Client Readiness
Your first step to success

Many companies have made digital transformation a priority — to spark innovation, boost profitability, and elevate customer satisfaction. But, all too often, their efforts fail to deliver the desired value. One of the main reasons for this failure comes down to expectations. Clients don't always understand the high level of commitment and collaboration it takes for a project to successfully meet their envisioned business objectives.

Inform, Prepare, and Equip

To ensure this doesn't happen to you, Hitachi Solutions has developed a unique Client Readiness workshop. Built into our best practices-based Unified Framework delivery model, the workshop is specifically designed to inform, prepare, and equip client stakeholders to be a part of an engaged, collaborative, and successful project team. With everyone on the same page from the start — and with the same expectations and mindset — risks are greatly reduced and the ability to achieve the strategic intent of the project is much

The Value

- Set expectations & ensure readiness for success
- Build early understanding and commitment & strengthen working relationships
- Prevent organizational resistance & project exhaustion

The Proof

- Best practices-based Unified Framework delivery model
- Focus on delivery excellence
- Trained and certified Client Readiness instructors
- Aligned, collaborative teams

The Outcomes

- Managed expectations
- Early and strong working partnership
- Reduced risk of project failure
- Better quality solution with higher value benefits

Why Act?

- Manage the expectations of your team and executives to ensure they stay involved throughout the entire project — from discovery and requirements gathering to development, testing, and validation to deployment and continuous improvement
- With your team and the Hitachi Solutions project team on the same page from the beginning, the project unfolds smoothly and goals are synergized
- Create a cohesive, committed, and collaborative project team right from the start
- Instantly establish a partnership and working relationship of trust and respect
- Reduce project risk early and improve solution quality

Unified Framework

Our Unified Framework is a dynamic, agile delivery model built on best practices and designed to ensure service excellence, drive project quality and consistency, and promote continuous improvement. The more engaged your team, the more able we are to build and deliver a quality solution that meets your full vision.

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Step 1: Readiness Self-Assessment

The first session of the training is the agile self-assessment. We've identified 10 key areas that help us determine your organization's agile maturity. Each section has unique questions designed to measure agile knowledge and ability.

- Our certified trainers learn your team's thoughts, perceptions, and gain knowledge of agile concepts and what you have already put in place
- The results — which they review with you — show them exactly where they should focus their time and curriculum so you get the most benefit from the training

Step 2: Readiness Material Overview

This session is a comprehensive Unified Framework overview based on the results of your readiness assessment. It is designed to ensure your team fully understands:

- Delivery framework and processes
- Roles, responsibilities, and time commitment
- Best practices and MVP concept
- Scrum events, terminology, and project tools

While many of these training concepts have already been introduced during the sales cycle, Client Readiness is the true launching pad for the project — even before the project kick-off. It's the essential first step for both teams to understand, engage, and begin establishing a seamless working partnership.

By the end of the workshop, client and delivery teams will be aligned, expectations will be set, commitments will be understood, and you will be fully equipped to help us deliver a successful project and quality solution.

Alternate Solution Starting Points

Here are some other ways for you to expand your digital transformation efforts:

CLIENT READINESS **Microsoft Catalyst Workshop**

Build, plan, and execute business transformation strategies with a proven, innovative approach from Microsoft Catalyst — an envisioning and planning program that employs Microsoft Dynamics 365, Power Platform, and the Microsoft Cloud.

CLIENT READINESS **Design Sprint**

Our design sprint workshops create collaborative virtual working sessions that help you rapidly identify and solve your company's biggest challenges.

Create True Partnership

All our projects begin with the Client Readiness workshop. By defining roles and responsibilities, aligning expectations, and educating on processes and terminology up front, we establish a clear understanding of our delivery model and your level of commitment and accountability.

Beyond the initial workshop, we work hard to ensure you retain what's been learned by reinforcing the concepts throughout the entire project. This allows us to create a true partnership and helps avoid organizational resistance, project exhaustion, and digital transformation failure.

Our Competitive Edge

- Our Unified Framework was developed out of the lessons learned and best practices gained from working with thousands of clients in many industries
- We talk the talk and walk the walk — embedding innovation, collaboration, and agile principles in everything we do
- Our delivery team is experienced, certified, and skilled — providing you with instant access to a vast and knowledgeable network of resources
- We are a long-standing Gold-certified Microsoft partner and CSP and have deep technical knowledge and industry expertise

As part of the 110-year-old Hitachi Ltd. family, we uphold its legacy of quality, integrity, and excellence. This strong foundation allows us to build trust with our clients, attract the best and brightest people, and create a culture rich in innovation. Through industry-first cloud solutions, we help organizations everywhere to be better every day.

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