

Artificial Intelligence (AI) Strategy & Implementation

VERACITY

1. Service Overview

Public sector organisations are increasingly looking to Artificial Intelligence to improve efficiency and service delivery. Veracity helps you navigate this transition by providing a clear roadmap for adopting AI tools—from automated processing and machine learning to large language models—in a way that is safe, ethical, and effective.

We work in partnership with your teams to identify the areas where AI can make the biggest difference, ensuring all projects align with national data standards and government digital guidelines. Our end-to-end support covers everything from initial discovery and ethics planning to technical deployment and staff training, helping you turn data into actionable insights while maintaining full control over your digital environment.

We provide a structured approach to AI adoption that focuses on security, reliability, and ease of use - our services include:

- **Readiness Assessment:** Evaluating your data and systems to ensure they are AI-ready.
- **Ethical Frameworks:** Setting up safety guidelines to ensure responsible and unbiased AI use.
- **Business Case Design:** Proving the value and ROI of AI for your specific goals.
- **Custom Implementation:** Building and launching AI tools that work with your existing systems.
- **Model Fine-Tuning:** Adjusting AI performance to meet your organisation's unique requirements.
- **Staff Upskilling:** Training your team to use and manage AI tools confidently.
- **Governance Setup:** Establishing internal boards to oversee AI safety and performance.
- **Automated Data Backup:** Protecting your datasets and model configurations with daily automated backups.
- **Disaster Recovery Planning:** Ensuring service continuity with robust failover plans for cloud systems.
- **Performance Monitoring:** Checking results post-launch to ensure efficiency and accuracy targets are met.

2. Detail of Service Delivery

Veracity don't believe in simply "dropping in" technology. Our approach is about working alongside your team to make sure AI becomes a helpful, permanent part of your daily operations.

We start by sitting down with your teams to figure out where AI can actually help and where your data is currently stored. We look at your existing systems to make sure they are ready for a digital upgrade and help you build a solid business case that proves the value of the project to your stakeholders.

Setting the Ground Rules - Before we build anything, we help you set up the right guardrails. This means creating simple, clear ethical guidelines and safety frameworks. We help you establish an internal "AI Board" so your leadership team always has full visibility and control over how the technology is being used.

Building and Integrating - This is where the technical work happens. We build or configure the AI tools—whether it's automation or smart data models—to work specifically for your needs. We don't just build a separate app; we make sure it "talks" to your current legacy systems so your data flows smoothly.

Training and Launch - A tool is only good if people know how to use it. We focus heavily on upskilling your staff, providing hands-on training so they feel confident managing the AI. During the launch, we're right there with you to ensure a smooth transition and to tweak the models for peak performance.

Ongoing Safety and Success - Once everything is live, we don't just walk away. We set up automated backups and disaster recovery plans so your services stay online no matter what. Finally, we keep a close eye on the results, measuring them against your original goals to make sure you're seeing the real-world efficiency gains you expected.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work



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