



Simplify adoption of AI agents
with Hitachi Solutions





The importance of AI in the business landscape today is indisputable. In a short time, AI has shifted from the exclusive domain of data scientists to tools that virtually anyone can use to drive value. In just one year, generative AI has prompted individuals and organizations to rethink how they approach certain work tasks, accelerating outcomes and the pace of business.

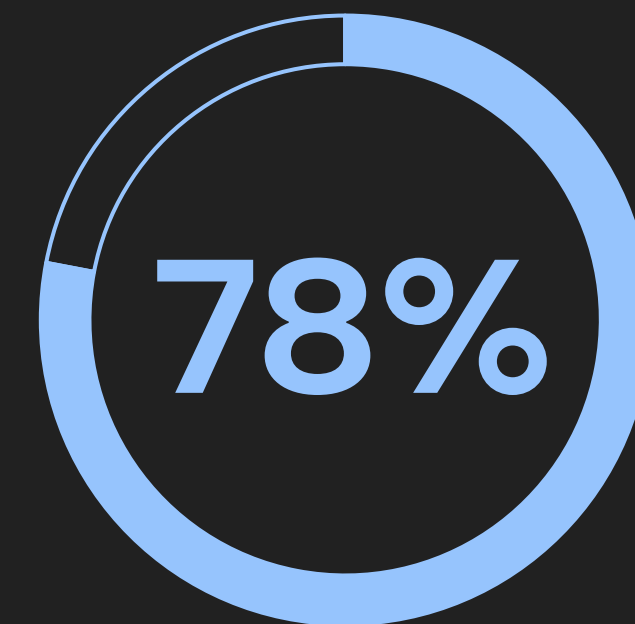
1. Stanford University, [“The AI Index 2025 Annual Report,”](#) April 2025.

Now, AI agents are rising to prominence in the business world. AI agents’ ability to automate work is fueling innovation and inspiring organizations to rethink how they work and operate.

To take advantage of AI agents, organizations must adapt AI strategies to lean into agentic AI technologies, frameworks, and opportunities. They must also take into account new agentic-based risks to their sensitive data, and approaches to secure governance for new agentic domains.

At Hitachi Solutions, we help organizations of all sizes accelerate their journey to agentic AI value, securely and cost-effectively. With decades of AI expertise and innovation, we help clients maximize their AI value while protecting data and minimizing costs.

In the following pages, we’ll highlight our approach and how our customers are leveraging AI agents to transform their businesses.



of organizations
report using AI.¹

Getting more done with AI assistants + AI agents

When the first GenAI tool was released, organizations gained a powerful tool for workers—the AI-powered assistant. Today, a growing multitude of assistants help employees streamline work tasks, from research to summarizing and extracting information from large data sets, creating content, code, and more. AI assistants make us more efficient and accelerate everyday tasks.

AI agents go a step further through the capacity to take autonomous actions on behalf of employees, teams, and organizations. By executing specific actions, agents can reshape business processes, streamlining mundane or repetitive tasks and giving people more time to think deeply and strategically about their work.

2. PagerDuty, “Agentic AI Survey 2025,” April 2025.

Common types of agents



RETRIEVAL AGENTS

Gather information from data, provide reasoning, generate summaries, or answer questions.



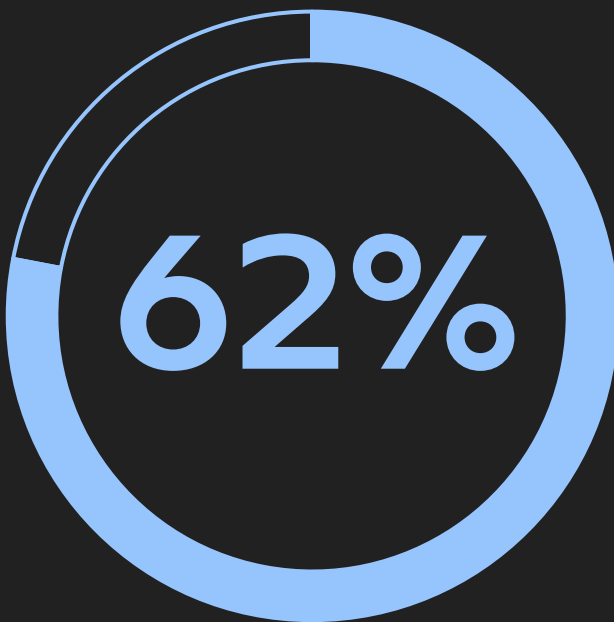
TASK-ORIENTED AGENTS

Take specific actions when asked, automating workflows and performing repetitive manual tasks.



AUTONOMOUS AGENTS

Operate independently or orchestrate actions with other agents.



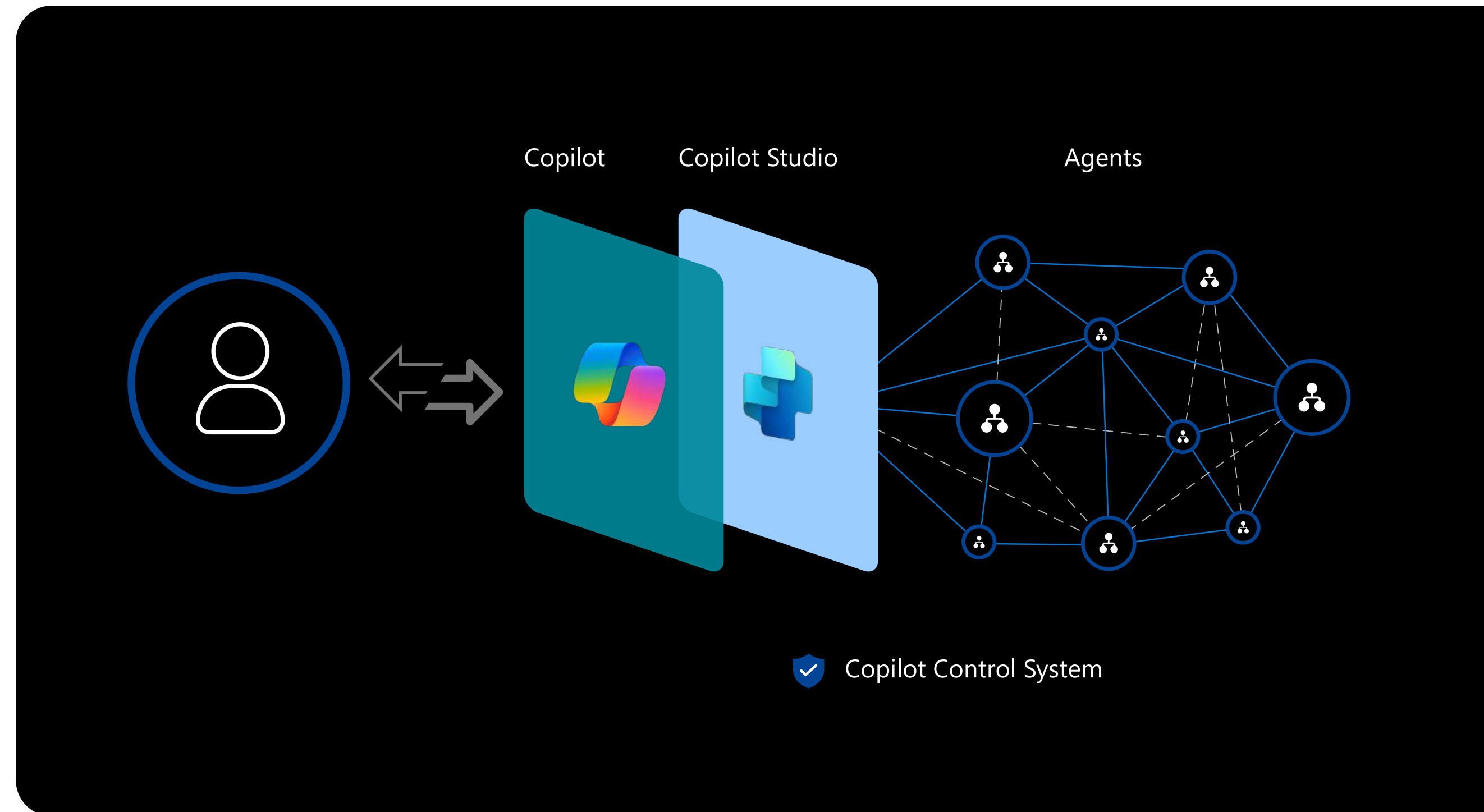
of companies expect more than 100% ROI with agentic AI.²

Taking advantage of agents with Microsoft

The Microsoft AI ecosystem provides a comprehensive platform for building AI agents. The breadth of its technologies and capabilities has made AI agents more accessible than ever for organizations to adopt and build.

Microsoft customers can leverage prebuilt AI agents from Microsoft or its ISV partners. These agents, many of which are integrated into the Microsoft platform for easy access, address a variety of business needs, providing support with specific tasks.

Alternatively, the Microsoft platform gives organizations the flexibility to build a range of AI agents, from simple to complex. Microsoft 365 Copilot, for example, provides a no-code way to customize an AI agent. More developer-oriented tools, like Copilot Studio, offer low-code and pro-code frameworks for creating custom agents.



What it takes to succeed with AI agents

Despite increasing flexibility in how organizations adopt and build AI agents, the path to getting started isn't always clear. The rapid pace of AI innovation, exponential growth in AI apps and tools, and new considerations around AI consumption and pricing can get in the way of positive outcomes.

While organizations face tremendous pressure to integrate AI agents quickly into their business, moving without clearly defined parameters can delay progress or waste money.



What's needed

- **A well-defined plan based on outcomes.** Start by determining the business process that can most benefit from AI, then identify one key use case. Your plan needs to align your desired outcomes to the right technologies.
- **An understanding of AI cost models.** While AI models offer a pay-per-use approach that feels similar to cloud consumption pay structures, AI usage is measured in tokens, a new element for most buyers. Understanding and estimating token usage and expected costs is a critical consideration.
- **Access to the right data.** Siloed or inaccessible data sources, difficult-to-use formats, or incomplete data sets will limit the effectiveness of your AI solutions. You might need to address legacy data estates before you can fully take advantage of AI opportunities.
- **Plan for security from the start.** Because AI agents access data on behalf of their users, it's important to limit access to just the data they need. Your plan must ensure the security and governance of the data your AI agents will leverage.

Accelerate your path to value with Hitachi Solutions

At Hitachi Solutions, we believe it can be easier to maximize the value of AI. We help organizations of all sizes and across all industries adopt and build AI agents faster and with more confidence.

Our approach focuses on enabling you to find the fastest and most cost-effective path to AI-driven transformation. When it comes to AI agents, we help ensure the business processes you're transforming can gain the most benefit from AI automations while optimizing your investment.



Get the right ROI from your investment

The explosion in innovation within the AI landscape has meant that organizations have more choices of models, tools, and technologies than ever for their AI agents. Each choice comes with different impacts in terms of time-to-value, complexity, and cost.

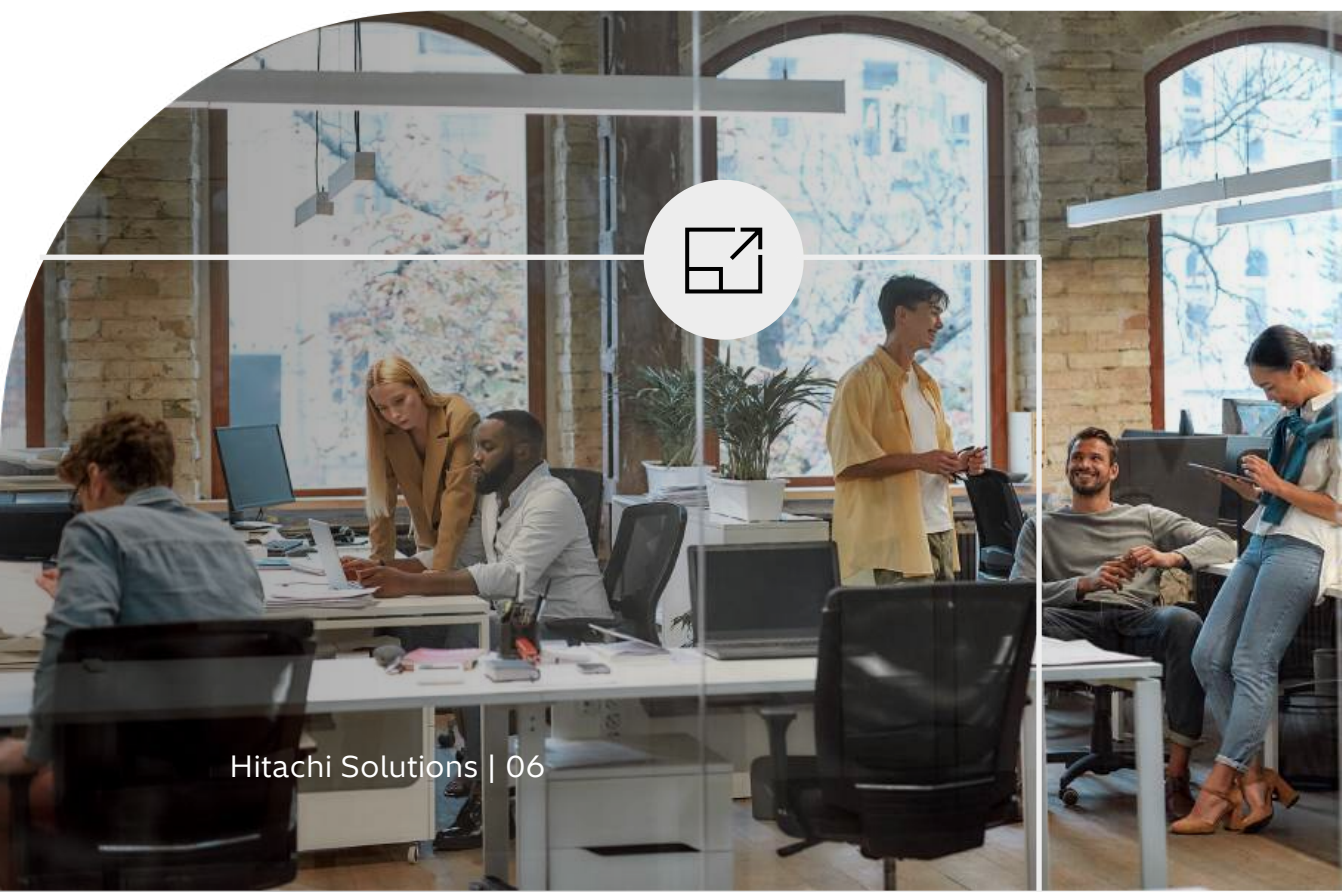
Our teams help you find the best match of technologies for your desired outcomes, ensuring that benefits outpace costs. For example, not all business process automations require custom-built AI agents. In some instances, customers may find faster value by building their agentic AI solution with no-code technologies like Microsoft 365 Copilot or by building non-agentic automations with capabilities like Microsoft Power Platform.

We also help align your desired outcomes to technology costs, so you can best estimate expected AI agent usage and associated costs.

Build in security from the start

When you work with Hitachi Solutions, we help you consider the security, compliance, and governance of the data your AI agents will access end-to-end. Given the autonomous nature of many agents, we help provide comprehensive protections for your AI agents, analogous to protections for your human employees.

When you work with us, we also help you take advantage of your existing Microsoft platform investments. This allows you to leverage security controls to protect your new solutions, from identity and access management to threat protection, and more.



Scaling AI agents with the Microsoft agentic stack

Organizations just beginning their AI journey often start with tools like Microsoft 365 Copilot, enabling individuals to boost productivity with minimal setup. But as AI maturity grows, organizations can expand their use of AI agents and automation across more complex business scenarios.

Microsoft's agentic AI ecosystem supports this evolution, starting with user-facing retrieval agents and advancing toward orchestrated, autonomous agents and multi-agent systems operating across data, apps, and systems.

Key layers of the Microsoft agentic stack include:

- **Microsoft 365 Copilot.** Embedding generative AI into everyday productivity.
- **Copilot Studio.** Build, deploy, and govern no-code and low-code AI agents tailored to your business.
- **Azure AI Studio and Azure AI Foundry.** Extend agents with advanced model tuning, multi-agent orchestration, and integration with custom or open-source models.
- **Power Platform.** Complement agentic strategies with event-driven automation, robust data flows, and line-of-business apps working seamlessly with your agents.
- **Security and governance with Microsoft Purview and Microsoft Sentinel.** Ensure every layer of your AI strategy is secure, compliant, and manageable.



Whether you're just beginning or scaling enterprise-wide, Hitachi Solutions provides a unified approach to no-code, low-code, and pro-code strategies, helping your organization grow confidently through every phase of your AI journey.

Our solutions can include Microsoft 365 Copilot no-code agents, all the way to complex multi-agent orchestration with Microsoft AI Foundry—all working together for you.

Jumpstart progress with Quick Start

Many organizations struggle to operationalize AI agents within their business quickly. Our Quick Start program was built to help you drive value rapidly. In short, four-week engagements, Quick Start workshops help you ideate, build, and test agentic AI solutions while taking advantage of expert best practices on Microsoft technologies, technical architectures, security and governance, AI value and cost structures, and more.

Through the program, you build an initial AI agent while gaining new skills to empower your teams to take on more agentic AI projects.

Each Quick Start engagement provides:

- Advisory services to capture your vision of AI value, focusing on business process transformation through AI agents.
- Technical support services for your teams to help them develop, train, test, and deploy new AI-driven automations.
- Training and skilling for your people, so they can be empowered to work with Microsoft and other tools and technologies on future AI projects.

Transform with confidence

As a Microsoft partner 100% dedicated to Microsoft technologies, Hitachi Solutions provides you with unrivaled expertise in the Microsoft ecosystem. Working with us gives you access to technical, industry, and consulting experts who have helped thousands of customers unlock more business value.

We've been immersed in the Microsoft data and AI platforms since their earliest days, and, over the years, we've developed a close and collaborative relationship with Microsoft product and partner teams. In fact, Microsoft leveraged our Copilot and Copilot Studio expertise to support their own employees and customers.

Microsoft expertise for the Microsoft ecosystem:

- Hitachi Solutions was the first Copilot Studio Kickstarter Authorized Partner, helping train 150 Microsoft employees.
- Microsoft engaged Hitachi Solutions to create the Copilot Studio Well-Architected Framework.



Winner

Low-Code Application
Development

Finalist

Intelligent Automation

14 years of recognition

Microsoft Partner
of the Year
across multiple categories

How customers are driving business process transformation

Hitachi Solutions is working with customers across many industries to reimagine business processes and drive new levels of automation with AI agents.

The following examples highlight some of the ways customers are using AI agents to automate processes, from simple retrieval agents that put relevant data at employees' fingertips to more complex autonomous agents that help teams perform their tasks.



Construction

✦ RETRIEVAL AGENTS

Project status agent provides visibility over timelines, contractor completion percentages, and permitting status.

✦ AUTONOMOUS TASK AGENTS

Site safety violation agent automatically processes incident reports and initiates required follow ups, such as retraining or hazard mitigation.

Punch list completion agent assigns tasks to subcontractors for pending punch list tasks and follows up on their status.

Financial services

✦ RETRIEVAL AGENTS

Account summary agent provides visibility to customers or internal advisors on balances, transactions, and investment holdings.

Regulatory lookup agent gathers data on compliance policies, FINRA guidelines, or SEC deadlines.

✦ AUTONOMOUS TASK AGENTS

Loan prequalification agent accelerates loan application processes by gathering financial data, running credit check APIs, and providing eligibility status on applicants.

Financial planning assistant automates the creation of investment portfolio drafts based on stated goals and timelines.





Healthcare

❖ RETRIEVAL AGENTS

Patient record access internal agent provides an intuitive, natural-language way for nurses and physicians to retrieve key patient information, like allergies, medications, and labs.

Insurance coverage agent allows patients to inquire about services and procedures their insurer covers.

❖ AUTONOMOUS TASK AGENTS

Pre-visit checklist agent gathers and validates pre-appointment documents, insurance verifications, and patient-reported symptoms.

Care coordination agent automates post-visit tasks, like follow-up scheduling, referrals, and patient instructions following a visit.

Manufacturing

❖ RETRIEVAL AGENTS

Safety and compliance agent provides rapid visibility over material safety data sheets, certifications, and audit records by product or plant.

❖ AUTONOMOUS TASK AGENTS

Maintenance scheduling agent enables predictive maintenance by monitoring telemetry and autonomously scheduling maintenance work orders.

Supplier PO reconciliation agent automatically flags any discrepancies between invoices and work orders.



Retail

✦ RETRIEVAL AGENTS

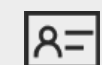
Product availability agent assists with visibility over inventory levels across stores and warehouses.

Order status agent provides real-time shipping, delivery, and backorder information by customer or order number.

✦ AUTONOMOUS TASK AGENTS

Returns processing agent guides customers through the return process, generating return labels and initiating refund workflows.

Store staff onboarding agent automates tasks like the setup of new staff accounts, assigning training modules, and provisioning access.



Sports & entertainment

❖ RETRIEVAL AGENTS

Fan information agent provides visibility into tickets, game schedules, stadium rules, and nearby parking availability.

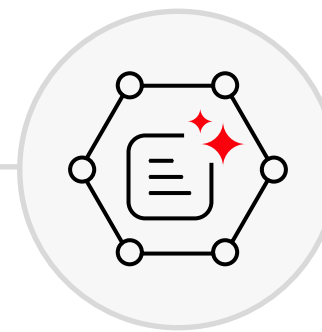
❖ AUTONOMOUS TASK AGENTS

Game day logistics agent streamlines management by coordinating catering, security, and transportation schedules across vendors.





Get started with AI agents



Talk to us about your transformation goals and let us help you reimagine your business processes and unlock new areas of efficiency.

Ask us for a Quick Start workshop to help you get started.