



STRATEGIC THINKING, SEAMLESS EXECUTION

G-CLOUD SERVICE OFFERING

AI Human Teammate



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 Human Teammate

Human Teammates are specialist Mason Advisory consultants embedded within client teams to help design, deploy, embed, and manage AI teammates across real-world workflows.

They provide hands-on delivery, optimisation, governance alignment, and change enablement-ensuring AI adoption is safe, effective, and sustainably embedded.

Service features

- Embedded consultant supporting day-to-day AI delivery
- Hands-on configuration and optimisation of AI teammates
- Governance and compliance alignment support
- Workflow and process redesign for AI integration
- Change management and stakeholder engagement
- Quality assurance and human-in-the-loop oversight
- Knowledge transfer and capability uplift
- Backlog management for AI enhancements
- Performance monitoring and continuous improvement
- Seamless integration with client delivery teams

Service benefits

- Faster, safer deployment of AI teammates
- Stronger adoption through embedded human support
- Reduced delivery risk and complexity
- Improved confidence in governance and compliance
- Higher quality outputs through expert oversight
- Accelerated value from AI initiatives
- Increased team capacity and capability uplift
- Fewer errors and more consistent workflows
- Better alignment between tech and operations
- Sustainable long-term AI use

Our service approach

Human Teammates act as expert consultants embedded within the client's team to ensure successful AI adoption.

They bridge strategy, technology, and operations- supporting the deployment, optimisation, and ongoing management of AI teammates.

The service ensures responsible adoption aligned to public-sector governance, audit needs, and organisational change requirements.

Onboarding & context understanding

We integrate a dedicated Human Teammate into the client team. They review current processes, priorities, governance, data policies, and desired AI teammate behaviours.

Customer responsibilities: provide context, processes, objectives, policy constraints.

Supplier responsibilities: onboard consultant, align to client ways of working.

AI teammate deployment support

The Human Teammate helps configure, test, and operationalise AI teammates across agreed workflows. They ensure human-in-the-loop checks, governance alignment, safe usage, and quality assurance.

Supplier responsibilities: hands-on AI delivery, testing, guardrail validation.

Customer responsibilities: provide access, processes, and feedback.

Embedding, training & change enablement

The Human Teammate supports embedding new ways of working, upskilling staff, refining processes, and managing the cultural shift required for AI adoption. They lead playbacks, coach teams, and drive acceptance for new AI-powered workflows.

Supplier responsibilities: training, coaching, comms, change support.

Customer responsibilities: allocate users and champions.

Continuous improvement & governance alignment

The Human Teammate maintains and improves AI teammate performance: tuning prompts, adjusting workflows, refining guardrails, capturing lessons learned, and managing enhancement backlogs. This includes monitoring risks, compliance alignment, and reporting outcomes to governance forums.

Supplier responsibilities: monitoring, optimisation, backlog management.

Customer responsibilities: governance review and approvals.

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:

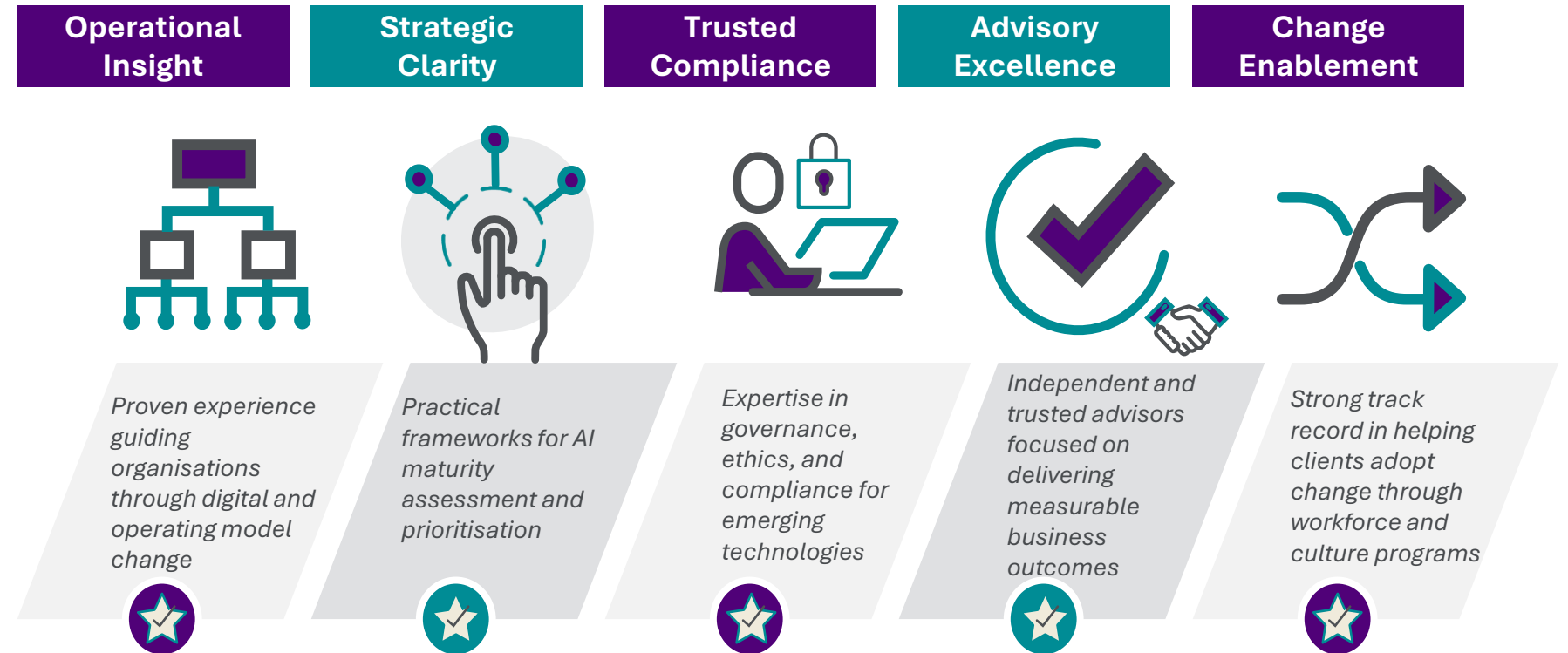
- **Accelerate value realisation** through trusted, measurable, and scalable AI solutions;
- **Embed human accountability** through continuous oversight, transparent governance, and explainable outcomes;
- **Build resilient partnerships** between people and AI teammates that drive performance, creativity, 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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