

## Business process outsourcing

With operations in the United States, Europe and Asia, Hitachi Consulting is a recognized leader in delivering proven business and IT strategies and solutions to Global 2000 companies across many industries. The Business Process Outsourcing practice is part of Outsourcing Services, comprised of practitioners with global delivery experience in managing large engagements with a diverse set of technology and knowledge components that spread over multiple continents.

Hitachi Consulting's Business Process Outsourcing solutions enable us to integrate subject matter expertise and enterprise applications knowledge into long-term, sustainable solutions that provide our customers with better insights into business operations – ultimately helping lower their cost of operations.

Our BPO solutions leverage Hitachi Consulting's best-in-class processes and back office solutions to deliver value to our customers. Customers are able to gain a competitive advantage and derive

significant value from working with Hitachi Consulting due to the synergy of strategy, consulting and outsourcing services across our business.

### Solution and approach

Our outsourcing experience and best-in-class consulting acumen drives a diversity of solutions that can be customized and scaled to meet customer goals for BPO initiatives:

- Revenue assurance
  - Data capture, discovery root cause
  - Recovery, verification, and monitoring
- AP automation and invoice digitization
  - Mailroom and scanning, indexing and validation
  - Security, integration and reporting
- Factoring, leasing, mortgage processing and loan origination
- Energy sustainability
  - Managing, monitoring, and implementing intelligent lighting system and savings solution
  - Site selections, audits and installations with ongoing service desk support
- Billing automation and document management

### How we deliver: HCAssure<sup>SM</sup>

HCAssure<sup>SM</sup> is an ITIL-aligned service management methodology that provides the foundation for a holistic solution that responds to client needs across strategy, people, process and technology with a constant focus on quality.

Our approach and experience produce practical solutions that yield measurable results as defined and benchmarked at the onset of the solution lifecycle.

It is an intentional approach that is proven to drive effective transition and support while:

1. Mitigating risk
2. Maintaining/improving quality of service
3. Delivering a long-term support solution
4. Driving innovation and reducing cost

HCAssure<sup>SM</sup> focuses on ensuring quality by delivering exceptional user experience and continual service improvements, as well as by maintaining IT and business alignment through managing the application rationalization roadmap.

**“They work in a very common-sense way. A lot of times with other firms you get a lot of exotic ideas. With Hitachi Consulting they give you things you can do right now to get results.”**

**Microsoft Partner**

Gold Business Intelligence  
 Gold Collaboration and Content  
 Gold Management and Virtualization  
 Gold Devices and Deployment  
 Silver Messaging  
 Silver Communications  
 Cloud Accelerate



**ORACLE**



## About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com).