

AI Engineering - Service Description Document

Summary

At Sandhata Technologies Ltd, we specialise in delivering AI engineering services focused on the architecture, design, build, and operation of generative and agentic AI platforms. Our expert teams apply proven engineering discipline, governance, and evaluation methodologies to help organisations safely adopt AI at scale. From designing enterprise-grade GenAI architectures to implementing prompt evaluation frameworks and AI/ML Ops capabilities, we provide end-to-end services that enable innovation while maintaining control, assurance, and operational reliability.

Services

1. GenAI Platform Architecture & Design

- We assess existing enterprise architectures, data landscapes, and business objectives to design scalable and secure generative AI platforms.
- Our architects design reference architectures covering model access, orchestration layers, data integration, guardrails, and monitoring.
- Architectures are designed for modularity, resilience, and extensibility, enabling controlled experimentation and enterprise-scale deployment.

2. AI Application & Agent Engineering

- Our engineers build AI-driven applications and agent workflows using established design patterns for generative and agentic AI systems.
- We develop services using appropriate programming languages and frameworks to integrate models, tools, and data sources.
- Delivery pipelines are established to support repeatable build, test, and deployment of AI services with appropriate controls.

3. Prompt Engineering & Evaluation Frameworks

- We design structured prompt engineering approaches to ensure consistency, quality, and repeatability of AI outputs.
- Evaluation frameworks are implemented to test prompts, responses, and agent behaviours against defined criteria such as accuracy, safety, and relevance.
- Automated and human-in-the-loop evaluation methods are used to support continuous improvement and assurance.

4. AI and ML Ops Services

- We operationalise AI systems through robust AI and ML Ops practices covering deployment, monitoring, versioning, and lifecycle management.
- Services include model usage tracking, performance monitoring, drift detection, and incident response.
- Operational controls are designed to support both generative and agentic AI workloads in production environments.

5. Model Integration & Orchestration

- We integrate foundation models, fine-tuned models, tools, and enterprise data sources into cohesive AI platforms.

- Orchestration layers are implemented to manage multi-step reasoning, tool use, and agent collaboration.
- Integration designs prioritise security, governance, and observability across the AI workflow.

6. Monitoring, Observability & Governance

- We implement monitoring and analytics to provide visibility into AI system behaviour, performance, and operational health.
- Dashboards and alerts support proactive detection of quality issues, safety concerns, and operational risks.
- Governance frameworks are established to support responsible AI usage, auditability, and compliance with organisational policies.

7. Consultation and Training

- We provide advisory services to define AI engineering strategies, target operating models, and adoption roadmaps.
- Training and enablement programmes are available to upskill teams in AI architecture, prompt evaluation, operational governance, and responsible AI practices.
- Knowledge transfer ensures clients can confidently own and govern their AI platforms.

At Sandhata Technologies Ltd, we are committed to helping organisations realise the value of generative and agentic AI through disciplined engineering, robust governance, and practical delivery. Our approach enables innovation while maintaining trust, safety, and operational control. Contact us to learn how we can help you design, build, and operate AI platforms that are ready for enterprise use.