

How to lead the AI revolution in your industry

The future of GenAI
solutions is now

A photograph of three diverse professionals in a meeting. A woman with dark curly hair and glasses, wearing a yellow top, is pointing at a tablet. A woman with brown hair, wearing a white and black striped top, is looking at the tablet with her hand on her chin. A man with a beard, wearing a plaid shirt, is also looking at the tablet. They are in a bright, modern office setting.

HITACHI

Hitachi Digital Services

Step into generative AI & Agentic AI

Generative artificial intelligence (GenAI and Agentic AI) is revolutionising the way businesses operate, innovate, and compete in today's fast-paced digital landscape. Unlike traditional AI, which focuses on recognising patterns and making predictions, GenAI and Agentic AI creates entirely new content, solutions, and ideas, opening up unprecedented opportunities for growth and efficiency.

The dawn of GenAI and Agentic AI marks a significant milestone in technological innovation. Interest is high and frameworks for best practices are developing rapidly. While understanding of the risks, benefits and rewards of GenAI and Agentic AI technology is still evolving, businesses and society must explore its broader capabilities and role responsibly.

It is a journey filled with opportunities and challenges, starting from initial excitement and theoretical potential to practical widespread implementation. As we shift from AI's possibilities to its current deliverables, this is the time for integrating GenAI and Agentic AI into modern operations, by building and focusing on the right business cases.

Revolutionise your business with GenAI and Hitachi Digital Services

Hitachi Digital Services applies a unique and proven GenAI E3 methodology and tested portfolio of services.

GenAI methodology

Modernising your applications in these logical, incremental steps produces greater value over time.

01

Envision

Value-based assessment and mapping of opportunities in your business to develop the full scope of your transformation, including short and long-term business goals, readiness, and constraints.

02

Evaluate

Build a roadmap, identifying the applications that will benefit most from a container-based architecture. Calibrate by choosing one or a few applications to begin with and then build and test a minimum viable product (MVP).

03

Execute

Implement your projects at a scale and speed that aligns with your business needs. Integrate the insights gained and allocate team members from the previous phase across various teams to maximise the benefits of the acquired knowledge.

04

Evolve

Adjust the plan of record to align with changes in the underlying technology and your own business challenges.

Integrate GenAI & Agentic AI for business success

As discussions about GenAI and Agentic AI increase across organisations—from the boardroom to the front lines—the need to adopt and effectively integrate these technological advances into your business becomes crucial. Here is how you can strategically embrace GenAI and Agentic AI to transform your operations and maintain a competitive edge:



Deploy new tools strategically

Select GenAI & Agentic AI applications that align with your strategic business objectives. Focus on automating routine tasks, enhancing customer interactions, or improving data analytics.



Optimise work flows

Revamp existing processes to leverage GenAI & Agentic AI for efficiency and innovation. This may involve re-engineering work flows to integrate AI-driven decision support or automating communications with clients and suppliers.



Retrain staff

Invest in upskilling programs for employees to ensure they can use GenAI & Agentic AI in their daily tasks. Focus on both the technical aspects of operating GenAI & Agentic AI tools and the broader implications of AI on their work processes.



Ensure accuracy and security

Implement rigorous checks to maintain data integrity and protect against breaches. This involves not only securing the data used by GenAI & Agentic AI systems but also ensuring that the outputs of GenAI & Agentic AI are reliable and comply with regulatory standards.



Monitor outcomes

Track the performance of GenAI & Agentic AI integrations to refine practices and scale successful applications. Use metrics and KPIs to measure success and identify areas for improvement.



Plan well

Engage stakeholders in developing a strategy and roadmap. Ensure the goals and potential impacts of GenAI & Agentic AI are well understood across your organisation.



Design target solutions

Combine insights from established systems with new applications of GenAI & Agentic AI. Thorough planning avoids suboptimal choices and potential value leakage.



Implement and integrate

Seamlessly integrate GenAI & Agentic AI solutions alongside existing processes. Ensure continuity and allow for comparative analysis to gauge the impact effectively. Pay close attention to aligning integration incentives with overall business goals.



Manage change

Treat GenAI & Agentic AI capability building and change management as ongoing priorities. Continuous effort and adaptation are key to sustained success.



Form strategic partnerships

Collaborate with companies, research institutions, and partners experienced in GenAI & Agentic AI. Share knowledge to accelerate innovation.



Choose how you will use GenAI and Agentic AI

Effective integration requires a strategic approach tailored to your organisation's specific needs and circumstances.

Strategic implementation considerations

Value and relevance assessment

Begin by understanding which use cases in your industry are most effectively addressed by GenAI & Agentic AI. Identify the areas within your business where GenAI & Agentic AI can deliver the highest value. This might require a thorough analysis to assess the strategic implications, risks, and opportunities GenAI & Agentic AI presents.

Purposeful deployment

Ensure that each GenAI and Agentic AI implementation is purposeful and productive. Align GenAI and Agentic AI applications with your business objectives to maximise impact and efficiency.

Assess your ROI

Leading organisations are evaluating GenAI and Agentic AI risks and potential returns, focusing on identifying high-impact use cases to reduce effort, time, or personnel required for specific tasks. Develop detailed analyses to quantify benefits and invest resources in developing proofs of concept to demonstrate practical advantages. This foundational work is crucial to justify the investment and refine and scale successful practices.

Start with pilot projects to measure impact and tweak your approach before wider rollout. This step-by-step implementation helps manage risk and build organisational support. By thoughtfully selecting GenAI & Agentic AI applications and planning their integration, your organisation can maximise the benefits, enhance efficiencies and lead in the digital age.

Lead your GenAI & Agentic AI revolution

The AI revolution is surging forward, already creating new insights, new opportunities, and new revenues. Innovative leaders will absorb GenAI and Agentic AI to understand and employ it. The most successful will seek the counsel of experienced guides in both GenAI, Agentic and business transformation. But they won't delay their own steps forward.

GenAI Services Portfolio

Hitachi Digital Services has built a comprehensive portfolio of end-to-end services and successful frameworks to enable enterprise intelligence:

GenAI Advisory Services

Pinpoint GenAI models that align with your core business objectives and build a roadmap for seamless integration of GenAI technologies into your current systems. Consider ethical and responsible guidelines, economic viability and technological frameworks and accelerators to ensure responsible GenAI practices. Identify high-impact use cases and conduct ROI analysis to achieve tangible benefits.

GenAI for Software Engineering

Unlock new levels of agility by integrating GenAI throughout the software development life cycle (SDLC), from initial analysis to coding and deployment. Enhance team capabilities with expert collaboration and advanced training, ensuring legal compliance as you embed AI into your DevSecOps cycles.

GenAI Application Services

Build intelligent applications using technologies such as prompt engineering, AI bots (agents), advanced techniques for retrieval-augmented generation (RAG), and fine-tuning. Establish operational GenAI systems, from model development to life cycle management, to support your AI projects. Enhance data quality through meticulous processes like cleansing, labelling, anonymisation, and synthetic data creation, ensuring your projects are both innovative and robust.

MLOps and LLMOps Services

Streamline machine learning life cycles from development to maintenance by operationalising AI, ML, and data work flows. Efficiently develop,

test, deploy, and monitor AI/ML models to address real-world challenges and enhance customer value through robust and scalable AI solutions.

R2O2.ai: GenAI Approach

Accelerate the value of AI with a holistic and complete approach to facilitate the monitoring of models, ML pipelines, data, and AI outcomes. With a Reliable, Responsible, Observable and Optimal framework and methodology, you can:

- Prioritise fairness, accountability, and positive societal impacts in developing and deploying artificial intelligence.
- Enhance transparency and accountability through explainable and observable systems.
- Maximise AI performance by efficiently utilising data, algorithms, learning processes, and adaptive techniques.

GenAI Readiness Framework

Prepare your organisation for GenAI adoption and integration with a comprehensive strategy that outlines critical areas such as technology and model selection, ethical and legal compliance, risk management, and continuous monitoring and improvement of AI initiatives.

GenAI Reference Architecture

Orchestrating the complex integration of GenAI into organisational processes due to its role in ensuring standardisation, best practices, and scalability is key in a successful implementation.

Our approach facilitates compliance with regulatory and ethical standards, essential in managing the transformative impact of GenAI. The architecture's emphasis on risk management, interoperability, and resource optimisation makes it pivotal in mitigating potential pitfalls while maximising efficiency and cost-effectiveness.

Hitachi Application Reliability Centre (HARC) for GenAI

Optimise GenAI operations with HARC and incorporate capacity sizing, automation, and FinOps principles for cost-efficiency. The service safeguards your GenAI output quality through hallucination mitigation and toxicity control measures and embraces reliable and responsible

GenAI management through data reliability engineering and cloud security frameworks. It offers a comprehensive view by aggregating business metrics from responsible gateway platforms and technical metrics from end-to-end observability systems.

Embarking on the journey of implementing GenAI & Agentic AI in your enterprise is an exciting venture. Here are some steps to consider for your first or next implementation:



Educate your team

Ensure that your team understands GenAI and Agentic AI basics, capabilities and limitations for successful implementation.



Define clear objectives

Identify what you want to achieve with GenAI. Set SMART goals (specific, measurable, achievable, relevant, and time-bound).



Data governance

Establish a robust data governance framework to manage data effectively.



Infrastructure assessment

Evaluate whether your current IT infrastructure can support GenAI and Agentic AI demands. If scalability and flexibility are required, consider cloud services.



Ethical considerations

Develop a clear policy on the ethical use of GenAI and Agentic AI. This should include considerations around bias, fairness, and transparency.



Pilot projects

Start with small pilot projects to test, understand the practical challenges and refine your approach.



Monitor and evaluate

Continuously track the performance of your GenAI and Agentic AI systems and use the insights gained to improve and scale your solutions while controlling costs.



Stay informed

The field of AI is rapidly evolving. Stay up to date with GenAI and Agentic AI research, trends, and best practices.



Prepare for change management

Be ready to manage the change within your organisation. This includes preparing your workforce for the integration of AI into their daily work.



Partner with experts

Engage your business transformation key stakeholders with Hitachi Digital Services' experienced GenAI and Agentic AI professionals to achieve valuable business outcomes.

Remember, the key to success with Generative AI and Agentic AI is a strategic approach that aligns with your business objectives and is adaptable to the evolving landscape of GenAI and Agentic AI technology.

GenAI and Agentic services portfolio

Hitachi Digital Services has built a comprehensive portfolio of end-to-end services to enable organisations to transform how they do business leveraging the power of Agentic and GenAI.

Hitachi digital services is prepared to help your GenAI and Agentic AI initiatives:

600+ engineers engaged in delivering solutions.

9000+ data engineers, scientists, experts.

800+ product engineering and modernisation engagements.

4853 AI/ML patents globally.

10 solution accelerators.



Talk to us today

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About Hitachi Digital Services

Hitachi Digital Services, a wholly owned subsidiary of Hitachi, Ltd., is a global systems integrator powering mission-critical platforms with people and technology. We help enterprises build, integrate, and run physical and digital systems with tailored solutions in cloud, data, IoT, and ERP modernisation, underpinned by advanced AI. By combining Information Technology and Operational Technology (ITxOT), we drive efficiency, innovation, and growth across industries. With over 110 years of Hitachi Group's engineering and technology leadership, Hitachi Digital Services is powering smarter platforms for a safer, more sustainable future. To learn more, visit hitachids.com.

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