

# Scrumconnect G-Cloud 14 Service description

Cloud Artificial Intelligence (AI) and Machine  
Learning (ML)



**Digital. Made  
easy.**



# Overview: About Scrumconnect

**We are a UK-based SME providing digital services to the private and public sectors.**

**We help define your product, engineer the solution and transfer skills.**

- 1 Delivering more than 20% of top 75 public services
- 2 We are a **trusted partner** to major govt departments including DWP, HMPO, MoJ and DfE
- 3 Delivered successful digital programmes to SITA, Cora, Bank of England and ASOS.
- 4 The services we build achieve an average **95%+** user satisfaction rate
- 5 Creating **750 new jobs** over the next 3 years

Digital. Made easy

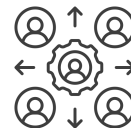
**Our mission is to make digital services easy to use for our clients and their customers. To create great user experiences for everyone.**

# Track Record: Digital. Made easy

Delivering over **20%** of top 75 UK citizen-facing Public Services and a number of Private sector customer facing programmes.



**68** user-centred digital services delivered across **14** major clients



**350** people currently deployed on client projects



**50m** UK citizens use our solutions

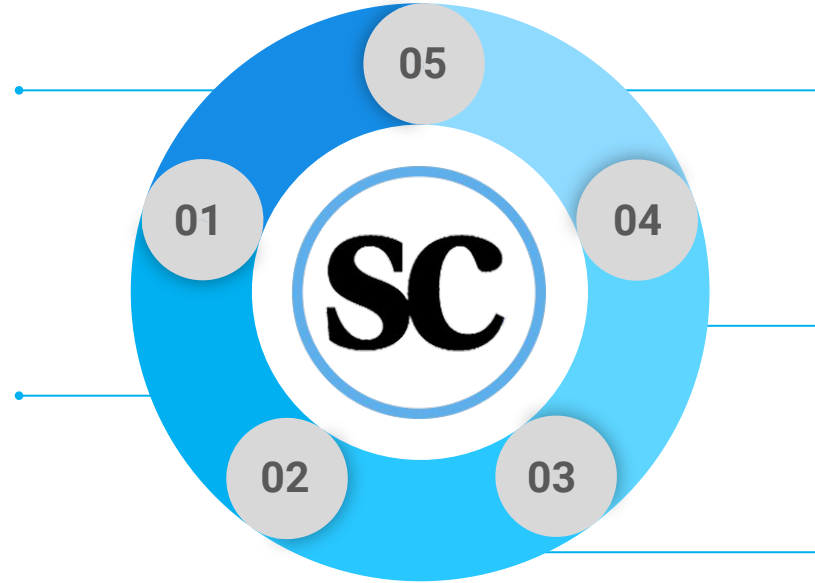


## > User Insights

We put the user at the heart of everything we do. Through diligent user research, we get our solutions right first time.

## > Rapid Concept Development

We follow the concept of 'think big, build small'. By continuous iteration, our mentality is to develop a sustainable product.



## > Early Product Launch

Our job is to find the quickest route from idea to digital product for our customers. Early value to users results in a virtuous delivery cycle.

## > Agile Working

Our delivery, and indeed our organisation, is based on agile principles. Adopting GDS ways of working enables us to help our customers deliver fast and right.

## > Lean Experiments

We accept that we build systems in an uncertain world. We take calculated risks through lean experiments to get ahead of the curve.



**Collaboration**

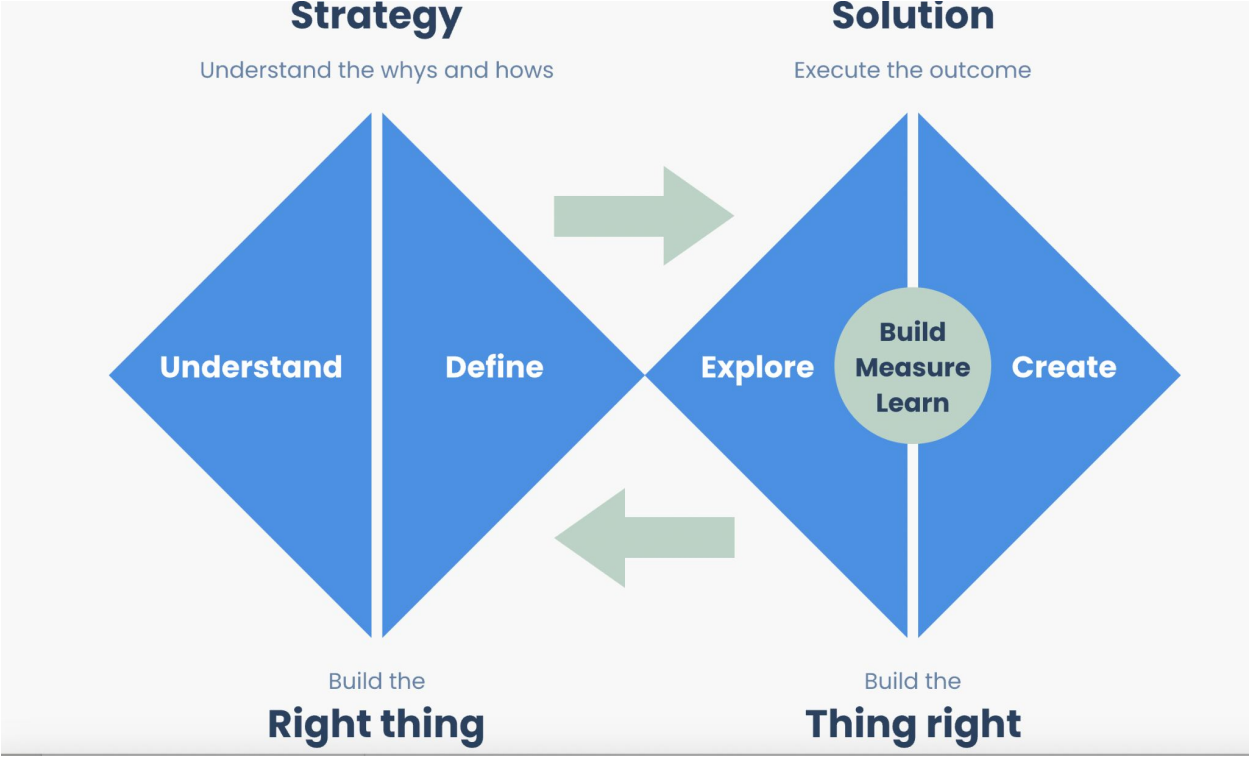


**One Team Objective**



**Continuous Learning**

# Building for both quality and outcome without compromise



Our AI and ML services are designed to assist organizations in implementing cutting-edge technologies to enhance decision-making, optimize operations, and unlock the potential of their data. We offer end-to-end solutions, from strategy development to model deployment and ongoing support.

## **Service Features**

- **AI and ML Strategy Development:** We work closely with your team to develop a customized AI and ML strategy aligned with your business objectives. This includes identifying relevant use cases, defining success metrics, selecting appropriate technologies, and outlining an implementation roadmap
- **Data Preparation and Integration:** Our experts assist in preparing and integrating your data from various sources, ensuring its quality, completeness, and relevance for AI and ML applications. We employ data cleaning, transformation, and enrichment techniques to maximize the accuracy and effectiveness of the models.
- **Machine Learning Model Development:** Leveraging state-of-the-art ML algorithms and frameworks, we develop and train robust models tailored to your specific requirements. Our data scientists and ML engineers employ techniques such as supervised learning, unsupervised learning, and reinforcement learning to extract insights and make accurate predictions.
- **Natural Language Processing (NLP) and Text Analytics:** We implement NLP and text analytics techniques to extract valuable information from unstructured text data. This enables sentiment analysis, language translation, entity recognition, and text summarization, among other applications, empowering your organization to leverage textual data effectively.
- **Computer Vision and Image Analysis:** Our AI solutions encompass computer vision and image analysis capabilities. We develop models that can recognize objects, detect patterns, and extract meaningful insights from images or videos. This enables applications such as image classification, object detection, and facial recognition.

## Service Features

- **AI-powered Automation:** We automate repetitive and rule-based tasks using AI technologies, including robotic process automation (RPA) and intelligent process automation (IPA). This streamlines processes, improves operational efficiency, and reduces manual effort, allowing your workforce to focus on high-value tasks.
- **Model Deployment and Integration:** We deploy ML models into your production environment, ensuring seamless integration with your existing systems and applications. We carefully monitor and evaluate model performance, making necessary adjustments and enhancements to optimize results.
- **Performance Monitoring and Optimization:** We establish monitoring mechanisms to track model performance and detect anomalies or degradation over time. We continuously fine-tune and optimize models based on new data and evolving business needs, ensuring sustained accuracy and effectiveness.
- **Ethical Considerations:** We prioritize ethical considerations in AI and ML implementations. We adhere to data privacy regulations, address bias mitigation, and promote transparency and interpretability of AI models, fostering responsible and accountable AI practices

## Service Benefits:

- **Enhanced Decision-making:** AI and ML enable data-driven decision-making by uncovering patterns, predicting outcomes, and providing actionable insights
- **Improved Efficiency and Productivity:** Automation of manual tasks and streamlined processes boost operational efficiency and free up human resources for more strategic initiatives
- **Personalized Customer Experiences:** AI-powered recommendation systems and personalization engines deliver tailored experiences, enhancing customer satisfaction and loyalty

# Why Choose Scrumconnect?



## Track Record:

Experienced delivery partner for private and public sector clients



## UK govt's trusted partner



## Cross-Sector Delivery experience

DWP, MOJ, HMPO, DFE, GDS, SITA, Cora, Bank of England and ASOS



## Value for Money

clear vision for improvement, TCO benefits, competitive rates, experienced team, knowledge transfer



## Hand picked team

10+ years experience of picking bespoke digital teams to meet customer demands



## Delivery Mindset

Delivered 40+ projects over Discovery/Alpha/Beta/Live



## Quality

meeting user needs as default



## Standards

Adherence to GDS and Industry SDLC and Designs, tech community participation. Certified to Cyber Essentials Plus, ISO 9001/27001

# Award Winning Agile Software Engineering



Department  
for Education



Ministry  
of Justice



Education & Skills  
Funding Service



Central Digital  
& Data Office



Cabinet Office



Department  
for Work &  
Pensions



Home Office



UK Health  
Security  
Agency



Government  
Digital Service



Department for  
International Trade



BANK OF ENGLAND

asos



A hand is shown interacting with a digital interface. The background is a light blue gradient with white circuit-like lines and various icons. The icons include a thumbs up, a laptop, a magnifying glass, a network diagram, and a circular arrow. The text "Thank you" is centered in the middle of the image.

Thank you