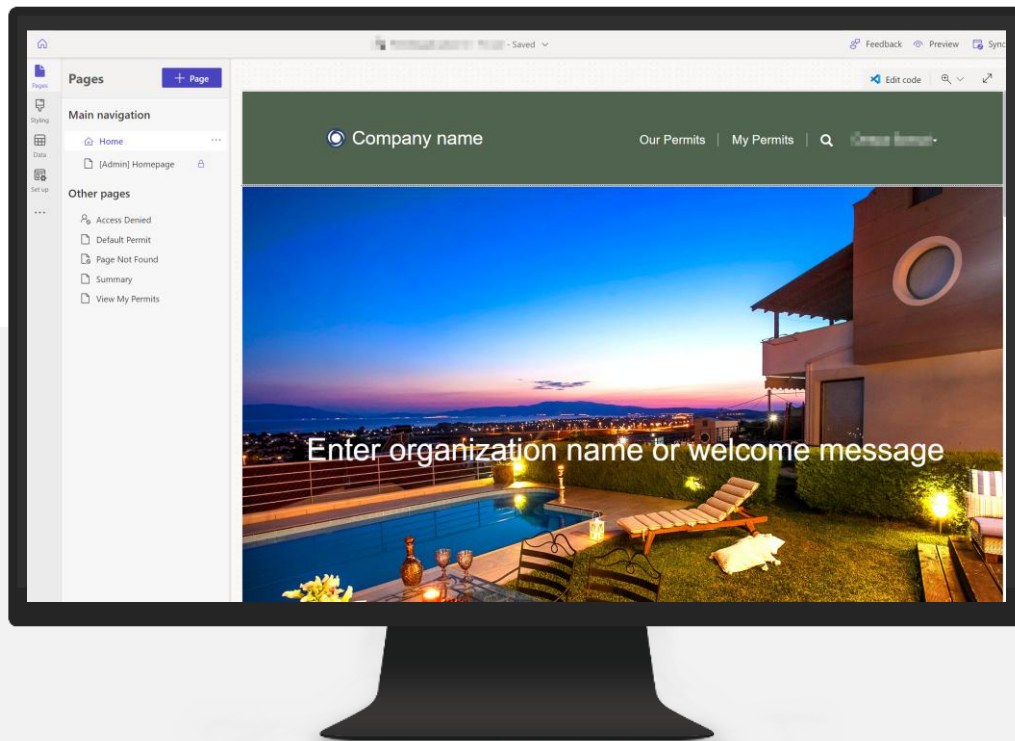


Extensibility

- ✓ Use pre-built templates (e.g.: customer self-service, partner management, community self-service)
- ✓ Professional developer extensibility using Visual Studio Code and the Microsoft Power Platform CLI to create powerful business application websites

What Can You Do With Power Pages?

Design Your Own Power Pages Website



- Simplified designer to customise content for your website. Get a Power Pages site up and running with a few clicks.
- Reuse model-driven app artifacts such as Forms, Views to expose Dataverse data
- Leverage Dataverse server-side artifacts such as **Plug-ins** and **Power Automate flows** to extend business logic
- Select pre-defined templates or create your own

Example Power Pages Use Cases

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Community Power Page

A great way to share **blogs, forums, and polls** if you want to create a community with internal or external stakeholders.



Customer Self-Service

The purpose of this feature is to allow customers to **create their own cases** using the portal instead of having to call in.



Partner Power Page

Manages **leads and opportunities** if you want to manage the pipeline of the vendors and customers you work with.

Employee Self-Service

Empowers your **internal staff to leverage knowledge articles** to find solutions to a particular question or issue.



Blank Website

Create your own website from scratch, the blank Power Pages site option allows you to do this quickly and easily.



Customer Power Page

Create externally facing websites that are connected to a D365 environment **for B2B sales-order** processing and related scenarios



Audience

✓ Partner



✓ Customer



✓ Employee



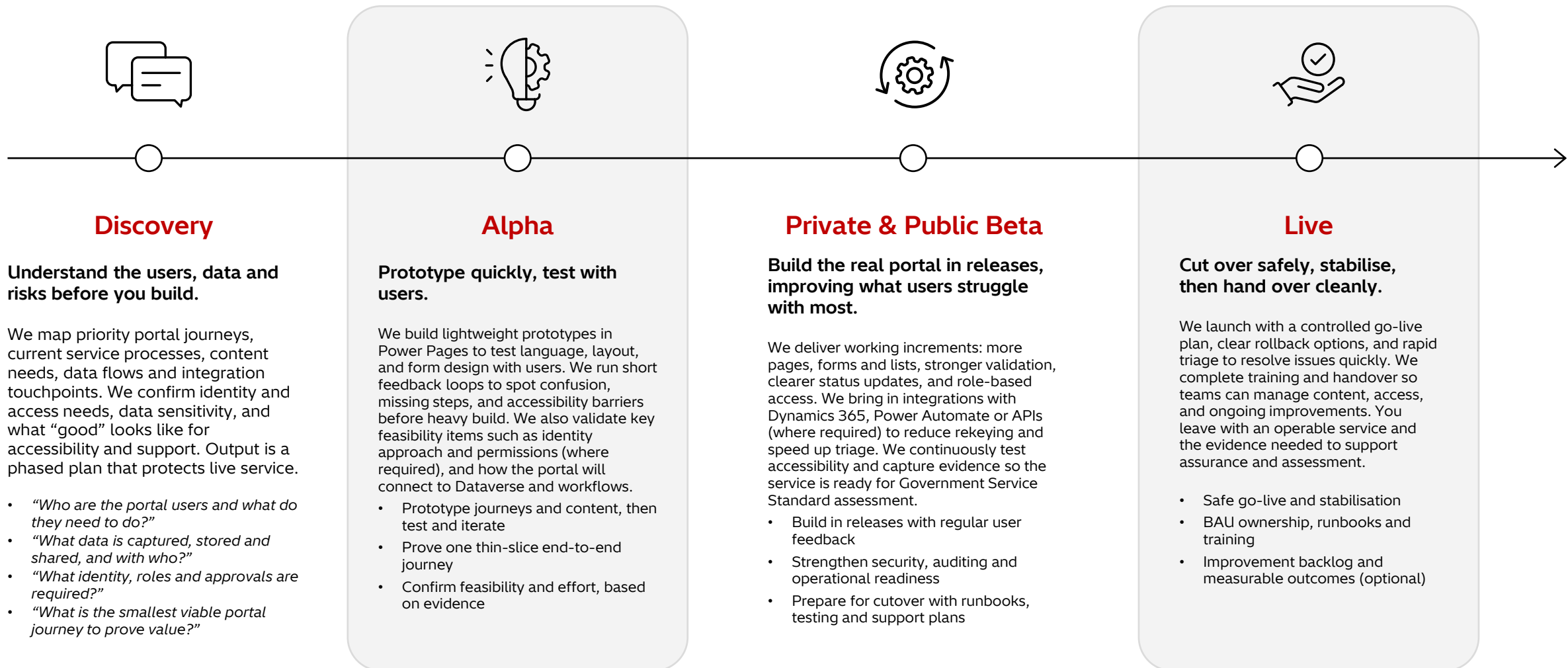
✓ Enterprise



GDS phases applied to Power Pages portals, from first journeys to safe go-live

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Prove a working portal quickly, then scale securely in releases



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

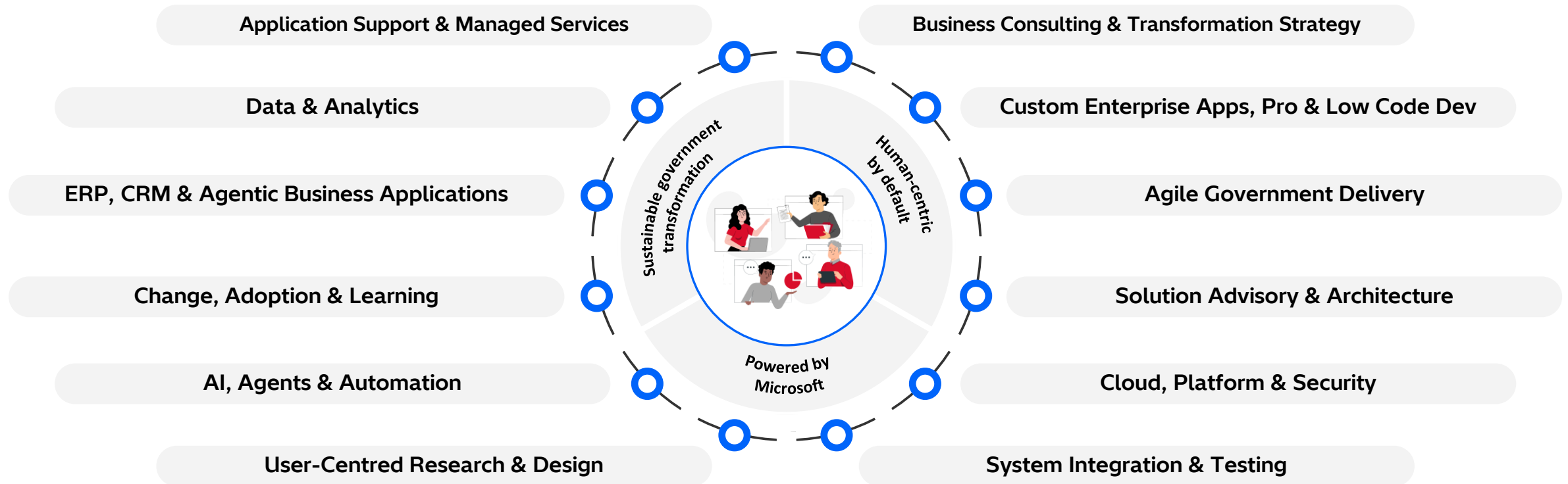
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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



"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



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