

Service Definition

Data, Analytics, Planning & AI





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Context and Collaboration Outlook

Hinduja Global Solutions (HGS) is a global services organisation supporting public sector bodies to design, deliver and operate digital, data and technology enabled services.

We work with organisations to improve service outcomes, operational efficiency and decision making, while meeting the governance, security and assurance requirements of the public sector.

This document provides an overview of HGS's core digital, data and AI service capabilities available through the Cloud marketplace. It is intended to help organisations understand:

- The types of services we offer
- How these services can be applied to common public sector challenges
- The outcomes and impact they are designed to support

Each section outlines a specific service area, describing what it covers, when it is most useful, and the value it can deliver. The content is designed to support early understanding and informed procurement decisions, and services can be delivered individually or combined as part of a wider transformation programme.

Data Service Offerings

HGS Data Services help public sector organisations build strong data foundations, generate trusted insight, and apply analytics, automation and AI in a responsible way.

Our services cover the full data lifecycle and can be delivered individually or combined to support broader digital and service transformation initiatives.



**DATA STRATEGY,
ARCHITECTURE &
TRANSFORMATION**



**ANALYTICS,
VISUALISATION &
PLANNING**



**ARTIFICIAL
INTELLIGENCE**



**INTELLIGENT
AUTOMATION**

Data Platform, Data Management & Data Governance

This service is useful when ...

- You are struggling to trust or effectively access or use your data
- You have fragmented systems or siloed data across different systems, solutions, teams or suppliers
- You are moving to cloud platforms or modernising legacy systems
- You want to create data foundations for analytics, automation or AI
- You want to ensure your data assets are kept in a safe place with clearly defined, effective access policies.

Service Description

Our data platform and data management services help public sector organisations make better use of their data, safely, securely and in line with government standards.

We work with organisations to understand their goals, design the right data foundations, and plan, execute and support the practical changes needed to turn data into something that genuinely improves services, decision making and outcomes.

We take a pragmatic, delivery focused approach aligning data strategy with real operational needs, designing data architectures that are fit for purpose.

This service can be delivered as a standalone engagement or as part of a wider digital, service or organisational transformation programme.

Data Platform, Data Management & Data Governance



Service Features

1. Data Strategy & Operating Model

We help you define a clear and realistic data strategy that aligns with your organisational objectives, statutory responsibilities and delivery priorities. This includes:

- Defining how data supports policy, service delivery and operational performance
- Clarifying roles, responsibilities and governance for data ownership and stewardship
- Establishing data governance to enforce principles for data quality, ethics, privacy and security
- Prioritising use cases that deliver tangible value

3. Data Engineering & Transformation

We support the practical implementation of data solutions, ensuring they are robust, scalable and maintainable. This includes:

- Data modelling and transformation
- Data pipelines and ingestion from multiple sources
- Improving data quality, reliability and accessibility
- Enabling analytics, dashboards and insight tools

2. Data Platform Architecture

We design and advise on modern, secure data platforms that meet public sector requirements. This includes:

- Data platform architecture (cloud, hybrid or on-premise)
- Integration of data across systems, departments and suppliers
- Data platforms enabling analytics, reporting and AI enabled use cases
- Alignment with government cloud, security and interoperability standards
- Experience with market leading infrastructure and software vendors

4. Data Migration

We support organisations to plan and deliver secure, well-governed data migrations. This includes:

- Assessing legacy data estates and migration readiness
- Designing and executing data migration and transition approaches
- Ensuring data quality, integrity and continuity throughout the migration process
- Supporting validation, reconciliation and post-migration assurance

Analytics & Visualisation

This service is useful when ...

- You want to align analytics and reporting with your organisation's strategic and tactical objectives
- You need to improve transparency and accountability through shared metrics.
- You need a clear, consistent view of performance across services.
- You rely heavily on manual reporting or disconnected spreadsheets.
- Need to support leaders with timely, evidence based insight.
- You need better insight to support policy decisions, operational delivery or performance management

Service Description

Our analytics and visualisation service helps public sector organisations turn data into clear, actionable insight that supports better decisions, stronger planning and improved service performance.

We work with teams to define a set of KPIs to measure your organisation's performance with regards to your strategic and tactical objectives. We design and deliver reporting, dashboards and planning tools that reflect how decisions are actually made, from operational to strategic management.

We focus on enabling clarity, consistency and usability, ensuring insight is trusted, timely and easy to act on. We support teams through the organisational and technical changes required to embed data led ways of working.

Analytics & Visualisation

Service Features

1. Analytics & Reporting

We design and deliver BI solutions that provide a consistent and reliable view of performance across services and functions. This includes:

- Defining key performance measures aligned to organisational objectives
- Designing standardised reports and enabling self-service analysis for operational and management use
- Automating reporting to reduce manual effort and improve timeliness
- Ensuring a single, trusted view of data across teams and departments

3. Insight as a Service

We provide Insight as a Service to support organisations that need ongoing access to trusted insight. This includes:

- Delivering regular, decision ready insight tailored to organisational priorities and governance cycles
- Acting as an extension of internal teams to support evidence based decisions
- Translating data into clear narratives, trends and implications for decision makers
- Adapting insight over time as priorities, data sources or requirements change

2. Visualisation

We help you visualise your data

- To reveal insights clearly and engage viewers effectively
- To balance data analysis, storytelling, and design to make complex information accessible
- To identify patterns, relationships and trends over time / across categories
- To ensure an intuitive design for readability and avoid accessibility issues across diverse audiences

Integrated Planning

This service is useful when ...

- You are planning across disparate processes
- Your team is still using locally stored data and/or spreadsheets to build their plans
- You are struggling to ensure consistency across plans created in different parts of your organisation from different points of view.
- You are struggling to obtain a holistic view of your plans and how your organisation is performing against your plans
- You are lacking reliable forecasts for relevant data points

Service Description

Our Integrated Planning service helps public sector organisations implement integrated planning processes across different functions and different parts of the organisation.

We embed analytics, visualisations, what-if scenarios and AI based forecasting into your planning processes to increase transparency and improve the quality of your plans and provide immediate feedback on the performance of your plans.

We help reduce manual efforts and manual data input errors by providing a sound technical basis for planning by reviewing and adjusting planning processes where needed. We support business team with mastering the required technical and process changes.

Integrated Planning

Service Features

1. Planning Process Design & Transition

We help your organisation

- Aligning strategy, operations, finance, and other functions for consistent decision making
- Facilitating cross functional collaboration, and a structured cycle of planning iterations balance constraints and opportunities
- Define detailed and implement planning processes and support business transition to the new planning processes for financial, operational, workforce and other planning models

2. Implementation of Your Planning Solution

Our services support your organisation with

- The selection of the right platform from a choice of Cloud based, on-premise or hybrid options available in the market
- The implementation of your planning solution and its integration into your existing data platform
- The integration of intelligent forecasting algorithms to inform users and improve planning accuracy
- Scenario modelling to assess the impact of policy, operational or other relevant changes

Artificial Intelligence

This service is useful when ...

- You want to move beyond descriptive reporting to predictive or proactive insight
- You need to analyse large volumes of structured or unstructured data to gain evidence-based insight to support policy or operational decisions
- You want to improve forecasting, risk identification or service targeting
- You are exploring AI but require assistance in identifying use cases and assessing their benefits
- You want to evaluate the potential of generative AI to streamline commodity workload.
- You have doubts about transparency and control of applied artificial intelligence

Service Description

Our Artificial Intelligence service supports public sector organisations to create data driven, AI empowered solutions that address complex business and service challenges.

We focus on applying advanced artificial intelligence, including Generative AI, in a way that is practical, proportionate and aligned to real operational needs.

Our approach is to work collaboratively with teams to explore and assess how AI and Generative AI use cases can be used to improve understanding, support decision-making and enhance service delivery. This includes applying AI and Generative AI / LLMs to complex problems.

Artificial Intelligence

Service Features

1. Use Case Identification & Feasibility

We work with you to identify and prioritise use cases for AI and Generative AI (LLMs) that are both valuable and appropriate for public sector delivery. This includes:

- Identifying opportunities where AI or Generative AI (LLMs) can support services or decisions
- Assessing data availability, quality and readiness
- Evaluating risks, constraints and ethical considerations
- Defining success measures, controls and adoption criteria

3. Responsible AI Adoption

We ensure AI and Generative AI solutions are implemented in line with public sector expectations for transparency, accountability and control. This includes:

- Explainability of model outputs and decision logic
- Bias identification, mitigation and ongoing monitoring
- Human in the loop controls for critical or sensitive decisions
- Supporting governance, assurance, audit and ongoing oversight
- Enabling teams to confidently interpret, use and challenge AI driven insight

2. AI Model Deployment

We design and implement AI models that can be safely embedded into existing processes. This includes:

- Developing, testing and validating machine learning models
- Integrating models into operational systems and workflows
- Monitoring performance, accuracy and data drift over time
- Iterating and improving models as data, needs and policies evolve

Intelligent Automation

This service is useful when ...

- You still rely significantly on manual process work
- You face increasing demand without corresponding increases in capacity
- You experience delays or inconsistency due to fragmented processes
- You want to improve productivity while maintaining service quality
- You need greater transparency and control over operational processes

Service Description

Our Intelligent Automation service helps public sector organisations streamline and improve how work is carried out by combining automation with data and AI. We focus on using intelligent automation to reduce manual effort, improve consistency and enable staff to focus on higher value activities that require judgement and expertise.

We work with teams to understand existing processes, identify suitable opportunities for automation, and design solutions that integrate with current systems and ways of working.

This includes automating routine tasks, supporting decision making, and improving how information flows across systems and teams. The emphasis is on practical, proportionate automation that complements existing processes and human based cognitive decision making.

Intelligent Automation

Service Features

1. Process Discovery for Automation

We help organisations identify where intelligent automation can be applied safely and effectively. This includes:

- Reviewing existing processes, volumes and pain points
- Identifying tasks suitable for automation or augmentation
- Prioritising opportunities based on value, risk and feasibility
- Defining success measures and controls before implementation

3. AI Enabled Automation

Where appropriate, we enhance automation with AI to handle more complex or variable tasks. This includes:

- Intelligent routing and triage
- Classification, extraction and validation of information
- Human in the loop controls for sensitive decisions for inputs derived from automation
- Alignment with organisational governance and assurance requirements
- Maintain transparency transparency, accountability and control with automated processes

2. Automation Design & Implementation

We design and deliver automation solutions that integrate with existing systems and workflows. This includes:

- Automating rules based and repeatable tasks
- Workflow automation across systems and teams
- Document and data processing automation
- Integrating automation with case management or service platforms

4. Continuous Improvement for Automation

We support organisations to monitor automated processes and continuously improve them over time. This includes:

- Monitoring automation performance and outcomes
- Managing change as processes, data or policies evolve
- Supporting teams to adopt and trust automated processes
- Identifying opportunities for optimisation and further automation

Thank you.

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