

How Hitachi Digital Services can drive value for the UK public sector

Accelerating data-driven
digital transformation



HITACHI

Hitachi Digital Services

Hitachi has been a trusted supplier to the UK government for over 50 years across sectors including Transport, Energy, Technology and Research. We have consistently delivered both social value and value for money.

Hitachi Digital Services offers a diverse array of innovative technology solutions tailored to meet the needs and outcomes of government. With specialisms in advanced IoT, ERP, Machine Learning, data analytics, and cloud services, we stand out for our unwavering commitment to security, reliability, and innovation.

With a track record of delivering robust and scalable solutions, Hitachi empowers government entities to streamline operations, increase efficiency, enhance data security, and optimise performance – all to better serve the public.



Global expertise

+40,000 people
in 30+ countries



IT 60+ years

of digital enablers
and disruption



OT 110+ years

of operational
excellence



Trusted partner

We support over 85%
of the Global Fortune
100 companies

Why Hitachi for Public Sector?

For over 120 years, Hitachi has sought to contribute to society through technology. And our core values align well with the needs of UK public sector organisations, fostering collaboration, trust and innovation.

“Harmony (*Wa*)” emphasises teamwork and mutual respect, which is crucial in cross-departmental collaboration. Hitachi’s partners are your partners – we work with 2,000+ leading technology and platform leaders deliver value, outcomes and cost reductions.

“Sincerity (*Makoto*)” means we approach projects with honesty, accountability, and a genuine desire to improve public services.

Hitachi is honoured to have been recognised as one of the 2025 World’s Most Ethical Companies® by Ethisphere.

Hitachi’s “Pioneering Spirit (*Kaitakusha-seishin*)” represents exploring innovative approaches, which is key to modernising government operations, progressing towards 5% cost savings and enhancing citizen services.

Our guide to delivering targeted value

Digital transformation has never been more critical for UK public services. At Hitachi Digital Services we bring a unique combination of public sector experience, understanding the need for secure and compliant delivery, with technical expertise across cloud, data & AI, IoT, and sustainability.

Drawing on our 40,000 global digital experts, we have designed dedicated services and solutions to help you achieve your goals – improving how you use technology and data to reduce costs, increase productivity, and transform the way you operate.

We are supporting the government’s 5% efficiency savings target through AI, automation, and modern cloud-based solutions, and simultaneously strengthening collaboration between the public and private sectors to ensure government teams have the right skills, technology, and support to achieve their goals and objectives.

As a trusted public sector partner, we are proud to announce our successful framework awards, which highlight our commitment to delivering exceptional services. Our comprehensive range of services are now accessible through several key frameworks, which not only demonstrate

our expertise and reliability, but also reinforce our dedication to supporting the public sector. By leveraging these frameworks, we continue to build strong partnerships and drive positive outcomes for government agencies and the communities they serve.

Hitachi Digital Services can also help you navigate compliance with the Procurement Act 2023, improving the ability to deliver value for money.

Frameworks

Hitachi Digital Services has been awarded places on several Public Sector frameworks:

01 Back Office Software 2 RM 6285	02 HealthTrust Europe	03 G-Cloud RM 1557.14
04 Digital Outcomes (DOS) RM 1043.8	05 Technology Services 3 RM 6100	



Key value creation levers

We uniquely combine over 100 years of operational technology experience to bring DevOps, RunOps and DataOps together. Our ‘advise, design and build, and run’ approach can help you deliver an entire digital transformation programme, or individual elements such as cloud migration or use of IoT technologies. Wherever you are on your transformation journey our services can be plugged into lead you into an efficient, AI-guided future.

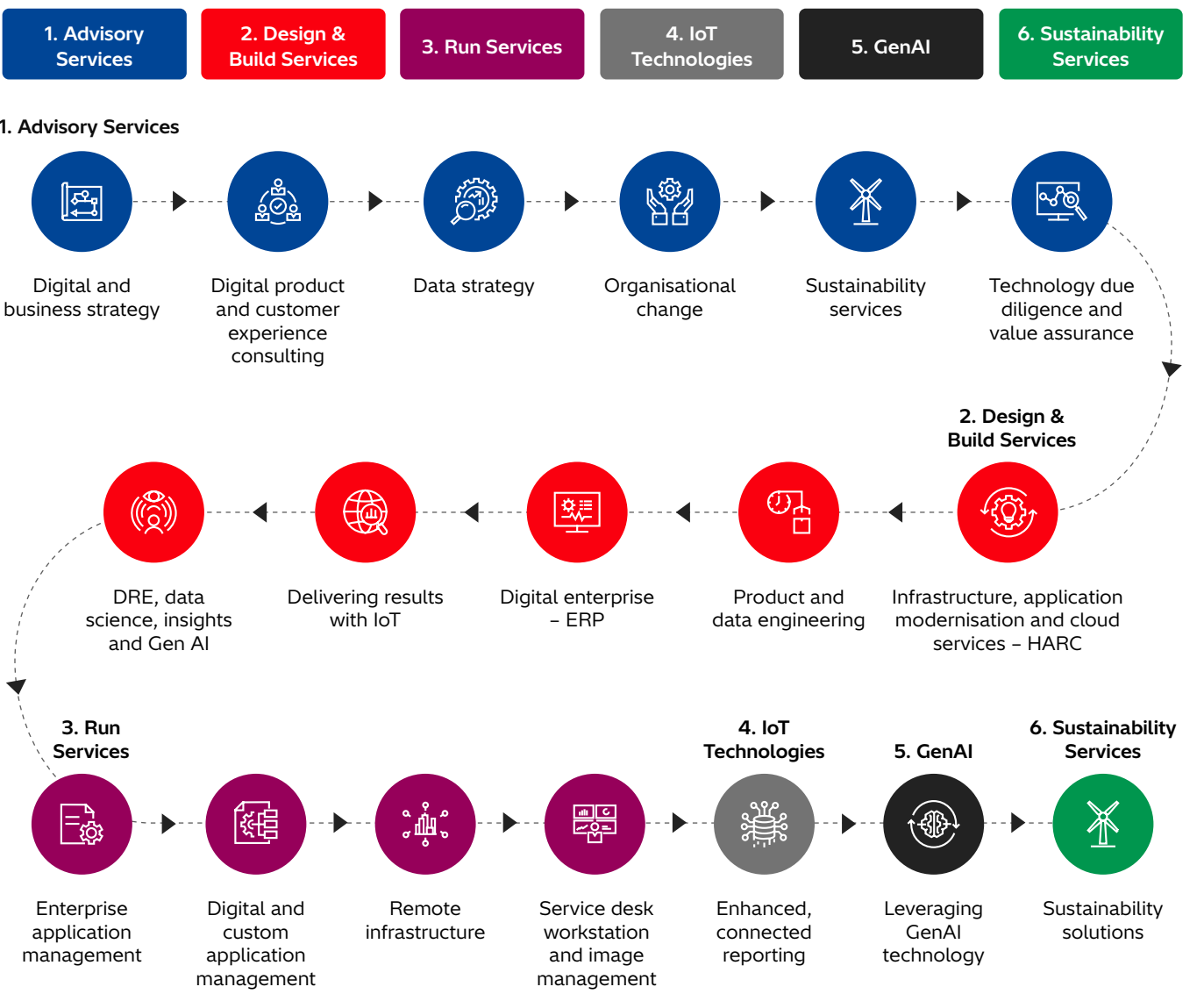


Fig. 1 Our full range of service

CASE STUDY

Master Data Management for high-speed railway project

Hitachi’s program aimed to improve Master Data Management practices, and standardise procedures and governance in a UK high-speed railway project to drive better and quicker decisions. Hitachi introduced model changes to \$80Bn budget, and a 20-year timeline to identify risks and opportunities sooner. This required cultural change management to embed MDM focus into the organisation, and enabled handover to operations with reliable data as well as more allowed efficient management of subcontractors.

1. Advisory services: Strategic support you can trust

Our advisory services can help your business to deliver an effective digital strategy that utilises technology and data to drive value.

- **Digital and government strategy**

We shed light on the future to help define strategic initiatives to capture new opportunities, frustrate threats, ready-to-formulate and formulate a digital strategy with a read-to-execute action plan.
- **Sustainability**

Greater sustainability must be a priority for all departments. We can help your business to define its sustainability strategy and roadmap, identify and deliver sustainability initiatives and partner with you to implement the right technology and governance systems to progress towards your targets.
- **Digital product and customer experience consulting**

Our Design Studios create value and impact through the design of meaningful brands, digital products and service experiences that take advantage of cutting-edge digital technology.
- **Technology due diligence and value assurance**

A thorough technology and data assessment will help you understand where the capabilities and weaknesses lie within your organisation and help to uncover technological risks and threats. We can analyse priority areas across your application services, data fabric and digital core of your business and provide comprehensive reports and recommendations to inform your decisions.
- **Data strategy**

By turning data into a strategic asset, we can help you better understand how to ensure that you become more data-driven.
- **Organisational change**

When deploying new digital capability into your organisation we can provide wrap-around delivery services that are tailored to your position and help to maximise user adoption.

Our advisory service lifecycle

We combine strategy, design & co-creation and delivery excellence to deliver government-led solutions that drive digital transformation.

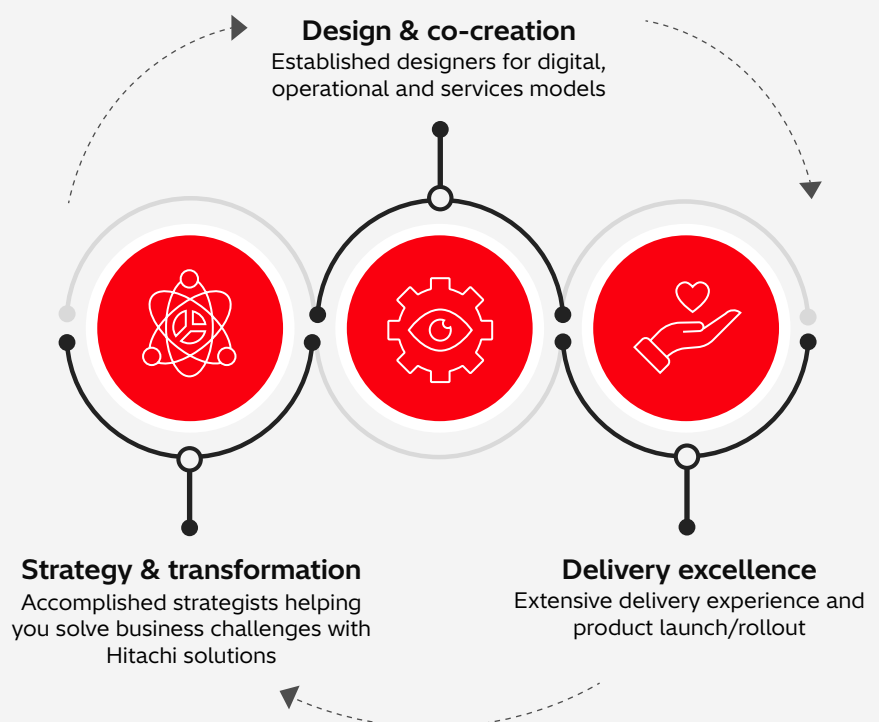


Fig. 2 Our advisory service lifecycle

Technology due diligence and value assurance

We analyse five priority areas across the application services, data fabric and digital core of your organisation.

01		Operational Technology Assessment	Considers maturity of applications, service/product delivery technology and the architecture's risks and opportunities.
02		Information Technology Assessment	Considers maturity of technology stack, tech debt, IT TOM's cost, investment requirement and alternative OPEX / CAPEX models.
03		Required Investment (duration, effort and cost)	Evaluates the level of investment required to fulfill the investment hypotheses.
04		Art of the Possible	Delivers options which fit the investment timeline, technical and capital boundaries.
05		IT Sustainability Report	Provides the current / as-is situation of the company's technology related carbon footprint and routes to achieve high ROI reductions.

Detailed technology insights

Our tools not only deliver detailed analysis and technology insights to support your strategic decisions, but also long-term sustainable benefits.



CASE STUDY

IT support and development for National Breast Screening Service

Public Health England's National Breast Screening Service (NBSS) Application is centrally maintained and used more than 80 hospitals and mobile units across the country. Hitachi Digital Services provide IT support and development services for the NBSS application including incident, problem and service request management. This allows local screening offices to manage their own appointments and scheduling systems, and enables the IT development and support team to make software changes easier to implement. This has all led to improved partnership working, through data sharing and newly implemented governance models.

2. Design & build: Creating technology solutions that drive productivity

Our experts can design and build innovative products that help you improve service levels and greater efficiency.

Infrastructure, Application Modernisation and Cloud Services – Hitachi Application Reliability Centres (HARC): Issues in reliability, availability, and unforeseen costs can throw you off course. Combining our cloud expertise with industry-leading methodologies to help successfully design, build and manage modern cloud architectures; we'll ensure your application portfolios always focus on what matters — your business outcomes.

Product and Data Engineering – Agile Labs: By integrating experience design, complex engineering, and data expertise, our agile labs can help your organisation to design and build innovative products, platforms, and digital experiences that help accelerate digital transformation. And with our world-renowned API capabilities, we can ensure new applications integrate seamlessly into your core ERP systems to ensure data integrity.

Digital Enterprise – ERP support: With our Enterprise Resource Planning (ERP) support, we can help to drive growth and create better outcomes by automating processes. For instance, we have been an Oracle Platinum Partner for over 30 years and have 900 Oracle experts who can help implement or maintain their ERP smoothly and effectively to drive improved business results. We also support all other ERPs such as SAP, WorkDay and Salesforce etc.

Deliver results with IoT: IoT technology can help your organisation to predict failures, respond to change and optimise your operations at every step. We can help unlock actionable insights that

improve decision-making and create greater value. We can also significantly reduce energy costs through our unique Energy Optimisation IoT technologies and capabilities.

Data Reliability Engineering (DRE) for the data driven: Our DRE services can help deliver fresh, high quality, consistent, and trustworthy data that helps optimise how your business operates. DRE is crucial to help you and your business understand the health of your enterprise data, pipelines, data landscape and infrastructure.

Faster delivery, increased security, skilled resource, cost ownership

HARC outcomes

30% improvement in productivity	15% improvement in release velocity
35% improvement in the ongoing cost of operations	

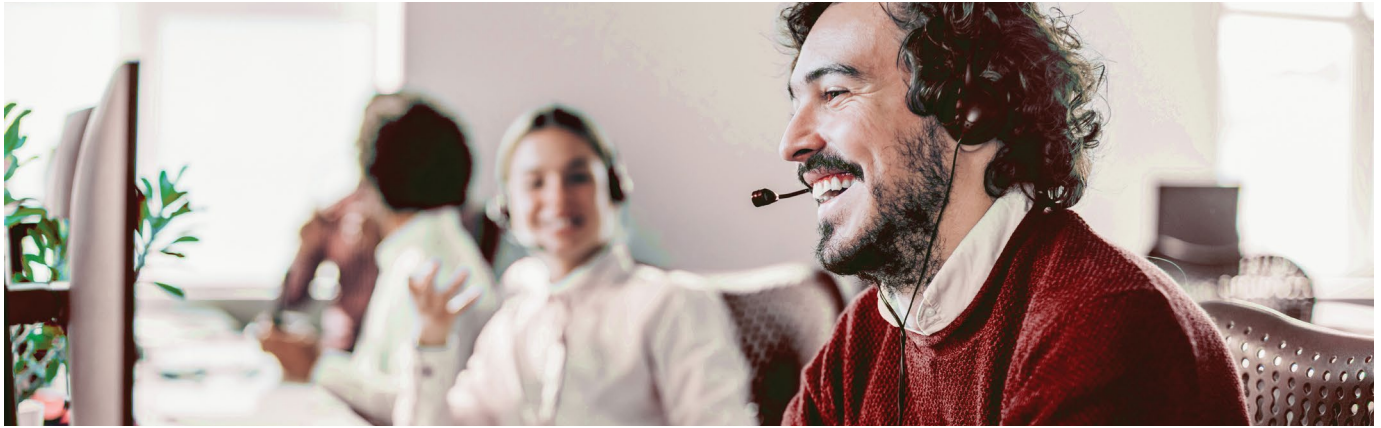
Prevents downtime and improves the mean time to detect (MTTD) security threats and response times **by 30%**

Identifies and resolves application issues leading to an immediate **60% improvement** in application availability and a **40% improvement** in app performance

CASE STUDY

Energy analysis for UK commercial EV network

Optimise Prime is a collaborative IoT project to manage the charging of ~3,000 commercial EVs. It's designed to accelerate transition to EVs to reduce carbon and increase capacity through services. Hitachi collected the largest dataset, to analyse the network's use and its effects on power distribution. This resulted in an estimated decrease of 2.7M tons of CO2 and £207m in savings by UK network operators.



3. Run: Create more value with managed services

Our managed services are designed to help you to deliver strategic programmes more quickly, while reducing people costs. By enlisting us to take care of day-to-day operations for your business, you can free your teams to focus on growth and improving outcomes.

You can utilise our managed services to support your business with its standalone existing infrastructure or applications. Alternatively, deploy them once we have helped to deliver your transformation programme to ensure consistency and high performance. To decide on the best approach, we will always start with a discovery phase to define your requirements and KPIs.

Enterprise Application Management

Our enterprise application management services can help the business to maximise the value and performance of applications to achieve better business results. We offer a full range of business application support services for industry-leading applications including Oracle and SAP. With decades of experience strategising, creating road maps, mobilising, lifting and shifting some of the most complex IT operations, we have the knowledge and experience to create greater value and improve the performance of entire application portfolios.

Remote Infrastructure Management

With our remote infrastructure management services, we can provide your business with round-the-clock monitoring, management and support of your on-premise, private or public cloud infrastructure. This gives you the scalability and flexibility you need to focus on your core business. By using our tools and accelerators we can swiftly deliver your operating system, virtualisation, database administration, network security, storage, back-up and recovery services through automation and standardisation. Our experienced consultants are always on hand to provide additional assistance.

Digital & Custom Applications Management

Our experience in applications management extends beyond Commercial Off The Shelf products to custom applications. We can provide your business with an experienced team who will understand your critical environment in detail, from technical administration down to the shop floor. We ensure we always have a global 24/7 presence available to design, build and run bespoke applications that fulfil specific business needs.

Service Desk /Workstation & Image Management

The Hitachi Digital Services Global Service Desk provides a multi-channel single point of contact for all user requests, providing round-the-clock triage, level 1 break-fix, request fulfilment, ticket routing and incident management, as well as workstation and image management services. With a strong focus on self-service and automation our service desk aims to improve predictability of IT service quality, reduce incident volumes, improve resolution times and enhance the user experience.

4. Smart Spaces Video Intelligence

A partnership with a shared vision to help deliver genuine social change.

By combining our experience in operation technology with our expertise in data and IoT, we can help to improve public safety by implementing automated systems and responses.

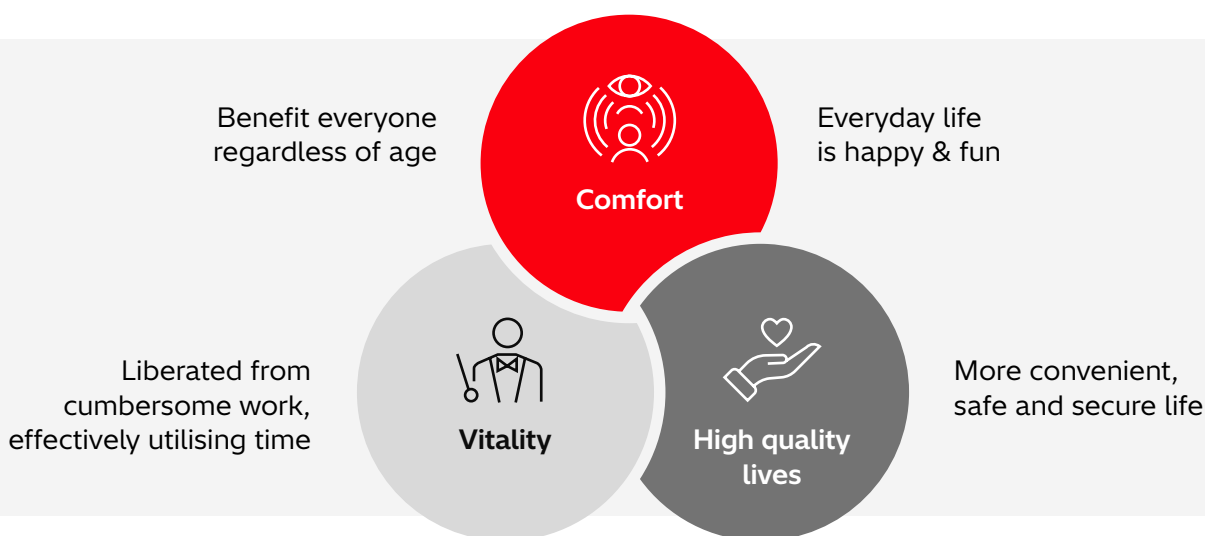
Smart Spaces and Video Intelligence are the building blocks of smart cities. From campuses to transportation and public areas, they help cities become safer and thrive. Families want safer communities, businesses aspire to grow economic opportunities and everyone likes to get around town easily. All these are possible with smart spaces.

Smart spaces are urban, commercial and industrial areas that use video, IoT, analytics and AI technologies to deliver insights to people,

buildings and machines, improving effectiveness and quality of life. Hitachi cities drive operational excellence and become safer and smarter with an end-to-end, intelligent and adaptable smart city IoT solution.

With Smart Spaces and Video Intelligence, data-driven solutions will help with areas such as:

- Keep traffic flowing and transit safe, with integrated video, data, and alerts
- Protect students on campus while achieving operational excellence
- Provide city centre area insights on foot traffic, parking, traffic mix, and more



Benefits of video analytics

How video analytics can help deliver improved community experience and safety:

Safety & Security

- Personal
- Asset
- Operational
- Public

Resident Experience

- Improving how people feel, act and interact within the space
- Encourage return or increased usage from the space

Operational Efficiency & Effectiveness

- Reduce waste
- Increase efficiency & effectiveness of equipment, teams and assets
- Greater insight or transparency into the space logistics & demographics

5. Leveraging Generative AI: Expanding enterprise data horizons

Wherever you are on your Generative AI (GenAI) journey, either from understanding Prompt Engineering and Retrieval Augmented Generation (RAG), to Fine Tuning Modelling or using your own Large Language Model (LLM), our end-to-end suite of services, frameworks and tools can help unlock new possibilities in enterprise intelligence, providing contextual insights in natural language that can transform your business operations.

GenAI Services

Software Development Transformation

Transform software development lifecycle with GenAI enhanced pair programming, automated code translation and documentation creation, accelerating team's output and innovation.

Readiness Framework and Architectural Roadmaps

Start the GenAI journey with confidence by using our Readiness Framework, ensuring safety, reliability, and security, coupled with Architectural Roadmaps tailored to accelerate the journey.

Responsible AI

Our approach for a controlled, regulated and Compliant GenAI environment, where Agents check prompts against bias, toxicity, injection, relevance, hallucination and sentiment control, while keeping cost-effectiveness in mind.

GenAI Advisory

Optimised strategy with expert guidance on model selection, Prompt Engineering, Responsible AI application, use case identification, and ROI analysis to ensure success and accountability, accelerated with framework assessments.

Data Sourcing

Data Reliability Engineering principles to ensure enterprise data's integrity and relevance for GenAI applications, agents, copilots, assistants or Domain specific LLM's

LLM Development, Fine Tuning & Adoption

Tailored prompt engineering, RAG-enhanced use cases and the efficiency of specialised small LLMs for precise, scalable GenAI adoption

Limitless use cases

For example:

- Automating Administrative Processes – streamlining routine tasks like document processing, data entry, and scheduling, reducing bottlenecks and freeing up employees to focus on strategic work.
- Personalising Public Services – From healthcare to education, AI can tailor resources to individual needs, improving accessibility and outcomes.
- Optimising Resource Allocation – AI can assist in budget planning, predicting demand for public services, and improving overall efficiency.

How we deliver GenAI

Co-Creative Collaboration

We collaborate with customers to develop use cases that deliver maximum value, supported by the right strategic roadmap and approach.

Knowledge & Innovation Cycle

Through frameworks and insights earned from our pilot projects and cutting-edge R&D, we foster a culture of continuous innovation and best practices.

Rapid Experimentation & Deployment

We prioritise speed, security, and cost-efficiency in our internal pilots and experimentation to propel customer's GenAI journey to new heights of success.



6. Spotlight on sustainability

Decarbonising is a strategic investment that delivers financial benefits and contributes to a more sustainable society and future.

With end-to-end sustainability expertise, capabilities and solutions, we can help you reduce carbon emissions and drive sustainability transformation. By harnessing IoT, infrastructure and data, you can get the insights you need to make strategic, real-time decisions for the future.

Solutions for sustainability

Our sustainability services and solutions are uniquely designed to better understand and reduce the carbon footprint from physical and digital operations, focusing on four key areas:



Data & Analytics Sustainability Services

Leverage technologies including IoT digital twins, AI, blockchain and other technologies to cocreate solutions around supply chain traceability, ESG monitoring and reporting, and more.



Facilities Decarbonisation

Understand, control and rationalise energy consumption and CO₂ emissions from your facilities and buildings. Reduce costs, improve operational efficiency.



IT Decarbonisation

Create insights to decarbonise IT operations across the ecosystem, including application, asset and energy efficiency, cloud migration strategy, IT architecture and data stewardship.



Fleet Electrification

As a climate change innovator, Hitachi is looking to help governments reach net zero. We develop your EV transition strategy, charge your fleet, finance and extend the life of your batteries and decarbonise your entire depot.



Why Hitachi Digital Services?

We understand the unique needs of our clients and have designed our diverse range of enablement services to help the UK public sector harness technology and become more data-driven.

Whatever the stage of your project, you can be sure that we have the technical expertise, tools and frameworks to provide the digital solutions and insights you need to improve operational efficiency, reduce cost and create greater value.



We help save 1,300 lives a year through our support services to 77 screening clinics that enable the screening of more than 1.5 million women and men annually.

We support a UK based automotive company to manufacture over 300,000 cars per year through the management of their production and R&D systems.

The UK's largest engineering project has been completed quicker through our involvement in one of the world's most complex MDM programmes with over £5bn assets.

We help keep commuter trains timely and operational with 24/7 support to 300+ trains, each with more than 1,000 sensors producing 5,000 data points per train, updated 5 times per second.

Talk to us today

James Wake, Services Principal

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About Hitachi Digital Services

Hitachi Digital Services, a wholly owned subsidiary of Hitachi, Ltd., is a global systems integrator powering mission-critical platforms with people and technology. We help enterprises build, integrate, and run physical and digital systems with tailored solutions in cloud, data, IoT, and ERP modernization, underpinned by advanced AI. By combining Information Technology and Operational Technology (ITxOT), we drive efficiency, innovation, and growth across industries. With over 110 years of Hitachi Group's engineering and technology leadership, Hitachi Digital Services is powering smarter platforms for a safer, more sustainable future. To learn more, visit hitachids.com.

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