



G-Cloud Service Definition

Azure Artificial Intelligence (AI) and Machine Learning (ML)
Support



Microsoft
Partner



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Our Capabilities

Your organisation needs a technology partner with a proven track record you can trust. IJYI has more than 10 years' experience providing well-supported solutions to organisations of all sizes.

We deliver expert-led technology solutions that drive efficiency, growth and smarter decision-making. As Microsoft Partners and AWS experts, we specialise in AI, cloud, and data-driven solutions.

Software Delivery

We build software that solves problems, improves efficiency and drives growth — always with cost-effectiveness in mind. Our agile, collaborative approach ensures tailored solutions are delivered on time and on budget.

Data Intelligence

Our Data Analytics Platform Accelerator helps businesses quickly design and build secure, best-practice data platforms in Microsoft Azure. This enables organisations to overcome data challenges and gain powerful insights that drive smarter decisions.

Support

Our Managed Support Service ensures your infrastructure and applications remain productive, secure and high-performing. We support both business-critical platforms and important non-critical systems, with flexible SLAs and packages tailored to each system's importance.



Our G-Cloud Services

- Azure Artificial Intelligence (AI) and Machine Learning (ML) Support
- Cloud Application Management (Private, Hybrid & Public Azure/AWS)
- Cloud AWS/Azure Migration Planning, Infrastructure, Applications, Data & Services
- Cloud AWS/Azure Setup & Migration: Infrastructure, Applications, Data & Services
- Cloud Financial Management Services (FinOps)
- Cloud, Data or DevOps Centre of Excellence
- Continuous Technical Improvement (CTI) Assessment
- Managed Amazon Web Services AWS IaaS, PaaS & SaaS Cloud
- Managed Hybrid Cloud (Private, AWS and/or Azure)
- Managed Microsoft Azure Public IaaS, PaaS & SaaS Cloud
- Microsoft Azure Cloud Data Platform Support
- Vulnerability, Penetration & Cyber Security Testing



Examples of our Public Sector Experience



Creation of Analytically Ready Data for its Data Analysts & Scientists to drive operational efficiency.

Extending existing Microsoft Azure data ingestion platform to incorporate additional data feeds, including real-time streaming sources for automatic ship tracking data.

More details can be found on our website.



Our Long-Term Partnership with Suffolk County Council has covered all our capabilities and services across a range of departments, including Education, Public Health and Growth, Highways & Infrastructure.

We have delivered new cloud native applications, data analytics, visualisations and an ongoing support service. More details can be found on our website.



The Prototype Electronic Homecare Monitoring Application was previously built by a 3rd party as a PoC. We have refactored the application, led the connectivity of the initial care provider platforms, and now have the solution under our support service.

Looking ahead, this service will add additional providers and help ECC ensure homecare standards are being maintained.



Service Definition

Azure Artificial Intelligence
(AI) and Machine Learning
(ML) Support

IJYI provides managed support services for Microsoft Azure Artificial Intelligence (AI) and Machine Learning (ML) technologies. The service supports public sector organisations with the ongoing operation, monitoring and improvement of AI and ML solutions hosted on Azure. Delivery is provided by UK-based specialists and aligned to agreed support requirement



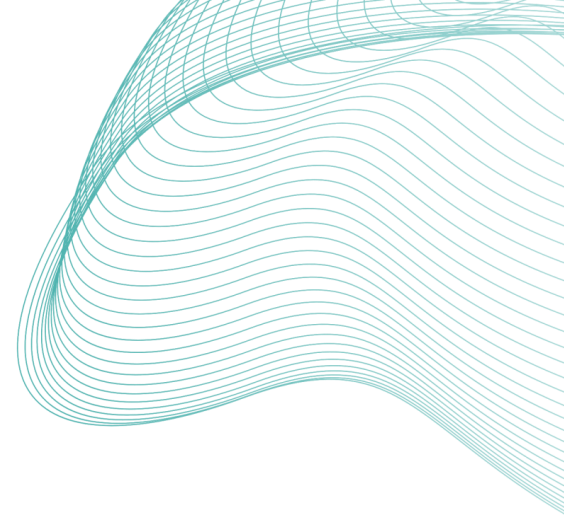
Service Features

- Managed support for Azure AI and machine learning services
- Support for Azure AI, ML and cognitive services
- Proactive and reactive monitoring of AI solutions
- Incident management aligned to agreed support levels
- Management of AI service updates and platform changes
- Business hours and optional 24x7 support coverage
- Email, telephone and online ticketing support channels
- Ongoing operational management of AI and ML services
- Monthly reporting and quarterly service review meetings
- Optional add-on services including optimisation and migration support



Service Benefits

- Improved reliability of Azure AI and ML solutions
- Reduced risk of AI service outages
- Faster resolution of AI and ML incidents
- Predictable support aligned to AI solution criticality
- Improved visibility of AI service performance
- Reduced operational overhead for internal teams
- Access to experienced UK-based AI specialists
- Scalable support as AI solutions evolve
- Improved operational control of AI platforms
- Focus internal teams on strategic AI initiatives





The IJYI Process

Your organisation needs a technology partner with a proven track record you can trust. IJYI has more than 10 years' experience providing well-supported solutions to businesses of all sizes.

We deliver expert-led technology solutions that drive efficiency, growth and smarter decision-making. As Microsoft Partners and AWS experts, we specialise in AI, cloud, and data-driven solutions, helping organisations optimise costs, manage risk, and stay ahead of the competition.

ISO 9001 registered and Cyber Essentials certified, we are committed to excellence and industry best practices to ensure your project is delivered on time and within budget.

How We Work

Working in close collaboration with our clients, IJYI develops robust solutions to drive long-term growth and enable smarter business decisions.



Some of Our Customers



Rail Delivery Group



Blatchford



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