

Service Definition

Intelligent Automation & AI Advisory as a Service

Overview of VIQU IT

VIQU IT is a UK-based digital and technology consultancy providing flexible access to automation, data, and AI specialists.

We help public-sector organisations identify, plan, and implement cloud-based automation and AI solutions that improve efficiency, decision-making, and service delivery while maintaining governance and compliance with GDS / DDaT role definitions and NCSC principles.

Service Summary

VIQU IT provides consultants who assess, design, and enable automation and AI adoption across cloud environments such as Microsoft Power Platform, Azure AI, and AWS AI Services.

We deliver practical, standards-aligned advisory and implementation support to optimise workflows, enhance data-driven insights, and build internal capability for sustainable automation.

Service Overview

Intelligent Automation & AI Advisory as a Service provides public-sector organisations with flexible access to specialist expertise to explore, assess and adopt intelligent automation and AI technologies within cloud environments.

Our consultants can operate as embedded members of delivery teams, in collaboration with internal stakeholders, or as a standalone advisory capability, depending on organisational maturity, risk appetite and programme objectives.

We support discovery, feasibility assessment, roadmap definition and proof-of-concept activity to identify high-value automation and AI opportunities, ensuring solutions are practical, secure and aligned to business outcomes.



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All delivery aligns with the GDS Technology Code of Practice, NCSC Cloud Security Principles and relevant data-governance standards, promoting responsible, ethical AI adoption, knowledge transfer and long-term client ownership.

Service Scope

- Automation strategy, discovery, and opportunity assessment
- Process-mapping and workflow analysis for automation
- Cloud-based automation enablement (Power Automate, Logic Apps, AWS Lambda)
- AI-driven insight and analytics advisory (Azure AI, AWS Bedrock, OpenAI API)
- Proof-of-concept design and pilot support
- Governance, assurance, and ethics alignment
- Capability uplift and training for internal teams
- Business-case and benefit-realisation support
- Supplier and tooling evaluation
- Knowledge transfer and handover documentation

Service Features

- Alignment with GDS and NCSC standards
- Certified automation and AI consultants
- Cloud-based implementation and enablement focus
- Governance and ethics advisory
- Flexible commercials (Time & Materials or SoW / Outcomes based)
- Security-cleared consultants (BPSS / SC / DV)
- Rapid discovery and proof-of-concept delivery



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- Knowledge transfer and capability uplift
- Cross-platform expertise (Azure, AWS, Power Platform)
- Outcome-focused advisory and governance

Service Benefits

- Improved efficiency through process automation
- Enhanced decision-making with AI-driven insight
- Reduced operational cost and manual effort
- Strengthened data governance and ethical AI adoption
- Accelerated cloud maturity and innovation
- Sustainable capability within internal teams
- Cost-effective access to specialist expertise
- Secure integration within existing cloud platforms
- Transparent ROI and benefits tracking
- Future-proofed digital service delivery

Onboarding and Offboarding

During onboarding, VIQU IT agrees scope, stakeholders, and tooling as part of a short initiation and discovery activity.

At offboarding, all documentation, governance artefacts, and recommendations are handed over to ensure continued control and knowledge retention.

Credentials

- Cyber Essentials Certified – baseline government security compliance.



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- ICO Registered – GDPR and data-handling compliance.
- Consultants hold relevant certifications (e.g. Power Platform, Azure AI and AWS AI Services).
- Delivery aligned to GDS and NCSC guidance for cloud adoption and automation.

Service Delivery Locations

Consultants based across the UK and available for remote, hybrid or on-site delivery as required.

All consultants eligible for public-sector security clearance (BPSS, SC, DV).

Delivery Model

Services delivered flexibly to meet organisational needs.

Engagements can be Time & Materials or Statement of Work / Outcomes based or hybrid model, agreed by scope and buyer preference.

This ensures agility, scalability and demonstrable value for money.

Service Constraints

Delivery is typically remote or hybrid, with on-site attendance by agreement.

Where clearance (BPSS, SC, DV) is required, onboarding aligns to vetting timelines.

Access to client environments or security tooling may be required.

Delivery follows the organisation's security governance and change-control processes.

Engagements are Time & Materials or Statement of Work / Outcomes based.

Support Model

Support provided via email, phone and online communication during standard business hours (Monday–Friday, 9am–5pm).

Clients receive updates and responses through their account manager or lead consultant.

Users cannot directly manage or reprioritise tickets via a portal.



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