Hitachi Digital Services

Embrace
enterprise application management

with expert support from Hitachi Digital Services

Overview: Enterprise application services

In today's rapidly evolving landscape of enterprise applications, maintaining a competitive edge is crucial for future success. However, many large organizations find themselves constrained by legacy systems and processes, hindering their ability to fully embrace modern application management.

Recent statistics highlight a growing trend in enterprise application spending, with a significant shift towards Cloud and SaaS-based solutions. Forecasts from the International Data Corporation (IDC) predict that enterprise application sales will grow by 8.5% in 2024 and continue to average 9.6% until 2027.

Despite this growth, numerous organizations encounter challenges with troubled implementations that exceed budgets and fail to meet business expectations. Additionally, unexpected cloud consumption costs have raised concerns among tech leaders about the disproportionate allocation of resources to maintain existing application landscapes.

At Hitachi's Enterprise Application practice, we leverage over 20 years of experience to optimize the ROI of Enterprise Applications. Our expertise encompasses design, implementation, and application support services for a wide array of platforms including Oracle, SAP, Microsoft, Workday, Salesforce, AWS, Google, and more.

With our expert support, you can reduce costs, shift focus, and enhance performance. Together, we will help you take a more strategic approach to your enterprise application management and achieve your specific business objectives.

Now is the ideal time for your organization to reduce costs, refocus efforts, and enhance performance. However, seizing these opportunities requires critical introspection:

- Are we fully capitalizing on opportunities to modernize, rationalize, and standardize our applications?

- Do we comprehend and commit to the necessary investments for successful implementation of enterprise applications such as ERP, HCM, CRM, and others?

- Does our resourcing and partner strategy align with our need for scalability, innovation, and economies of scale?

- How effectively are we leveraging modern application management techniques such as intelligent monitoring, automation, and reliability engineering?

- Are we efficiently managing and controlling cloud costs through FinOps practices?

Strategy and architecture services

Hitachi assists organizations in defining the right future state for their application landscape and devizing the roadmap to achieve it. We consider factors such as Best of Breed vs. Integrated Solutions, balancing the benefits of unified systems with the unique requirements of each functional area.

Best of breed vs. integrated solution:

We evaluate the advantages and trade-offs of implementing a unified system versus best-of-breed solutions across sales, supply chain, HR, and finance. Our ERP strategy, coupled with methodologies like Pace Layering, aids in prioritizing areas for differentiation, enabling a more tailored, bespoke solution where necessary.

Should I rationalize multiple ERPs/applications?

We help organizations assess the complexities of their ERP environments, offering recommendations for consolidation to reduce maintenance costs, enhance data quality, and improve agility through integrated reporting. We guide clients through the decision-making process, considering the significant investment and organizational change involved.

Enhance or deploy a new solution?

We support organizations in evaluating the merits of upgrading existing solutions versus deploying new SaaS-based solutions. We assess the risks and benefits of each approach, exploring opportunities to enhance existing systems through cloud infrastructure utilization, Robotic Process Automation (RPA), or bolstering reporting and analytics capabilities.

Future impact considerations:

We help organizations anticipate and mitigate the impact of future changes, assessing factors such as business change efforts, solution future-proofing, and total cost of ownership (TCO) to ensure long-term success.

Hitachi implementation services

With 20 years of experience, Hitachi helps clients design and implement enterprise applications such as Oracle, SAP, Microsoft, Salesforce, and Workday. Our targeted implementations address specific challenges, streamline processes, and facilitate migration to the Cloud.

Finance processes:

We address challenges such as high levels of manual processing, lack of accurate, timely data, and slow period close through solutions such as real-time embedded analytics, automated controls, and intelligent AP to capture discounts.

Supply chain processes:

We improve visibility across the supply chain, streamline manual processes, and enhance forecast accuracy through solutions such as AI-driven predictive forecasting, intelligent planning capabilities, and improved supplier management.
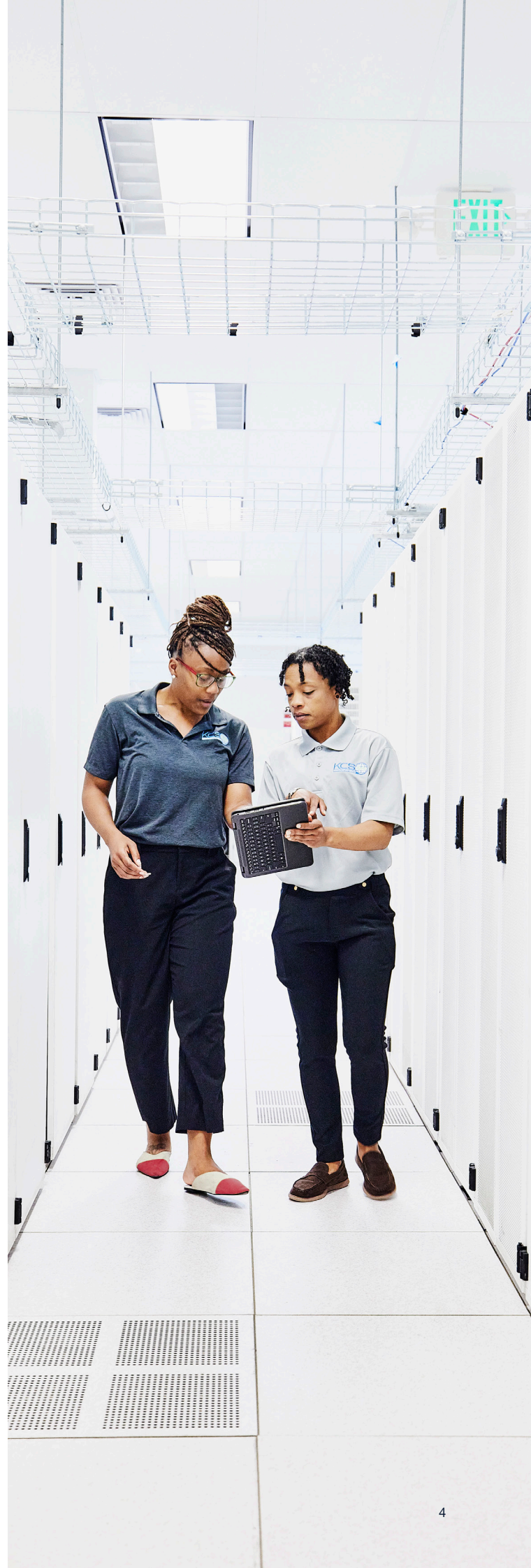
HR processes:

We ensure GDPR compliance, enhance employee engagement, and improve HR efficiency through solutions such as self-service HR, automated work-flow, and HR dashboarding and analytics.

Sales and service processes:

We enhance customer experience, improve sales forecasting, and drive revenue growth through solutions such as single view of the customer, AI-driven recommendations, and sales planning and forecasting.

Hitachi enterprise application enhancement services

Our enhancement services allow organizations to target specific problems and add incremental value without wholesale system replacement.

EPM and analytics:

We address challenges within finance departments by providing more accurate and timely data. These solutions utilize modern analytics tools, AI, and automation to improve planning, streamline financial close processes, and speed up reporting.

Intelligent upgrades:

Rather than simple technical upgrades, we undertake exercises to rationalize customizations, redesign system configurations, and improve system reporting.

Robotic Process Automation (RPA):

We help organizations improve processes through system upgrades and Robotic Process Automation (RPA) tools.

Cloud Infrastructure (IaaS):

We assist organizations in migrating their on-premise ERP systems to cloud infrastructure to reduce maintenance complexity, improve system performance, and reduce costs.

Hitachi enterprise application support services

Our support services focus on reducing operational costs and improving performance, helping to increase the ROI on your critical IT investments.

Reliability engineering:

Our Reliability Engineering services focus on designing, implementing, and maintaining systems and processes to ensure consistent performance and minimize downtime. We employ advanced techniques and tools to enhance system reliability, resilience, and availability.

Integration management:

We improve agility and safeguard critical systems through agile, lightweight integration landscapes. Our experience spans designing, developing, and supporting highly complex integration environments using various technologies.

FinOps:

Our FinOps (Financial Operations) services help organizations optimize cloud spending and maximize ROI. By implementing FinOps practices, organizations can achieve greater transparency, cost-effectiveness, and financial governance in their cloud operations.

Applications managed services:

We enhance the reliability, performance, and cost-effectiveness of running business applications through ITIL-based application and integration support. Our support models include 24/7 Helpdesk, Incident Management, Release Management, and Continuous Improvement, driving efficiency and ensuring personalized, effective responses to problems.

Application decommissioning and data archiving:

We help organizations maintain compliance and reduce hosting costs by archiving legacy data into lower-cost solutions. Our data archiving solutions leverage cloud infrastructure and autonomous databases to retain, extract, and report on data as required.

Next steps

Begin with a free consultation to explore your enterprise landscape, challenges, and opportunities. Schedule your free consultation with our experts today.

Get Started →

About Hitachi Digital Services

Hitachi Digital Services, a wholly owned subsidiary of Hitachi Ltd., is an edge-to-core digital consultancy and technology services provider helping organizations realize the full potential of AI-driven digital transformation. Through a technology-unified operating model for cloud, data, and IoT, Hitachi Digital Services' end-to-end value creation for clients is established through innovation in digital engineering, implementation services, products, and solutions. Built on Hitachi Group's more than 110 years of innovation across industries, Hitachi Digital Services helps to improve people's lives today and build a sustainable world tomorrow. To learn more, visit hitachids.com.

Headquarters: 2535 Augustine Drive, Santa Clara, CA 95054

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