G-Cloud 14

PwC and G-Cloud: Knowledge, Experience, Value

AI Development and Support Services
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Contents

Transforming Business using AI and Cloud 3

AI Development and Support Services 4

1. G-Cloud 14 AI Development and Support Services 4
2. Why Choose Us 5

Transforming Business Using AI and Cloud

The challenge of integrating AI solutions into business as usual operations is becoming critical for organisations to draw out the touted benefits and value that many say the systems can provide. Despite the opportunities and building corporate knowledge, scaling AI within operational systems can still be a challenge. PwC has long been a leader in the field of Artificial Intelligence (AI), boasting a rich history of expertise and pioneering contributions that predate the surge in popularity of Large Language Models (LLMs). Our involvement in AI's evolution allows us to offer a robust suite of solutions, including proprietary software and comprehensive frameworks designed to manage the lifecycle of AI technologies from discovery to operationalisation. This proficiency in AI complements our strategic insight into cloud technology, which is increasingly becoming a fundamental foundation for public sector strategy to complement and enable AI technologies.

As Departments navigate the transition to Scaled AI across different cloud providers, our role has been pivotal in helping our clients leverage cloud strategies to achieve their AI objectives. Our services balance cost management and optimise cloud usage, fostering rapid adaptation to new operational methods. We provide opportunities to harness complex datasets, drive new use case opportunities through innovative cloud applications, and provide robust security and compliance features embedded in infrastructure used.

PwC offers customised frameworks that draw on our extensive experience across the private and public sectors, enabling safe and effective exploitation of cloud technology for AI. Our approach includes a blend of Business, Customer Experience, and Technology (BXT) strategies, tailored to each client's unique needs. We support clients throughout the entire strategy and execution lifecycle, address specific business challenges during implementation, and provide trusted advisory services to manage risks and verify program success.

Our service offering is designed to deliver and support advanced Artificial Intelligence (AI) based solutions, enhancing operational efficiency, scalability, and innovation for public sector entities. With extensive experience working with both Central and Local Government clients, we are well-equipped to support the implementation of business objectives using AI enabled technology transformation programmes. Our solutions leverage the latest in AI and cloud advancements, ensuring that government departments can effectively meet their goals and adapt to rapidly evolving technological landscapes.

AI Development and Support Services

This section describes in more detail the service features and benefits included within this service definition document.

G-Cloud AI Development and Support Services

PwC Artificial Intelligence (AI) Development and Support Services improve decision making and automation with cloud-based Machine Learning (ML), Natural Language Processing (NLP), Artificial Intelligence (AI) and Generative AI (GenAI). Our services enable organisations to design, develop, execute and embed AI-driven transformation. It offers flexible and scalable AI development services from experimentation through to productionisation and provides on-going support post-go-live.

AI Development and Support Services Features

- Requirements gathering and solution design for AL/ML solutions
- Design and implementation of scalable AI/ML solutions
- Collaborative development and delivery models
- Support services to maintain AI solutions post go-live
- Use of AI technologies supported by AWS, GCP and Microsoft
- AI and Deep Learning Libraries and Frameworks
- Adoption of AI/ML learning tools, techniques and methodologies
- Enables access to government and industry-wider experience
- Databricks, Kubernetes, MLOps / DevOps, Tensorflow, Pytorch
- Computer Vision, Natural language processing, Gen AI

AI Development and Support Services Benefits

- Proven experience building and supporting enterprise grade AI solutions
- Delivery by onshore, near-shore and off-shore teams
- Access to experts from the PwC global network
- Rapid development of solutions and prototypes using assets and accelerators
- Access to experts in AI technologies across AWS, GCP and Azure.
- Leverage commercial and open-source technologies for cost effectiveness
- Delivery of services aligned to government standards
- Access to data visualisation skills and user experience specialists
- On-going support for maintaining and optimising AI solutions post go-live
- Deployment of AI solutions compliant with security requirements

Why Choose Us

Our expertise and experience in AI and cloud technology are backed by a proven track record in the public sector, understanding the complexities of enterprise and business transformation using cloud technology. We have a commitment to tailoring our solutions for our clients and understand that there is no one-size-fits-all answer. This comprehensive service offering is designed to address the specific challenges faced by government entities when adopting AI and cloud technologies, ensuring successful, responsible and safe integration and transformative impacts can be seen in front line public services.

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