

Hitachi Digital Services Ranked as Three-Time Leader in 2026 Intelligent Robotics and Physical AI Services ISG Provider Lens

- Hitachi is only company named Leader in all three report categories: Consulting and Transformation, Integration and Engineering, and Managed Services and Robotics-as-a-Service
- Recognition highlights Hitachi's end-to-end expertise in delivering physical AI solutions to mission-critical domains

DALLAS, May 14, 2026 – Hitachi Digital Services, the global systems integrator powering mission-critical platforms, has been recognized as a Leader in the 2026 ISG Provider Lens assessing Intelligent Robotics and Physical AI Services. The high rankings reflect Hitachi's competitive edge in delivering advanced robotics services from strategy through implementation and ongoing operations, while incorporating differentiated domain expertise at every stage. The company focuses its capabilities on asset-intensive industries—such as rail, energy, mobility, and manufacturing—where robotics and physical AI are deployed in mission-critical systems.

Published by ISG Research, a global AI-centered technology research and advisory firm, the ISG Provider Lens reports are used by enterprises to make confident, data-backed decisions when selecting partners. The research combines independent analysis with real-world practitioner insights. Vetted against more than 25 global providers, Hitachi Digital Services is the only provider named a Leader in all three report categories:

- **Consulting and Transformation:** Guiding enterprises in defining and planning their robotics transformation strategy before engineering or deployment begins.
- **Integration and Engineering:** Designing, engineering and deploying industrial and commercial robotics systems.
- **Managed Services and Robotics-as-a-Service (RaaS):** Operating and optimizing robotic systems after deployment, offering RaaS through on-demand or subscription models.

Rooted in an IP-led consulting mindset with a “customer zero” approach, Hitachi Digital Services stands apart by grounding robotics and physical AI in real-world, mission-critical operations. This ensures that strategy translates into systems that perform reliably at scale. Drawing on deep experience in industries like Rail and Energy, the company delivers solutions designed for long-term value, where reliability, safety and ongoing performance matter most. This pragmatic, operations-first methodology—combined with strong governance and a focus on resilience—enables Hitachi customers to confidently adopt advanced AI in complex industrial environments.

“Hitachi Digital Services connects edge intelligence, robotics, and AI-driven decision layers into secure, mission-critical environments via Lumada, R2O2, and its integration across Hitachi with GlobalLogic solutions. With NVIDIA-powered AI factories, and responsible AI governance, the company also enables scalable, closed-loop autonomy across heavy asset industries. These outcomes are the result of Hitachi Digital Services' differentiation—a fusion of deep industrial heritage with enterprise-grade physical AI orchestration,” said Yash Jethani, Principal Analyst,

ISG Research.

“Robotics solutions bring real value with proven, reliable, and scalable deployment. As a solutions provider embedded in the critical infrastructure that economies and society depend on every day, we bring unmatched experience delivering such systems to high-stakes environments,” said Premkumar Balasubramanian, Chief Technology Officer and Head of AI, Hitachi Digital Services. “Hitachi turns data into decisions and innovation into real-world outcomes—first for ourselves, then for our clients. ISG’s recognition is a powerful validation of that track record and the expertise our teams bring every day.”

“Physical AI is fast becoming a strategic business driver, helping organizations improve efficiency, resilience, and operational intelligence. Realizing that value requires deep expertise in deploying AI and robotics solutions that perform reliably in complex, real-world environments,” said Sridhar Shankar, CEO of Hitachi Digital Services, President and CEO of GlobalLogic. “Organizations that succeed will combine innovation with proven execution to deliver measurable customer outcomes. This is a unique Hitachi ability that will only strengthen as Hitachi Digital Services and GlobalLogic combine to establish a single robust organization that innovates across the entire digital transformation lifecycle.”

To download the report, [click here](#).

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 modernization, 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. For more information on Hitachi Digital Services, please visit the company’s website at www.hitachids.com.

About Hitachi, Ltd.

Through its Social Innovation Business (SIB) that brings together IT, OT(Operational Technology) and products, Hitachi aims to be a global leader in continuously transforming social infrastructure through digital, contributing to a harmonized society where the environment, wellbeing, and economic growth are in balance.

Hitachi operates worldwide across four sectors – Digital Systems & Services, Energy, Mobility, and Connective Industries – as well as a Strategic SIB Business Unit focused on new growth areas. With Lumada at its core, Hitachi creates value by combining data, technology and domain knowledge to solve customer and social challenges. Revenues for FY2025 (ended March 31, 2026) totaled 10,586.7 billion yen, with 606 consolidated subsidiaries and approximately 290,000 employees worldwide. Visit us at www.hitachi.com.