



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

AI Organisational Enablement

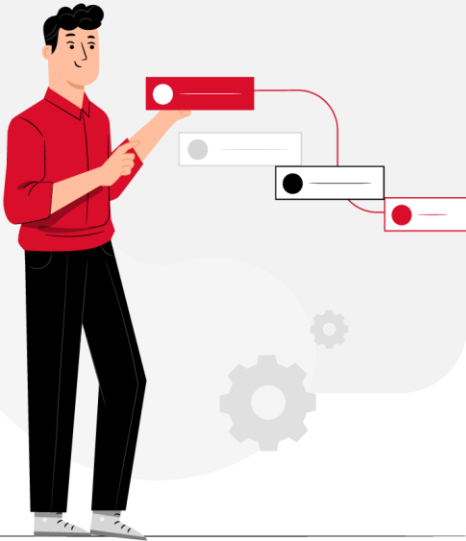
AI Organisational Enablement

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

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Service Description

Deliver organisational change to adopt AI effectively in public services. We align leaders, redesign ways of working, and build workforce AI capability. We establish responsible AI governance, operating model and policies, support Copilot and GenAI rollout, and embed human oversight so teams verify outputs and realise sustainable efficiency.



Service Features

- AI adoption maturity assessment and change impact analysis.
- Leadership alignment workshops on AI strategy and accountability.
- Target operating model for AI roles and governance.
- Responsible AI policies, guardrails and acceptable use guidance.
- New ways of working playbooks for teams using AI.
- Process redesign to embed AI into core workflows.
- Skills framework and role-based AI learning pathways.
- Communications, stakeholder engagement and change champion network.
- Coaching clinics for safe prompting, review and validation.
- Adoption metrics, benefits tracking and continuous improvement backlog.



Service Benefits

- Build organisational confidence to use AI appropriately and safely.
- Reduce resistance by addressing mindset, skills and concerns early.
- Establish clear accountability for AI decisions and outputs.
- Accelerate productivity gains through redesigned processes and training.
- Improve quality by embedding human review and validation steps.
- Strengthen governance for Copilot and GenAI tool rollout.
- Support consistent, compliant use across departments and teams.
- Prioritise high-value use cases with measurable outcomes.
- Sustain adoption with champions, communications and ongoing coaching.
- Enable scalable, repeatable AI ways of working.



AI Organisational Enablement

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Make AI adoption stick, safely, across your organisation



What this service is for

Change, governance and capability for real-world use

Teams often start with pilots, then stall when rules are unclear, roles are missing, and confidence drops. This service helps you move from ad hoc AI use to a consistent, safe and repeatable approach that people trust.

We align leaders on strategy and accountability, define the operating model and guardrails, redesign ways of working, and build workforce capability. The aim is simple: teams can use Copilot and GenAI with clear oversight, verify outputs, and deliver sustainable efficiency.

Key outcomes: Leadership alignment | Responsible AI governance | AI operating model | AI skills pathways | Verified, measurable adoption



Why this service is useful

Removes the friction that slows AI down in public services

AI programmes fail quietly when people are unsure what they can do, managers cannot evidence decisions, and benefits are hard to prove. We reduce wasted effort by making safe use straightforward, with practical playbooks, coaching and clear accountabilities.

You get a structured way to prioritise high-value use cases, embed human review and validation into everyday work, and track adoption and benefits so leaders can steer with evidence, not optimism.

Common triggers: Low or uneven adoption | Unclear acceptable use | Leaders need accountability | Copilot rollout uncertainty | Inconsistent outputs | Benefits not measurable



Why this service is different

Designed for the realities of government delivery: clarity, pace, auditability

We combine organisational change with the nuts-and-bolts teams need to work differently: operating model, roles, guardrails, playbooks, skills pathways, and hands-on coaching clinics. That means people know what “good” looks like, how to review AI outputs, and who owns decisions.

We keep delivery decision-led and improvement-focused, using adoption metrics and a continuous improvement backlog so you can scale what works and stop what does not.

Differentiators: Role-based learning pathways | Playbooks for AI ways of working | Coaching for prompting and validation | TOM for AI roles and governance | Metrics plus improvement backlog

Our approach to transforming a business via AI - independent of the business problem

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Tactical Pragmatism

Help me solve my business problem



Holistic Tech Capabilities

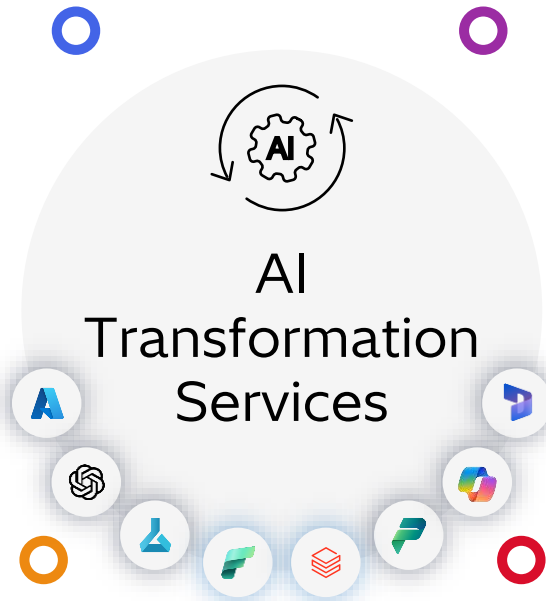
Accelerating your business growth through the Microsoft Ecosystem to provide reliable, high-performance and scalable AI services

Processes and Operational Model

Delivery model across the organisational structure for end-to-end AI service delivery, ensuring seamless collaboration

Lifetime Support and AI Ops

Supporting your Ecosystem with lifetime time services and monitoring of critical success factors for AI technology performance



Readiness and Adoption

Preparing your people to adopt the new ways, ensuring sustainable outcomes for success

Transformation Advisory

Aligning your business goals & your digital transformation priorities and, identifying value streams

AI Governance

AI principles, policies, standards, guidelines, risk management and organisational structure; data privacy, model security and regulation adherence

Help me transform my business processes



Strategic Transformation

Our AI Adoption Methodology

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A Living Model for adopting AI

6. Realise value & evolve

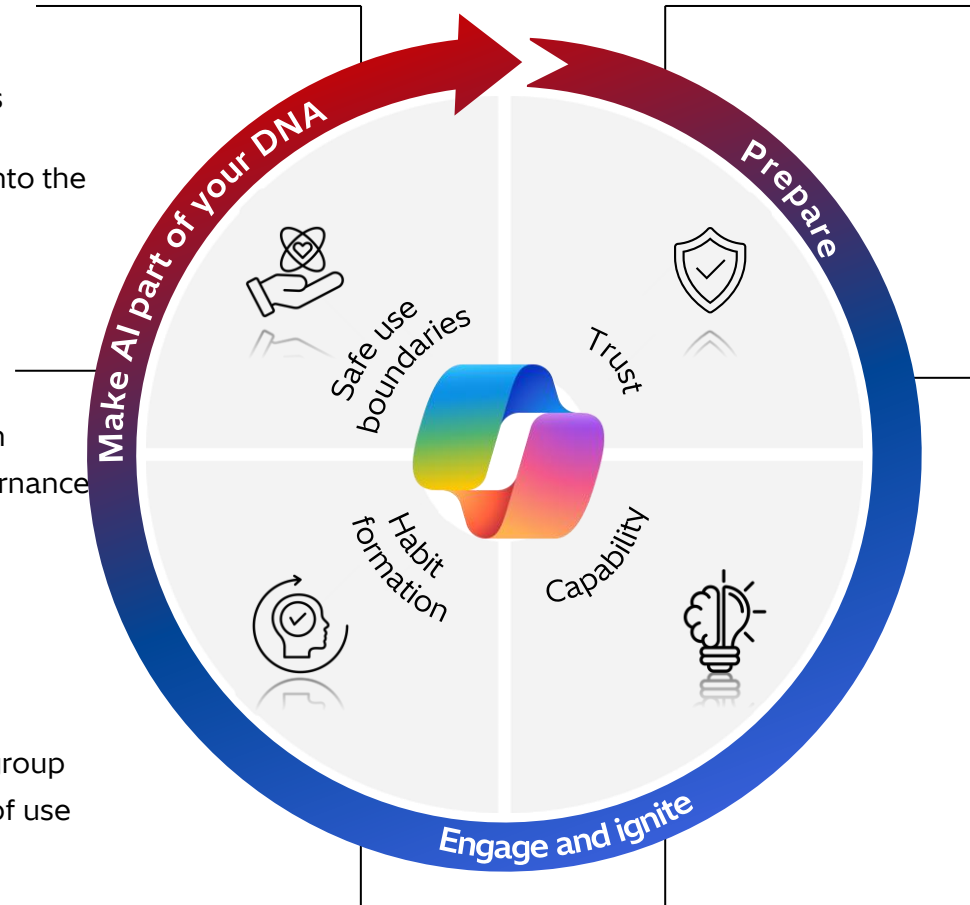
- Develop reusable assets
- Track how AI shifts work habits and reduces manual processes
- Capture lessons learned and feed insights into the next Discovery cycle

5. Scale behaviours

- Extend solution to wider teams
- Shift ownership from project to organisation
- Embed AI guidelines in processes and governance
- Strengthen communities of practice

4. Activate early adoption (Pilot)

- Select and train on value use cases a pilot group
- Capture feedback and real-world patterns of use
- Observe adoption blockers



1. Align on the AI vision

- Align on adoption objectives, roles and ways of working
- Review existing use cases, ambition and solution scope
- Validate adoption prerequisites (clarity, ownership, feasibility)

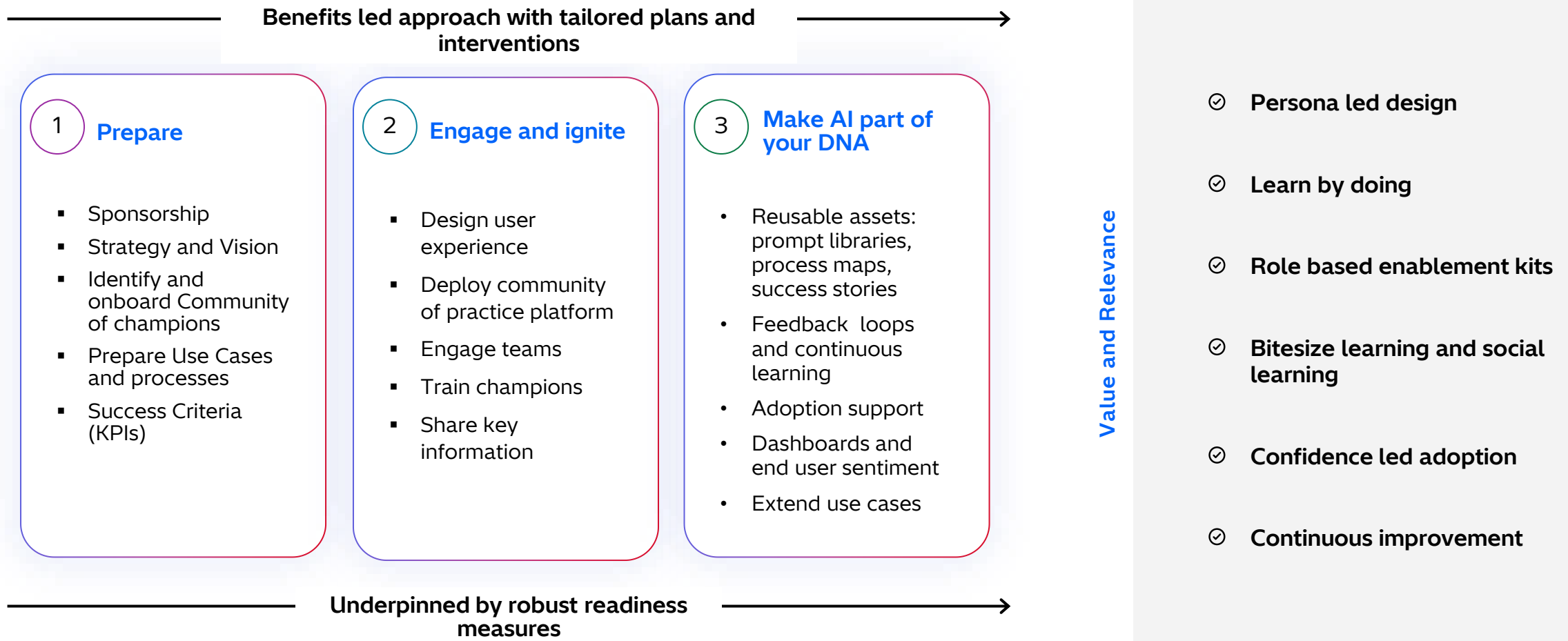
2. Map the user experience

- Identify how tasks evolve with AI support
- Map new interaction patterns
- Clarify new behavioural habits per persona

3. Prepare people and leaders

- Governance framework agreed
- Stakeholder alignment
- Leadership narrative definition

How we **activate** AI Adoption for real users



1. Align on the AI vision

Aligning AI ambition with people and readiness

1 Prepare 2 Engage and ignite 3 Make AI part of your DNA

Purpose

Align on the scope where AI can transform work and assess whether the organisation is ready

Key activities

- Review and analyse business use cases where AI is set to deliver value
- Assess readiness across data, governance, digital fluency and security
- Capture high-level persona expectations for AI
- Understand strategic priorities and constraints
- Select high-value, low-risk use cases and define success criteria

Success indicators

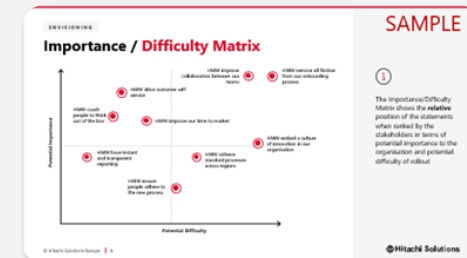
- Clear understanding of where AI adds value
- Readiness gaps identified
- Alignment on strategic priorities
- Stakeholders agree on the initial scope

Risks avoided

- Investing in low-value or irrelevant use cases
- Overlooking readiness barriers that will slow adoption later

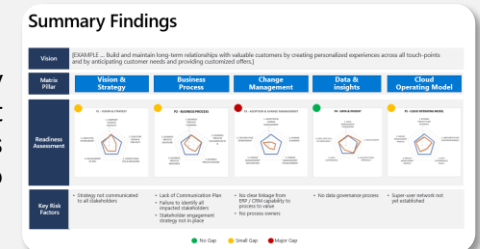
Outputs

- AI adoption vision
- Prioritised list of value use cases
- AI Opportunity Assessment and readiness heatmap (technical, organisational, people)
- Initial persona mapping



Prioritised list of value use cases

AI Opportunity Assessment and readiness heatmap



2. Map the user experience

Understand how AI will change the way people work

Purpose

Identify how tasks evolve with AI support and define target experience per persona - tasks, interactions and habits

Key activities

- Run journey-mapping workshops for priority personas
- Decompose tasks into pre-AI and with-AI flows (prompting, validation, decision points)
- Define interaction patterns (chat, copilot panels, automation triggers)
- Create guardrails for safe use (data boundaries, role-based access, human-in-the-loop)
- Document behaviour changes and new micro-habits

Success indicators

- Users can describe and rehearse the AI-enabled way of working
- Clear prompts and decision checks reduce rework
- Defined guardrails minimise risk in daily use

Risks avoided

- Unclear tasks leading to misuse or unrealistic expectations
- Shadow prompting that bypasses governance
- Fragmented user experience across tools

Outputs

- Current vs. future state journey maps
- Persona analysis (specific adoption stories)
- User stories (prioritised backlog with user stories and acceptance criteria)
- Task playbooks with prompts, inputs, outputs
- Standards of AI usages



Prompt library

3. Prepare people and leaders

Shift from readiness to legitimacy

Purpose

Set the
organisational
conditions for
safe & confident
use

Key activities

- Agree governance framework (policy, compliance, data protection, model risk)
- Define roles: product owner, AI champion, prompt curator, human-in-the-loop reviewer
- Create leadership narrative and change story tied to outcomes
- Develop enablement plan (training paths)
- Set measurement plan (KPIs, baselines, cadence)

Success indicators

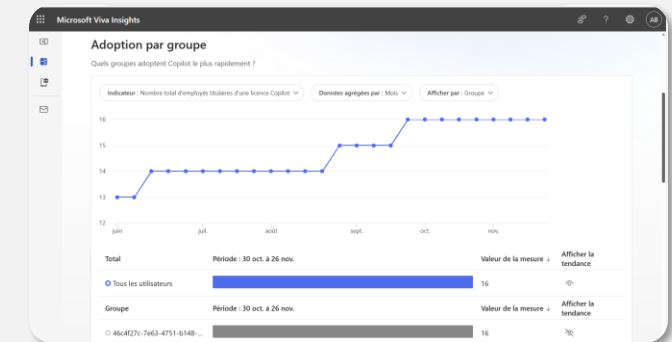
- Leaders advocate a consistent vision and model desired behaviours
- Employees know how to use AI safely and where to get help
- KPIs and feedback loops established before pilot

Risks avoided

- Ambiguity around accountability and approval
- Policy gaps that create legal or reputational risk
- Training launched too late to support pilots

Outputs

- Approved governance
- Community of practice charter (champion network approach)
- Leadership messages (case for change) and communication plan
- Learning curriculum and assets
- Adoption and value measurement framework



Copilot Dashboards

4. Activate early adoption

Test in the real world and learn fast (Pilot)

Purpose

Prove value quickly and learn from real usage in a controlled pilot

Key activities

- Onboard a pilot group with required licenses and data access
- Run structured usage sprints (prompt libraries, templates, automation recipes)
- Capture qualitative and quantitative feedback (NPS, time saved, quality, risk incidents)
- Identify blockers and iterate (training, prompts, process changes)

Success indicators

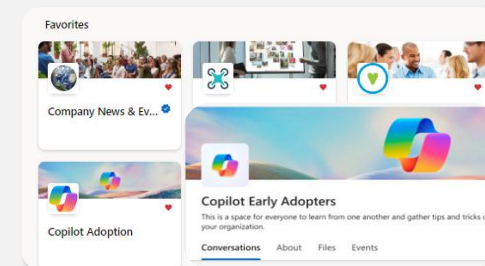
- Demonstrated value and feasibility
- Adoption patterns and personas validated
- Known blockers with mitigations

Risks avoided

- Over-engineering before proving value
- Licensing or data access gaps that stall pilots
- Misinterpretation of metrics due to missing baselines

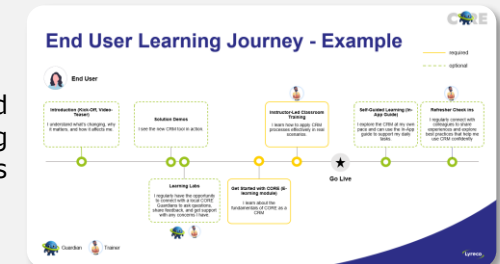
Outputs

- Pilot adoption roadmap
- Champion network assets
- Refined prompt and template library
- Updated standards of AI usages
- Backlog for wider rollout



Digital Community collaboration spaces

Persona-led learning pathways



5. Scale behaviours

Make AI part of everyone's daily workflow

Purpose

Move from project to organisation-wide habits and standards

Key activities

- Roll out to wider teams via waves with local champions
- Shift ownership from project team to business units
- Embed AI guidelines into SOPs, risk controls, and performance management
- Strengthen communities of practice and peer support
- Automate monitoring (usage, value, safety signals)

Success indicators

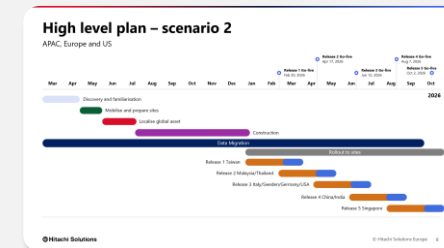
- Consistent behaviours across teams
- Reduced variance in outcomes and safety
- Self-sustaining adoption with peer coaching

Risks avoided

- Local deviations that re-introduce risk
- Change fatigue without visible wins
- Value leakage due to ad-hoc tooling or prompts

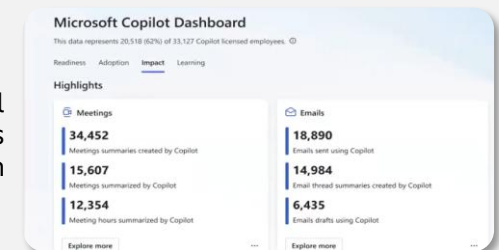
Outputs

- Wave rollout plan
- Champion network updated assets
- Updated governance
- Community events and knowledge base
- Operational dashboards for adoption



Scaling roadmap

Operational dashboards for adoption



6. Realise value & evolve

Measure impact and feed the next cycle

Purpose

Sustain value creation, capture lessons and continuously improve

Key activities

- Develop reusable assets and templates
- Track how AI shifts work habits and reduces manual processes
- Quantify business outcomes (time saved, quality, revenue, risk reduction)
- Run post-implementation reviews and harvest insights
- Feed backlog for next discovery cycle and roadmap

Success indicators

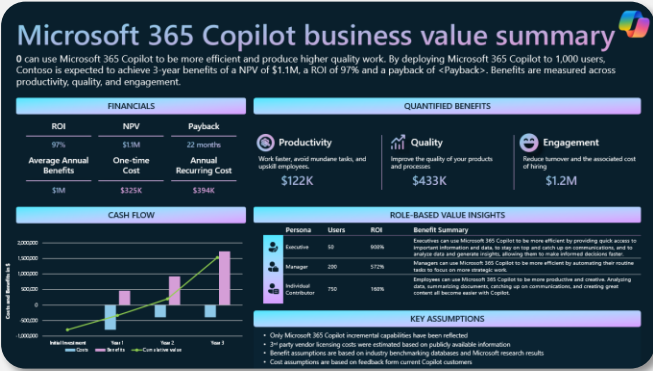
- Continuous improvement culture with data-driven decisions
- Clear link between adoption and business outcomes
- Institutionalised learnings across teams

Risks avoided

- Plateauing value due to one-off pilots
- Loss of knowledge if insights are not captured
- Misaligned roadmap that ignores user feedback

Outputs

- Reusable playbooks
- Prompts catalogue
- Value realisation report and case studies
- Next-cycle roadmap backed by evidence



Value realisation report and case studies

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

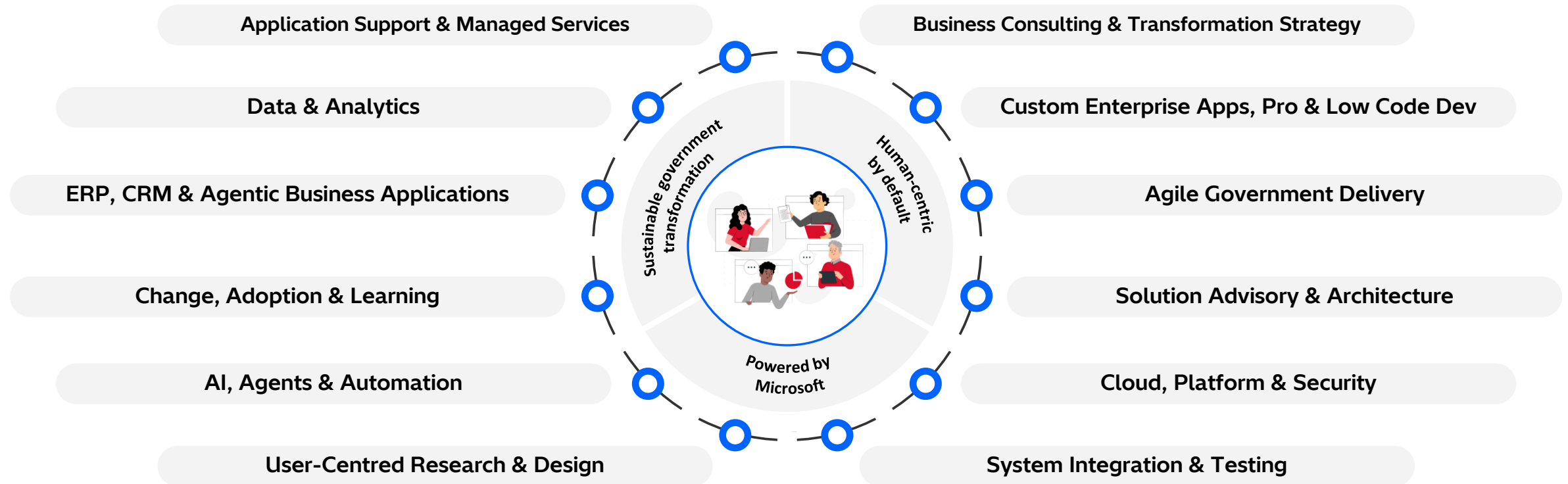
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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 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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