



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

GOV.UK-Style Portal
Development

GOV.UK-Style Portal Development

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

HITACHI

Service Description

Design and build simple, accessible web portals that follow GOV.UK patterns and the Government Service Standard. We deliver user research, service design, content design and development, with Web Content Accessibility Guidelines (WCAG) 2.2 Level AA compliance. Includes security, hosting, integrations, testing and live service support.



Service Features

- Discovery and user research for portal users and needs.
- Service design using GOV.UK patterns and guidance.
- Content design and plain English writing for transactions.
- User interface design using GOV.UK Design System components.
- Front-end and back-end development for secure web portals.
- Integration with application programming interfaces and case systems.
- Identity, access control and secure authentication design.
- Accessibility testing to Web Content Accessibility Guidelines (WCAG) 2.2.
- Performance, security and penetration testing coordination.
- Live support, monitoring and continuous improvement backlog.



Service Benefits

- Improve user experience using familiar GOV.UK patterns.
- Meet public sector accessibility duties with compliant design.
- Reduce failure demand with clearer content and journeys.
- Deliver faster through reusable components and established standards.
- Reduce risk with security controls and tested integrations.
- Support service assessments with evidence and usability findings.
- Increase completion rates through user-centred transaction design.
- Enable reliable operations with monitoring and support processes.
- Reduce rework through early research and iterative testing.
- Provide a scalable portal platform for future services.



GOV.UK-Style Portal Development

Build public-facing portals that feel like GOV.UK



What this service is for

Turn complex services into simple, accessible online journeys

Use this service when you need a web portal that citizens or staff can complete confidently, without getting lost in long forms, unclear guidance, or inconsistent pages. We apply GOV.UK patterns and the Government Service Standard so journeys are familiar, predictable and easy to support.

We design the content and interactions around real user needs, then build a secure portal that connects to the systems that do the work (for example case management and APIs). Accessibility and evidence are built in from day one to support assurance and service assessment.

Key outcomes: Clear end-to-end journeys | WCAG 2.2 AA built-in | Reduced avoidable contact | Secure sign-in and access | Integrations that work in practice



Why this service is useful

Make it easier for users to complete tasks first time

GOV.UK-style portals reduce friction because they remove “choice overload” and keep users on a single, well-labelled path. Plain English content and consistent components help users understand what to do, what happens next, and what evidence they need, which reduces repeat contacts and incomplete submissions.

This service also de-risks delivery. You get usability findings, accessibility evidence, and test results that support service assessments and audit, plus a live support and improvement backlog so the portal stays reliable once it is in use.

Common triggers: High failure demand and calls | Upcoming service assessment | Accessibility gaps or complaints | Paper/PDF processes online | Multiple back-office systems | Need secure authentication



Why this service is different

Content, accessibility and assurance are not “bolt-ons”

We start with what users are trying to do, then shape journeys and content before building. That prevents expensive rework later, especially where transactions touch multiple teams or systems. GOV.UK Design System components keep designs consistent and speed up delivery, while still allowing the service to meet your policy and operational needs.

We make assurance a by-product of delivery. Accessibility testing, security testing coordination, and decision evidence (where required) are planned into the sprint cycle so you can show progress, manage risk, and reach go-live with fewer surprises.

Differentiators: Content-led transaction design | Evidence ready for assessment | GOV.UK patterns used properly | Built to integrate securely | Operate and improve, not just launch

Custom Portal Development

HITACHI

“Delivering bespoke, user-centric portals that empower businesses to enhance their digital presence.”

Client Challenges

Disjointed user journeys

Portals often require multiple logins, are non-responsive across devices, and deliver inconsistent or outdated experiences.

Manual and inefficient processes

Lack of self-service leads to operational overhead, slow case resolution, and dependence on email-based support.

Poor accessibility and limited intelligence

Non-compliant designs exclude users, and traditional portals lack AI capabilities like smart routing or virtual assistance.

Our Solution (2 to 3 months)



Modern, Accessible Portal Frameworks

Design and build responsive, cloud-native portals using .NET, Blazor, or GOV.UK Design System — fully WCAG-compliant.



Seamless Integration & Self-Service

Connect to Dynamics, Power Platform, and third-party systems to automate workflows and reduce manual load.

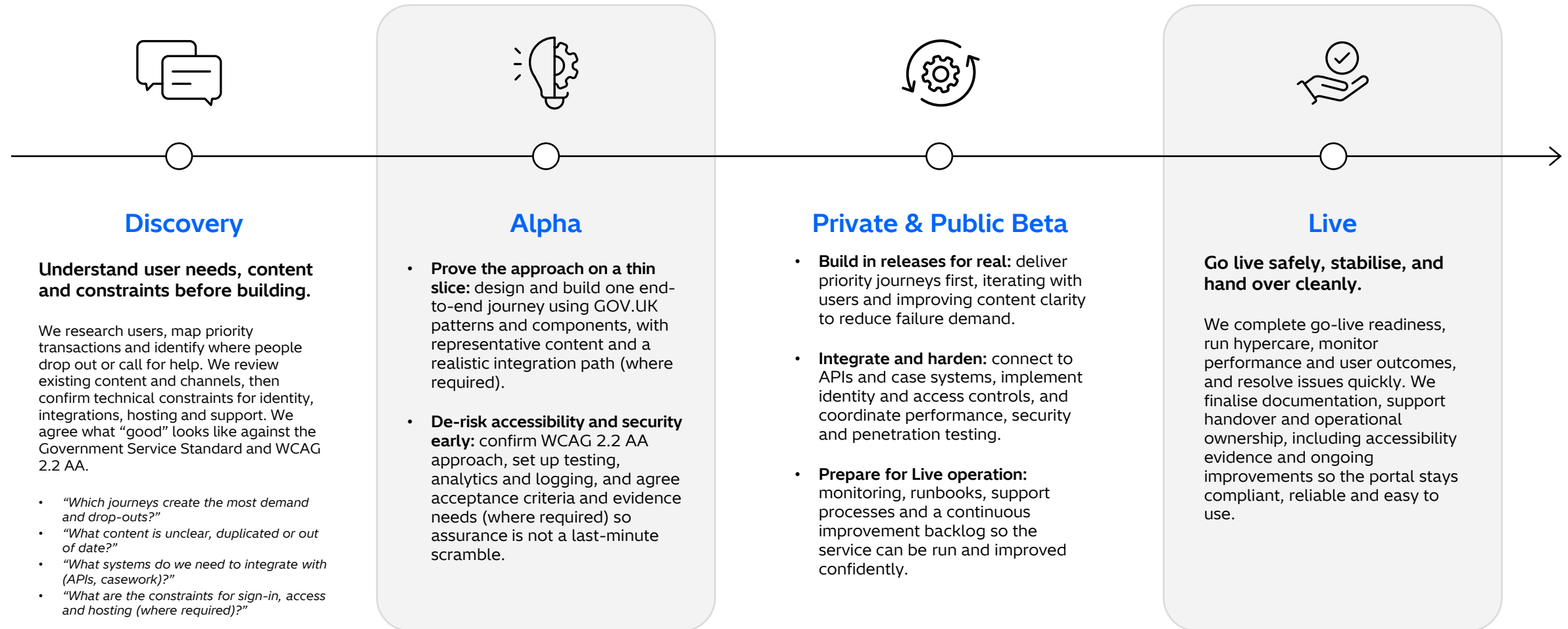


AI-Augmented Experiences

Enable chatbot assistants, document understanding, and intelligent triage using Azure OpenAI and Cognitive Services.

Service Manual phases from needs to Live

Prove the hardest parts early, then ship usable journeys in releases



Reference architecture: GOV.UK-style portal on Azure

HITACHI

(Illustrative)

Illustrative example architecture

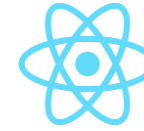
Scenario:

- ✓ Provide a simple online portal for regulated transactions and submissions.
- ✓ Support multiple user types, roles and access permissions.
- ✓ Integrate with back-office casework and data services.
- ✓ Handle variable demand and peaks with resilient, monitored services.

Approach:

- ✓ Build a GOV.UK-style web portal using GOV.UK Design System components.
- ✓ Implement secure authentication and authorisation.
- ✓ Deploy on Azure with scalable hosting, observability and operational controls.
- ✓ Deliver automated testing and CI/CD for safe, frequent releases.

Runtime



GDS



Platform



Kubernetes
Service



Container
Registry



Private
Link



Cosmos DB



Monitor

Azure



Nginx



K8s

Build



Pipelines



Repos

ADO



Bicep



IaC



Jest JS



Cucumber



Selenium

Testing

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.

HITACHI

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

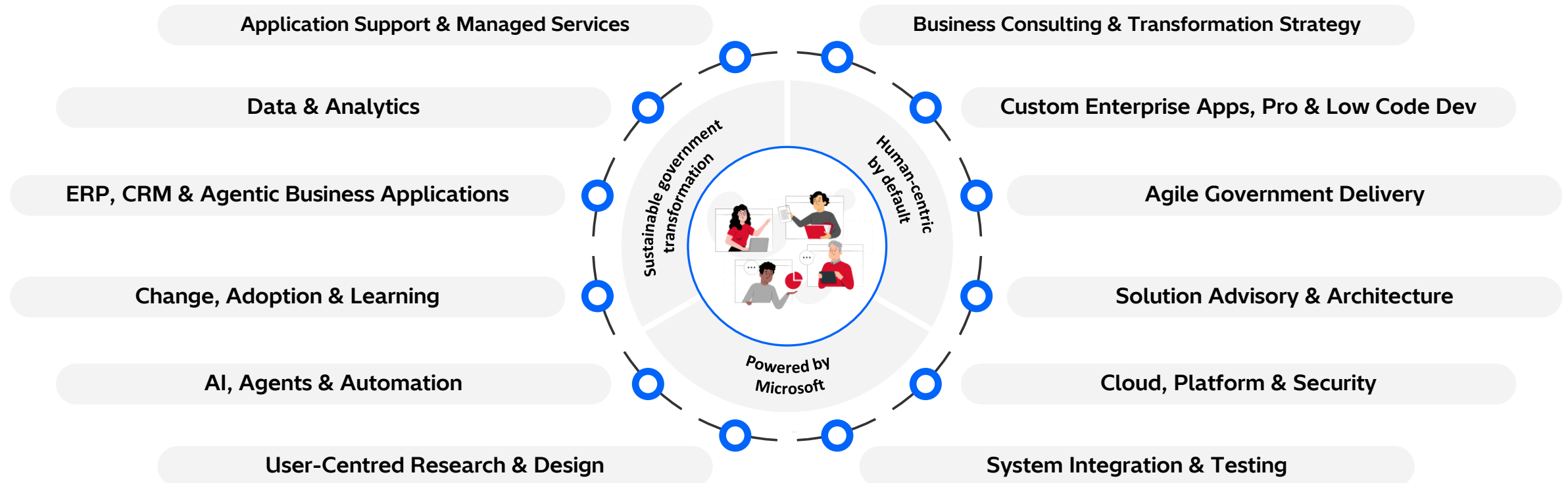
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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
Fearann Alba

Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe