

# Leveraging Digital Technology to Realize a Sustainable Society

The COVID-19 pandemic is still raging around the world. First and foremost, we would like to wish all those who have been affected by COVID-19 a speedy recovery, and we express our deepest condolences to those who have lost loved ones. We are also very grateful for efforts by governments around the world, our employees and the public to prevent the further spread of the virus.

A major paradigm shift is underway in everyday life and society around the world. In an effort to maintain and expand economic activity while preventing the spread of infection, big changes are taking place in urban infrastructure and supply chains as well as in lifestyles and workstyles. Therefore, the role being played by digital technologies such as remote healthcare and education, teleworking from home and other locations, and online administrative procedures is becoming increasingly important.

Since its founding in 1910, Hitachi has consistently strived to fulfill its corporate mission of “contributing to society through the development of superior, original technology and products.” As advances in digital technology have continued to accelerate the pace at which data is generated by business and other fields in society, Hitachi regards these data as the source of new value. The company has been focusing on the Social Innovation Business for the co-creation of value with customers across a wide range of industries, and especially it has in recent years changed direction to service businesses with digital technology at their core. Lumada is a platform for leveraging data to co-create value with customers and other partners. The resources available in Lumada are distilled into “customer cases” that collate knowledge in a form that facilitates its re-use by numerous other customers. These include digital tools that support co-creation, Hitachi's industry-specific expertise across a wide range of industries, and business process knowledge that combines the operational technology (OT), information technology (IT), and products, that Hitachi has honed from its years of experience of working closely with customers. Furthermore, because Lumada has an open architecture that facilitates interoperation with other platforms and systems, it is able to form an ecosystem encompassing customers and other partners from a diverse range of industries for the co-creation of new solutions.

This issue of *Hitachi Review* introduces Lumada, a digital platform for the development and co-creation of digital solutions, and its applications. Utilizing this open platform, Hitachi aims to help improve people's quality of life and to achieve a sustainable society through innovations based on digital technology by working with customers and other partners on the co-creation of knowledge.



**Keiichi Shiotsuka**

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## From the Editorial Supervisors

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Amid the uncertainty about the future as COVID-19 continues to spread worldwide, we are experiencing major changes in our everyday life and work. To adapt to these changing circumstances, we believe that fundamental changes need to be made by each of us as individuals as well as by the companies, government agencies, schools, hospitals, and other institutions of society.

While this issue of *Hitachi Review* was planned before the threat of the new coronavirus became serious, looking back on the current state of society and realizing the better future society through innovations centered on digital technology is exactly what Hitachi is aiming for through Lumada.

It is beyond the capabilities of any single company to resolve the diverse challenges confronting society, including the current pandemic. Rather, what is needed is to work with customers and other partners on the creation of knowledge, to consider new visions for society, and to put solutions into practice.

This issue of *Hitachi Review* is intended to publicize what Hitachi, with its many engineers, is doing to achieve this, especially through innovations aimed at creating a better society in the future.

Hitachi intends to continue making a wide-ranging contribution to sustaining, restoring, and advancing life and society through its Social Innovation Business that draws on digital technology and co-creation. To all of the customers and partners who read this magazine, Hitachi thanks you for your continuous understanding and support.

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