

# Data & AI



# Service Overview

i3Works is a dynamic, growing SME consultancy with extensive experience delivering complex, Transformational AI and Data Engineering projects for government departments and regulated industries (such as MoD, HMRC, DEFRA & Home Office). Our digital, design and delivery arm, i3Data (i3D), drives transformation by combining expertise in digital services, architecture, and service management. We help organisations adopt new strategies and technologies to succeed in the digital era. Our diverse teams bring deep industry and functional knowledge to solve client challenges, drive innovation and spark change.

## Working with you

We work closely with clients to deliver AI and Data engineering transformation using a practical and governed approach. By working with delivery teams and stakeholders, we improve performance and facilitate knowledge transfer to align strategic objectives throughout the organisation while maintaining strong governance.

Our non-intrusive process streamlines project onboarding, transition, and handover, ensuring a smooth shift to business as usual. We tailor this approach to each client and project.

Our core team consists of permanent staff, with access to our world-class associates for specific sector expertise and domain knowledge. The following roles are standard in our project planning and implementation:

- + Executive Sponsor
- + Transformation Program Director / Program Manager
- + Governance Lead
- + Change Management Lead
- + Solution / Technical Architect
- + Project Manager(s) for Workstreams
- + Business Analyst / Process Lead
- + PMO Support
- + Social Value Governance

Working with us means more than hiring a consultancy. Our values of innovation, inspiration, and integrity are backed by exceptional industry expertise, management and leadership experience, and flexibility. Allowing us to quickly implement change into assigned digital projects, programmes, and portfolios.

All staff hold appropriate security clearance (generally SC and above) and are trained in cyber and data security. As a company we are externally certified to ISO9001, ISO27001, ISO44001, ISO14001, Cyber Essentials+ and ISO27001. This ensures engagements are formally controlled and enable effective client outcomes. We also use industry governance and best practices, such as:

- + Embedding performance monitoring and client satisfaction processes to minimise issues
- + Delivery best practices e.g. MSP, APM and PRINCE
- + Facilitating fast stand-up and stand-down of teams
- + Supporting the full process from concept to implementation
- + Providing the right information at the right time to make the right decision
- + Using experience and knowledge to support and grow your team
- + Supporting with artefacts and governance structures

We create strong partnerships to deliver innovative solutions in design, technology, and service management. Collaborating with clients such as HMRC, NHS, the Ministry of Defence, Sovereign Housing, and Age UK, we provide organisations with what they need to achieve their transformation goals. This enables clients to save money by using data and AI to automate tasks, gain actionable insights, and drive productivity. Most projects become at least cost-neutral within six months due to efficiency gains, with many achieving a 4:1 ROI in 1-2 years. Since 2017, we've delivered over 300 data and AI projects for more than 100 clients, maintaining a +92 net promoter score. Our extensive experience and services ensure our solutions are effective, scalable, and secure.

Our unique approach centres on forming genuine partnerships with clients, guiding them from strategy through to execution and simplifying complex technologies. We combine data, AI, and human expertise to promote growth for both people and organisations, offering unbiased, technology-agnostic recommendations across leading platforms such as Microsoft, AWS, and GCP. With broad sector experience spanning 33 sub-sectors and a global reach from our Bristol HQ, we bring valuable cross-sector insights. We guarantee delivery to agreed standards, responding swiftly and ensuring clients retain full ownership of their intellectual property, with no tie-ins.

# What We Can Do For You



We power your Data + AI transformation.

We bring your disconnected data, from finance, operations, and business tools, into one place.

We drive intelligence and automation via:

- + Internal reports + dashboards
- + Client reporting + analytics
- + AI + GenAI tools
- + Data-driven products + services
- + Forecasts + predictive models
- + Customer analytics + segments
- + Operational automation

The objectives and benefits that we have delivered to date with our customers centre on efficiency, accuracy and value in legacy and future Data and AI workflows. These include:

- + Significant cost benefit through overhead reduction and increased performance and accuracy
- + Increased productivity
- + Reduced risk
- + Increased Compliance and associated Competitive advantage where appropriate
- + Improvements in customer service and customer satisfaction scoring
- + Ongoing innovation, ensuring maximised use of available technologies and associated benefits
- + Improvements in staff morale and well-being

We make data + AI manageable + governable + accountable...whilst delivering innovation.



## Our Experience



### Client:

## WEST OF ENGLAND COMBINED AUTHORITY

### Project/Programme:

## Data Consolidation and Analytics

The West of England Combined Authority (WECA), responsible for delivering a £900 million Government-funded programme, faced significant challenges in managing data across eight funding streams.

Each project required monthly data capture from learners and providers to justify funding and monitor progression. However, data was collected through fragmented methods, including government platforms and spreadsheets, with no standardised approach or ability to analyse impact at programme level. This created inefficiencies, poor data quality and limited visibility of regional outcomes.

To overcome these challenges, we worked closely with WECA to design and implement a future-ready data architecture.

Our first step was to map legacy structures and understand the requirements for a scalable solution. We then built more than five Power Apps, enabling stakeholders to capture individual learner and progression data through a standardised model suitable for analysis.

This approach ensured consistency and accuracy across all projects. To consolidate data, we implemented Databricks to ingest information from multiple sources, creating a single source of truth for the Skills Directorate. Leveraging Microsoft Fabric, Power Apps



and Databricks, we automated workflows, improved governance and integrated advanced analytics.

The results have been significant. WECA now benefits from improved data quality and transparency, reduced resource burden and enhanced compliance. The new architecture provides clear visibility of programme performance and regional impact, enabling evidence-based decision-making and supporting the Authority's strategic objectives.

By replacing manual spreadsheets and siloed platforms with a scalable, well-governed solution, WECA has strengthened its ability to deliver value across the region.

## Our Experience



**Client:**

**TRIDOS BANK**

**Project/Programme:**

### **Data Transformation Programme**

Triodos Bank, a leading European ethical bank committed to sustainability, faced significant operational challenges in managing its Business Banking loan pipeline. In 2022, the organisation relied on a spreadsheet-based CRM that could only be edited by one person at a time. Month-end management information reports took weeks to produce and were static, offering only point-in-time insights. Manual processes and fragmented data sources limited scalability and prevented the bank from making data-driven decisions, while exposing it to operational risk.

To address these issues, we partnered with Triodos Bank to deliver a comprehensive data transformation programme. Led by a Virtual Chief Data Officer, our team engaged all core business departments to design a data strategy aligned to three outcomes: becoming insight-led, improving co-worker efficiency, and demonstrating robust control measures. We rebuilt the spreadsheet CRM as a Microsoft Power App, underpinned by Dataverse, providing structure, scalability and real-time visibility of pipeline health and performance. Historical change tracking was introduced to monitor pipeline movement and enable conversion analysis. In addition, we developed a Power BI dashboard to support Trading Forum reporting, offering deep insights into conversion rates, margins, return on equity, payment schedules and trends.

The impact has been transformative. Triodos Bank has eliminated the risk associated with manual spreadsheets, introduced automated solutions for payment and mailing processes, and improved metrics for Consumer Duty reporting.

The business now benefits from real-time insights, enabling data-driven decisions and operational resilience.

Critically, the organisation has identified efficiency savings equivalent to 20,000 hours through automation.



## Our Experience



Client:

**SOIL ASSOCIATION**

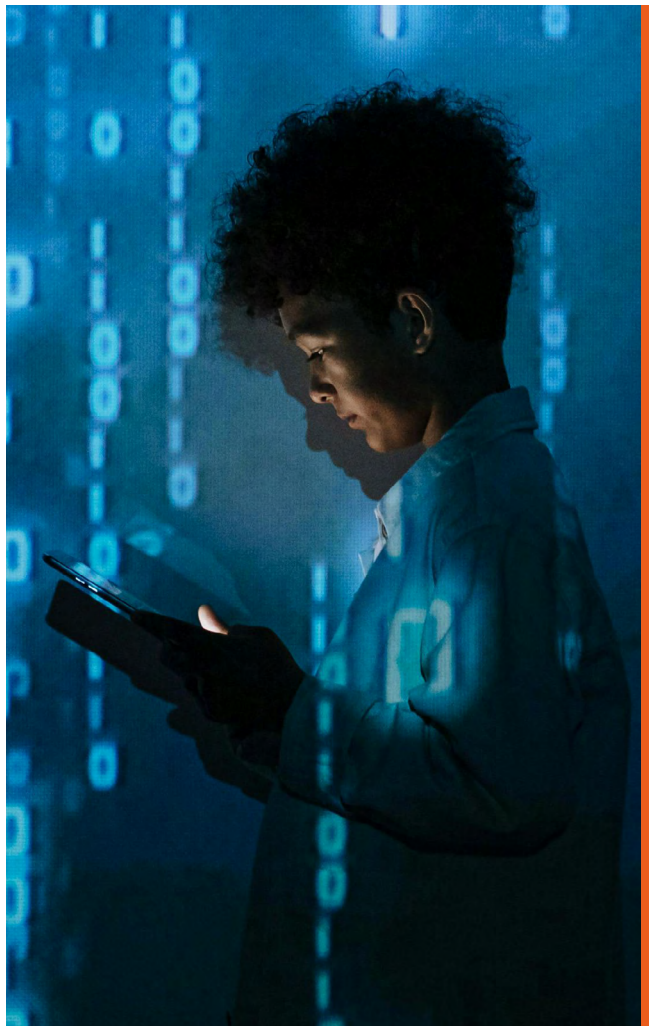
Project/Programme:

**AI-First Strategy for Research and Audit**

Since 2020, the Soil Association has partnered with us to address inefficiencies in its research and audit processes through an AI-first strategy focused on measurable operational impact. The organisation faced two key challenges: lead generation and audit review. Researching and scoring ideal customer profiles was highly manual and time-consuming, while reviewing approximately 400 global audits involved significant administrative effort and carried a risk of errors due to manual checks. These issues limited productivity and constrained the organisation's ability to scale.

To overcome these challenges, we set out to automate critical processes and redesign workflows to deliver tangible benefits. Our approach was to integrate AI-driven solutions within the client's existing infrastructure, ensuring compliance and operational resilience. We developed a lead generation tool using OpenAI on the Soil Association's Azure environment. This solution transformed research activity from a two-day task into a process completed in minutes, releasing one day per week for each member of the six-person team – equivalent to more than 240 days annually.

In parallel, we built an audit automation tool using n8n, hosted on Azure, to flag errors, gaps and inconsistencies in audit reviews. This enabled immediate issue detection, significantly reducing risk and saving weeks of manual effort for the audit team.



The impact has been substantial. The Soil Association now benefits from improved operational efficiency, with hundreds of days of resource time saved annually. Risk has been mitigated through automated audit checks, and the organisation has embraced scalable, AI-enabled workflows that support continuous improvement. By embedding AI into everyday processes, we have helped the Soil Association unlock innovation, reduce costs and enhance confidence in its data-driven decision-making.

## Client Testimonial



Client:

**TRIDOS BANK**

Project/Programme:

**Data Transformation Programme**

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*This was always intended to be more than a typical data consultancy partnership and so it has proved, their consultants have delivered tangible outputs but critically have taken the time to understand and share in our ethical / impact led ambitions.*

*They've helped the way we think and work with data & AI, cutting through complexity, creatively working within constraints, and providing the external insight and confidence to focus on what really matters - customers.”*

**Graham Snow** **Head of Change**

## All Services on G-Cloud

 **P3M**

 **Digital Services**

 **Business Change & Transformation**

 **Architecture**

 **Project Controls**

 **Climate Security, ESG and Sustainability**

 **Assurance**

 **Data and AI Automation**

 **Service Management**

 **Cyber Security**

## *Driving Public Sector Transformation Since 2014*

### Who We Are

i3Works Ltd is a leading UK-based management consultancy, specialising in Project, Programme, and Portfolio Management (P3M), digital delivery, and transformation within the public sector.

The i3Group comprises [i3Works](#), [i3Secure](#), [i3NetZero](#) and [i3Data](#). We combine deep expertise with innovative thinking to deliver sustainable solutions that create measurable organisational improvement.

### Our Expertise

We partner with major public sector organisations such as the MoD, HMRC, DEFRA & Home Office, applying best-practice frameworks like Agile, Waterfall, and hybrid methodologies to ensure flexibility and efficiency.

Our services include:

- + P3M
- + Business Change & Transformation
- + Project Controls
- + Assurance
- + Service Management
- + Digital Services
- + Architecture
- + i3NetZero (Climate Security, ESG and Sustainability Services)
- + i3Data (Data and AI Automation)
- + i3Secure (Cyber Security)

All delivered by specialist and accredited consultants, ensuring tailored solutions for every client.

## Our Vision

i3Works is committed to shaping the future of consultancy through integrity, collaboration, and impact. We strive to be the consultancy of choice for public sector transformation, delivering exceptional results that exceed expectations and create lasting value for the communities we serve.

## Forward thinking

The public sector is evolving—and so are we. Our future strategy focuses on:

- AI-driven delivery and automation for smarter, faster outcomes
- Digital resilience and cybersecurity to protect critical services
- Net Zero and sustainability initiatives embedded in transformation programmes
- Data-driven insights and predictive analytics for evidence-based decisions
- Workforce capability building to prepare teams for a digital-first future

By embracing our priorities, i3Works will continue to lead the way in delivering innovative, secure, and sustainable solutions that empower public sector organisations to thrive in a dynamic world.

## Let's Shape the Future Together

Discover how i3Works can help your organisation achieve its strategic goals.

**Visit:** <https://i3works.co.uk>

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