



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

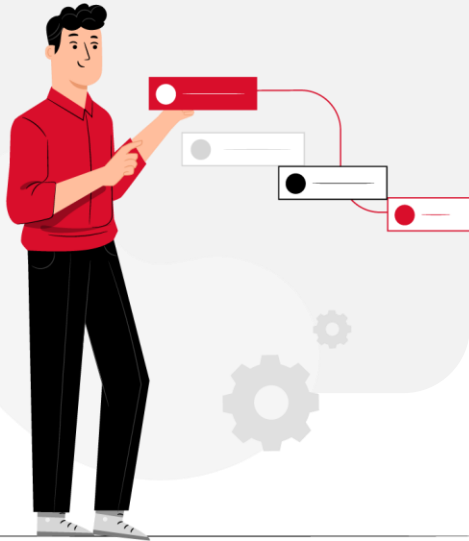
Microsoft Contact Centre Implementation
and Channel Enablement

Microsoft Contact Centre Implementation and Channel Enablement **HITACHI**

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

Service Description

Implement a Microsoft contact centre from minimum viable product to scale. Configure channels, routing, knowledge and agent experiences using Dynamics 365 and Microsoft Teams. Integrate telephony, customer data and case management. Deliver testing, training, go-live support and iterative improvements with security, reporting and service levels.



Service Features

- Minimum viable product build and phased rollout plan.
- Dynamics 365 contact centre configuration and agent desktop setup.
- Channel enablement: voice, email, web chat, messaging.
- Queue, routing, skills and service level configuration.
- Telephony integration and call flow design.
- Knowledge base setup and content governance for agents.
- Customer data and case management integration design.
- Security, access controls and audit logging configuration.
- Reporting dashboards for performance, quality and demand.
- Testing, training, go-live support and hypercare.



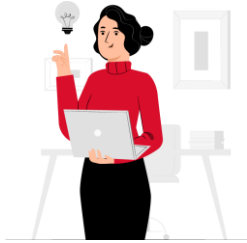
Service Benefits

- Launch faster with a minimum viable product approach.
- Improve customer experience through consistent multi-channel journeys.
- Increase agent productivity with streamlined tools and knowledge.
- Reduce call handling time with better routing and data.
- Improve service quality using standard processes and training.
- Reduce risk with tested integrations and controlled releases.
- Strengthen compliance through access controls and audit logs.
- Improve performance management with clear reporting and measures.
- Scale channels and teams without redesigning the platform.
- Reduce operational effort with repeatable configuration and templates.



Microsoft Contact Centre Implementation and Channel Enablement HITACHI

Implement a Microsoft contact centre from MVP to scale



What this service is for

Launch core capability, then expand channels and teams safely

Contact centre change is rarely just configuration. It affects frontline teams, service levels, telephony, data, knowledge, reporting and compliance. This service implements a Microsoft contact centre using Dynamics 365 and Microsoft Teams, starting with a minimum viable product and then scaling through phased rollout.

We configure channels, routing, queues, skills, knowledge and the agent experience, integrate telephony and customer data/case management, and put security, access controls and audit logging in place. We finish with testing, training, go-live support and hypercare, plus an approach for iterative improvement.

Key outcomes: MVP live quickly | Consistent agent experience | Channels enabled safely | Controls and auditability built in | Ready to scale



Why this service is useful

Get to go-live faster without creating operational debt

Teams often get stuck between “big bang” programmes that take too long and quick fixes that do not scale. An MVP approach allows you to launch sooner, learn from real use, and expand capability in controlled releases.

This service improves customer experience through consistent multi-channel journeys and helps agents work faster with streamlined tools and knowledge. It reduces call handling time through better routing and data, strengthens compliance with access controls and audit logs, and improves performance management with clear reporting and measures. Repeatable configuration reduces ongoing operational effort as channels and teams grow.

Common triggers: Need faster launch | Multi-channel inconsistency | High handling times | Low agent productivity | Compliance and audit pressure | Reporting gaps



Why this service is different

Operationally-led implementation with controlled releases and evidence

We implement the platform in a way that supports day-to-day contact centre reality: service levels, peak demand, agent workflows, knowledge quality, and handoffs to back-office teams. The focus is not just “feature delivery”, but a service that works for customers and agents.

We build assurance in as we go. Security, access controls and audit logging are configured early, integrations are tested before go-live, and reporting measures are agreed so performance can be managed from day one. Controlled releases, standard processes, and training plus hypercare reduce risk and support sustainable scale.

Differentiators: MVP-to-scale rollout | Controls designed early | Tested integrations and releases | Reporting built for operations | Hypercare that drives improvement

Key benefits of a strong Contact Centre

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Reduce Cost to Serve

- Increase automation
- Increase self-service
- Increase service rep efficiency / productivity
- Reduce agent interaction
- Reduce escalations
- Reduce average handling time & first contact resolution

Increase Revenue Generation

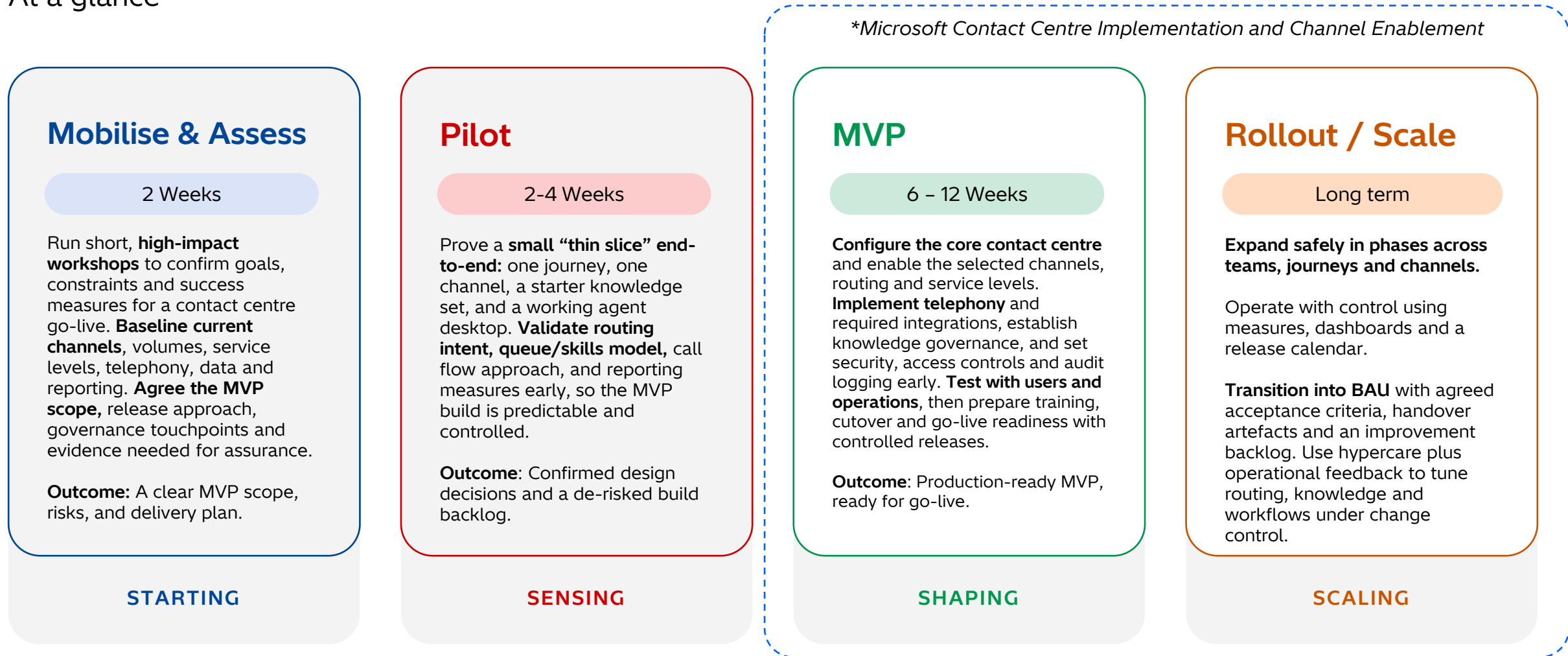
- IT infrastructure consolidation
- Generate revenue with conversions service-to-sales
- Increase customer retention
- Reduce Service rep turnover, onboarding time and retention

Increase CSAT

- Overview of all customer service interactions
- Frictionless & seamless experience cross-channel for customer
- Increase net promoter score
- Ease decision-making based on complete and accurate data

Our Approach

At a glance



MVP-to-scale delivery

Decision-led phases with clear outputs and checkpoints aligned to service levels and assurance

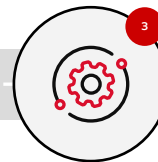
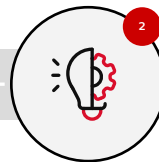
We deliver in five phases to launch an MVP quickly, then expand capability through controlled releases. We align goals, constraints and service level expectations, configure the core contact centre, enable channels and integrations, and prove readiness through testing and training. We support go-live with hypercare, then transition to BAU with agreed measures and an improvement plan.

Discovery

- Map priority contact centre journeys end-to-end across voice, email, web chat and messaging, including handoffs to back-office case handling.
- Confirm what success looks like for CCaaS: service levels, routing outcomes, knowledge needs, reporting measures, plus constraints in telephony, data, security and operations.

Private & Public Beta

- Build and configure for real: enable the selected channels, implement routing/queues/skills/service levels, knowledge base and governance, and integrate telephony, customer data and case management.
- Test end-to-end with users, including reporting and audit needs: security/access controls and audit logging, dashboards for performance/quality/demand, and controlled releases towards go-live.



Alpha

- Prove the CCaaS “thin slice”: a small set of journeys with queues, skills-based routing, basic agent desktop, and a starter knowledge approach.
- Validate the hard decisions early: telephony integration approach and call flows, core data/case integration shape, and what must be in MVP versus later.

Live

- Go-live with training, hypercare and operational readiness, using dashboards and agreed measures to stabilise performance and service quality.
- Iterate safely: tune routing, knowledge and workflows based on demand and feedback, with changes managed through BAU controls (where required).

Aligned to Government Digital Standards

People involved for success

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Advisory

Own MVP priorities, success measures and go-live criteria.



Human Centred Design

Validate journeys and agent experience with real users.



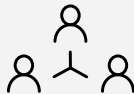
Architect & Design

Design architecture, integrations, telephony approach and security.



Solution Lead

Leads implementation, controls releases, and manages hypercare transition.



Product Owner

Assurance, standards, readiness evidence and delivery governance.

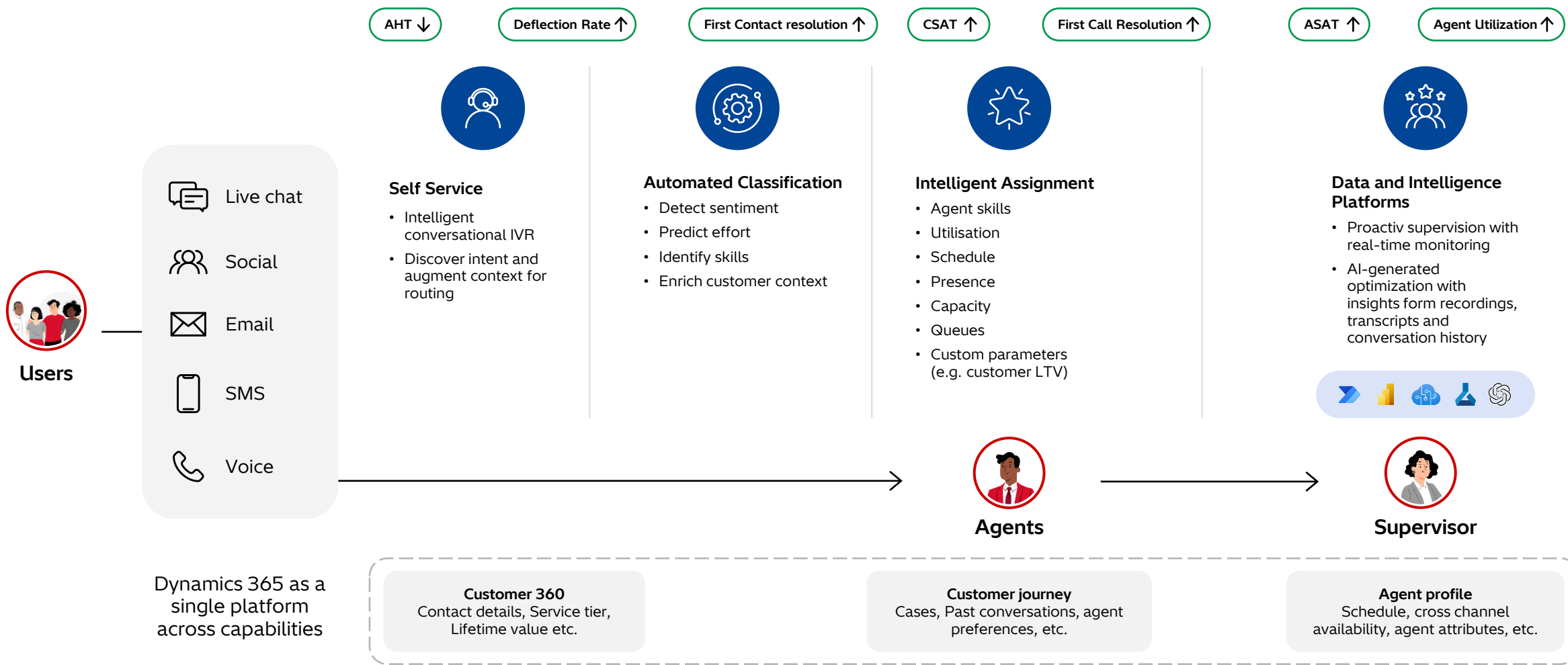


Subject Matter Experts

Provide operational insight into journeys, channels, routing and knowledge.

← ¹ Customer Team →

Improving KPIs in the Contact Centre



Select the Outcomes that matter for you

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Customer self-service

Implement channels of choice and reduce contact centre volume through rich self-service experiences powered by generative AI.



Agent experience

Improve agent productivity with embedded Copilot capabilities, proactive tools for supervisors, and a 360-degree view of each service interaction.



Operations

Create a single view of truth across disparate data and support channels and help customers optimize contact centre operations.



Existing solution

Complement existing CRM solutions for to create a single solution.

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

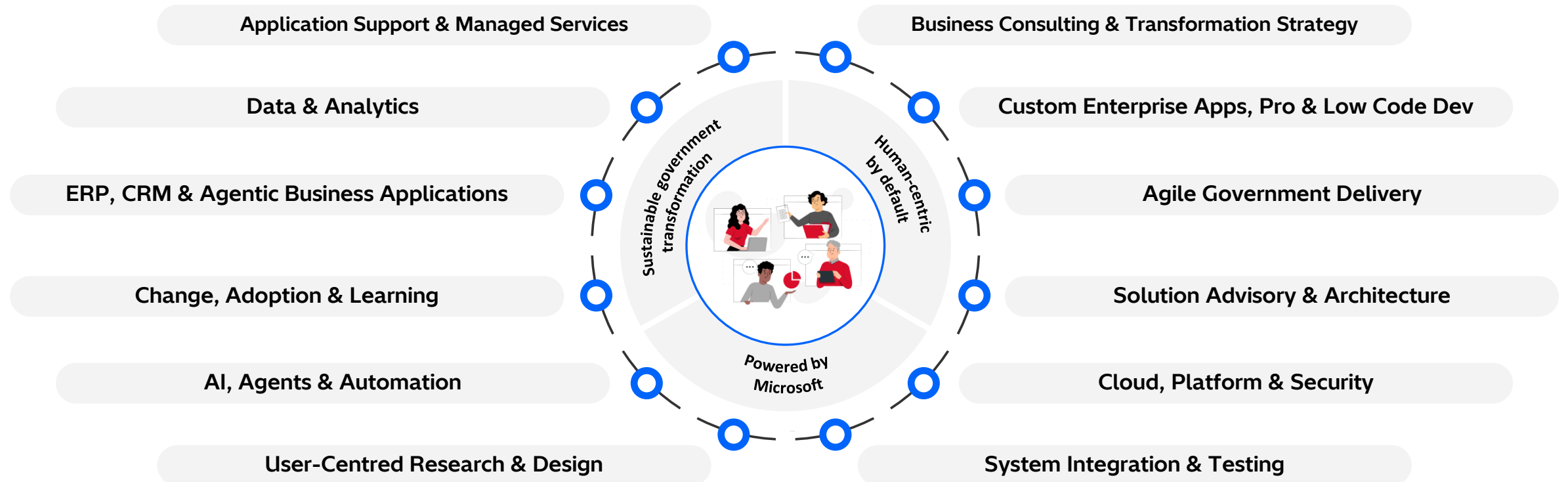
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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"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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