

Capability centres as a service

Rapidly set up an SAP or Oracle-specific
global capability centre in India





Accelerate your global capability centre journey

Many companies want to establish Global Capability Centres (GCCs) in India, leveraging the vast and cost-efficient IT talent pool.

But doing it yourself can be time-consuming, and it requires significant upfront investment and a deep understanding of local markets. For this reason, it has mainly been the domain of larger companies with an existing presence in India.



India is home to more than 1,800 global capability centres, which employ over 1.3 million people

Hitachi capability centres as a service

Now, we are lowering this barrier to entry, and making GCCs accessible and affordable with Capability Centres as a Service (CapCaaS) – with a specific focus on SAP and Oracle.



**30 years of experience
operating delivery
centres in India**



**Dedicated team
tailored to support
your business needs**



**Established
infrastructure and
recruitment processes**



**Joint operation and
transfer potential
over time**



Resolve frustrations with SAP and Oracle service provision

Oracle and SAP are two of the most widely adopted enterprise technologies. But 70% of companies are not fully satisfied with their service provision and the performance of their technology.

The required breadth of knowledge and high demand for Oracle and SAP talent presents challenges such as rising costs, inconsistent resources, and frustration with service provision.

Traditional outsourced service models also provide less control and visibility over resources and work.

Hitachi Digital Services is a longstanding ERP technology partner

Hitachi Digital Services has been a leading partner of SAP for 25 years and Oracle for 30 years, delivering more than 2,000 projects and supporting over 300 customers.

Central to our delivery model is our 2,000-person strong team in India. With Hitachi, you can access our extensive experience and reliable teams to optimise your Oracle and SAP investments, so they deliver superior performance and service satisfaction – all with full visibility and control.

“ When it came to the Hitachi team, it felt from the outset like a great cultural fit. We also felt that their approach to delivery would enable a greater certainty and peace of mind about the quality the program would deliver.

Finance Transformation Director, Travis Perkins



How Hitachi Digital Services can enable your SAP and Oracle journey



Accelerate and de-risk the build

Accelerate: Leverage Hitachi's premium brand, Oracle / SAP expertise and established recruitment engine to attract, assess and onboard top talent at speed.

Reduce risk: No upfront costs or commitments to establish your team.



Operate, refine and amplify

Operate: A co-operative and transparent approach to managing your team, to put you in control.

Amplify: Your team benefit from collective global expertise, IP, Knowledge hubs and scale within Hitachi Digital Services' business.



Option to transition teams in-house

Transition option: Offer the team direct employment with your organisation and transition in-house. Or continue to operate as a Capability Centres as a Service. You decide the best route for your business.





Hitachi Digital Services is your value-adding SAP and Oracle partner

With Hitachi Digital Services, the value of a CapCaaS is amplified by our collective experience, tools, and learnings – all available for your SAP or Oracle team to access.



Methodology, tools and accelerators

Methodology: Hitachi's delivery methodology Hfusion and associated artifacts can be made available as required to support project activity.

Tooling: We can provide advice on tooling for test automation, data migration, and provide access to our proprietary tools.



Global IP and network of expertise

Global Repository of re-usable artifacts including report templates, process maps, test scripts, configuration guides.

The one-to-many effect: Your team will have access to Hitachi's network of global SAP and Oracle experts to help validate decisions.



On-demand services and scale

Extended capabilities: Access to Hitachi's wider technology services and capabilities which include, Salesforce, Microsoft Azure, ServiceNow, Google, AWS and more.

Scale: Leverage our consulting network to scale up the team ad hoc to quickly deal with unexpected demands or new requirements.

Reset your support model

Capability Centre as a Service can give you more control, better productivity and higher ROI.



Shared service support

- ✓ Traditional offshoring
- ✓ Can be cost-effective
- ✗ Best for stable solutions that require routine maintenance
- ✗ Often lead to frustrations with proactivity, control, and user satisfaction



Capability centre as a service

- ✓ Highly beneficial for stabilising a new system or planned enhancements
- ✓ Anticipates future transformations – e.g. cloud migration or new modules
- ✓ Full visibility and control over resources and work
- ✓ Dedicated team provides flexible additional capacity and resources
- ✓ User satisfaction typically improved



Capability centre – in-house team

- ✓ Transition part of a build-operate-transfer arrangement
- ✓ Can offset the cost of CapCaaS model
- ✗ Lacks scalability to handle unexpected demand
- ✗ Niche SAP/Oracle skillsets may not be needed full-time



Capability centre and shared services hybrid

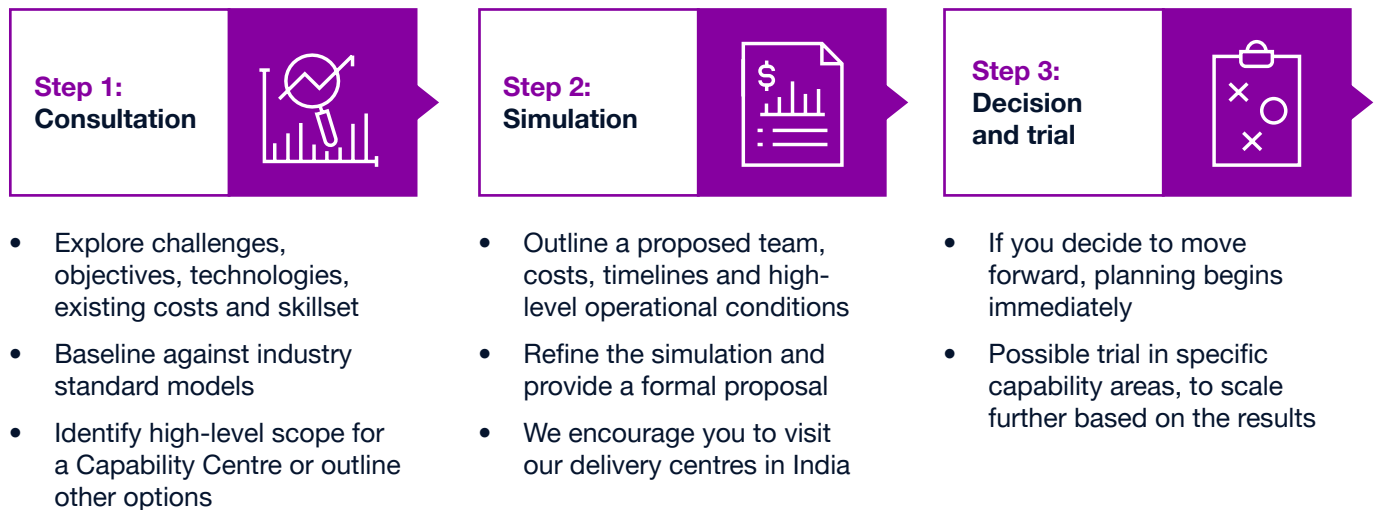
- ✓ Capability Centre covers core requirements
- ✓ Shared services or call-off partnerships for niche skillsets and to support peaks in demand





Take the next steps in your journey today

Move your Capability Centre journey forward with Hitachi in a few short steps.



Get in touch

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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.

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