

Agentic Ai

G-Cloud

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Agentic AI Implementation

Implementation of autonomous AI agents for workflow automation and multi-step task execution with appropriate human oversight for UK public sector organisations.

1 Service Overview

Appvia delivers agentic AI solutions that automate complex workflows while maintaining appropriate human oversight. We implement AI agents using Amazon Bedrock Agents, Azure AI Agent Service, and Google Vertex AI Agent Builder.

What you get:

- **Agent architecture** — Governance controls and multi-agent orchestration
- **Evaluation frameworks** — Goal accuracy metrics and systematic testing
- **LLM-as-a-judge** — Automated consistency validation
- **Human-in-the-loop** — Appropriate checkpoints and escalation paths
- **Memory management** — Context handling for extended interactions
- **Observability** — Production monitoring dashboards
- **Testing pipelines** — Automated agent behaviour validation
- **Tool integration** — Secure API and function calling capabilities

We ensure validated, consistent agent behaviour with full audit trails.

2 Our Approach

We follow a structured approach that ensures agents are reliable, validated, and appropriately governed.

Implementation phases:

Phase	Activities
Design	Agent architecture, tool definitions, governance model

Build	Agent development, tool integration, memory configuration
Evaluate	Testing pipelines, LLM-as-a-judge setup, accuracy validation
Deploy	Production deployment, monitoring, human oversight checkpoints

Our evaluation approach: - Goal accuracy metrics to validate agent task completion - Tool call precision testing for reliable function execution - LLM-as-a-judge for response consistency validation - Automated testing pipelines for regression prevention

We focus on responsible AI with appropriate human oversight.

3 Getting Started

Agentic AI implementations typically take 8-16 weeks depending on complexity:

Phase 1: Discovery We define agent objectives, identify tools and integrations, and design governance framework with human oversight points.

Phase 2: Build Agent development, tool integration, evaluation framework setup, and iterative testing and refinement.

Phase 3: Validate Comprehensive evaluation, LLM-as-a-judge configuration, human oversight testing, and monitoring setup.

Phase 4: Deploy Production deployment, documentation, and knowledge transfer to your team.

Prerequisites: - Defined use cases and agent objectives - API access to required tools and systems - Cloud platform access (AWS, Azure, or GCP) - Stakeholders for governance and oversight design

4 Your Responsibilities

To ensure successful service delivery, you will need to:

- Provide timely access to required resources, stakeholders, and information
- Make appropriate subject matter experts available for design and integration discussions

- Ensure business users are available for acceptance testing as agreed
- Procure necessary software licenses and subscriptions
- Empower your project team to make decisions in a timely manner
- Review and approve deliverables based on agreed acceptance criteria
- Define clear agent objectives and success criteria
- Provide API access to systems the agent will interact with
- Approve human oversight checkpoints and escalation paths
- Ensure stakeholders are available for governance design
- Participate in evaluation and validation activities

5 Security & Compliance

This service supports workloads classified up to **Official-Sensitive** where appropriate controls are in place.

Our security credentials:

- **ISO 27001:2013** and **ISO 9001:2015** certified
- **Cyber Essentials Plus** certified
- **75%+ of our team hold SC clearance**
- All access to customer environments is logged and auditable
- Data remains within UK regions unless explicitly agreed

We operate in alignment with GDS, NCSC, and CDDO security principles.

6 Support & Exit

Ongoing Support

- Dedicated Service Delivery Manager as your primary contact
- Regular service reviews with clear reporting on performance and incidents
- Defined change management aligned with ITIL best practices

Knowledge Transfer

We embed knowledge sharing throughout our engagement: - Documented runbooks and operational procedures - Regular knowledge sharing sessions with your team - Post-incident reviews that share learnings

Exit Process

When the engagement ends, we ensure an orderly transition: - Complete documentation of all configurations and procedures - Knowledge transfer sessions as required - 90-day standard notice period - No disruption to your services during handover

7 Why Appvia

We're a UK-based SME with deep expertise in cloud platforms and a strong track record delivering for UK government.

Cloud Partnerships

- AWS Advanced Tier Services Partner & Public Sector Partner
- Microsoft Azure Solutions Partner
- Google Cloud Partner

Open Source Credentials

- Creators of Terranetes (CNCF project for Terraform on Kubernetes)
- Developers of Wayfinder, a self-service cloud platform

Public Sector Experience

We understand the unique requirements of government and public sector organisations, from security clearance to GDS service standards.

"Appvia have helped us realise our cloud-first strategy with excellent product solutions. The security, governance and peace of mind brought in by the cloud landing zone has dramatically accelerated our journey to cloud-native adoption."

— **Peter Macchiocci**, Bank of England, Head of Platform Engineering

8 Contact Us

To discuss your requirements or request a detailed proposal, contact our Public Sector Team.

Phone: 020 3917 2888

Email: sales@appvia.io

Website: www.appvia.io

When you get in touch, please include: 1. The name of this service 2. Your organisation name 3. Your contact details 4. A brief description of your requirements

We'll arrange a discovery call to understand your needs and provide a tailored response.

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience.



About Appvia

Appvia helps organisations build, secure, and innovate across cloud, data platforms, and AI by blending practical engineering expertise with real-world experience. Drawing on our background in creating open source CNCF projects like Terranetes and our self-service developer platform, Wayfinder, we bring that industry know-how and expertise into your organisation to help unlock the true value of the Cloud. As an AWS Advanced Tier Partner and a Microsoft Solutions Partner, we specialise in delivering secure, scalable cloud-native platforms and services, including containerisation, FinOps, modernisation, and AI integration.

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