



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Microsoft Solution Support

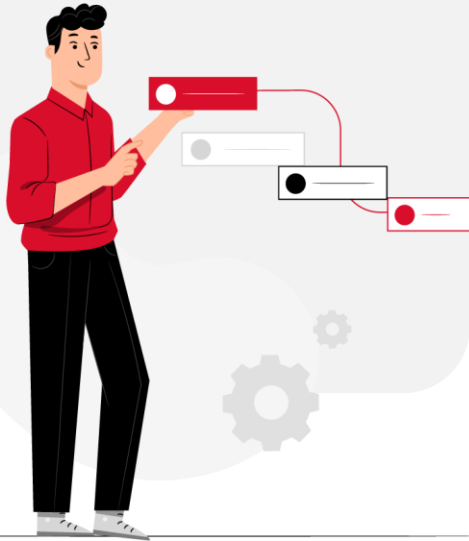
Microsoft Solution Support

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

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Service Description

Operate, support and continuously improve Microsoft-based digital services. We provide service desk, monitoring, incident and problem management, patching, and secure releases. Alongside live support, we deliver agile development for small enhancements and new features from a prioritised backlog, with clear SLAs, reporting and governance.



Service Features

- Service desk, incident and request management for live Microsoft services
- Monitoring and alerting for availability, performance, integration and capacity
- Problem management and root cause analysis to prevent repeats
- Secure patching and vulnerability remediation aligned to your policies
- Agile delivery of small enhancements from a prioritised backlog
- Application development for new features, integrations and user journeys
- DevOps CI/CD, automated testing and release management for safe changes
- Performance, accessibility and cost optimisation using service data
- Service reporting on SLAs, KPIs, risks and improvement outcomes
- Knowledge transfer and BAU enablement with runbooks and playbooks



Service Benefits

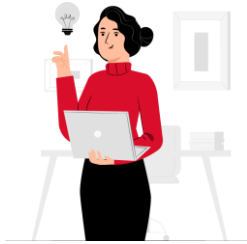
- Continuous improvement delivers visible value without major re-procurement
- Faster fixes and enhancements through one joined-up support team
- Reduced risk with controlled releases, rollback plans and approvals
- Better user satisfaction by prioritising changes using feedback and data
- Lower ticket volumes by removing root causes and technical debt
- Improved service resilience via monitoring, alerting and preventative actions
- Stronger security posture with timely patching and access controls
- Transparent performance through clear reporting, governance and decision logs
- Easier BAU ownership with documentation, training and shared ways-of-working
- Predictable costs by managing demand and planning sprint capacity



Microsoft Solution Support

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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

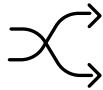
Hitachi Solutions Lifetime Services department have worked in partnership with our clients over the past 10 years, **focusing on solutions to business problems** our service portfolio has grown, matured and is continuously reviewed as part of our strategy to deliver real service value to our customers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



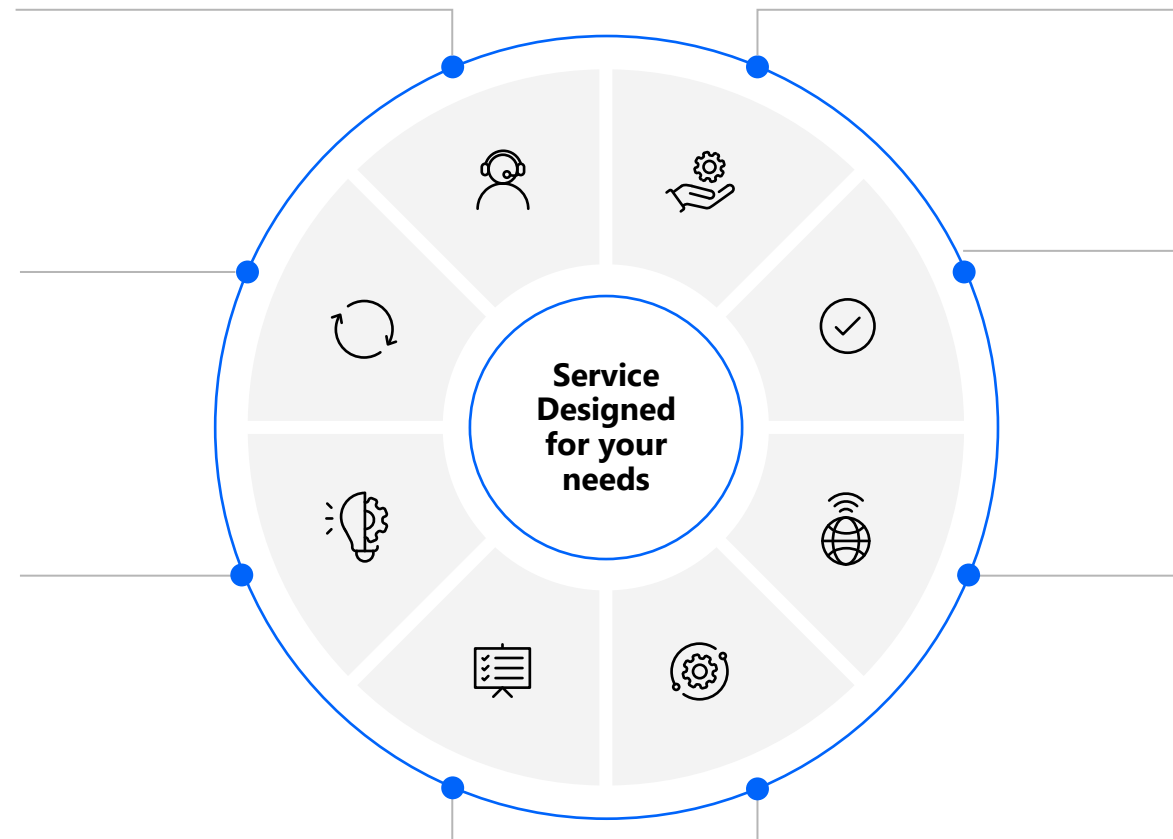
Flexibility & Transparency

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

Service Management & Solution Oversight



Service Governance



Designing a scalable service operating model

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Engaging in Hitachi service design workshops to formulate a centralised support and governance model. Ensuring that you can benefit from a repeatable, scalable approach to delivering the right services when you require them



Define the **Service Operating Model** for your **Solution** and capturing your service requirements.



Plan and conduct a **Solution Assessment & Service Transition** for your in scope solutions, against an agreed **Service Acceptance Criteria**



Identify **Service Stakeholders** and establish an agreed framework for **Service Governance**.

BENEFITS OF A DEFINED SERVICE MODEL

Improved Quality of Services and End User Satisfaction

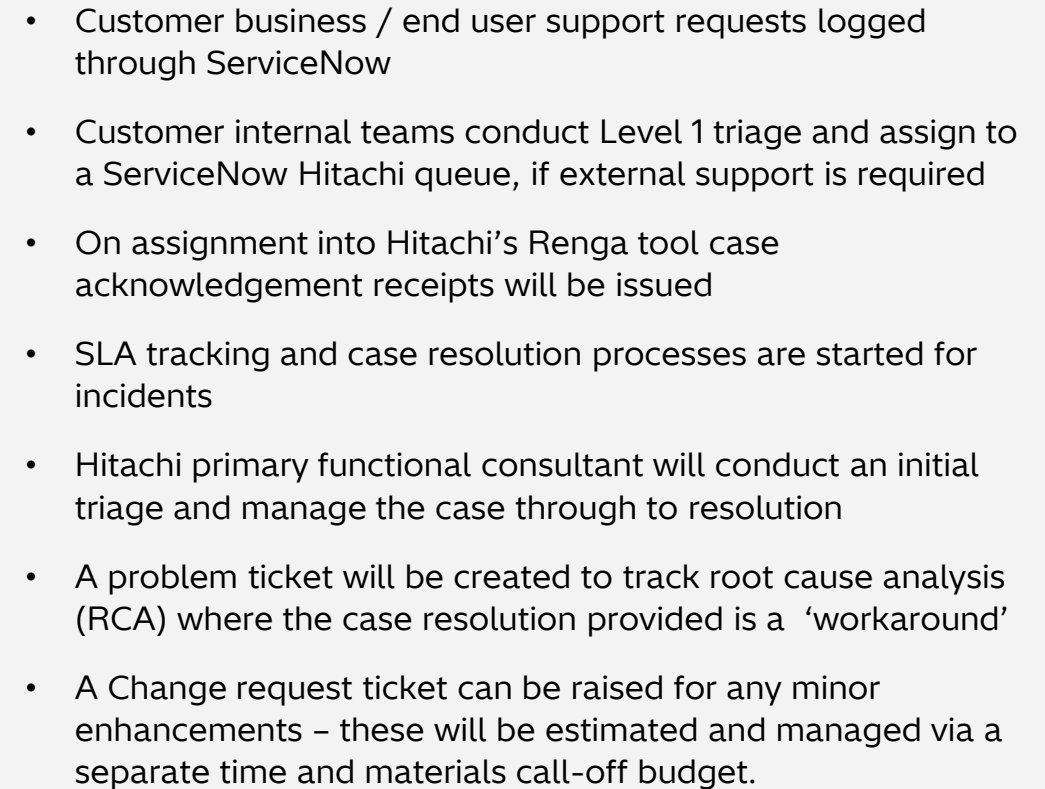
Ensuring consistent quality and stability of the solutions in service through best practice and service design.

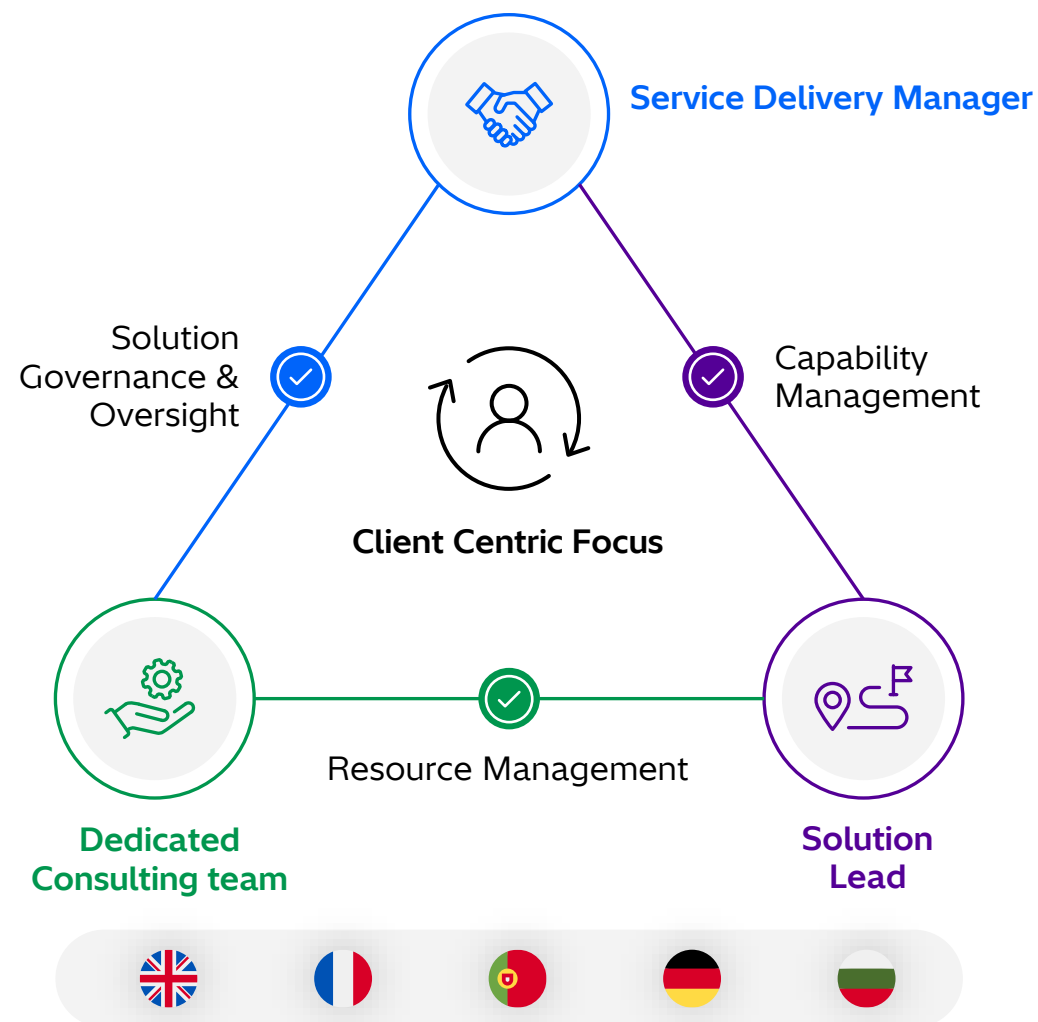
Reduction of Operating Costs

Economies of scale. Using a shared matrix model that allows you to consume services when you require them removing the need for in-house resource.

Improve Transition time using a standard and repeatable approach.

Faster route to acceptance into service and better quality of solution stability based on a tried and tested transition framework.





Customer will benefit from a European based designated team:

Service Delivery Manager

The Service Delivery Manager (SDM) will act as the liaison between the Hitachi services and the Customer BAU team, managing the relationship, handling high-priority issues, escalations, overseeing changes and enhancements, planning Microsoft Release Waves, reviewing roadmaps, and ensuring customer satisfaction.

Solution lead

The Solution Lead oversees and guides all customer work, ensuring adherence to Microsoft and Hitachi's best Power Platform practices.

Dedicated Consulting team

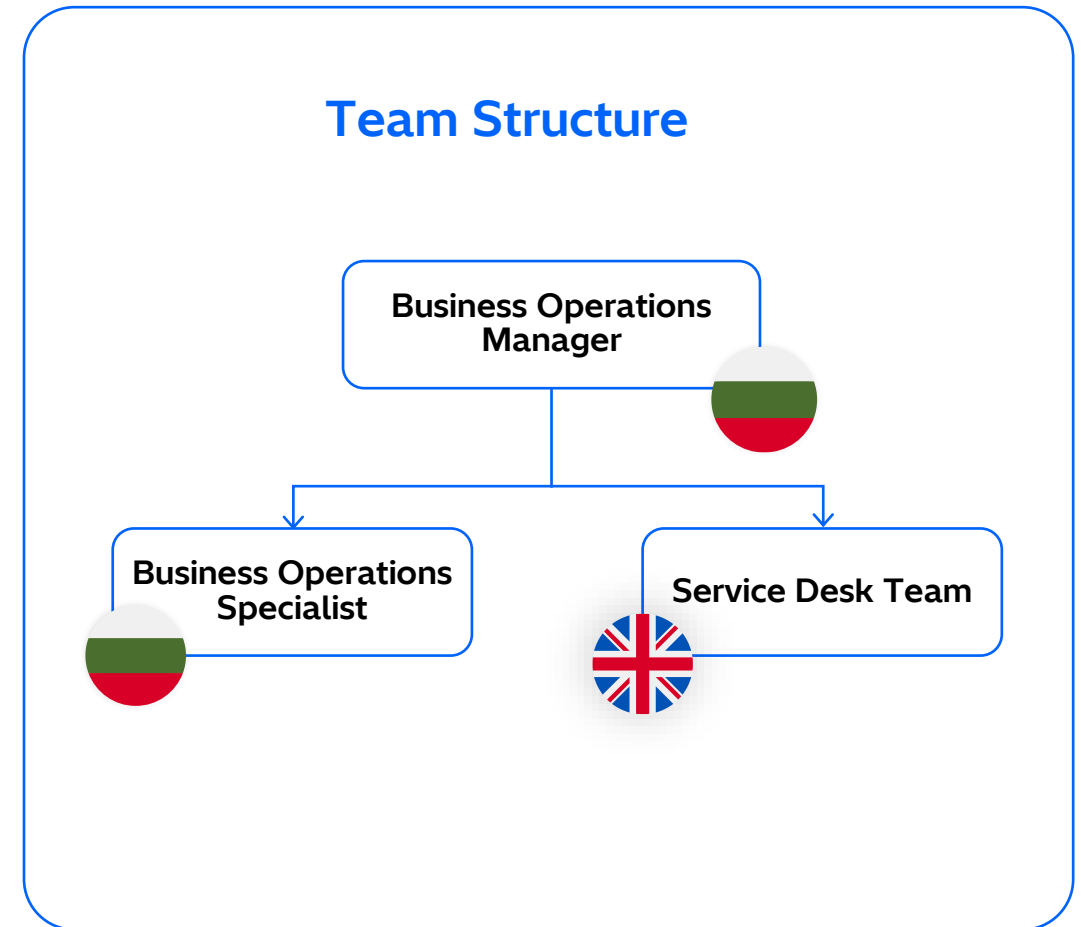
Primary Functional and Technical consultants to deliver Operational Services, Monitoring, Root Cause Analysis requirements for Customer.

Service Governance – Managing SLA and KPI Compliance

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Underpinning the service for Customer – Our Lifetime **Services Business Operations Team** working in partnership with your SDM

- ☑ Management of KPIs (recommended)
 - Reduction in ticket volumes
 - Reduction in service costs
 - Reduction in ticket MTTR (mean time to resolve)
 - Tracking Continuous Service Improvements (CSI)
 - Problem Management and proactive incident reduction
- ☑ Process management and SLAs governance and reporting
- ☑ Service process and internal ITSM systems improvement
- ☑ Resource demand planning and capacity reviews
- ☑ On call rota management for out of hours services
- ☑ Major Incident Management (MIM) oversight and governance



Service Governance in BAU

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Meeting Cadence and Attendees

Meeting Cadence	Purpose	Customer	Hitachi
Weekly	Case Review & Escalation Management	Service Owner	- Service Delivery Manager - Primary Functional
Monthly	Service Review & Hitachi Insights	- Service Owner - Vendor Manager	- Service Delivery Manager - Account Manager - Solution Lead
Quarterly	Account Review & Roadmap Review	- Service Owner - Vendor Manager - Business Sponsors	- Service Delivery Manager - Account Manager - Solution Lead
Yearly	Account and CSAT Review	- Service Owner - Vendor Manager - Business Sponsors	- Service Delivery Manager - Account Manager

- ✓ Face-to-face monthly Or Virtual
- ✓ **Weekly** – Review active cases and inflight issues, draw down on call-off
- ✓ **Monthly** – Service Review of previous month, Continuous Service Improvement plan review and Microsoft One Version Roadmap
- ✓ **Quarterly** – Account review aligned to business roadmap and Additional plans.
- ✓ **Yearly** – Account and CSAT Review of previous service engagement
- ✓ Reporting and meetings will evolve over the duration depending on your needs

Service Reporting

Monthly Performance Review Reports

- ✓ Online / Exportable Power BI reporting packs available 24x7
- ✓ Detailing the case types; Incident / Problems / Change requests / Updates – plus observation commentary from Team
- ✓ SLA monitoring and reporting
- ✓ Consumption and commercial reporting

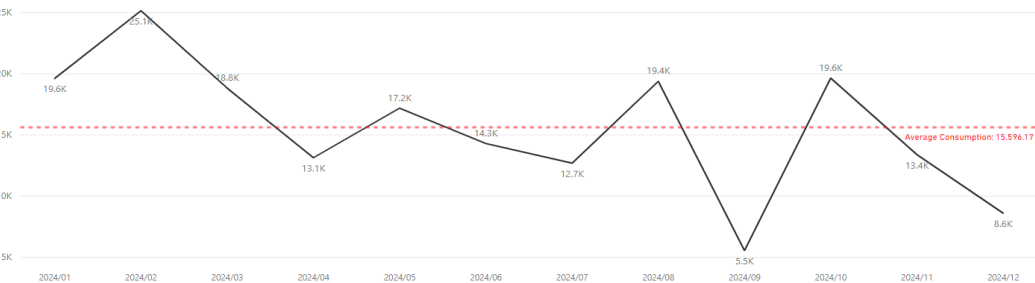
Service Consumption

 **Custom**

Date Range
Last 12 Months (Calendar)

01/01/2024 - 31/12/2024

Consumption by Date



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Total Amount per Active Project

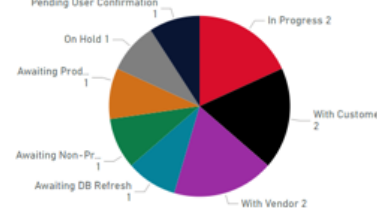
ELTS T&M/Call Off
186,813.09 183,216.18
Total Amount Consumed Total Amount Purchased

ELTS T&M/Call Off/CapexPr...
341.00 -7,020.00
Total Amount Consumed Total Amount Purchased

Active Contract Purchase: 390,252.92
Total Consumption: 366,200.33
Remaining Amount: 24,052.59

Incident Management - Overview

Active Incidents by Status



Summary

Incident Demand



Monthly Incident Trend



Hitachi Solutions

Incident Management - SLA Trends

Response SLA

Priority	Jan-2024	Feb-2024	Mar-2024	Apr-2024	May-2024	Jun-2024	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024	Dec-2024	Total
P2	100.00%						100.00%						100.00%
P3	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
P4	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Resolution SLA

Priority	Jan-2024	Feb-2024	Mar-2024	Apr-2024	May-2024	Jun-2024	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024	Dec-2024	Total
P2	100.00%						100.00%						100.00%
P3	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
P4	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

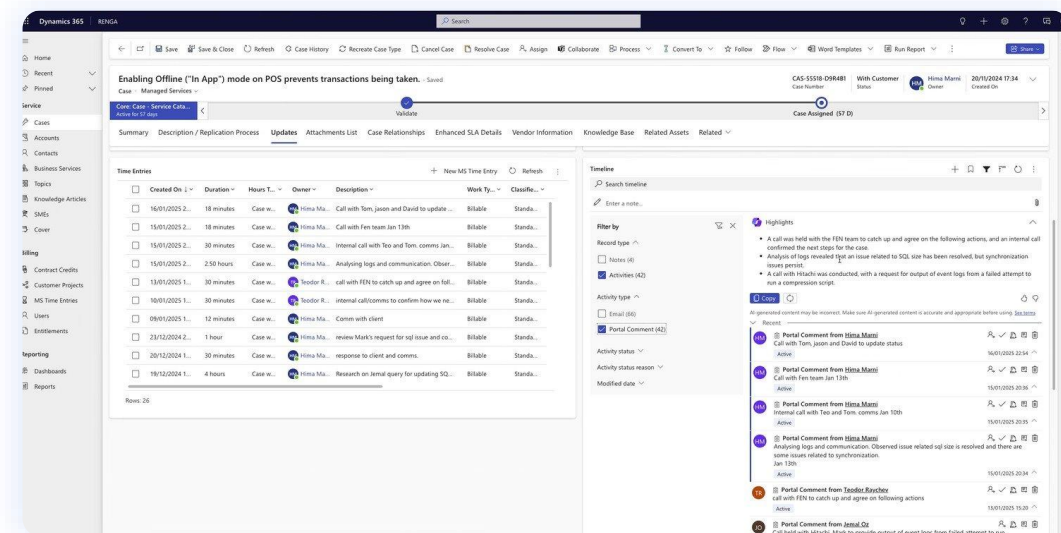
Hitachi Solutions

Service Tools and Automation

Hitachi ITSM tools - designed for working at scale

Renga - Hitachi's ITSM tool build on Dynamics 365 Customer Engagement

- We propose an integration between Customer's ServiceNow tool and Renga for streamlined case management
- Our service tooling is built for efficiency and SLA management
- Focuses consultants on customer priorities and KPIs
- Supports proactive and reactive services from our service portfolio
- Provides crucial Continuous Service Improvement (CSI) data to enhance support and problem root cause analysis (RCA).



Renga Feature	Description	Benefits
Automated Ticket Routing	Directs tickets to the right team based on predefined rules	Faster triage, reduced delays, precise allocation
Proactive Alerting	Auto-sends SLA breach warnings to Consultants and SDM	SLA compliance, quick action, minimal escalation
Automated Escalation	Escalates tickets based on urgency or thresholds	Faster resolutions, fewer breaches, streamlined processes
Automatic SLA Adjustment	Adjusts SLA timelines by priority and business hours	Prioritisation, improved efficiency
Real-Time Dashboard	Monitors active tickets and SLA status live	Full visibility, faster tracking, informed decisions
Multi-Channel Support	Allows ticket logging through various platforms (email, chat, portal)	Flexible access, higher efficiency, reduced barriers
Predictive Analytics	Anticipates incident patterns to prepare resources	Proactive planning, resource optimisation, reduced delays
Process Management	All processes are managed, maintained and monitored for compliance reporting	Transparency in ticket health against agreed KPI's, improved resolution rates and quality of service

01

Application Support



Cloud Application Management

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Core Team

A dedicated team providing application support services across our customers, providing the assurance of a resilient service to meet customer needs.

Service SLA's

Response and Resolution SLA's provide certainty that your production issues will be responded to and resolved within an agreed timeframe.

Microsoft Support

Leveraging the Hitachi Microsoft relationship to drive product issues to resolution and engagement on solution roadmap.

ITIL Aligned Processes

Mature processes maintained and improved to continuously meet the changing needs of customers and drive consistent quality in case management.

Application Support – Deliverables

Production protection through ITIL aligned processes

Service Deliverable	Description
ITIL Aligned Processes	ITIL process management team ensures industry best practices are followed when managing all services provided for your solution
Service SLAs	Response and Resolution SLA's provide certainty that your production issues will be responded to and resolved within an agreed timeframe
Resolution of Level 2 and 3 Incidents	Investigation and resolution through work arounds or fixes for level 2 and level 3 incidents
Root cause analysis of Incidents through Problem Management	Analysis of re-occurring problems or major incidents to prevent future service interruption
Escalation to Microsoft (Level 4)	Escalation through the Hitachi premium support agreement to Microsoft for investigation and resolution of product related issues
Minor solution enhancements	Solution enhancements for changes requested by business or in response to an Incident found

02

Telemetry & Monitoring



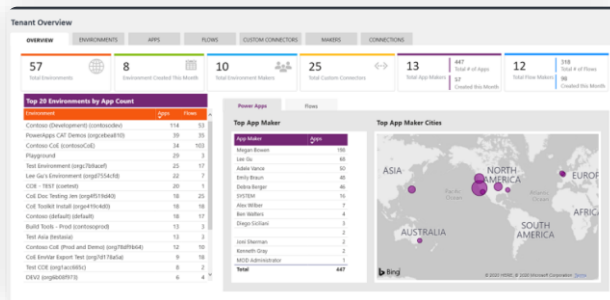
Application Telemetry & Monitoring

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Monitoring services tailored during service design to meet Customers monitoring and reporting needs

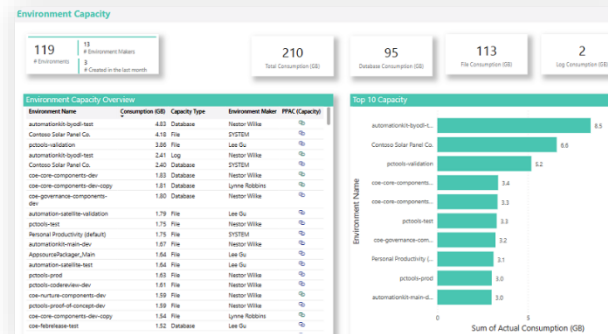
Monitor

Monitor usage across entire tenant and within each environment with KPIs as total number of apps, app makers, flows, bots, custom connectors.



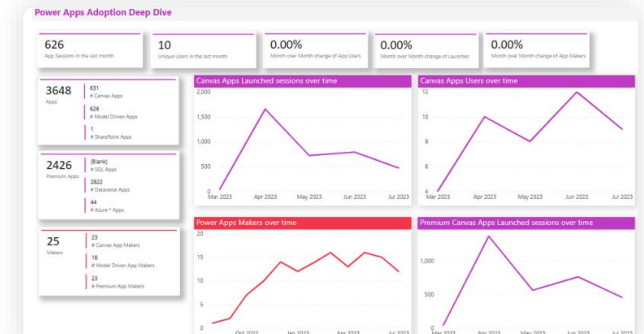
Govern

Drive action from insights gathered, such as performing risk assessments, identifying critical, orphaned, or unused resources, access information on environment capacities.



Nurture

Follow up usage and adoption of each application component and strengthen the community.



03

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



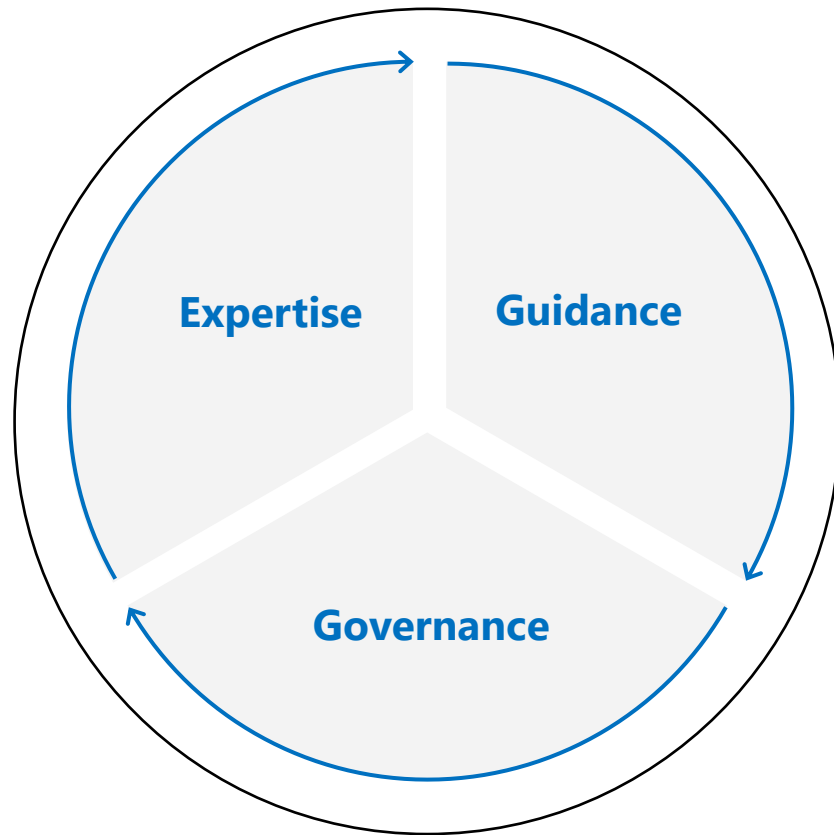
Microsoft One Version - Business Outcomes

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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.

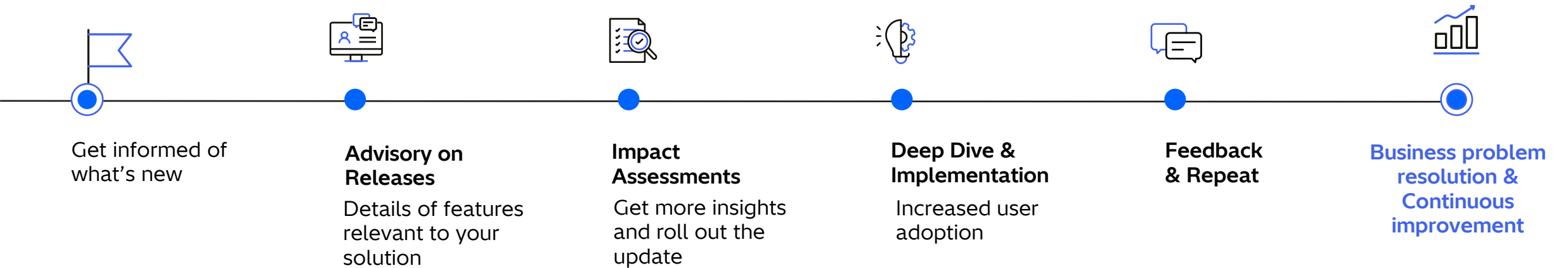
The service team brings a wealth of professionalism and expertise to guide you through your Microsoft roadmap journey. We help implement to your solution new functionality and innovations delivered by Microsoft one version updates. Enhancing your Business application software to realise your business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

HITACHI



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

05

Service Transition and Acceptance Criteria



Transition Management

Our approach to transition Customer apps into Service

Our approach is built on the three following pillars:

Operational Readiness

All service processes, design, governance, delivery plan, and access to our customer portal and documentation completed.

Service Readiness

All technical aspects, environments, roadmaps, support alignment, run books, and integrations handed over.

Knowledge Readiness

Functional and technical knowledge transfer sessions, shadowing, Q&A sessions, and Customer playbacks are complete, with consultants handling cases self-sufficiently within agreed KPIs.

Our **Service Transition** model is based on the ITIL (Information Technology Infrastructure Library) framework that **focuses on moving new or modified IT services from development into the live production environment.**

Through the Service Transition process, we ensure that changes to services and service management processes are implemented smoothly and with **minimal risk to your business operations.**

In this phase, we meticulously plan and coordinate deployment resources, manage changes with precision, rigorously validate and test services, and ensure comprehensive knowledge transfer to support teams and users. Our goal is to guarantee that new or modified services not only meet but exceed expectations, **delivering exceptional value and being fully operational for Customer's business needs.**



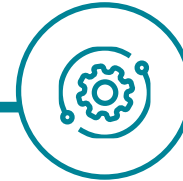
Service Delivery Manager

- Creates and updates Service Delivery Plan (SDP)
- Conducts operational readiness
- Point of escalation
- Conducts service design
- Caretaker of service and details around it
- Assess client readiness



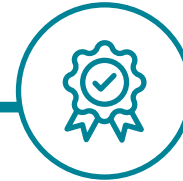
Transition Manager

- Governs transition process
- Raises risks, issues, decisions through RAID log
- Provides transparency to all stakeholder through regular meetings and reports
- Ensures that Service Acceptance Criteria (SAC) is met



Solution Leads

- Identifies support team
- Governs the team of consultants
- Point of functional/technical escalation for consultants
- Part of governance team during transition
- Raises risks/ issues to Transition manager (RAID log)



Consultants

- Review documentation
- Receive knowledge transfer sessions
- Study solution
- Provide feedback during knowledge transfer
- Support the application after commencing support

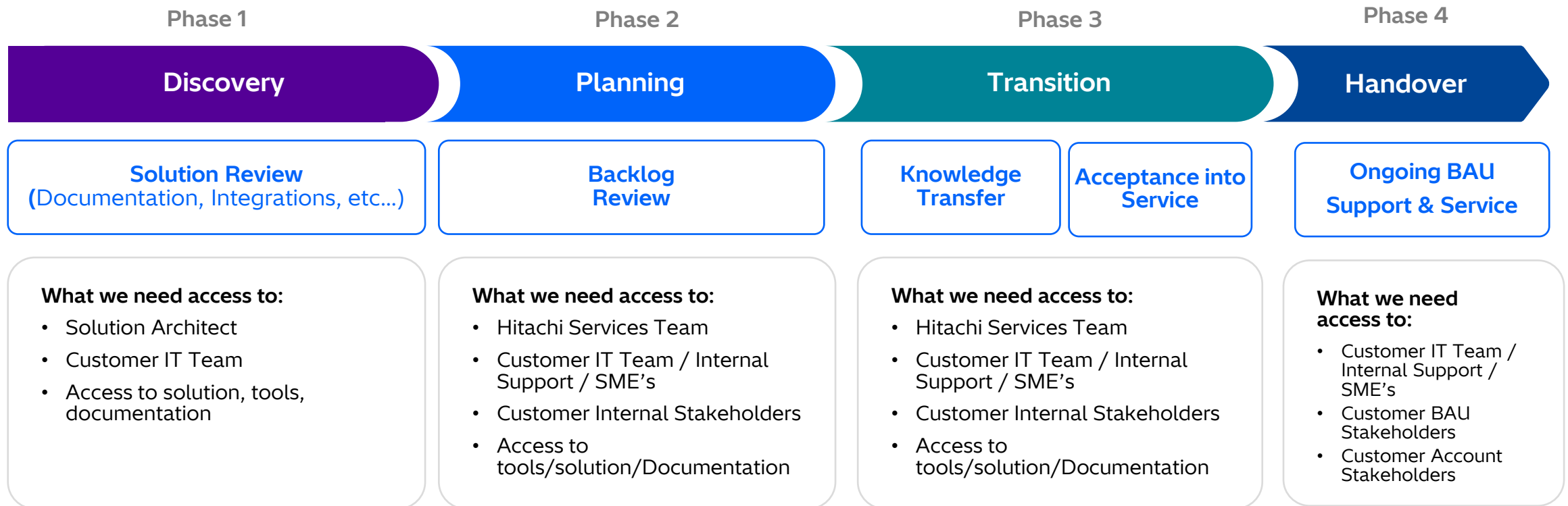
Service Transition **Indicative Timeline**

An example plan that may change based on the findings of the assessment



Customer Applications - Transition into Service

- Hitachi's transition process ensures quality and stability of production applications
- The Hitachi Consensus Transition methodology ensures applications are compliant and built to Hitachi development standards, ensuring business continuity
- Our Service Acceptance Criteria is a 40+ point checklist to validate the 'production readiness' of the application, the support services team and the BAU processes



Acceptance into Service Criteria

Based on the experience of our team members involved in Customer's applications, we propose different transition and acceptance criteria based on Application Tier. Every application will be required to meet a minimum of 'core transition criteria'. Medium and High applications will require more documentation and deliverables. We propose to align the sequence of each application transition based on Customer's business priorities.

Acceptance Criteria	Core Transition Criteria			Documentation Review			Deliverables Review			Maximum P1 / P2 Bugs		Maximum P3 / P4 Bugs	
	- Application is deployed in production and live - CoE development standards are met - Access to environments and applications - Stakeholder information shared - Existing backlog and bugs are shared			- Functional, technical, architectural scope. - Environment management and ALM scope. - Roll out, administration and user guides - Support guide for error message and retry mechanisms, - Recovery process, data management process - Test scripts and acceptance tests			- Code controlled (SonarQube), - Power platform checker validated (solution and app), - Power platform best practices respected - Non-Power platform best practices respected (architecture, resources and process), - Production deployment document signed.						
Customer App Tier													
App tier - Low	Required			Optional			Optional			0		3	
App tier - Medium	Required			Required			Required			0		5	
App tier - High	Required			Required			Required			0		10	

Being Aligned

During the transition, the driving force is transparency. Everyone needs to be aware what to expect when and when risks and issues arise a clear path to resolution needs to be provided.

RAID Log

A properly maintained raid log ensures that **risks, issues and assumptions are treated with the necessary urgency**. If some topics cannot be resolved within the team the discussed escalation path is used to ensure proper ownership of all RAID log items. Holding each other accountable ensures proper progress

Progress Meetings & Reports

Regular reporting ensures that key stakeholders are **aware of the current progress against the baseline**. Furthermore, this approach allows for quick response time in case there are variances in the timeline, scope or budget.

Service Acceptance Criteria

The criterion is amended based on your needs to ensure that **no critical milestones are left out**. The checklist approach **guarantees simplicity & efficiency**.

Service Delivery Plan

The Service Delivery Plan outlines the whole scope of the service and is drafted and communicated during the transition. **In-scope as well as out of scope topics are documented and acknowledged** to ensure proper alignment between Climb Channel Solutions & Hitachi Solutions.

06

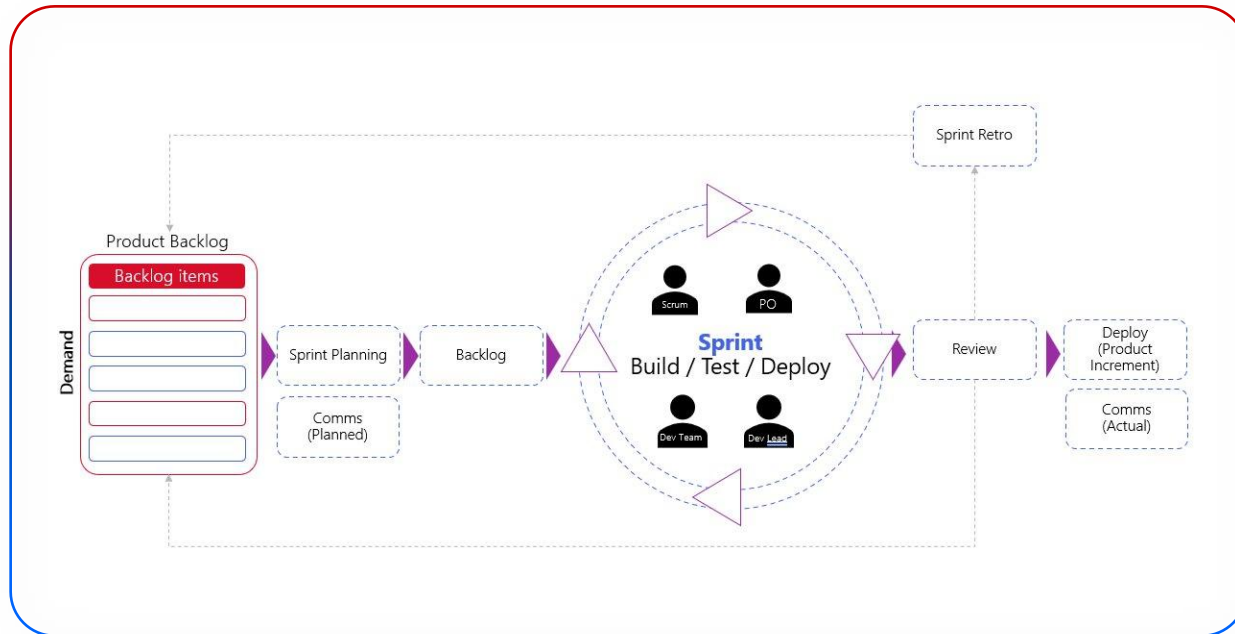
Development Services



Development Services

Evolving your Solution

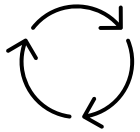
Development Services is built to meet you where you are—whether your solution is already in production or transitioning from MVP to a **continuous improvement model**. We take care of ongoing updates, enhancements, and optimizations, allowing you to stay focused on your core business without disruption.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

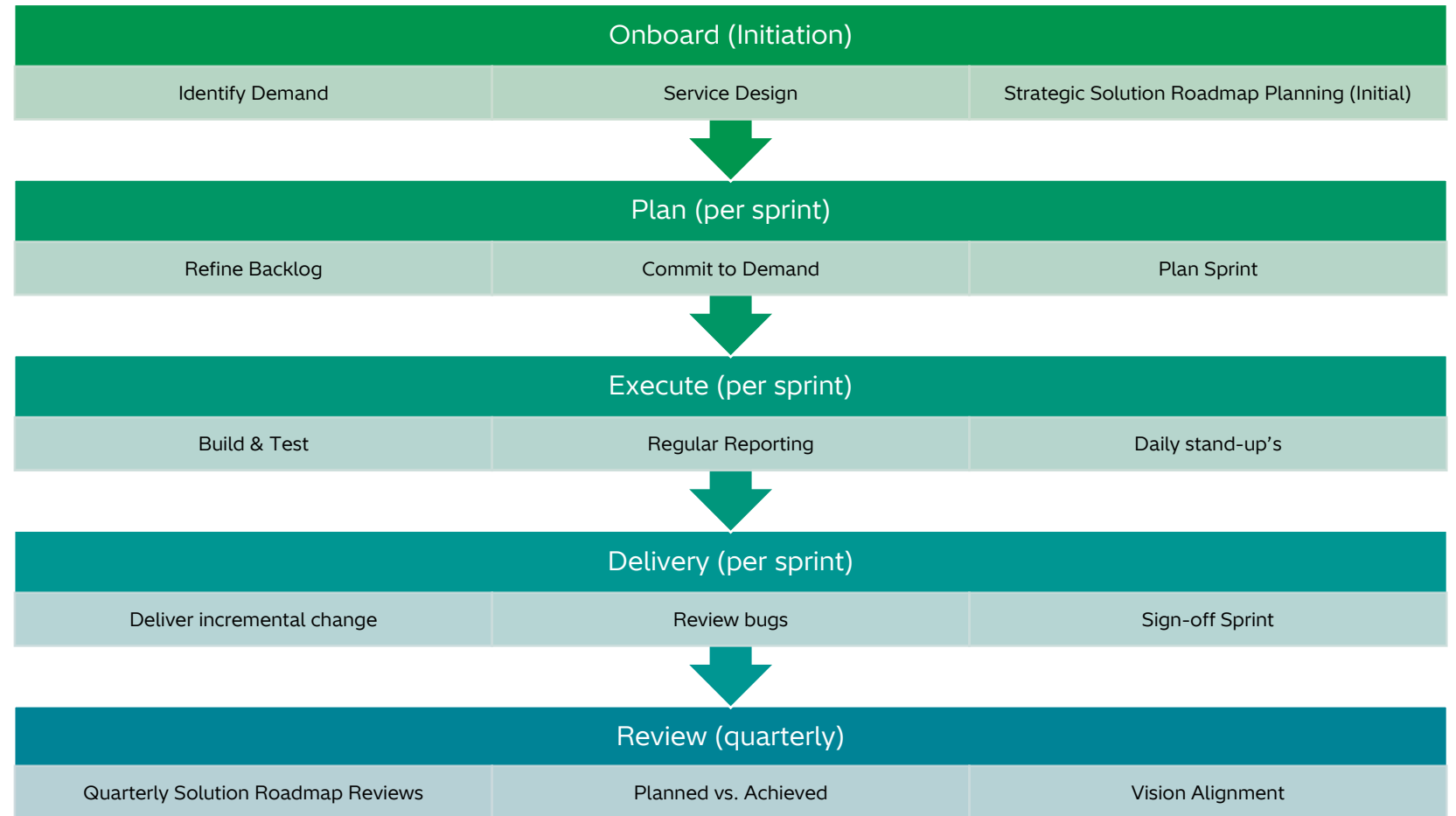
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Pillars

- ✓ **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

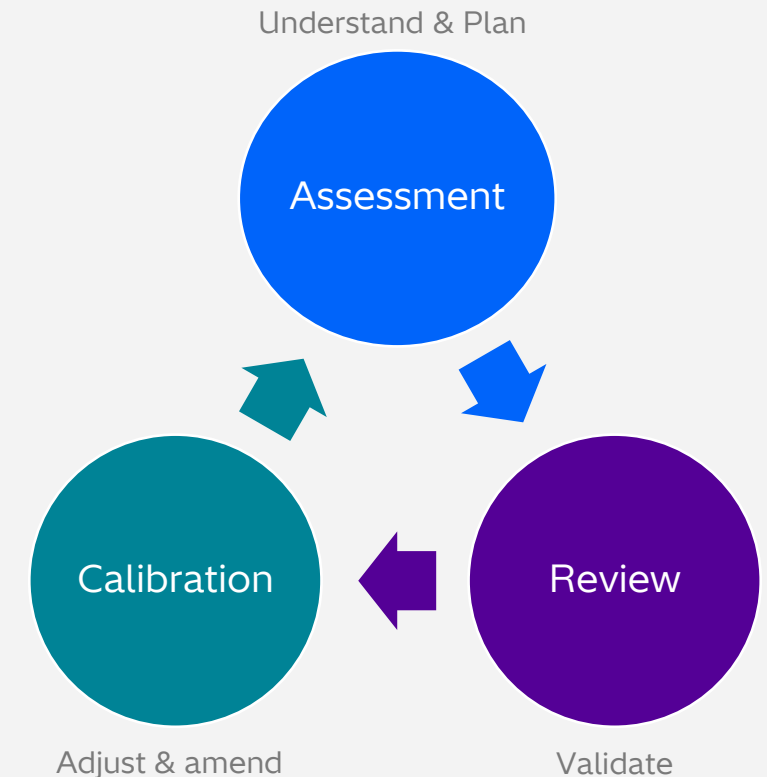
What the strategic roadmap assessment is about

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

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

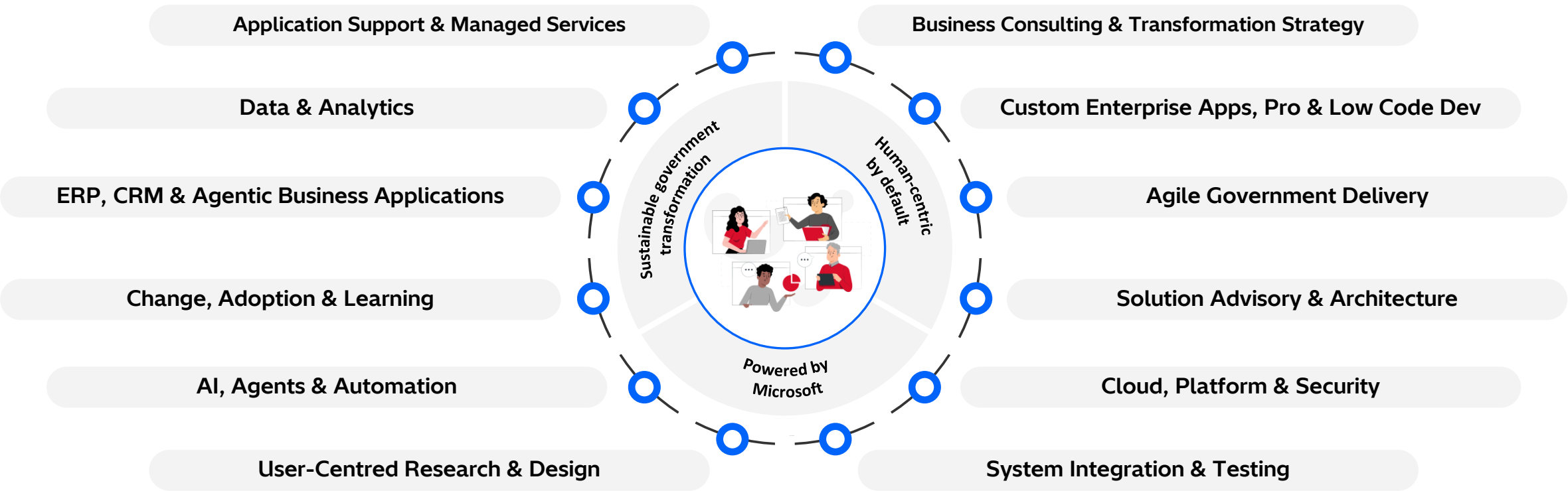
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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
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