Hitachi Solutions

Microsoft

Next-gen CCaaS for manufacturing

Delivering intelligent, data-driven experiences for customers and dealers

Manufacturers can dramatically improve customer and dealer experiences, achieve significant operational efficiencies, and rigorously support security and compliance by modernizing their contact centers on the Microsoft Cloud.

With deep experience in the manufacturing industry and contact center automation, and a 100% focus on Microsoft technology, Hitachi Solutions accelerates CCaaS modernization while helping organizations maintain customer loyalty and trust.

CHALLENGES

Rising costs

The cost of maintaining inefficient, legacy contact centers is rising, putting pressure on organizations' already strained budgets.

Data fragmentation

Product, sales, service, and equipment data often reside in separate, legacy systems, limiting the ability to generate comprehensive customer and product summaries. This increases Average Handle Time (AHT) and First Contact Resolution (FCR).

Liability, compliance, and data security

Data security concerns can slow broad AI adoption and complicate data sharing across the value chain, particularly between OEMs and dealers.

SOLUTION

Hitachi Solutions delivers an integrated, industry-first CCaaS framework built on Microsoft Dynamics 365, Azure, and Copilot for Service for high performance and security at scale. Our consolidated data model for manufacturing accelerates implementation and time to value, while our proprietary solutions enhance efficiency across contact center workflows.

Winner: 2025 Microsoft Copilot Studio Enterprise Agent Challenge

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CUSTOMER HIGHLIGHT

When global manufacturer Intralox needed to modernize its customer service to handle high-volume inquiries and complex product support, it partnered with Hitachi Solutions to implement a Microsoft 365 Copilot solution, creating a true, 360-degree view of the customer.

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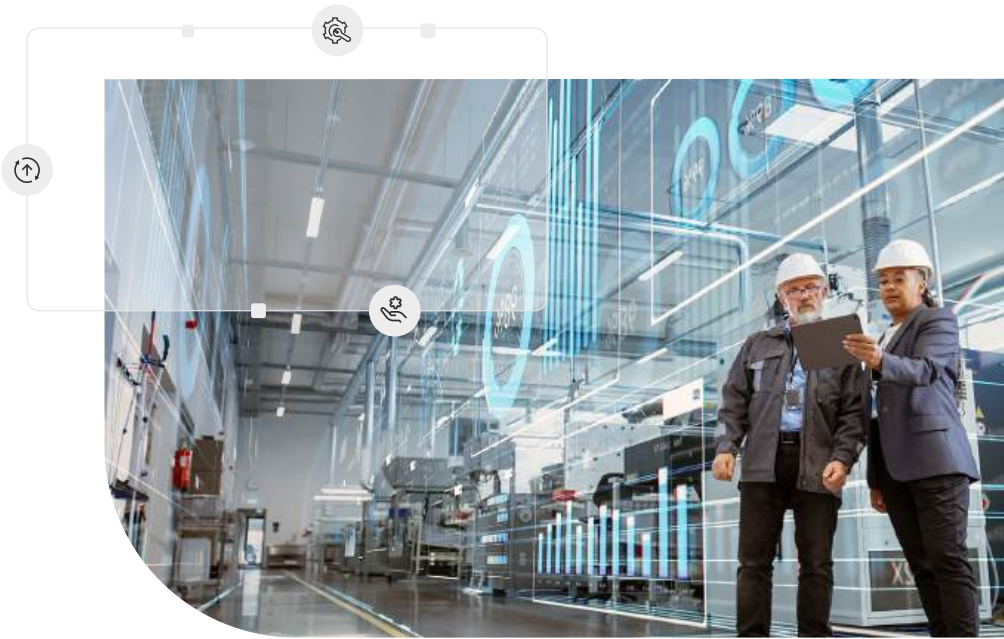
KEY CHANGE AREAS

CONTACT CENTER ACTION	LEGACY STATE	OUTCOME
Break/fix and warranty inquiries	Resolutions require reps to search for asset telemetry, part details, and customer history across multiple siloed systems.	Issues are handled quickly, with a unified view of product data, equipment telemetry, and customer history readily available.
Order and shipping status inquiries	High volume, repetitive inquiries about order status and delivery clog agent queues, leading to long wait times and delayed responses.	Intelligent Virtual Agents handle the majority of routine order and shipment inquiries, pulling real time data from ERP to provide fast, accurate answers.
Protecting customer and product information	High security risk and operational friction due to unstructured, manual identity verification processes, especially with sensitive commercial or intellectual property information.	The proprietary Identity Verification Tool enforces strict, auditable security protocols and safeguards intellectual property.

Hitachi Solutions

Hitachi Solutions bridges the gap between today's operational realities and the opportunity of an AI-driven future. With over a decade of experience helping manufacturers modernize legacy systems, we understand the nuances of data governance, implementation, and change management needed to turn your contact center into a driver of customer trust and loyalty.

As specialists in CCaaS implementation, we've supported organizations across industries as they make their contact centers more responsive, efficient, and empowered. Discover why we're trusted by leading manufacturers and channel partners to support their mission of improving customer and employee experiences with technology.