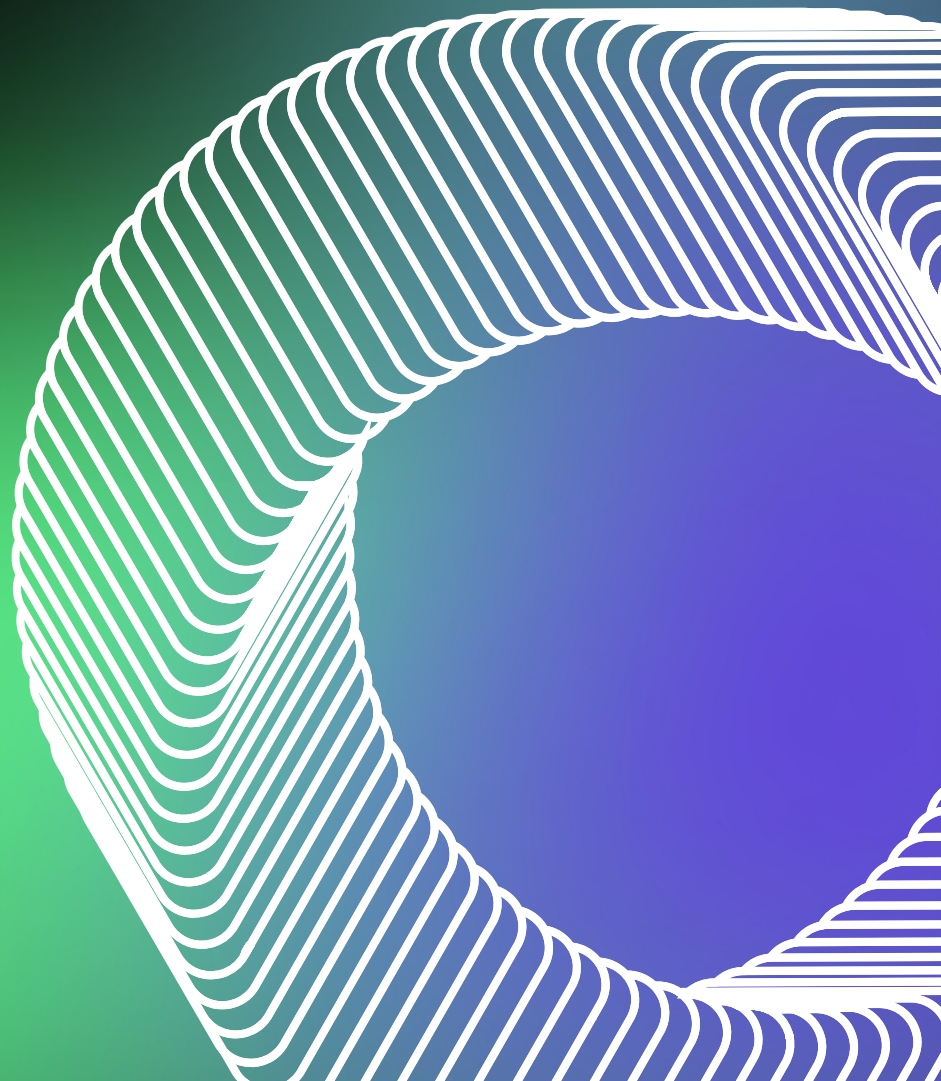




SERVICE DEFINITION DOCUMENT

*AI & ML Engineering,
Integration, and Automation*

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's AI & ML Engineering, Integration and Automation Services and defines how these services are delivered to UK public sector organisations.

This Service Definition is required as part of Cranmore's listing on the G-Cloud 15 framework and conforms to the requirements specified in the Crown Commercial Service's guidance on service definition documents.

These services are designed for central government departments, local authorities, NHS organisations, and other public bodies seeking hands-on engineering, delivery, and integration of AI-powered solutions and intelligent automation capabilities.

2. Service Description

2.1 Overview

Cranmore provides hands-on engineering and delivery of AI-powered solutions and machine learning services for central and local government and health organisations. Our experienced AI engineers deliver connected agentic systems, intelligent document processing, and sophisticated automations within cloud environments aligned with AI Centre of Excellence playbooks and best practices.

Our services transform manual processes into intelligent automated workflows, combining AI, generative AI, machine learning, communication mining, process mining, and intelligent document understanding. We deliver fully customisable solutions tailored to specific business needs that seamlessly integrate with existing digital ecosystems while maintaining security, ethics, and governance at the forefront.

Cranmore has proven success in multiple AI deployments across UK public sector, delivering automation safely, reliably, and at scale. Our complete support framework with established processes ensures long-term sustainability and continuous improvement of AI solutions.

2.2 Service Components

AI transformation services include:

- **AI Automation Strategy and Assessment** – Comprehensive strategy development, opportunity assessment, and framework definition for AI-enabled automation initiatives
- **Automation Opportunity Profiling** – Systematic audit of automation opportunities with business case development and value quantification for prioritised initiatives
- **Security, Ethics and Governance** – Development processes underpinned by security best practices, ethical AI principles, and robust governance frameworks
- **Automation Build and Deployment** – Complete automation build, test, and release cycles including infrastructure design, deployment, and operational support
- **AI and ML Technologies** – Implementation of AI, generative AI, machine learning models, and intelligent document understanding capabilities
- **Process and Communication Mining** – Process mining and communication mining capabilities identifying automation opportunities and optimizing workflows
- **Agentic AI Systems** – Agentic AI systems capable of autonomous decision-making, multi-step reasoning, and complex task execution
- **Custom Solution Development** – Fully customisable solutions tailored to meet specific business needs, processes, and integration requirements
- **Enterprise Integration** – Seamless integration with existing digital ecosystems including legacy systems, databases, and cloud platforms

- **Support and Maintenance** – Complete support framework with established processes ensuring reliable operation and continuous improvement

2.3 Service Benefits

Organisations engaging Cranmore for AI & ML engineering, integration, and automation realise significant operational advantages:

- **Comprehensive Automation** – Automation of simple to complex functions delivered safely, reliably, and at scale across the organisation
- **Value-Focused Development** – Value-oriented prioritisation ensures automation investments focus on highest-impact opportunities
- **Cost Efficiencies** – Significant cost efficiencies through reliable and scalable automation technologies reducing manual effort by 40-80%
- **Human-AI Collaboration** – Integration with human workforce augmenting capabilities and delivering value across government operations
- **Simple to Complex Automation** – Automation of repetitive, rules-based processes alongside more complex cognitive tasks requiring judgment
- **Agile Quality** – Agile development strategies maintain quality while enabling rapid deployment and iterative refinement
- **Proven Expertise** – Deep AI capability and demonstrable expertise from proven deployments across public sector
- **Flexible Delivery** – Rapidly mobilised teams, readily scaled capacity, and smooth transfer to operational support
- **Full-Spectrum Capability** – Comprehensive automation portfolio spanning process automation, AI, mobile, analytics, cloud, and intelligence-driven workflows
- **Document Automation** – Intelligent document processing automating data extraction from unstructured documents with high accuracy
- **Performance Visibility** – Real-time monitoring and analytics providing visibility of automation performance and business value

3. Delivery Approach

3.1 Discovery Phase

Cranmore strongly recommends AI automation projects commence with comprehensive Discovery Phase (typically 2-4 weeks). AI automation Discovery encompasses:

- Process mining and opportunity assessment identifying automation candidates
- Current state analysis of systems, data, and integration points
- AI maturity assessment and capability gap analysis
- Technical feasibility studies and proof of concept development
- Automation value case development with ROI modelling
- Security, ethics, and governance framework definition
- Prioritised automation roadmap with quick wins and transformational initiatives
- Evidence based project scope and indicative costs

Discovery deliverables provide strategic foundation ensuring automation investments align with organisational priorities and deliver measurable value.

3.2 Agile Implementation

AI solution implementation follows Agile methodology enabling iterative development, rapid feedback, and continuous refinement:

- **Two-week sprints** – Each sprint delivers working automation capabilities demonstrable to stakeholders
- **Daily standups** – Brief team synchronisation meetings ensure transparency and maintain momentum
- **Sprint reviews** – Stakeholder demonstrations validate automation meets requirements and delivers value
- **Sprint retrospectives** – Team reflection on automation quality and process improvements
- **Continuous testing** – Automated testing and validation throughout development ensures reliability

3.3 User Acceptance and Validation

Comprehensive user acceptance testing validates automations meet all requirements including functional correctness, performance under load, exception handling, security validation, and business value delivery. Testing includes real-world scenarios, edge cases, and failure modes. No production deployment proceeds without formal sign-off from Buyer authorised representatives.

3.4 Deployment and Hypercare

Automation deployment managed through phased approach:

- Pilot deployment validating automation in production environment
- Comprehensive training for process owners and support teams
- Phased rollout by process or department minimising disruption
- Four-week Hypercare with proactive monitoring and rapid issue resolution
- Knowledge transfer ensuring internal teams can support and enhance automations

4. Service Constraints

To support successful AI automation outcomes:

- **Discovery recommended:** Complex automation projects benefit significantly from comprehensive Discovery
- **Process documentation:** For best results, Buyer should make business process documentation available. Cranmore can support process mapping and documentation where needed
- **Opportunity prioritisation:** Cranmore works with Buyer to identify and prioritise automation opportunities based on business value, technical feasibility, and ROI
- **Training data quality:** Automation performance is enhanced by high-quality, representative training data. Cranmore provides guidance on data requirements and preparation
- **System integration:** Integration works most effectively when Buyer provides appropriate API access to source systems. Cranmore can develop custom integrations where APIs are limited
- **Stakeholder engagement:** Regular Buyer involvement in testing, validation, and refinement supports successful automation delivery
- **Domain expertise:** For best results, Buyer should provide subject matter expertise on business processes and exception handling
- **Decision oversight:** Buyer involvement in ongoing monitoring of automated decisions supports continuous improvement and compliance

5. Ongoing Support

5.1 Support Services

Cranmore provides comprehensive AI solution support:

- **Technical Account Manager** – Single point of contact for relationship management, strategic guidance, and escalations
- **24/7 Support Desk** – Telephone support available 24 hours, seven days per week (028 9042 1238) via dedicated call centre with escalation to AI specialists
- **Email and Ticketing** – Incidents raised via dedicated Atlassian helpdesk (support@cranmoreconsulting.com) with 2-5 hour response during business hours (Monday-Friday)
- **Web Chat Support** – Available 9am-5pm UK time, Monday-Friday at additional cost where required
- **Hypercare** – Four weeks post-deployment enhanced support with proactive monitoring
- **ITIL Service Management** – Professional incident, problem, and change management processes

5.2 Support Response Levels

Incident response based on business impact:

- **Priority 1 (Major Impact):** 15 minutes response, 6 hours resolution target
- **Priority 2 (High Impact):** 1 hour response, 8 hours (one working day) resolution target
- **Priority 3 (Moderate Impact):** 4 hours response, 3 working days resolution target
- **Priority 4 (Minor Impact):** 1 day response, 10 working days resolution target

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cyber security controls
- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance enabling work with OFFICIAL and OFFICIAL-SENSITIVE data

6.2 AI Security and Ethics

All AI automations implement security best practices and ethical AI principles including data encryption, access controls, audit logging, bias mitigation, explainability, and human oversight. Compliance with UK GDPR, Equality Act, and public sector AI ethics guidelines ensured throughout development and operation.

7. Pricing

AI automation services priced based on project scope and complexity:

- **Discovery and Implementation:** Fixed price determined following Discovery
- **Time and Materials:** Available for ongoing automation enhancement and support

- **Payment Terms:** Discovery invoiced upon completion; implementation monthly in arrears; 30-day terms

See pricing documents for more information.

8. Contact Information

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