



STRATEGIC THINKING, SEAMLESS EXECUTION

G-CLOUD SERVICE OFFERING

AI Model Office Pilot



What we do

Our G-Cloud services are designed to help you make informed cloud decisions, whether you are assessing readiness or planning next-generation deployments.

Maximising value from cloud

Flexible working models are the norm, and there's continued pressure to reduce IT spend and simplify complex estates. Cloud solutions make all of this easier, modernising operations, enabling innovation, and providing the flexibility to scale efficiently.

Cloud has evolved from a cost-saving alternative into a core platform for digital transformation. Today, most organisations run blended environments that combine on-premises systems with infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS) solutions, creating a more adaptable and resilient technology platform for the future.

But with a host of approaches available, working out how to make cloud deliver sustained value can be tricky. How do we maximise return while maintaining security and governance? How do we avoid complexity and control costs? Mason Advisory helps clients answer these questions by developing and delivering clear cloud strategies that align technology with business goals.

Who we've helped

- For a government agency, we managed a multi-year major cloud consolidation, migration and transformation programme.
- A large insurance company needed a more scalable, resilient CRM system. We supported the cloud migration strategy for Dynamics 365 and the associated data architecture.
- For a major retailer, we developed a cloud operating model for the service delivery function, helping establish an in-house capability for existing and new cloud-based solutions.

- We undertook a cloud transformation review for a fire & rescue service, assessing its options for transitioning mission-critical systems.
- A UK ambulance service needed to transform its IT environment to support critical operations. We led the programme, including migrating applications and services to a new private cloud hosting environment.
- We assisted a county council to develop a cloud-first contact centre and UC strategy. We then led the procurement and implementation that resulted in it being the first to adopt an Amazon Connect cloud contact centre for all frontline contact services.
- Our team advised and supported an acute trust on a three-phase ICT transformation, establishing a platform to support digital healthcare innovations.
- A large UK police force needed support with a major infrastructure programme. We provided strategic advice to the network, hosting and data centre towers, as well as operational support with a complex data centre migration including server virtualisation, and application rationalisation.
- Working with the NHS, we provided critical security architecture services to the Covid Pass App, a Microsoft Azure cloud-based platform. We provided security architecture services across the whole solution, and provided threat modelling and security incident support to help the team maintain a strong security posture.

How we do it

Our delivery methodology is built on Agile principles, providing an iterative and flexible approach that releases value quickly while maintaining control. Each engagement follows a structured framework which is adapted to meet client needs.

Discover



- You know your business best. We listen to you, while bringing a fresh, independent view.

You get a clear picture of what's working and what needs attention.

Analyse & design



- Together, we turn insights into practical, tailored solutions that meet your needs.

You get a realistic roadmap that makes sense and drives measurable value.

Deliver



- We work with you to make change happen – fast, using outcomes-driven delivery.

You see tangible change quickly, without disruption.

Embed



- We hand over tools, knowledge, and confidence so you stay in control after we leave.

You remain self-sufficient and ready to keep improving.

AI Model Office Pilot

A structured, low-risk Model Office pilot that enables public-sector organisations to safely test AI capabilities in a controlled environment.

We configure AI teammates, validate governance, assess benefits, and demonstrate measurable value before any production deployment.

The pilot accelerates adoption while ensuring compliance, safety, and responsible use.

Service features

- Controlled Model Office AI test environment
- Configurable AI teammates and workflows
- Governance, safety and compliance validation
- Repeatable delivery patterns and templates
- Use case scenario design and testing
- Risk, performance and benefit insights
- Human-in-the-loop oversight throughout
- Pilot report with prioritised recommendations
- Readiness assessment for production deployment
- Optional handover for full-scale rollout

Service benefits

- Safely test AI without production risk
- Evidence for investment and business cases
- Faster time-to-value for AI initiatives
- Lower implementation risk through controlled trials
- Clear proof points for leadership approval
- Stronger governance and compliance confidence
- Reduced operational complexity before scaling
- Demonstrates measurable benefit early
- Enables repeatable, scalable AI adoption
- Builds readiness for responsible deployment

Our service approach

The Model Office Pilot provides a safe, structured, and evidence-driven way for organisations to test AI capabilities before committing to full deployment.

The approach blends technical configuration, human-in-the-loop oversight, and compliance-led governance to validate value, risks, and operational readiness.

This service aligns with public-sector procurement principles: transparency, repeatability, safety, and measurable outcomes.

Discovery & use case prioritisation

We confirm the pilot scope, identify priority use cases, and agree success criteria. We also review relevant governance, data, and compliance constraints.

Customer responsibilities: provide stakeholders, share relevant policies, confirm priorities.

Supplier responsibilities: facilitate discovery, define scope, design test scenarios.

Model office configuration

We configure a controlled Model Office environment, including AI teammates, workflows, guardrails, and human-in-the-loop checkpoints. This mirrors production conditions without introducing operational risk.

Supplier responsibilities: configure platform, set governance layers, prepare test paths.

Pilot execution & iteration

We run structured test cycles with customer teams, observing outcomes, performance, accuracy, and compliance behaviour. AI teammates and human users collaborate to refine outputs.

Supplier responsibilities: run pilot iterations, monitor risks, capture evidence.

Customer responsibilities: participate in testing and feedback sessions.

Evaluation, reporting & scaling roadmap

We produce a concise evaluation report summarising findings, risks, compliance insights, measurable benefits, and recommendations for production deployment. We outline the steps, controls, and dependencies required for safe scaling.

Supplier responsibilities: produce the report, define next steps, support decision-making.

Customer responsibilities: review findings and agree future directions.

Mason Advisory AI Vision & Mission

Vision Statement:

Empowering organisations to adopt AI responsibly and at scale - where trusted AI teammates work alongside humans through transparent governance and human-in-the-loop control.

Our Mission

At Mason Advisory, our mission is to bridge innovation and trust by helping organisations harness Artificial Intelligence safely, ethically, and at scale.

We believe the most powerful AI is **human-centred** - combining intelligent automation with **human-in-the-loop oversight** and **AI teammates** that enhance, not replace, human capability.

By blending deep technical expertise with proven change and governance experience, we enable clients to:

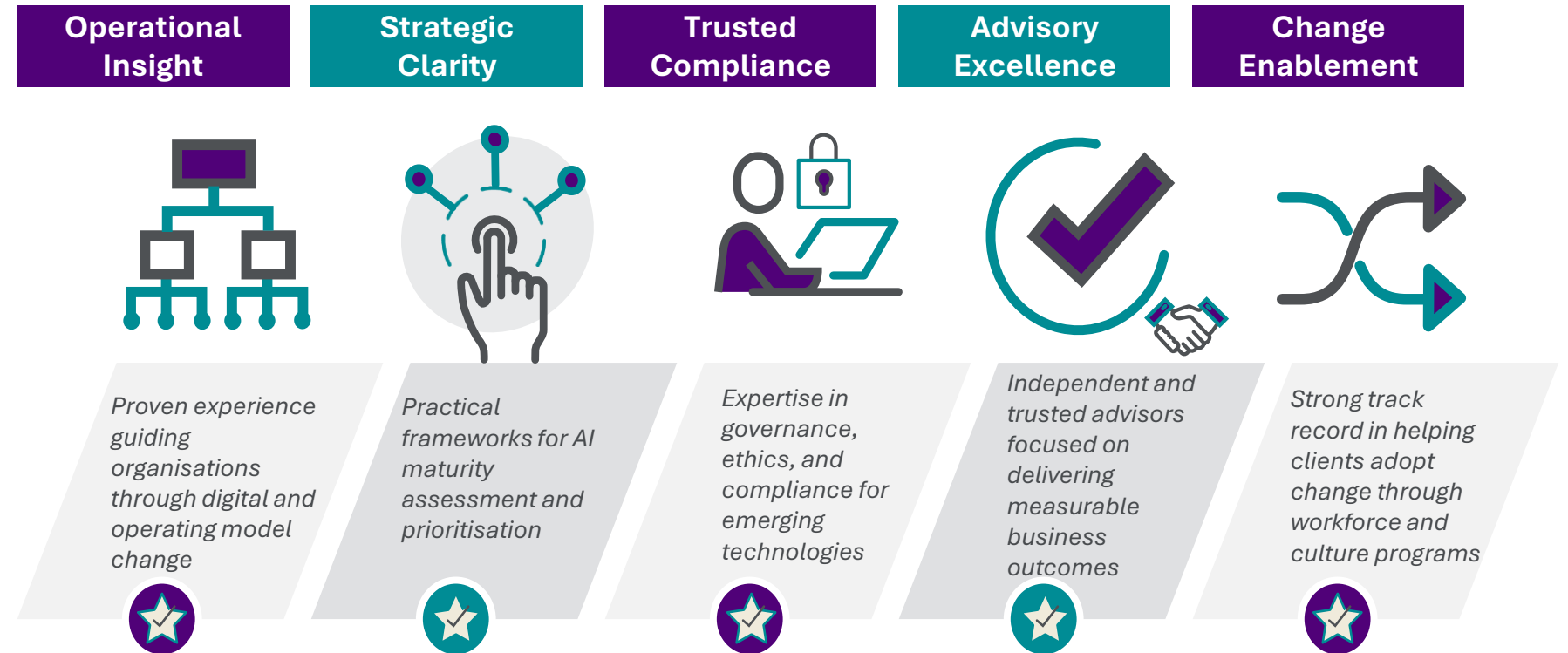
- **Accelerate value realisation** through trusted, measurable, and scalable AI solutions;
- **Embed human accountability** through continuous oversight, transparent governance, and explainable outcomes;
- **Build resilient partnerships** between people and AI teammates that drive performance, creativity, and innovation;
- **Reduce risk and complexity** with frameworks that ensure ethical, compliant, and sustainable deployment.

Our goal is to make AI accountable, trusted teammates in every organisation - delivering measurable value while keeping humans firmly in control.

Why Mason Advisory?

At Mason Advisory, our mission is to bridge innovation and trust by helping organisations harness Artificial Intelligence safely, ethically, and at scale.

Mason Advisory has obtained the ISO 42001 certification.



Who we are

Inspiring people to work better, share ideas, and prosper through digital & technology change

Since launching in 2014, we have experienced huge growth in revenues and staff numbers, with offices in London and Manchester, working with clients of all sizes in the UK and beyond.

Mason Advisory is a digital & technology consultancy committed to making your life easier. Our people work with organisations of all sizes, across industry sectors including Financial Services & Insurance, Government, Corporate Clients, Public Safety and Professional Services.

Clients trust us to help set their strategy and then deliver on those decisions. We use our skills in operating model & organisational design, sourcing, architecture, service management, and cybersecurity to build, protect and support sustainably successful businesses.

Our G-Cloud services

	Digital transformation		Cloud architecture & migration
	Cloud sourcing & procurement		Cybersecurity & resilience
	Service management & governance		Cloud optimisation
	Cost optimisation & FinOps		Data management & analytics

Our culture creates consulting teams that stand out for their commitment to clients. Clients get exceptional performers at all levels in our teams; we don't take work where we can't make a difference; and we are emotionally invested in what happens to the people we help.

That's why, over

72%

of clients continue to work with us beyond the first engagement

Our industry-leading awards are underpinned by our ISO-certified management systems, offering clients confidence in the quality and security of our services.



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Registered in England No. 8990928

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