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Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Alpha

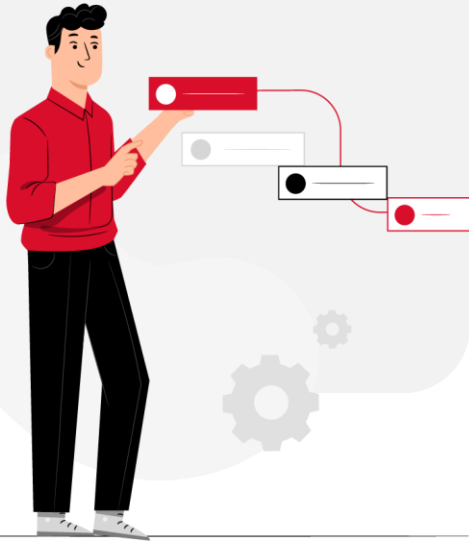
Alpha

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

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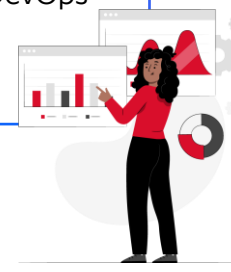
Service Description

Run an Alpha phase to test the riskiest assumptions in a digital service. We explore user needs, prototype solutions, and validate technical feasibility. Includes user research, service and interaction design, architecture options, and evidence-based recommendations. Produces a prioritised Beta backlog aligned to GDS Service Standard.



Service Features

- Multi-disciplinary Alpha team: product, design, research, engineering
- Riskiest assumptions mapping for users, policy, and technology
- User research, journey mapping, and problem definition workshops
- Rapid prototyping using Figma, Miro, and clickable wireframes
- Coded proof-of-concepts using GitHub, Azure DevOps, and CI/CD
- Service design and interaction design for end-to-end journeys
- Technical feasibility spikes and architecture options with diagrams
- Low-code prototypes using Microsoft Power Platform where suitable
- Usability testing using assistive technology and accessibility checks
- Beta roadmap and backlog in Jira or Azure DevOps Boards

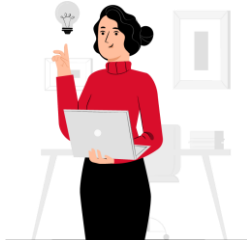


Service Benefits

- Reduce Beta delivery risk by validating assumptions early
- Make evidence-based investment decisions before scaling delivery
- Improve service usability through tested prototypes and user feedback
- Confirm technical feasibility and integration approach before build
- Identify data, security, and privacy constraints early
- Build stakeholder confidence with regular demos and show-and-tells
- Align teams on a clear problem statement and outcomes
- Accelerate Beta start with a prioritised backlog and roadmap
- Improve accessibility planning before committing to build choices
- Reduce rework by testing designs before development starts



Testing the riskiest assumptions before committing to Beta



What this service is for

Turning uncertainty into evidence

This service is for teams who have completed Discovery and need to test whether proposed solutions are viable, usable, and worth scaling.

It supports services where there is enough confidence to explore solutions, but too much uncertainty to commit to full build. Alpha is used to reduce delivery, technical, and usability risk before entering Beta.

Typical situations include:

- Moving from Discovery into solution exploration
- Multiple potential approaches with unclear trade-offs
- High-risk integrations, data flows, or security considerations
- New or unfamiliar technologies or platforms
- Needing evidence to secure funding or approval for Beta



Why this service is useful

Evidence before commitment

Teams often move from Discovery straight into build under pressure to show progress. This shifts risk into Beta, where mistakes are more expensive and harder to reverse.

Alpha provides a controlled, time-boxed environment to explore options, test assumptions, and learn quickly. By prototyping and validating early, teams gain clarity on what works, what does not, and what should be prioritised next.

The result is a Beta phase that starts with confidence, focus, and evidence, rather than assumptions



Why this service is different

Focused on learning, not premature build

We run Alpha as a learning and risk-reduction phase, aligned to the GDS Service Standard. Design, research, and engineering work together to test assumptions, not to scale solutions. Prototypes are built to learn, not to become production code.

What makes this service distinct:

- Clear focus on testing the riskiest assumptions
- Integration of user research, design, and technical feasibility
- Prototypes used as evidence, not commitments
- Architecture options explored without locking decisions
- Outputs designed to support confident Beta planning

Alpha

Charting Our Course

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Accelerate Delivery by focusing on Hypotheses identification in Discovery phase

De-risk Delivery by solving problems cheaply and early

User Centric Designs right from the start

Early Prototype Testing to collect feedbacks from a range of users

Future Proofing Platform Designs by focusing on Platform Capabilities and Configuration

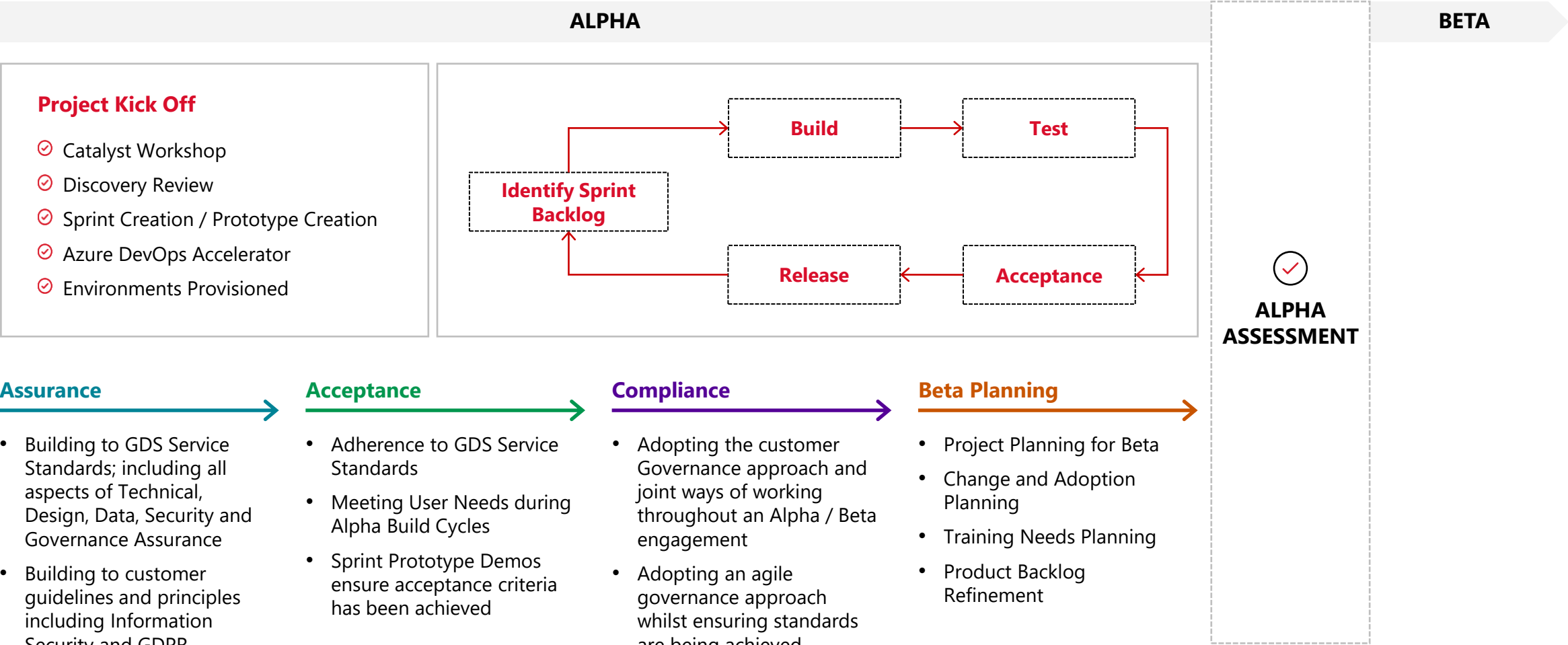
Platform Configurability Review for a new Service to determine fit/gap

Support you through your **Service Standard Assessments**

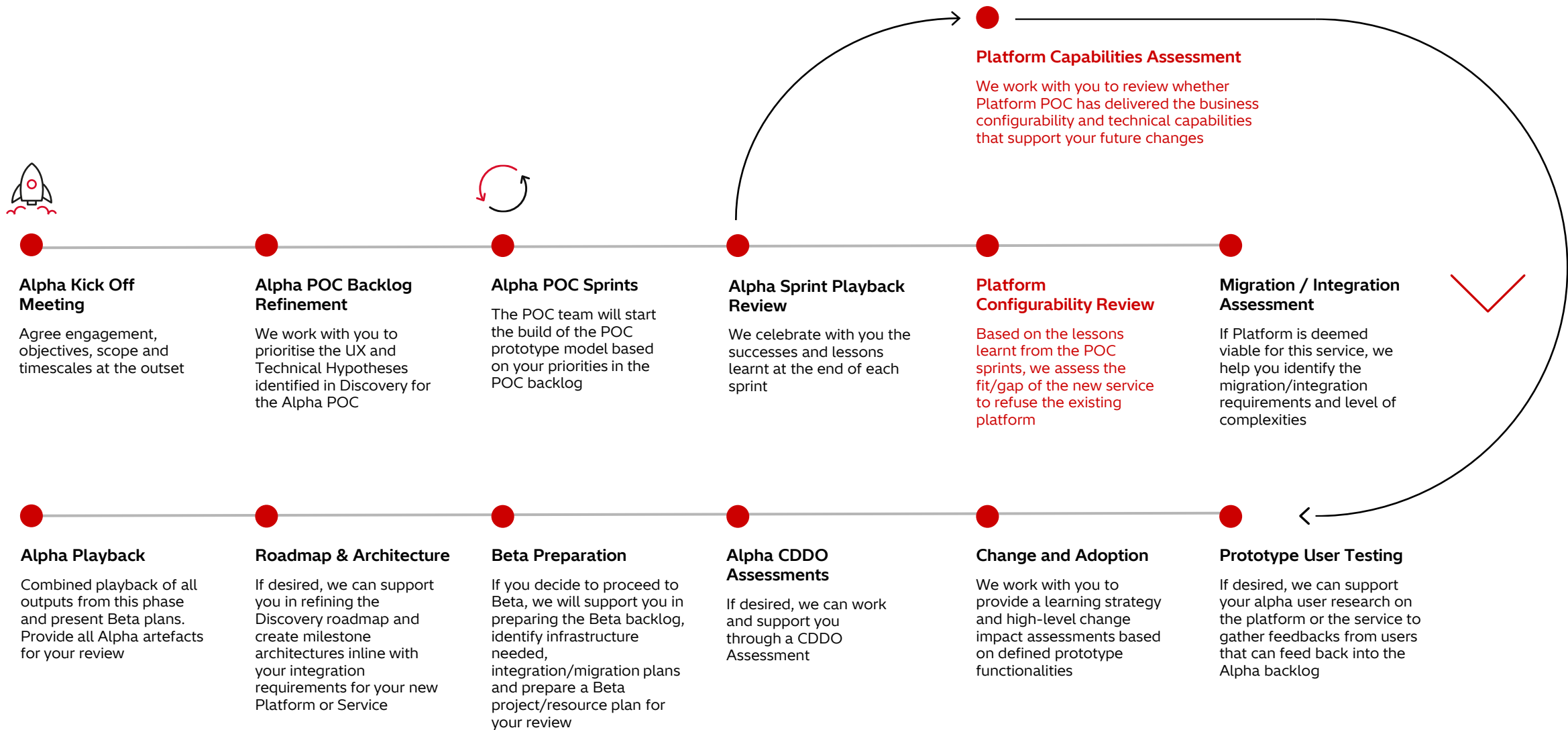


Alpha Phase

Methodology / Roadmap Example



Example Alpha Journey



Alpha Prototyping

Prototype Approach and Testing

Approach



Prototype built to GDS Standards

Accessible and meet WCAG2.1AA standards



User Research to help refine journey

User research to discover real user needs. Do the hard work upfront to make the services simple/easy to use



Prototype Testing to receive early feedback

Prototype Testing with users from a range of digital literacy and accessibility needs. Users feedback logged in Product Backlog for review/redesign



Content Design

Content that is clear, helpful and guide users through the process

Testing



- **Test early** with functional prototypes
- **Recruit end users** with a range of digital literacy and accessibility needs
- **Feedback** was captured and processed into the next round of evidence-based design iterations

For example:

- Include descriptive text of each sections
- Content amendments for more direct instructions
- Use of banner to display important messages
- Colours to differentiate outstanding tasks

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 attached to 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

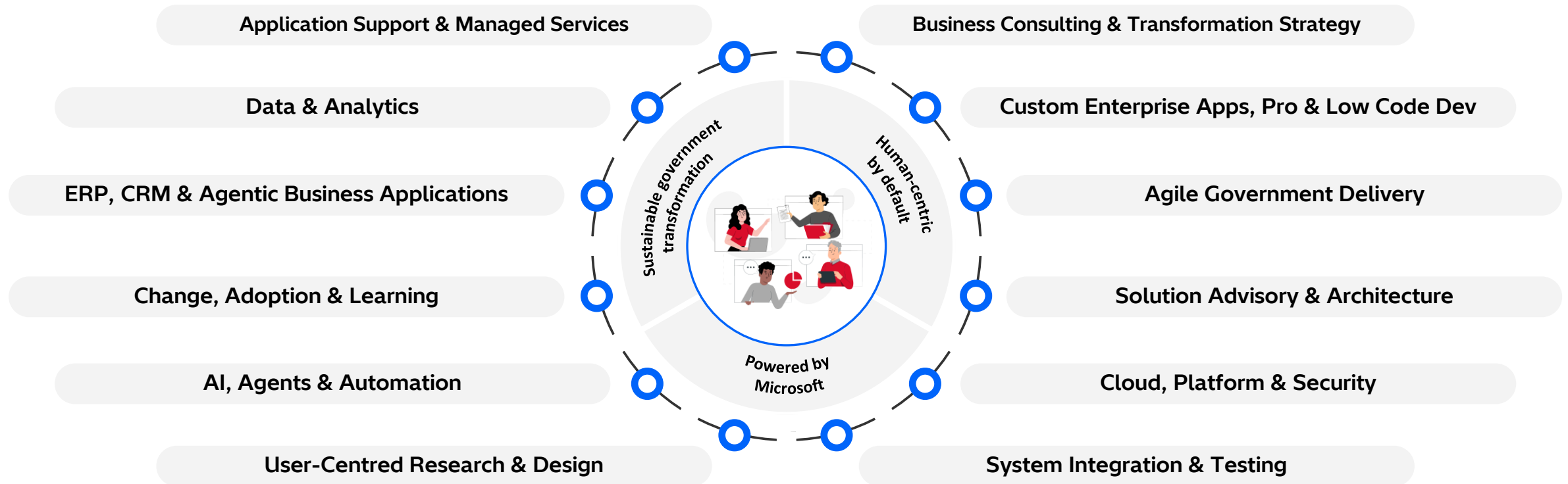
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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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