

UST Predictive Analytics
& Anomaly Detection
SERVICE DEFINITION
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UST Predictive Analytics & Anomaly Detection

Executive Summary

UST provides specialised Cloud Support services helping public sector organisations implement, manage, and optimise AI-based forecasting, anomaly detection, and analytics using established cloud tools and proven delivery frameworks. Our service addresses a critical challenge: democratising access to artificial intelligence whilst maintaining the security, transparency, and governance standards required for handling citizen data within public sector compliance frameworks. We deliver advisory, data preparation, modelling, insights, and operational support using internal UST accelerators such as UST Pulse and industry best practices

Service Overview

Our Cloud Support service assists buyers in designing, configuring and operationalising analytical workloads such as forecasting, anomaly detection and model lifecycle management. UST works within the buyer's chosen cloud environment (AWS, Azure or GCP), providing structured workshops, iterative delivery cycles and detailed documentation throughout.

Scope of Services

Scope includes advisory and consulting, data preparation and engineering, AI/ML modelling, insights and reporting, and managed operational support. UST develops models, configures workflows, analyses results and equips buyer teams through capability-building sessions.

Service Features

Key features include multi-use-case analytical support, advanced time-series forecasting, anomaly detection configuration, MLOps guidance, explainability reporting, and training.

Service Benefits

Benefits include accelerated AI adoption, reduced manual analysis, improved decision-making, enhanced fraud and anomaly detection, scalable modular delivery and governance-aligned transparency across analytics workflows.

Service Constraints

Delivery depends on buyer-provided data, SME availability, cloud access and timely validation. Outputs are dependent on data quality and completeness.

Customer Responsibilities

Buyers must provide structured datasets, ensure stakeholder participation, grant relevant cloud access, support governance alignment and validate outputs as required.

Onboarding & Offboarding

Onboarding includes workshops, data preparation, workflow design and training. Offboarding includes handover of documents, models and knowledge transfer.

Service Management

Support is aligned to ITIL v3/v4 principles, available through email/ticketing and may include onsite or extended support options. SLAs are established per engagement.

Public Sector Use Cases

Our services are designed for a wide range of public sector needs, supporting organisations such as NHS Trusts, local authorities, central government departments, educational institutions, and emergency services requiring forecasting, anomaly detection, and advanced analytics capabilities. Typical use cases include NHS demand forecasting, local authority fraud analysis, government policy modelling, education resource planning, and emergency services risk modelling, helping organisations make evidence-based decisions and improve operational performance.

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