

Finance/Social/Healthcare

In the Finance/Social domain, targeting customers in social infrastructure fields such as finance, electric power, and transport as well as customers in varied areas including the public sector, we develop and supply a broad range of IT services from consulting to systems integration, operation, maintenance, and support. In the Healthcare domain, there are three core businesses that we are developing by leveraging Hitachi's strengths in digital technology: Diagnostics and Clinical (including diagnostic imaging equipment and particle therapy systems), Testing and Reagents (including analytical systems), and Informatics (based on big data utilization). We are contributing to the growth of medical institutions and related health professionals as well as the realization of healthy, enriched lifestyles for people.

This domain also plays a central role in developing and promoting the use of platforms that provide across-the-board support to Hitachi's front operations, in the process driving the growth of the overall Lumada-based digital solutions business.

Future Growth Drivers of the Business

Solutions Group Utilizing AI, Big Data Analysis and Other Cutting-edge Digital Technologies

By combining the extensive business experience and know-how that Hitachi has acquired to date with cutting-edge digital technologies such as AI and Big Data analysis, we are offering Lumada-based solutions to customers across a variety of fields.

In the Finance domain, we support more advanced and efficient investigative screening of trading in equities by applying AI to analyze illicit transaction probabilities. Elsewhere, Hitachi analyzed medical big data by leveraging the analytical know-how we have cultivated in technology for forecasting healthcare expenditures, and we have developed a quantitative model to predict the possibility and length of hospitalization due to lifestyle-related diseases. This model can assist life insurers in reviewing broadening the scope of their customers who can take out insurance.

In the Social Infrastructure domain, we are supplying solutions to help deliver improved services for passengers and other end-users. We have been involved in the development of a service that distributes images of visualized people flows and related crowding phenomena inside stations in a timely manner, with people flow analysis technology utilizing images from monitoring cameras. We have also helped public transport operators optimize timetables in line with demand, based on analyzing and visualizing traffic volumes and transportation demand. In other initiatives to develop and build safe, secure, and comfortable urban infrastructure, we are supporting the development of advanced analytical tools for analyzing and predicting power demand and pricing trends in electricity retail markets with AI.

Going forward, Hitachi aims to engineer further evolution in the Social Innovation Business by supplying innovative Lumada-based digital solutions through collaborative creation with various stakeholders. In doing so, we hope to contribute to the realization of a society in which people around the world can live in safety, security, and comfort.



Executive Vice President's Message



Keiichi Shiotsuka

Executive Vice President and Executive Officer

Market-related Issues

In the Finance/Social/Healthcare domain, we are supplying innovative solutions to address various social issues, based on maximizing the strengths of Hitachi in digital technology. Examples include digital payments in the finance field and informatics in healthcare fields. In this domain, efforts are also directed toward undertaking the development of IoT platforms, and as a digital-centric business entity, we are playing a central role in promoting the expansion of Hitachi's overall digital solutions operations by encouraging the cross-sectoral utilization of Lumada.

Today, the connection of a wide range of things to the Internet enables access to knowledge gleaned from the analysis of vast quantities of data. This is causing a wave of digitalization to generate new value for society and businesses. Hitachi is required to create new business models and service models, and support dramatic improvements in productivity by leveraging our strengths in digital technology.

Where Hitachi Is Focusing

Beyond the domains of Finance and Social Infrastructure, in both of which Hitachi has been supplying IT services for many years, we are also expanding our digital technology-based operations into the Healthcare domain. In these areas, working beyond Business Unit structures, we are helping a variety of customers to undertake digital transformations.

As well as developing new finance and insurance products based on the utilization of AI and big data, we

are also assisting customers with solutions to help ease congestion or improve the efficiency of logistics operations, and developing services aimed at improving the quality of healthcare or its operational efficiency. We also aim to create new value across industrial sectors by using digital technologies. For example, we facilitate smarter contracts or transactions via linkage of settlement systems with various commercial and logistical flows using blockchain technology.

Today's rapid pace of technological innovation means it is essential for us to hone solutions in partnership with customers based on identifying issues, formulating hypotheses, and testing solutions in a continuous, fast-paced cycle. We aim to help customers reinforce competitiveness and realize an affluent society, we generalize the Lumada customer case in various fields and utilize it throughout the whole of Hitachi for rapid development and supply of solutions.

Our Future Mission and Role

My role is to take the lead in driving the growth of the Social Innovation Business and to generate growth in global markets by developing a mechanism for applying state-of-the-art digital technology across the entire Hitachi Group. I view our mission as the creation and timely market introduction of high value-added digital solutions using Hitachi's operational technology (OT), IT, and products. To this end, we recognize the importance of dynamically optimized HR assignments for our digital specialists so that we can strengthen the global delivery of these solutions.

The Creation of Social Value

Even as digital technology has evolved these days, it is people who are originating ideas and creating value. Technology is merely a tool, and the aim of Hitachi's Social Innovation Business is to pursue improvements in the quality of life for people, focusing on people who live there. We hope to contribute not only to the growth of advanced countries, but also to the development of nations and regions where residents find it hard to access safe drinking water, food, or healthcare. And we create solutions that use digital technology to make the world a better place.

SDG Focus

