

Service Definition Document

AI Email & Document Processing

"Classify, summarise and route unstructured communications with control."

Service Overview	02
Key Features and Benefits	02
Service Delivery Model	02
Performance Metrics	02
Roles and Responsibilities	03
Support and Maintenance	03
Terms and Conditions	03
Confidentiality and Security	03
Change Management	03

1. Service Overview

Service Name: AI Email & Document Processing

Service Description: AI Email & Document Processing is a Microsoft-native service that classifies, summarises and routes inbound emails, documents and other unstructured content. It produces structured outputs for downstream systems, reduces manual handling and supports secure operational scaling through governed human oversight.

Why ADVANTIQ: ADVANTIQ combines deep operational understanding with practical Microsoft AI delivery. Our approach focuses on rapid time to value, low-friction integration and reusable capability, helping organisations introduce AI into existing workflows without a large transformation programme.

2. Key Features and Benefits

Key Features	Key Benefits
<ul style="list-style-type: none">• Email triage, classification and routing• API-first integration with enterprise systems• Microsoft-native deployment within the client Azure environment• Document classification, extraction and summarisation• Human-in-the-loop validation through familiar tools such as Teams	<ul style="list-style-type: none">• Reduces manual administrative workload across operations• Accelerates processing times and operational efficiency• Improves consistency and quality of outputs• Handles increased volumes without additional headcount• Creates a foundation for future automation and scaling

3. Service Delivery Model

Delivery Method: Services can be delivered remotely within the UK or in person within the UK, depending on client need and deployment approach.

Deployment Approach: The service is configured using pre-built workflows rather than developed from scratch. Typical deployment includes environment setup, workflow configuration, integration with approved systems, operational testing and controlled rollout into live processes.

Operating Hours: Standard support is available from 9 am to 5 pm, Monday to Friday, with emergency technical support available 24/7 where agreed.

4. Performance Metrics

Performance measures are agreed during onboarding and may include classification accuracy, workflow throughput, processing turnaround time, user validation rates and operational adoption. Metrics are used to refine prompts, thresholds and workflows over time.

5. Roles and Responsibilities

Service Provider: ADVANTIQ provides solution configuration, technical setup, workflow optimisation, issue resolution and service guidance. We support deployment, testing and controlled scale-up of agreed use cases.

Client Responsibilities: The client provides timely access to approved environments, systems and stakeholders; confirms requirements and success measures; and participates in testing, governance and operational feedback activities.

6. Support and Maintenance

Support Hours: Monday to Friday, 9 am to 5 pm.

Support Channels: Direct email support, phone support and online ticketing support are available as agreed.

Maintenance Schedules: Maintenance and updates are planned to minimise disruption and are communicated in advance. Ongoing optimisation of prompts, workflows and outputs can be provided where required.

7. Terms and Conditions

Please see the Terms and Conditions document for the full contractual position, service scope assumptions and commercial terms.

8. Confidentiality and Security

Data Handling: Client data is managed within agreed security controls, with encryption in transit and at rest where applicable, aligned to client policy and platform standards.

Confidentiality Agreements: Both parties agree to protect confidential information shared during service delivery and to use that information only for the agreed purpose.

Security Controls: The service supports role-based access, auditability and human oversight, helping organisations maintain governance and control in regulated operational environments.

9. Change Management

Process for Changes: Requests for changes, enhancements or additional use cases are assessed through agreed governance and service channels. Where approved, changes are prioritised, planned and implemented in line with delivery dependencies and commercial scope.