



## Ensure your solutions are supported

Introducing the Hitachi Solutions Power Platform Centre of Excellence



## Lifetime Services Support & Operations

To ensure a comprehensive and effective 'Centre of Excellence' is in place it is imperative that no barriers or issues occur that cannot be resolved rapidly. Once an initial support request has been generated and triaged by Client, if an answer cannot be found it is important that there is an escalation point. Hitachi Solutions Europe proposes that for the "Support & Operations" element of the 'CoE' a hybrid approach is adopted where any issues that cannot be resolved by Client support team of subject matter experts can be escalated to Hitachi Solutions 'Lifetime Services' support desk for assistance.

If required Hitachi Solutions Service Centre can act as Client Digital Advisors ensuring that there is always a Power Platform specialist on hand to deal with any barriers or issues that are not able to be dealt with internally. This can include items that contextually sit outside of direct issues with Power Platform solutions such as further training and hackathons and even creating complete Power Platform solutions should the Client internal teams require additional resources to meet deadlines.



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