Unlock extraordinary results.

Large Language Model Operations

G-Cloud 14 Service Definition Document

Contents

CREDERA

Credera is a digital consultancy that helps leading brands unlock extraordinary results
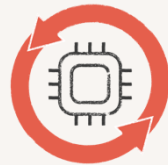
We help our clients across five main areas

STRATEGY

We help organisations to build a strategy that delivers them the results they need to create and sustain their competitive advantage

TRANSFORMATION

We help organisations change the way they succeed in operations, technology, strategy, and innovation to ignite business results

CLOUD

We help organisations to harness the benefits of the cloud, to enable tangible business outcomes, through strategy, architecture, delivery, and optimisation

DATA

We help organisations transform the way they work by exploiting the power of their data and applying practical data approaches

ENGINEERING

We help organisations to deliver technology platforms, taking a holistic approach that addresses tech, process, and structure to make a lasting impact

Our teams bring deep capabilities in five core disciplines, and many of our client engagements span multiple areas of focus

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CAPABILITIES

Credera's capabilities span the disciplines of management consulting, user experience, data, AI and technology solutions

MANAGEMENT CONSULTING

We partner with clients to define and implement strategies and modern operating models that enable high performance and sustainable growth.

eCOMMERCE

We help our clients go beyond a functioning consumer website by leveraging a dynamic strategy, robust implementation, and actionable optimisation.

INNOVATION

We help companies to innovate better by applying a structured approach that spans the stages of the innovation journey.

AI

Our proven offerings dramatically accelerate our client's journey to building a data culture.

EXPERIENCE DESIGN

We craft distinctive experiences that connect our clients to their customers so both sides better understand each other and achieve their goals efficiently.

CLOUD

We help clients plan their cloud journey, build cloud-native solutions, transform operating norms, modernise and optimise apps, and prepare teams to support it.

MARTECH

We help our clients implement, customise, and activate technology that powers profitable and harmonious cross-channel experiences.

DATA

We help clients capture and refine their data to optimise business value through improving efficiency and accelerating decision making.

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We partner with leading platforms and providers

Our global partnerships industrialise our consulting offering and accelerate our clients' dynamic customer experience (DCX) ambitions

We bring deep public sector experience

Our team has helped organisations of all sizes across the public sector with initiatives spanning strategy, transformation, cloud, data, and engineering

Our Service Offerings

Data

Analytic Data Product Engineering	Data Warehouse Modernisation
Cloud Data Transformation	Realtime Analytics Platform Development
Cloud Data Platform Governance, Privacy	Data Pipeline Development & Deployment (DataOps)
Data Analytics Transformation	Data Analytics Delivery
Data and Analytics Maturity Assessments	Data Visualisation
Data Engineering	Machine Learnings Model Development and Deployment (MLOps)
Data Management Capabilities Review	
Data Mesh Transformation	

Data Platform

Data Migration	Data Platform Service
Data Mesh Transformation	GCP Platform Engineering
Data Migration	AWS Data Platform Engineering
Data Capability Review	Azure Data Platform Engineering
Customer Data Strategy	Microsoft Fabric
Data Strategy	AWS Data Zone/Lake Formation

Cloud

- Cloud Health Check Service
- Cloud Migration Service
- AWS Cloud Consulting
- Microsoft Azure Cloud Consulting
- Google Cloud Consulting
- Cloud Service Management
- Cloud Solution Architecture
- Cloud Strategy Service
- Cloud Technical Design Authority and Assurance Services
- Cloud FinOps Services
- Cloud Governance and Compliance Services
- Cloud Sustainability Design and Assessment Services
- Multi-Cloud Implementation Services
- Private Cloud Implementation Services

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Our Service Offerings

AI

Scaling AI for Enterprise

AI Academy

AI Maturity Assessment

AI Powered Experiences

AI Powered Engineering

Generative AI Acceleration

AI for Healthcare

AI for Education

GenAI for Knowledge Management

Large Language Model Operations

Intelligent Workplace Automation Using AI

Data Readiness and Cleansing for AI

Agile, Agility and Adaptive Delivery

User Research and Total Experience Strategy

Agile Programme Delivery and Advisory

Agile Transformation

Digital and Cloud Operations

Rapid Prototyping

User Experience (UX) Design

Product Centric Delivery

Engineering

Cloud Application Modernisation

Cloud Engineering Service

Cloud Low-Code Delivery Expertise Service

Full Stack Engineering

Site Reliability Engineering

Cloud Native Software Engineering

DevOps Transformation and Improvement Services

Innovation

Bespoke Innovation Service	Innovation Readiness and Maturity Assessment
Structured Innovation	Innovation for Healthcare
Innovation for Data	Innovation for IT Operations
Scaling Innovation	Innovation and Prototyping

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Our Service Offerings

Architecture	Modern Marketing Transformation	Programme and Solution Delivery
Cloud Architecture Services	CRM Strategy and Implementation	Cloud Programme/Project Management
Cloud-Native Architecture Service	Marketing Cloud Maturity Assessment	Cloud Service and Vendor Transition
Current State Assessment	Marketing Cloud Optimisation	Delivery Assurance
Effective Cloud Architecture	Marketing Cloud Strategy	PMO as a Service
Enterprise Cloud Architecture	Single Customer View Development	Portfolio Management
Integration Platforms and Services	Single Customer/Citizen View	Delivery Partner
Network Service Migration Management	Content Management Systems	Sourcing and Managed Procurement
Strategic Cloud Architecture	Customer Data Platform	Migration of SaaS Applications
Solution Architecture	Enterprise Content Management	Performance Testing and Quality Assurance
Strategic Architecture	Search Engine Optimisation	Business Analysis
Architecture Operating Model Design	MarTech Operating Model	
Architecture Assurance		

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Our Service Offerings

Business Transformation

Cloud Business Case Service

Data and Analytics

Operating Model Service

Service Design

Business Strategy

People Change and Communications

Operating Model Design

Digital and Partner Services

Salesforce Consultancy, Implementation and Support	Adobe Experience Cloud Platform Solution
Pega Cloud Support Service (Business Value as a Service)	Adobe Experience Manager - Websites Implementation
Pega Intelligent Automation Implementation Service	Adobe Experience Manager - Health Check / Audits
Pega MarTech Consulting Service	CMS Bridge - Adobe Experience Manager Content Migration Tool
Pega Digital Experience Design	Content Supply Chain
Pega Customer Relationship Management Service	Adobe Analytics to Customer Journey Analytics Migration
Pega Customer Engagement as a Service	Google Analytics Universal to Customer Journey Analytics Migration
Pega Modernisation Service	Implementing Real-time CDP
	Implementing Adobe Journey Orchestration
	Adobe Target Run-and-Operate Personalisation
	Adobe WebSDK First Party Data Preservation

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Large Language Model Operations

Credera's LLMOPS proposition advocates enterprise platform capabilities standardising GenAI lifecycle development while enforcing controls horizontally, responding well to regulated industries. Strongly opinionated around automating/codifying these controls, we aim for significant efficiencies across vertical use cases. GenAI Enterprise Platform is informed by a unified AI capabilities framework ensuring compliance/security/transparency while eliminating redundancies.

Features

- Central building, testing and enforcement of controls
- Pre-built GenAI lifecycle components
- Central enterprise controls through Configurable components
- Infrastructure provisioning and data CICD pre-curated onto golden paths
- Codified controls
- Central security clearance of controls
- Use cases instantiate central capabilities.
- Pre-curated network/infrastructure capabilities
- Central logging/monitoring capabilities
- Options to enable citizen data scientists through UI tooling

Benefits

- Cost/effort savings: Efficiency of building controls once
- Use-case federation
- central enterprise controls through Configurable components
- Speed - data scientists can focus on building models
- Improved regulatory posture - controls are enforced through codification
- Improved security posture – controls are security cleared centrally.
- Scaled AI implementation - use cases instantiate central capabilities
- Better skill/talent management - Use cases don't need network/infrastructure capabilities
- Use cases to instantiate central capabilities and extend them if needed
- Citizen data scientists can build/deploy models without programming skills

Generative AI Acceleration

SERVICE DEFINITION

OUR PERSPECTIVE

- Generative AI is transforming enterprise workflows by accelerating innovation and enhancing scalability across various industry verticals. Its implementation streamlines processes and unlocks new capabilities, fostering significant growth and innovation.

SERVICE PURPOSE AND OBJECTIVES

- Our service is designed to standardise Generative AI lifecycle development, enforce robust controls, and accelerate the adoption of Generative AI technologies across the enterprise. This ensures that organisations can harness the full potential of Generative AI efficiently and securely.

- We aim to standardise the lifecycle development of Generative AI, implementing enterprise-wide controls that ensure consistency and compliance across all implementations.

- We focus on automating controls related to prompt engineering, tuning, LLMOPS tooling, and the deployment and monitoring of large language models (LLMs), enhancing efficiency, speed, and scalability.

- We advocate for the enhancement of enterprise platform capabilities, ensuring they are equipped to support standardised GenAI lifecycle development and the enforcement of controls horizontally across the organisation.

OUR APPROACH

- We employ a comprehensive strategy that integrates cross-functional team expertise to ensure holistic solutions for Generative AI acceleration. This includes detailed planning, execution, and continuous monitoring to adapt and optimise GenAI operations.

- Our approach is characterised by a strong focus on the automation and codification of controls for prompt engineering, tuning, and deployment/monitoring of LLMs, ensuring that GenAI solutions are both innovative and compliant with industry standards.

OUR CAPABILITIES

- We possess deep expertise in Generative AI lifecycle development, LLMOPS tooling, and the deployment and monitoring of large language models, enabling us to deliver cutting-edge solutions tailored to each enterprise's specific needs.

- Our cross-functional teams, comprising experts from various disciplines, collaborate to deliver comprehensive GenAI solutions that address all implementation aspects, from technical setup to strategic deployment and ongoing support.
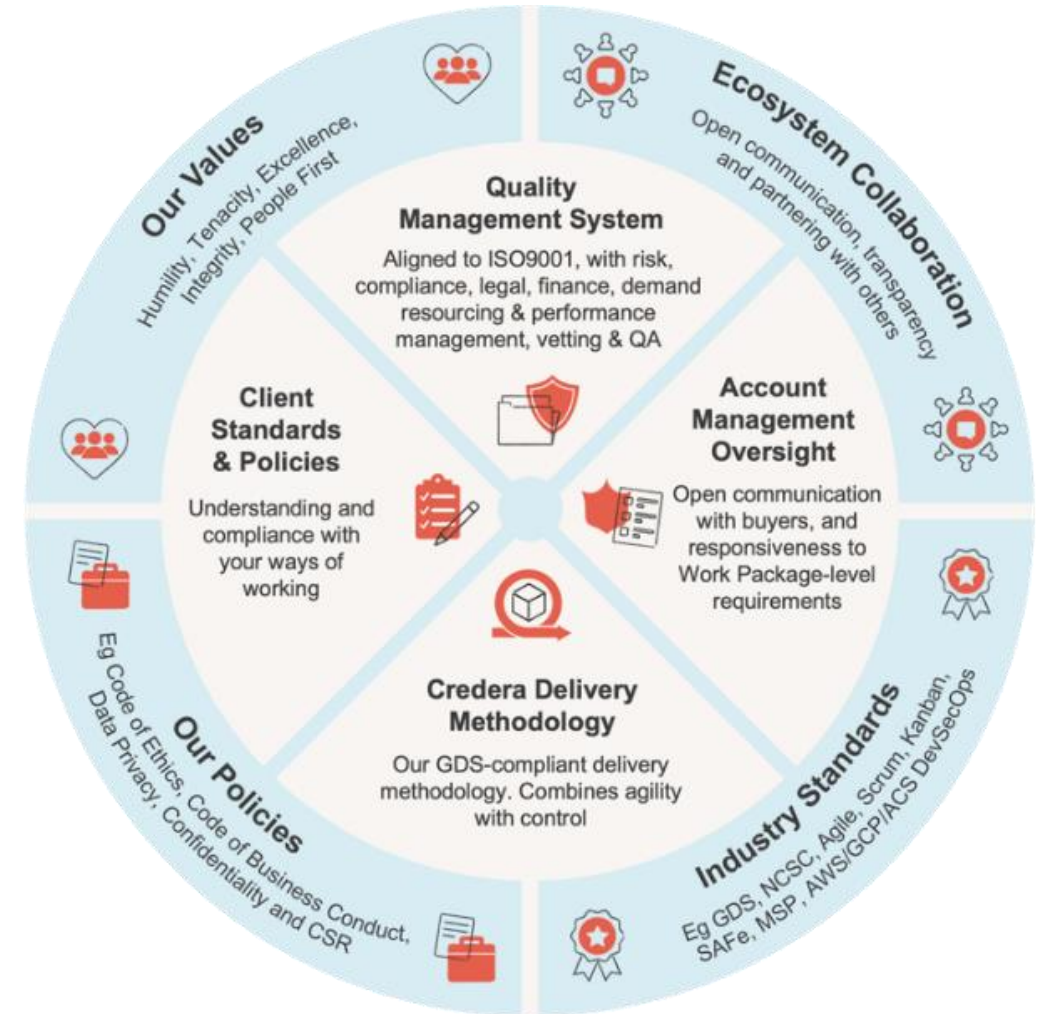
OUR EXPERIENCE

- We have successfully standardised GenAI lifecycle development and enforced rigorous controls across multiple enterprise verticals, significantly accelerating the adoption and integration of Generative AI technologies.

- Our implementations have demonstrated the ability to automate controls effectively, enhancing the efficiency, speed, and scalability of Generative AI use cases across diverse operational contexts.

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Credera Operational Framework

Our operating framework is designed to uphold the highest standard of excellence across all aspects of our engagements. We ensure superior quality assurance through performance evaluations and integrated client feedback. Our account management processes are built on a deep understanding of our clients' needs, ensuring a personalised service and sustained engagement. Our delivery methodologies are rooted in efficiency and adaptability, utilising our deep experience and best practices to achieve timely and successful outcomes.

We adhere to strict standards and policies to maintain integrity and reliability, whilst our commitment to ecosystem collaboration enhances our ability to leverage diverse insights and expertise across industries.

Central to our approach are our core values: Humility, Tenacity, Excellence, Integrity and People First, which guide our every decision, underscoring our dedication to ethical business practices and client service.

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Own your future with AI

Artificial Intelligence (AI) is poised to be the defining technology of our time. Attain your unique AI goals with the right guidance, build AI experiences, and weave AI into the fabric of your business with our unique blend of strategy, experience design, and data science capabilities

AI Strategy

AI Products

AI Models

AI Everywhere

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OUR CREDENTIALS

Credera has deployed AI in some of the most demanding environments in the world, where protecting sensitive data truly matters.

PUBLIC SERVICES

HEALTHCARE

FINANCIAL SERVICES

OTHER CLIENTS WITH WHOM WE'VE DONE AI WORK

Our World Class AI experience has positioned us as a uniquely powerful and effective partner in this space.

Through our experience we've built accelerators and technology that ensure quality and shorten lead time for defining and implementing AI strategy and tools. But the expertise doesn't stop there—our teams have been rapidly adopting and finding efficiencies by using AI-driven productivity tools.

CREDERA'S AI TOOLS AND ACCELERATORS

+ RAPID DELIVERY

REFERENCE ARCHITECTURE & IMPLEMENTATION

Waste no time in identifying AI-backed architectures and defining a clear roadmap

06 Reference Architectures
- MarTech
- DataOps
- Modern Data Architecture
- MLOps
- AdTech
- Generative AI

14 Reference Implementations
- AWS
- GCP
- Azure
- IBM

CREDERA-OWNED INTELLECTUAL PROPERTY

Implement AI models and engines that are immediately valuable and built with rigor

04 Developed Tools & Patented Technology
- STEAM-RT™ Engine
- TrendSmart™
- Marketing Analytics Platform™
- LLM Knowledge Management Platform

EFFICIENCY THROUGH EARLY ADOPTION OF AI PRODUCTIVITY TOOLS

… and while these accelerators have always allowed us to deliver quickly, we're seeing improvements by using the very tools you plan to use – ChatGPT for Business, Microsoft 365 Copilot, etc.

28 Deploys Per Week
- During Credera DataOps & MLOps support of client
- This is an increase from where we were before these tools launched only months ago

Based on early successes and industry benchmarks of up to 55% velocity gain, Credera is in the process of deploying these tools across all relevant tech practices globally

CREDERA

We chartered and actively participate in a Global AI Council that gives our teams and our clients access to diverse, cutting-edge thinking in AI

The Council

The Global AI Council is a collection of professors, C-level executives, and legal scholars who gather regularly to shape the future landscape of AI.

The Value

Our clients benefit from the collective wisdom of a diverse group of leading thinkers. For Credera clients, specific benefits include the following:

✔ *Early access to Council publications*

✔ *Direct engagement with Council members*

✔ *Invitations to Council-sponsored meetups*

✔ *Ability to submit topics for Council discussions*

AIGC

JoAnn Stonier
Chief Data Officer
Mastercard
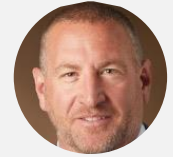
Daniel Henry
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Tia White
GM AI/ML Marketing Intelligence
AWS

Adam Floyd
Ret. Federal Patent Judge
USPTO

Michael Kearns
Professor of CIS
Univ. of Pennsylvania

Ryan Johnson
Sr. Director of Data & AI
GoGuardian

Trisha Meyer
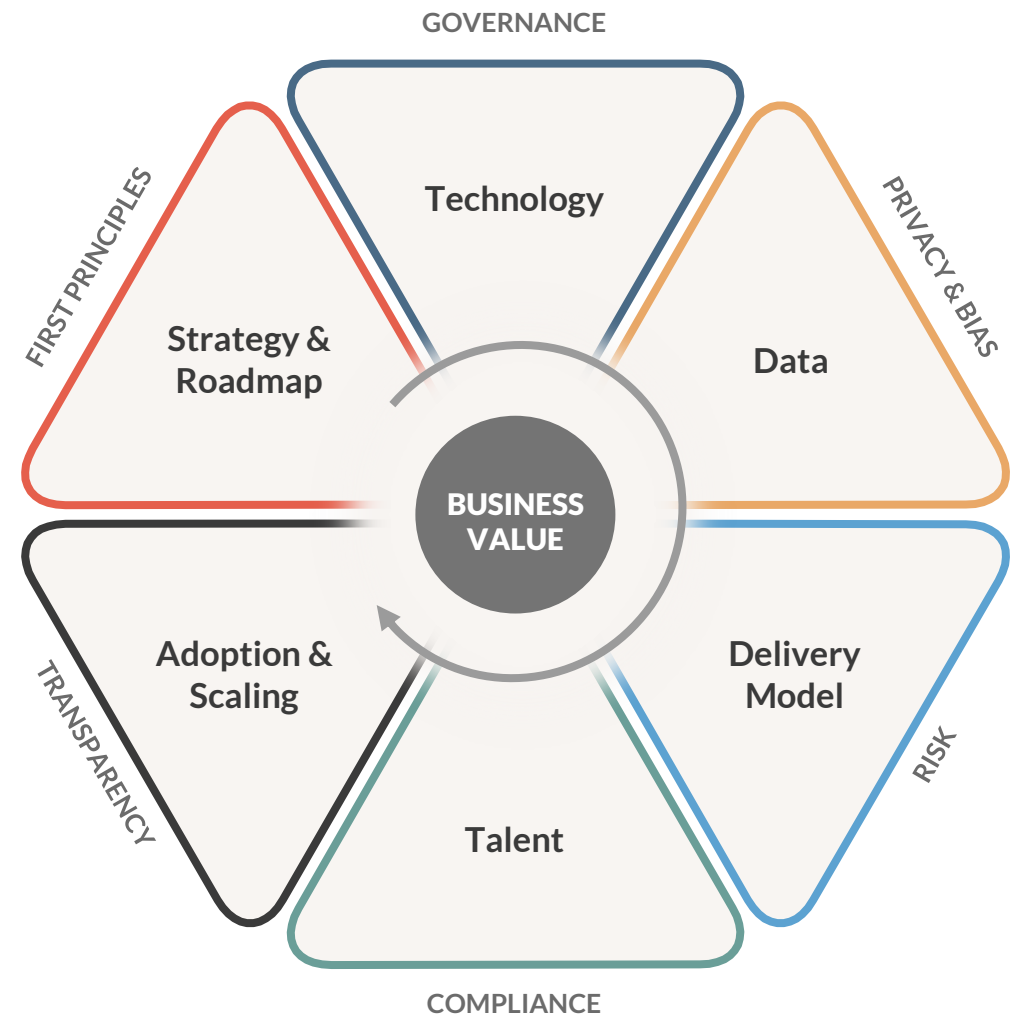Prof. of Digital Governance
Brussels School Of Governance

Cecilia Dones
Adjunct Assistant Professor
Columbia

Vincent Yates
Chief Data Scientist
Credera

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The **Scaling AI framework** delivers AI in a safe and sustainable way across your organisation.

GOVERNANCE

PRIVACY & BIAS

FIRST PRINCIPLES

Technology

Strategy & Roadmap

Data

BUSINESS VALUE

Adoption & Scaling

Delivery Model

TRANSPARENCY

Talent

RISK

COMPLIANCE

OUR CULTURE

Our consultants are qualified beyond their specialisms

Achieving accreditations plays a big role in ensuring our consultants are well equipped for any challenge

75%
CLOUD CERTIFIED

With certifications spanning Azure, AWS, GCP, Adobe, Pega, Salesforce, etc.

84%
DIGITAL CERTIFIED

Including certified SAFe Practitioners, Scrum Masters, and Product Owners

46%
DATA CERTIFIED

Ranging from architecture, modelling, analysis, and visualisation

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Additional Information

PRICING

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, risk/reward and velocity based, etc.. Please refer to our pricing document for more information.

ORDERING/INVOICING

Unless otherwise agreed in the proposal, all fees and charges associated with the engagement will be invoiced monthly in arrears. Invoices shall be paid by the client within thirty (30) days of the date of the invoice.

ONBOARDING / OFFBOARDING

Credera's cloud support services can be ordered by contacting our team via the detailed given in the 'Contact Us' section of this document. Clients can terminate their engagement with us with 30 days' notice.

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Additional Information

CONSUMER RESPONSIBILITIES

Consumer responsibilities are closely aligned with the specific requirements of the engagement. As such, these responsibilities must be discussed and agreed upon with the customer before the engagement begins. All responsibilities are clearly outlined in the call-off contract/ order form.

TECHNICAL REQUIREMENTS

The technical requirements and dependencies for the services offering under G-Cloud 14 are tailored to each individual call-off. It is essential to discuss and agree on these details with the customer before the engagement commences.

SERVICE CONSTRAINTS

There are no constraints to this service. We work collaboratively with our clients to identify their needs.

TRAINING

Credera strives to facilitate a seamless transfer of knowledge and skills from our consultants to our clients' teams, ensuring an effective and beneficial learning experience.

The Credera Difference

Working with the right partner is crucial to program success. At Credera, consulting is not just solving a tough problem or creating growth, it's that and so much more.

Our clients consistently tell us that working with Credera feels different. Our collaborative approach leaves them feeling empowered, supported, and secure and makes tackling challenges together enjoyable.

That's the Credera Difference.

> Excellent engagement with experienced people providing good quality guidance and advice, responding to changing situations quickly and effectively, and producing substantive materials for us to build on.

Stuart Moore

Head of Crown Hosting, HMRC

> Credera's advice, professionalism and collaborative ways of working over a three-year period have been instrumental to the successful delivery of this major transformation programme.

John Quinn

COO, Government of Jersey

Contact Us

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For more information about this service or any of our G-Cloud services, please contact our Public Sector/Bid Team. In your communication to us, please include the following details:

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work

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