



AI Solution Design and Delivery Service

WhiteSpider Managed Services

Service overview

WhiteSpider provides an **AI Solution Design and Delivery Service** to help public sector organisations **safely design, build, deploy and operate AI solutions** that improve services, efficiency and decision-making.

Our service supports organisations at any stage of their AI journey – from **early discovery and use-case identification**, through **model development and integration**, to **live operation and continuous improvement**. We specialise in **bespoke, customer-owned AI solutions**, ensuring flexibility, transparency and long-term value.

The service is delivered by **experienced AI engineers and architects**, working collaboratively with client teams to ensure solutions are ethical, secure, explainable and aligned with public sector requirements.

1. Public Sector Requirements for AI Adoption

Public sector organisations are increasingly expected to use AI to:

- Improve citizen experience and service accessibility
- Increase operational efficiency and reduce cost pressures
- Enable better, data-driven policy and operational decisions
- Support staff productivity in resource-constrained environments
- Modernise legacy digital services and processes

However, adoption must be balanced with **significant governance, ethical and operational constraints**, including:

Ethical and Responsible AI

- Compliance with UK Government AI principles
- Transparency, explainability and auditability of decisions
- Avoidance of bias and unfair outcomes
- Human oversight of automated decision-making

Operational Sustainability

- Solutions must be maintainable by internal teams
- Avoidance of proprietary “black box” systems
- Ability to evolve models as policies, data and services change

Security and Data Protection

- Compliance with UK GDPR and Data Protection Act
- Secure handling of sensitive and personal data
- Clear data lineage and retention controls

Procurement and Commercial Constraints

- Clear ownership of intellectual property
- Predictable and controllable costs
- Avoidance of vendor lock-in

WhiteSpider’s approach is designed specifically to meet these public sector needs, embedding **governance, security and ethics** into every phase of delivery.

2. Benefits of Customer-Owned AI Solutions

Our service is built on the principle that **customers should own and control their AI**, rather than renting opaque capabilities from third-party platforms.

Customer Owns the Intellectual Property

- Full ownership of models, prompts, pipelines and integrations
- Freedom to reuse, extend or re-procure support services
- No dependency on a single supplier for future change

This aligns with public sector expectations for **long-term value and sovereignty**.

Flexibility of Large Language Models (LLMs)

We design solutions that can operate with:

- Open-source LLMs
- Commercial foundation models
- Private or sovereign models

This allows organisations to:

- Select models based on data sensitivity and risk
- Swap models as technology evolves
- Optimise performance, cost and explainability

AI solutions are **architected for change**, not locked to a single model or vendor roadmap.

No Vendor Lock-In

WhiteSpider avoids proprietary orchestration layers and closed tooling.

Benefits include:

- Open architectures and documented designs
- Portability across cloud, hybrid and on-premise environments
- Freedom to bring future development in-house or re-compete services

This approach aligns with GDS and Cabinet Office guidance on avoiding lock-in.

3. Service Delivery Models

We offer flexible engagement models to suit different organisational needs, maturity levels and budgets.

3.1 Discovery and Use-Case Definition

Ideal for organisations at an early stage.

Activities include:

- Identifying high-value AI use cases
- Data readiness and risk assessment
- Ethical and governance considerations
- High-level solution design and roadmap

Outputs:

- Prioritised AI opportunities
- Business case and implementation plan

3.2 AI Solution Design and Build

For organisations ready to implement AI capabilities.

Activities include:

- Model selection and evaluation
- Prompt engineering and fine-tuning
- Data pipelines and integrations
- Security, governance and explainability controls

Outputs:

- Production-ready AI solutions
- Full documentation and handover

3.3 Embedded AI Engineering Support

For organisations wanting to build internal capability.

Activities include:

- Embedding AI engineers into client teams
- Pair-programming and knowledge transfer
- Support for internal development standards

Benefits:

- Accelerates delivery
- Builds long-term internal capability

3.4 Operate, Optimise and Assure

For live AI services requiring ongoing support.

Activities include:

- Model performance monitoring
- Bias and drift detection
- Continuous improvement and optimisation
- Operational assurance and reporting

Ensures AI services remain **safe, effective and compliant** over time.

4. Our Approach

Responsible by Design

Ethics, transparency and human oversight are embedded from the start.

Secure by Default

Security and data protection are treated as foundational, not optional.

Open and Interoperable

We design solutions that integrate cleanly with existing systems and future platforms.

Collaborative Delivery

We work alongside client teams, not in isolation.

5. Use Cases

Public sector organisations face increasing pressure to deliver better services with limited resources, complex regulatory requirements and diverse user needs. Artificial Intelligence can play a significant role in supporting these challenges when applied in a controlled, ethical and transparent way.

One common use case is intelligent document processing, where AI is used to classify, summarise and extract information from large volumes of structured and unstructured documents. This can significantly reduce manual effort in areas such as case management, correspondence handling, compliance reporting and records management, while improving accuracy and consistency.

Another high-value use case is the development of AI-powered knowledge assistants for staff. These solutions allow users to query internal policies, procedures, guidance and historical information using natural language, improving productivity and reducing time spent searching for information. Such assistants can be securely scoped to approved data sources and designed to provide explainable, auditable outputs.

AI can also support citizen-facing services, for example by assisting with service triage, enquiry routing and initial response generation. When used appropriately, this can improve response times and accessibility while ensuring that final decisions and sensitive interactions remain under human control.

In addition, AI solutions can be used for data analysis and insight generation, helping organisations identify trends, risks and opportunities across operational and service data. These capabilities can support better policy development, operational planning and performance management, while maintaining transparency around how insights are generated.

All use cases are assessed collaboratively with the client to ensure they are suitable for AI, aligned to organisational priorities, and compliant with ethical and regulatory requirements.

5. Why WhiteSpider

WhiteSpider brings a strong combination of engineering capability, architectural discipline and public sector awareness to AI solution delivery. We understand that successful AI adoption is not just about technology, but about governance, skills, trust and long-term sustainability.

Our heritage in complex IT and architecture-led transformation means we design AI solutions that integrate cleanly into existing environments rather than operating as isolated tools. We place particular emphasis on ensuring that AI solutions are understandable, supportable and aligned with wider digital strategies.

We are vendor-independent and do not promote proprietary platforms or closed ecosystems. This allows us to design solutions that prioritise the customer's interests, ensuring ownership of intellectual property, freedom of choice in underlying models, and the ability to evolve solutions over time without dependency on a single supplier.

WhiteSpider's collaborative delivery model ensures close working with client teams throughout the engagement. Knowledge transfer and capability building are integral parts of our service, enabling organisations to develop confidence and competence in managing AI solutions beyond the initial delivery.

Above all, our focus is on helping public sector organisations adopt AI in a way that is responsible, secure and outcome-driven, delivering tangible improvements while maintaining public trust.



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