



HM Government



Test and Trace

Hitachi Solutions

Dynamics 365 CRM Test & Trace Overview

**CORONAVIRUS
SELF-ISOLATE
WHEN ALERTED**

If you're told you have been exposed to an infected person you must self-isolate for 14 days.

**PLAY YOUR PART.
PROTECT YOUR FRIENDS AND FAMILY.**

nhs.uk/coronavirus or call 119



Hitachi Solutions

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

Certifications

Certified Microsoft Partner with competencies in:

- **Gold** – Customer Relationship Management
- **Gold** – Field Service
- **Gold** – Enterprise Resource Planning
- **Gold** – Analytics and Business Intelligence
- **Gold** – Portals and Collaboration
- **Gold** – Virtualization
- **Gold** – Application Integration
- **Gold** – Data Platform
- **Gold** – Development



Credentials

- 2019-2020 Government Partner of the Year
- Strategic Global working relationship with Microsoft
- Hitachi are a Microsoft Partner, Customer, and Supplier
- Only pure Dynamics Partner with Microsoft Global SI Status
- Hitachi staff actively involved with development of Dynamics
- Hitachi is Microsoft's implementation partner for Dynamics worldwide



2019 Partner of the Year Winner
Government Award



Over 30+ Councils in total

London Borough of Hammersmith & Fulham

Birmingham City

Shropshire and Telford & Wrekin

Norfolk County and County 2nd tier authorities

Lancashire County, Blackpool & Blackburn & Darwen

Lincolnshire County

Wirral inc Cheshire & Merseyside

Leicestershire County

Stoke-on-Trent City

Cambridgeshire County & Peterborough



Supporting Local Authorities through COVID-19

At Hitachi Solutions, we specialise in working with UK Local Authorities to leverage Microsoft Cloud technologies, supporting over 20 authorities with their COVID-19 response to shielded vulnerable citizens.

We are here with solutions and services to assist you in managing your response to COVID-19 through Test & Trace, Vulnerability Shielding Support and managing Local Outbreak Action Plans.

Solutions

- ✓ Manage complex cases and settings incl 360° view
- ✓ Manage local action plan response
- ✓ Capture symptom, test and movement data
- ✓ Capture and process support requests from citizens in isolation
- ✓ Automate tasks and activities
- ✓ COVID-19 Data Analytics and Data Management

Benefits

- ✓ Reduce risk and time to value using proven technology used to support local and national response to COVID-19 and from a proven partner.
- ✓ Easily adapt to evolving requirements
- ✓ Simplify data management challenges
- ✓ Gain insights and predict trends in your local area

Engagement Approach

Flexible and rapid delivery and support options with special discounted rates for COVID-19 related work.

Direct award through simplified and flexible CCS procurement routes via:

- RM3821 – Data and Application Solutions (Lot 3a) – [click here](#)
- G-Cloud – [click here](#)

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The support from Hitachi Solutions and Microsoft to get us to an implementable solution in under 3 weeks has been phenomenal. Something we can build upon for the future.”

Ceri Sumner

*Director of Community Information
and Learning
Norfolk County Council*

[Learn more](#)

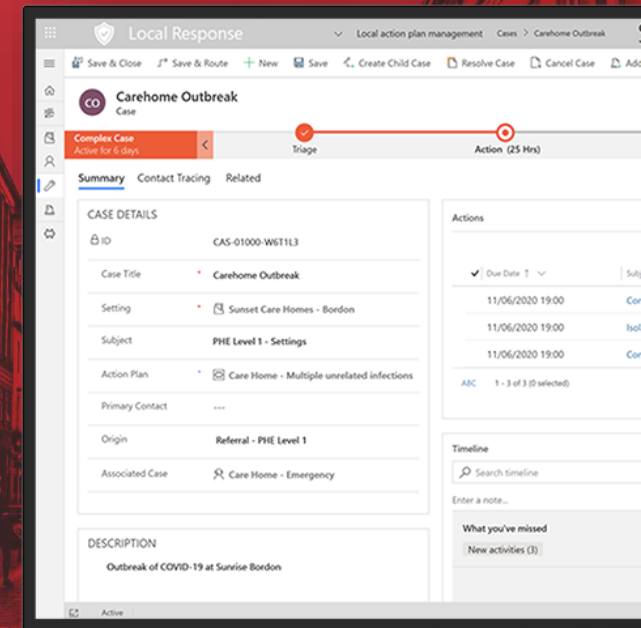


Microsoft
Partner



2019 Partner of the Year Winner
Government Award

Hitachi Solutions





Identification and management

Complex cases will be referred from the national scheme to regional HPE colleagues, LAs will need to manage lists of daily updates of local cases.



Manage complex cases

Plan for, manage and contain local outbreaks; manage locally reported cases; supporting vulnerable citizens who need to isolate.



Reporting & sharing

Provide a standard platform to enable LAs to report and share data regionally and with other Public Sector partners.

Working together

Stay up to date by connecting to external data. Configure routines to create cases or update existing records.

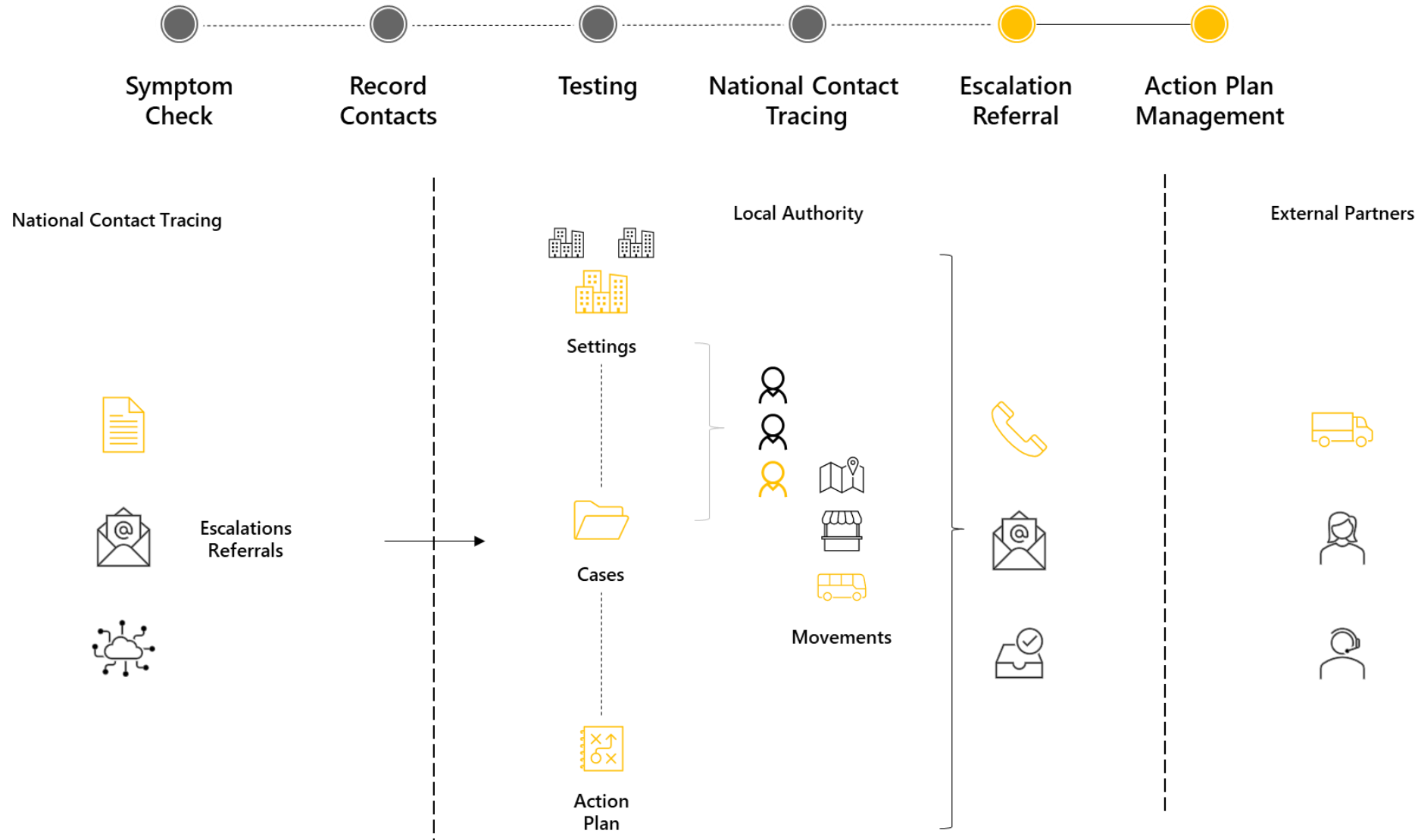
Rapidly deploy a robust, flexible and scalable solution

Configure a solution in a short time frame that is robust and scalable; flexible to allow for iteration and development; and support a common regional approach.

Data driven decisions

Providing relevant real-time reports for key decisions makers; sharing data and allocating cases across regions; and submitting data back to national systems

UK Authority Region & Microsoft Partner Blueprint Hitachi Solutions





Amy

Amy needs to have visibility of cases that have been escalated from the national contact tracing centre and data available nationally .



Paul

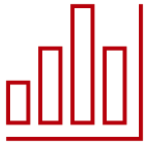
Paul manages complex cases and coordinates the action plan management of complex cases.



Jane

Jane works within the community and is responsible for carrying out tasks related to a complex case action plan.

Dashboard and Reporting



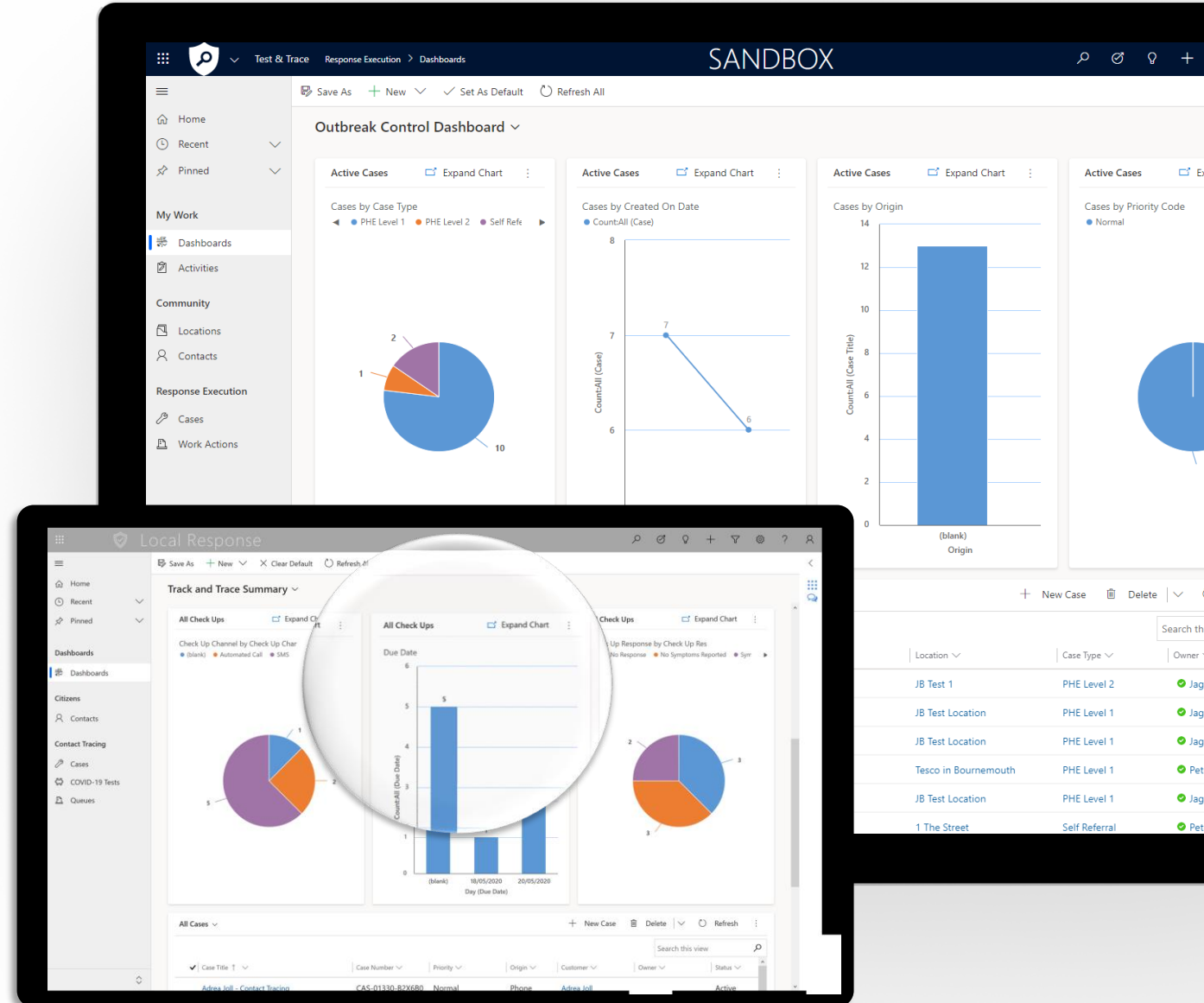
Configurable dashboards
providing relevant information



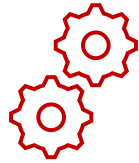
Drill down to review details
information



Connect with Power BI for
advanced analytics



Make decisions faster...



“No code” dashboard
with relevant
information

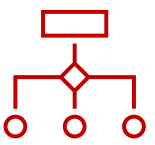


Highlight emerging
topics



Connect to Power BI
for advanced reporting
and analytics

Complex Cases



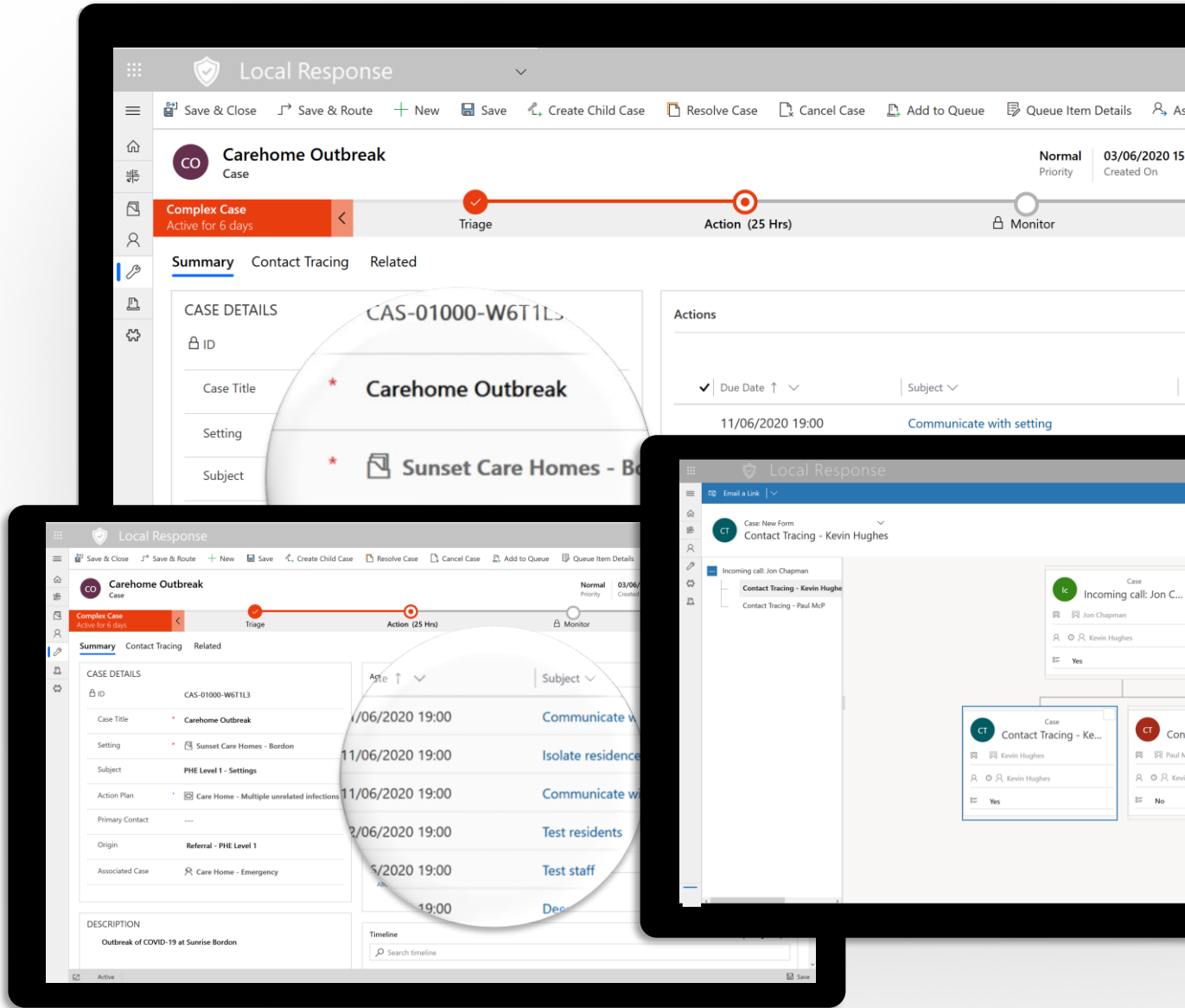
Guided through steps to manage complex cases



Automate action plan tasks and activities to provide a consistent response



Relate Setting and Cases to give a complete overview

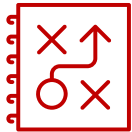


The screenshots display the 'Local Response' software interface for managing a 'Carehome Outbreak' case. The top navigation bar includes options like 'Save & Close', 'Save & Route', 'New', 'Save', 'Create Child Case', 'Resolve Case', 'Cancel Case', 'Add to Queue', 'Queue Item Details', and 'As'. The case details section shows 'CAS-01000-W6T1L3' with a title 'Carehome Outbreak' and a setting 'Sunset Care Homes - Bordon'. A timeline at the bottom shows various actions and dates, such as '11/06/2020 19:00' and '03/06/2020 15:00'. A sidebar on the right lists actions like 'Communicate with setting', 'Isolate residence', 'Communicate with residents', 'Test residents', 'Test staff', and 'Decide'. The interface is designed to provide a comprehensive overview of the case and its associated settings and actions.

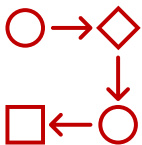
Local action plan



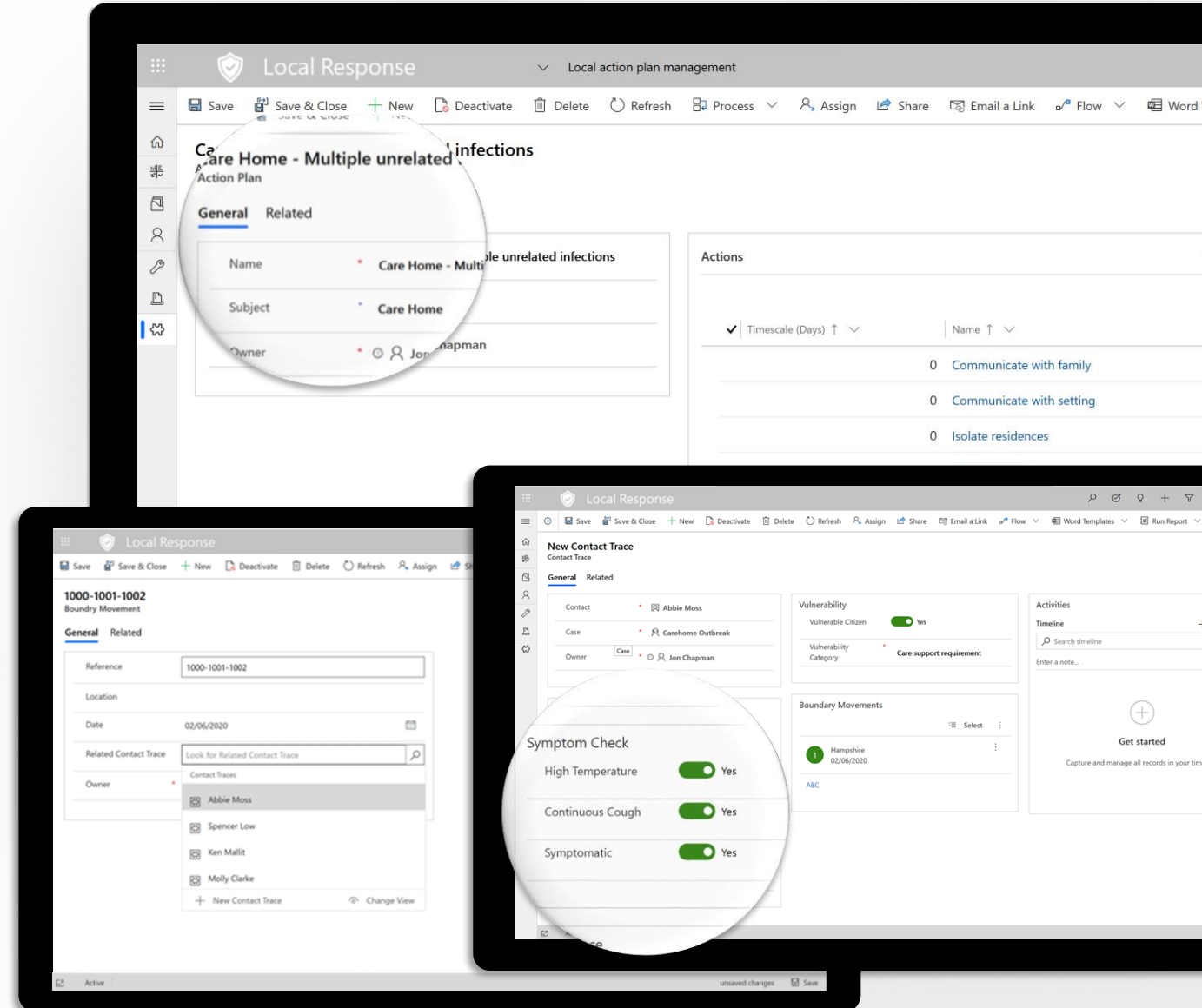
Capture test and movements to manage complex local cases



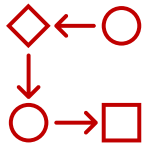
Configure action plan scenarios to provide a consistent responses



Allocation and distribute work based on skills and location



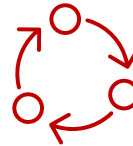
Manage escalated cases quickly...



Manage complex cases with a standard approach



Manage local action plan response



360-degree view of cases and settings

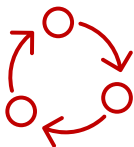


Capture symptom, test and movement information

Action plan response



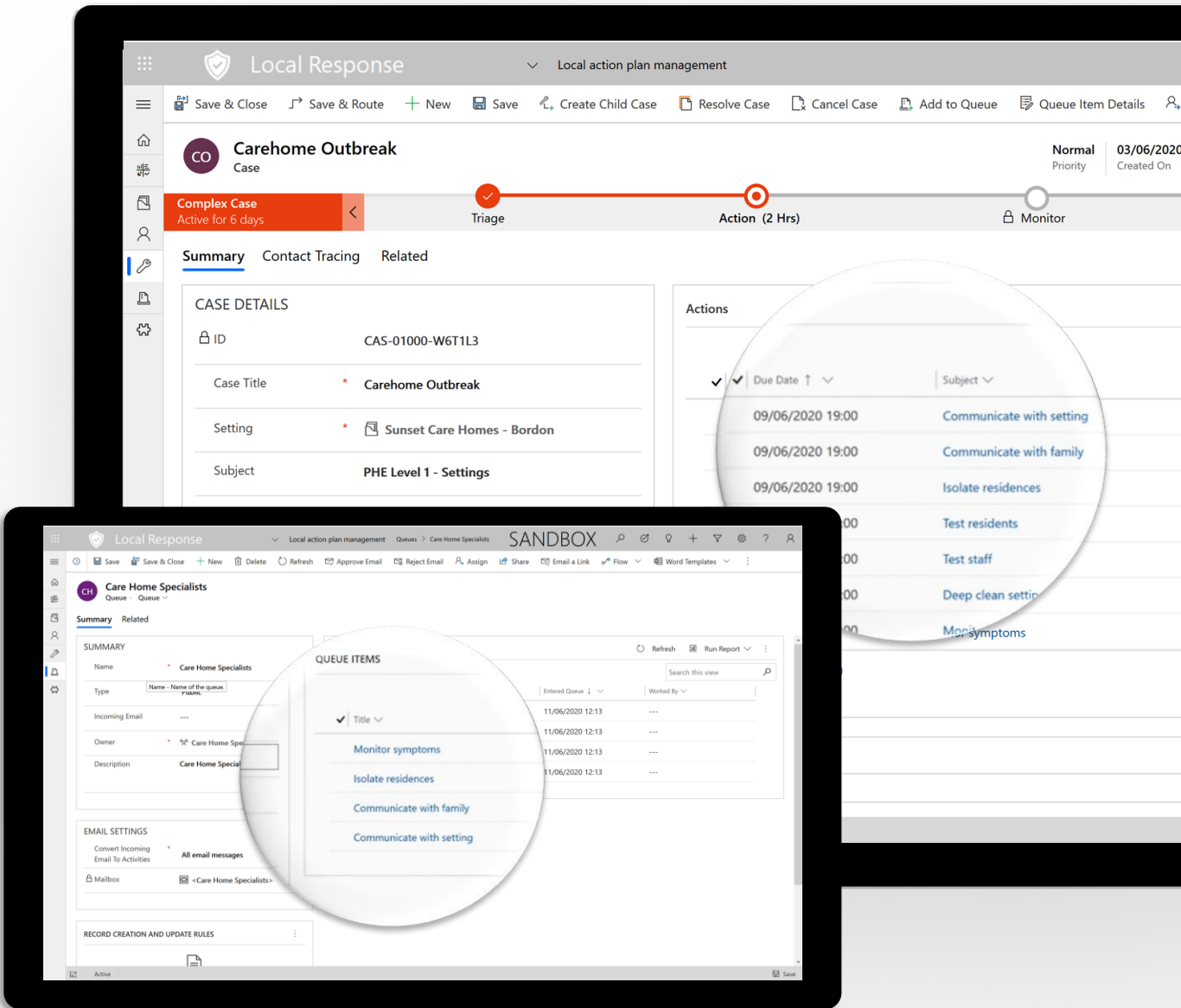
Manage tasks and activities related to the action plan



Automate tasks and activities



Seamless remote working



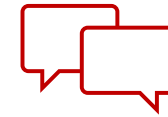
Coordinate a local response...



Single platform to
manage action plans



Tailored action plan
tasks



Multiple
communication
channels

Reduce risk; Reduce time to value



Rapidly deploy a robust solution. Co-created and validated with local authority colleagues

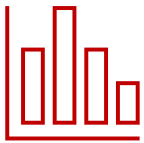


Proven technology used to support local and national response to COVID-19 across the UK and worldwide

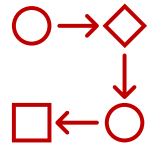


Common platform and data model, simplifying collaboration and data sharing with local and national departments

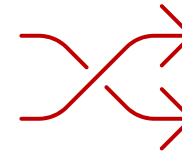
Respond quickly; Remain agile



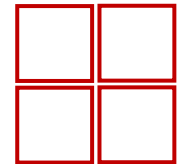
Gain **insights** and predict trends to help future case management requirements in response to COVID-19 and public health priorities



Common robust scalable platform to coordinate response to accommodate increase in demand with defined processes



Adapt to evolving requirements in a supported, collaborative environment.



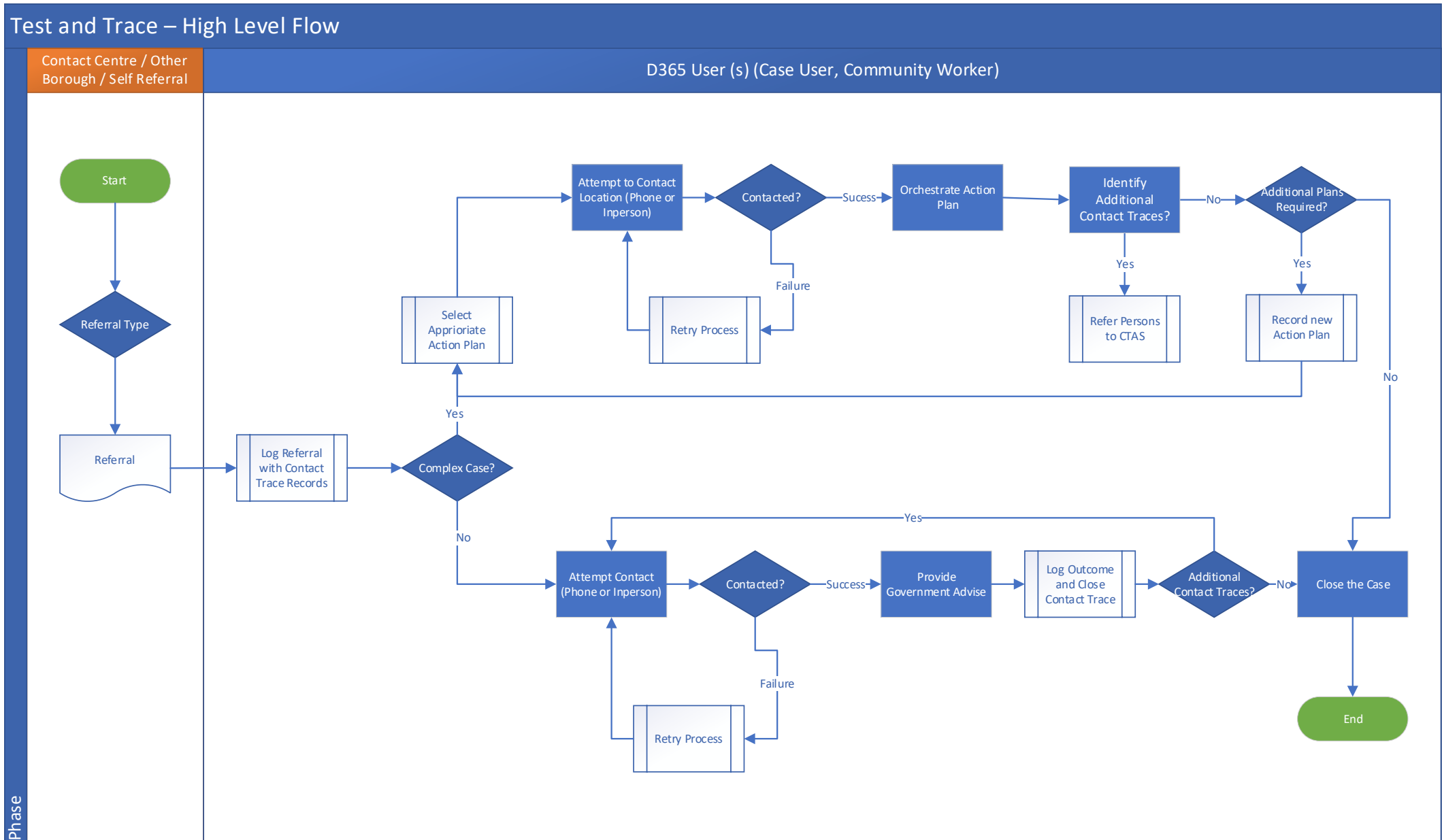
Use existing Microsoft solutions and applications

- Microsoft designed and built a Proof of Concept solution in association with several local authorities to manage outbreak action plans and Test and Trace activities in response to COVID-19.
- Hitachi Solutions have taken that solution and transformed it into a robust production-ready solution for Local Authorities including:
 - Complex Cases to be imported, prioritised and tracked through to completion.
 - Flexibility to configure new case types, processes and workflow
 - Flexibility to configure new illnesses, symptoms, test types and vulnerable categories.
 - Management of routine tasks per Location/Setting e.g. Regular Contact with Schools and Nursing Homes
 - Manage the Locations/Settings and relationships/hierarchy between these, identify hot spots and track movements of Contacts.
 - Record the Contact's details, illness, symptoms and tests undertaken. This has been expanded to work for future outbreaks which might be a variant of the existing pandemic.
 - Action Plans (Standard Operating Procedures) are configurable by Local Authorities via role-based access. In multi-Authority set-ups, each Authority can have its own Action Plans linked to their specific teams with custom actions if required.
 - Cases and Tasks (Actions) can be added to Queues to simplify routing and management of work.
 - Dynamics Native Dashboards and Power BI Dashboards to report on data within the solution and external COVID related publicly accessible information.
 - Training Guide in PowerPoint
 - Build Document for the Solution including Solution Architecture
 - Automated Pipeline in Azure DevOps

Hitachi Solutions has configured the following standard solution security roles which can be amended to suit:

Role	Description
Test and Trace – Standard	This is the base role, all users should have this role
Test and Trace – Contact Centre	Contact Centre user
Test and Trace – Case Management	Management user, might be the person creating the recording received from CSAT
Test and Trace – Community Worker	Remote worker, access to Queues
Test and Trace – Illness and Symptoms Manager	Allowed to create and update Illnesses and Symptoms
Test and Trace – Action Plan Manager	Allowed to create and update Actions Plans

High Level Process Flow



The solution is based on **Microsoft Dynamics 365 Customer Service** – Microsoft have made available a facility for Local Authorities to access the necessary software licenses.

Hitachi Solutions will deliver:

- The Hitachi Solutions Test and Trace Core solution rapidly including installation, local configuration, deployment, testing, training, data migration and hand over to our support services.
- The flexibility to request additional services by purchasing packs of units/time which can be called off as required for e.g. additional configuration, data management, training, reporting and helpdesk support services.

Activities	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11	Day 12	Day 13
Phase ->	Initial Deployment		Training			UAT			Transition		Deployment	Data Migration To Live	Floor Waking
Solution Deploy to UAT Environment													
Training (Train-the-Trainer)													
UAT Testing Support													
Transition													
Deployment to Production													
Data Migration Support													
Floor Walking													



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