

IT Operations G-Cloud 15

SERVICE DEFINITION DOCUMENT

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G-Cloud 15 Offerings

Lot 2a SaaS

IT OPERATIONS

Lot 3 Cloud Support

AI & COPILOT ADOPTION

AI BUSINESS CASE & ROADMAP

AI TRANSFORMATION SERVICES

CLOUD DEVOPS

DATA & AI STRATEGY AND ROADMAP

INTELLIGENT AUTOMATION

MODERN DATA PLATFORM AUTOMATION AND OPTIMISATION

POWER BI HEALTH CHECK & ASSESSMENT

Sword - a partner focussed on the Public Sector

SWORD

Engaging locally through UK-wide expertise and proven domain experience

Snapshot of Sword 2025



20-year
legacy of
Public Sector
customers



3500+
Specialists &
Consultants
globally



24/7
Operational
support &
coordination



+1,000
Customers
worldwide



ISO certification
in Quality,
Security and
Service
Management



Infrastructure,
Data, AI, Cyber
and DevOps
skills

True UK delivery at scale

- ✓ **650+ UK team** delivering across the UK
- ✓ Supporting **more than 200** customers

Strength in depth

- M365, Azure, Data, and AI skills at scale
- Cisco, Splunk, Palo Alto, Nutanix, Dell. ServiceNow premier partnerships
- Strong legacy of Public Sector engagement across the UK
- Dedicated UK delivery teams



Strategic Commitment: Sword is not a generalist provider adapting to the needs of the public sector, we are an organisation with a strong legacy and deep experience of meeting the challenges that the public sector faces.



Head Office
Aberdeen

Local Offices
Glasgow, Bellshill,
Teesside, London

Who we work with

Bank of England



The Scottish Government
Riaghaltas na h-Alba



West Northamptonshire Council



Fife COUNCIL



NHS Greater Glasgow and Clyde

Cyngor Sir Penfro
Pembrokeshire
County Council



Revenue Scotland
Teuchd-a-steach Alba



NHS National Services Scotland



Public Health Scotland



Ministry of JUSTICE

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL



EAST RIDING
OF YORKSHIRE COUNCIL



FINANCIAL CONDUCT AUTHORITY



ScotRail
SCOTLAND'S RAILWAY



North Sea Transition Authority



CROWN OFFICE & PROCURATOR
FISCAL SERVICE



Edinburgh Napier
UNIVERSITY



Falkirk Council



POLICE SERVICE OF SCOTLAND



Cyngor Abertawe
Swansea Council





Our offerings and technology partnerships aim to strengthen your foundations whilst driving forward innovation in frontline service delivery. Public sector organisations are facing broad demands to deliver resilient services, supported by efficient IT and digital capabilities, whilst achieving more effective operations through the deployment of AI capabilities delivered in concert with trusted data. Sword has the breadth of understanding, expertise, and heritage of successful delivery to meet these needs at pace.

We know that too many people want to sell “the answer” before fully understanding the problem. This is why we place great importance on working with our public sector customers to understand your organisational and service delivery needs. Our recommendations for solution deployment will always be led by the organisational challenge we are helping to address. By combining digital expertise with a strong legacy of successful delivery for Public Sector organisations, we provide the skills and experience to understand our customers’ objectives, quickly identify key issues and propose resilient, sustainable solutions.

Sword has created a culture that is different from many; our values are focused on delivering your agenda, not our own, resulting in a collaborative, transparent, and accountable partnership.

Living our Values Every Day

Our Commitment

We pride ourselves on building strong relationships with our clients and employees based on a clear set of values.

Sword measures itself and its partnerships through the realisation of these values in everything we do.

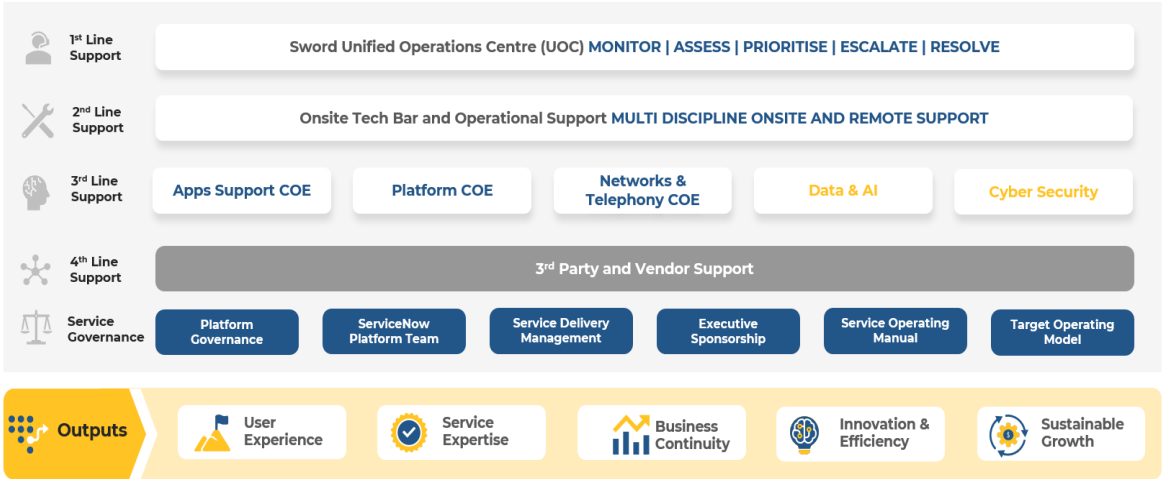


IT Operations

Service Overview

Sword's IT Operations (iSaaS) service delivers hybrid-cloud IT operations management, proactive service control, and secure, governed support for enterprise infrastructures. The service provides end-to-end operational oversight across systems, networks, storage, and service management platforms—underpinned by ServiceNow and aligned to BS7858 staff screening, ISO/IEC 27001 security governance, and structured SLAs for availability, resilience, and service quality.

Deliverables



Features

1. Hybrid-cloud infrastructure operations
2. ServiceNow-based ITSM interaction
3. Defined SLAs across P1–P4
4. UK-based data processing with TLS 1.2+
5. 24/7 phone, email & ticketing support
6. Customisable service components
7. Real-time dashboards & regular reports
8. Structured service governance
9. Multi-datacentre resilience (ServiceNow hosted)
10. BS7858:2019 & SC-cleared personnel

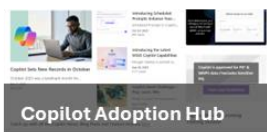
Benefits

1. Improved service reliability and uptime
2. Clear SLA-driven incident response
3. Stronger compliance and security posture
4. Better visibility through dashboards & reports
5. Reduced operational risk via structured controls
6. Flexible service design tailored to needs
7. Accessible, WCAG-aligned service experience
8. Enhanced audit and governance assurance
9. Secure data handling in the UK
10. Predictable, governed service operations

AI & Copilot Adoption

Service Overview

Sword's AI Readiness & Adoption Services support organisations in confidently incorporating Microsoft Copilot and AI into daily operations. This service speeds up skill development, fosters trust, and delivers tangible benefits through structured, role-specific training. Teams receive guidance on safe and ethical AI use aligned with governance policies, alongside targeted communication initiatives and interactive training, such as live sessions, customised business unit workshops, prompt-a-thons, and self-paced learning. Emphasising practical skill-building, Sword helps create AI-ready teams that drive innovation, boost productivity, and integrate AI smoothly into business workflows. Continuous value tracking based on insights ensures ongoing enhancement and sustained adoption.



Features

1. Quantified productivity, savings, and value opportunities
2. Alignment of Copilot use cases to business priorities
3. Licensing, consumption, and platform cost analysis
4. Operational and support cost forecasting
5. Scenario modelling for adoption and deployment
6. KPIs for tracking AI value realisation
7. Costed AI readiness and transition roadmap
8. Governance and service-readiness assessment
9. Adoption, rollout, and role-based training planning
10. Executive-ready ROI and decision-support outputs

Benefits

1. Accelerated professional skill development across roles
2. Increased confidence using AI safely and effectively
3. Improved creativity through diverse AI-supported ideation
4. Stronger problem-solving using Copilot and AI tools
5. Sustained culture of innovation and continuous improvement
6. Higher productivity through practical, everyday AI usage
7. Faster adoption through hands-on learning and guidance
8. Reduced resistance to change through trust and understanding
9. Measurable business value from applied AI capabilities
10. Long-term capability growth embedded across people and teams

AI Business Case & Roadmap

Service Overview

We assist in converting your AI strategy into measurable metrics that stakeholders can support. Our approach includes scenario modelling, license and consumption planning, key performance indicators, and a defined implementation roadmap designed to safeguard your infrastructure while boosting productivity through both immediate and long-term solutions. We focus on three main areas of ROI:

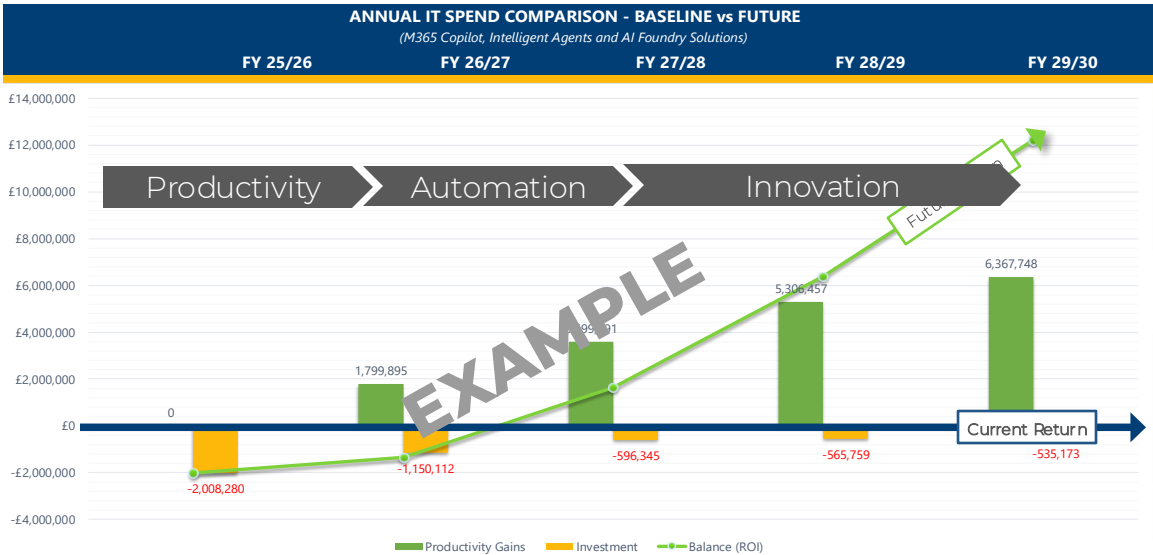
- Enhancing productivity by integrating AI into daily workflows using M365 Copilot
- Expanding AI capabilities to automate team-based processes and workflows with Agents
- Developing unique, enterprise-level AI solutions, products, and services

Features

1. Quantified productivity, cost-avoidance, and cashable savings opportunities
2. AI and Copilot value alignment to business priorities
3. Licensing, consumption, and platform cost analysis
4. Operational and support cost forecasting
5. Scenario modelling for adoption and deployment options
6. Defined KPIs to track AI value realisation
7. Fully costed AI readiness and transition roadmap
8. Governance and service-readiness impact assessment
9. Adoption, rollout, and training planning
10. Executive-ready ROI model and decision-support materials

Benefits

1. Clear, evidence-based ROI for AI and Copilot investments
2. Full transparency on licensing, platform, and support costs
3. Practical roadmap from readiness to value realisation
4. Higher productivity from prioritised Copilot and AI use cases
5. Automation opportunities reducing effort and operational cost
6. Confident investment decisions backed by robust scenario modelling
7. Scalable approach to enterprise AI innovation
8. Executive-ready outputs supporting alignment and funding approval
9. Reduced risk through secure, governed AI adoption
10. Measurable framework to track ongoing AI value



AI Transformation Services

Service Overview

Sword's AI Transformation Services support organisations to adopt and scale AI across people, processes, and technology. We combine strategy, readiness, adoption, and delivery to embed AI responsibly into business operations. Our approach enables measurable value, improved productivity, confident decision-making, and sustainable, enterprise-wide AI transformation aligned to organisational goals.

Smart business leaders are choosing Sword as their **AI & Digital transformation** partner that delivers **business outcomes** from day one. We **embed alongside** your teams, raise capability through hands-on coaching, and **iterate fast** with disciplined governance—achieving **measurable value** sooner than our competitors, without their overhead.



Features

1. End-to-end AI strategy, readiness, adoption, and delivery support
2. Business-aligned AI use-case identification and prioritisation
3. Responsible and ethical AI governance and operating models
4. AI capability maturity assessment across people, process, and technology
5. Scalable AI architecture and platform design guidance
6. Adoption and change management for AI-enabled ways of working
7. Role-based training and enablement for AI literacy
8. Secure integration of AI into business processes and workflows
9. Measurable value tracking and benefits realisation frameworks
10. Executive guidance to scale sustainable, enterprise AI transformation

Benefits

1. Accelerated adoption of AI delivering measurable business outcomes
2. Improved productivity through embedded AI across everyday workflows
3. Confident decision-making supported by trusted, explainable AI solutions
4. Reduced risk through responsible, secure, and governed AI adoption
5. Scalable AI capabilities aligned to long-term organisational goals
6. Stronger AI literacy and confidence across teams and leadership
7. Faster innovation enabled by prioritised, high-value AI use cases
8. Clear visibility of AI value through measurable benefits tracking
9. Sustainable transformation integrating people, process, and technology
10. Executive alignment and sponsorship for enterprise-wide AI change

Cloud DevOps

Service Overview

Sword's Cloud DevOps Service helps organisations operate, optimise, secure and continuously improve their cloud estates using modern software-engineering practices (SRE, platform engineering, CI/CD, infrastructure as code, automated testing, observability). The service accelerates safe change, improves reliability and performance, and embeds measurable value.



**Continuous
integration**



**Infrastructure
as code**



**Improved
service
reliability**



**Security and
compliance
controls**



**Enhanced
security
posture**



**Greater
visibility**

Features

1. Automated CI/CD pipelines enabling fast, reliable change delivery
2. Infrastructure-as-Code provisioning with consistent, repeatable environments
3. Centralised observability across logs, metrics, and traces for full-stack visibility
4. Policy-as-Code guardrails enforcing governance and security at scale
5. SRE-aligned service levels with tracking and error-budget management
6. Shift-left security with integrated vulnerability scanning and checks
7. Cloud cost optimisation and GreenOps dashboards for spend and insights
8. Standardised platform patterns and templates to accelerate onboarding
9. Automated testing embedded throughout build and release pipelines
10. Continuous improvement cycles driven by data-led reliability and insights

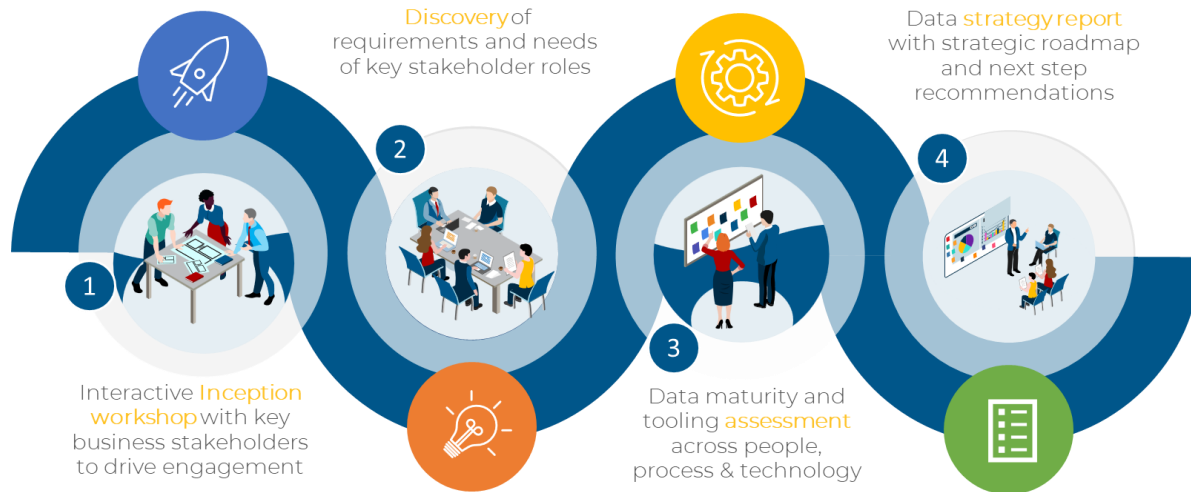
Benefits

1. Faster delivery of cloud changes with reduced deployment risk
2. Greater reliability through consistent automation and SRE-led practices
3. Improved service visibility enabling fast diagnosis and resolution of issues
4. Stronger security posture with proactive, embedded controls
5. Lower operational costs through optimised cloud consumption
6. Enhanced compliance with traceable, audit-ready evidence from pipelines
7. Reduced carbon footprint through energy-efficient cloud usage insights
8. Higher productivity via standardised workflows and reusable components
9. Confidence in change quality through automated testing and gated releases
10. Sustainable long-term ops supported by continuous improvement routines

Data & AI Strategy and Roadmap

Service Overview

Unlock business transformation with Sword's Data & AI Strategy service. Through workshops, interviews, surveys, and maturity assessment, we define your current state and future ambition. The outcome is a practical, people-process-technology roadmap that prioritises opportunities, aligns stakeholders, and guides long-term data and AI investment.



Features

1. Data maturity and AI readiness capability analysis
2. Modern data and AI platform architecture design
3. Cloud integration and scalability gap assessment
4. AI-enabled workflow and architecture options analysis
5. Phased delivery roadmap with measurable outcomes
6. Real-time analytics and predictive insight opportunities
7. AI-assisted discovery and automated data profiling
8. Governance and compliance framework for cloud adoption
9. Self-service BI and AI-driven decision support
10. Prioritised use-case register for high-value initiatives

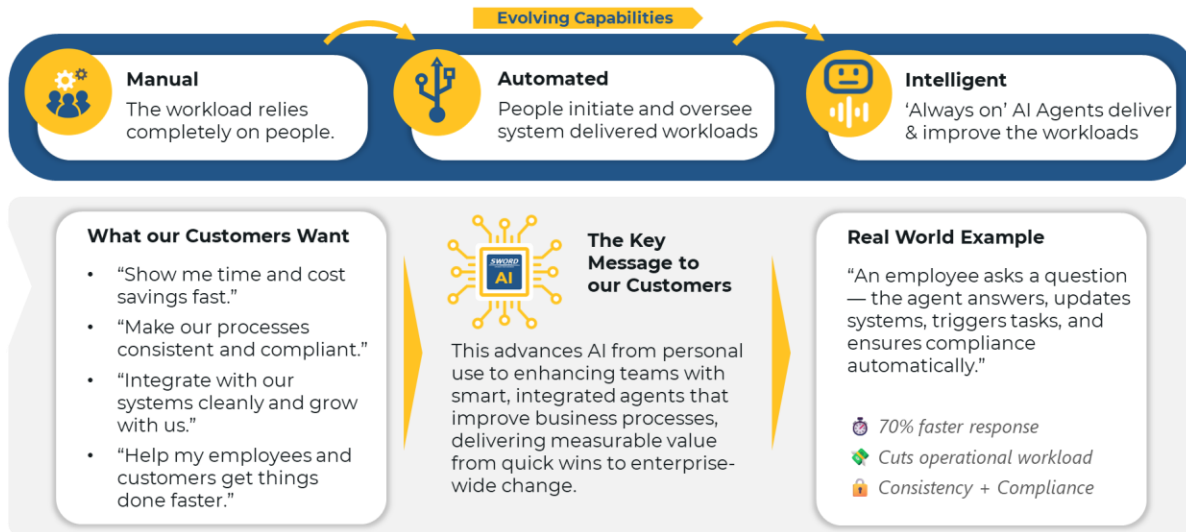
Benefits

1. Real-time analytics enabling faster, informed decisions
2. Automated KPI tracking improving performance visibility
3. Predictive analytics enhancing planning and forecasting
4. Rapid data discovery improving overall data quality
5. Cloud-native architecture enabling seamless scalability
6. Governance frameworks ensuring compliance across assets
7. Self-service BI empowering faster organisational insights
8. Clear roadmap guiding sustainable strategic progress
9. Improved maturity strengthening processes and technology
10. Structured use-case register prioritising high-value initiatives

Intelligent Automation

Service Overview

Intelligent Automation transforms traditional processes by deploying always-on, context-aware AI agents that make decisions, streamline workflows, and enhance employee experiences. Our service uncovers domain-specific opportunities through collaborative discovery, identifying where intelligent agents can replace manual effort and eliminate inconsistency. We prioritise measurable value—speed, cost reduction, compliance, and experience gains—supported by clear benchmarks. With strong governance and guardrails, we ensure secure, scalable automation that evolves with your organisation and delivers sustained operational impact.



Features

1. Always-on, context-aware AI agents that make decisions autonomously
2. End-to-end workflow orchestration across systems and processes
3. Natural-language interaction for employees and customers
4. Domain-specific opportunity discovery through collaborative assessment
5. Integrated guardrails ensuring security, compliance, and responsible AI use
6. Automated task execution, updates, and system actions in real time
7. Persistent digital workers that follow cases through their full lifecycle
8. Scalable architecture supporting multiple workflows and business units
9. Clear governance framework for controls, oversight, and auditability
10. Continuous learning and optimisation to improve performance over time

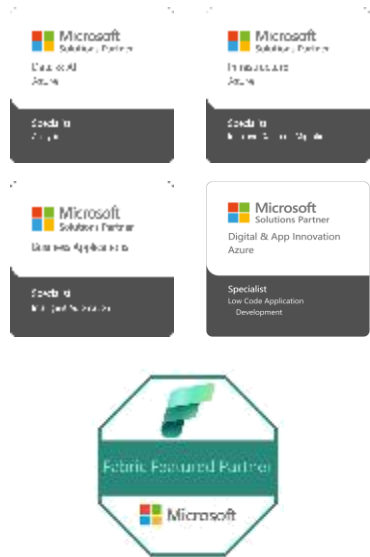
Benefits

1. Significant reduction in manual effort and operational load
2. Faster, more consistent service delivery across teams
3. Improved compliance through standardised, rule-aligned processes
4. Reduced errors and variability in decision-making
5. Higher employee productivity by removing low-value work
6. Measurable time and cost savings with transparent benchmarks
7. Better employee and customer experiences through instant support
8. Ability to scale AI safely across functions with strong governance
9. Enhanced ability to act on opportunities uncovered in discovery workshops
10. Accelerated transformation from reactive to proactive operational models

Modern Data Platform Automation and Optimisation

Service Overview

Sword designs, builds, automates, and optimises modern cloud data platforms that support both BI and AI at scale. We deliver robust data ingestion, transformation, and integration capabilities; implement DataOps and MLOps automation; and optimise performance, reliability, and cost. By unifying data across sources and applying best-practice engineering patterns, we create secure, scalable platforms that accelerate analytics and operational decision-making across the organisation.



Features

1. Automated data pipelines delivering fast, reliable ingestion and transformation
2. Real-time processing enabling immediate insight from streaming enterprise data
3. High-performance integration unifying sources into consistent, trusted datasets
4. Automated data quality ensuring accurate, governed information for analytics
5. Centralised metadata improving lineage visibility and overall platform governance
6. Optimised data models supporting efficient BI and AI workloads
7. MLOps automation enabling reliable deployment and continuous model lifecycle management
8. Scalable cloud environments using modern architectures across Azure or AWS
9. Reusable engineering components accelerating consistent data platform implementation delivery
10. Skills enablement empowering teams to confidently operate automated platforms

Benefits

1. Automated validation strengthens connectivity and data reliability
2. Unified engineering practices improve cross-team collaboration
3. Low-code components accelerate rapid solution prototyping
4. Streamlined workflows speed data science value
5. Robust engineering delivers production-ready model deployments
6. NLP and CV unlock unstructured information insights
7. MLOps automation boosts developer and delivery velocity
8. Scalable environments ensure reliable machine-learning pipelines
9. Technical leadership simplifies complexity and adoption
10. Communities of practice uplift organisational data capability

Power BI Health Check & Assessment

Service Overview

Sword's Microsoft Power BI Health Check framework called Tillit provides a structured assessment of your Power BI estate to understand its overall health, risks, and optimisation opportunities. Using proven best-practice frameworks and checklists, we review data models, reports, security, governance, performance, and usage across your environment.

The Health Check delivers a clear view of strengths and gaps within your reporting estate, highlighting technical debt, inefficiencies, and adoption challenges. Sword provides prioritised, actionable recommendations to improve reliability, performance, and scalability, helping you maximise value from your Power BI investment and support future analytics growth.



Features

1. Power BI performance optimisation
2. Data model structure and optimisation review
3. Security and access control assessment
4. Governance standards and operating model review
5. User adoption and usage analysis
6. Data source connectivity assessment
7. Dashboard design and usability review
8. Training and support needs assessment
9. Prioritised improvement and optimisation roadmap
10. Assessment documentation and reporting

Benefits

1. Faster, more reliable Power BI performance
2. Improved accuracy and data confidence
3. Stronger security and access control
4. Clearer governance and ownership
5. Higher user adoption and engagement
6. More reliable data connectivity
7. Better, faster business decisions
8. Improved skills and support focus
9. Power BI estate ready for growth
10. Clear findings and recommendations