



SMART: GLASSES

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART Glasses provides AI-powered, hands-free digital assistance delivered through smart glasses and wearable devices. **Built on the ICS.AI SMART: Platform**, the service enables users to access real-time guidance, information, and support while performing tasks in physical environments, without needing to stop and use traditional screens.

SMART Glasses combines voice, visual, and contextual AI capabilities to support frontline, operational, and field-based roles across public sector environments. The service augments human activity by providing relevant information, prompts, and assistance at the point of work, while maintaining governance, auditability, and human control.

SERVICE TIERS

Tier	Description
Standard	The Standard tier provides core hands-free AI assistance for frontline and field-based users. Includes: • Voice-driven interaction with SMART: AI services • Visual prompts and step-by-step guidance • Access to approved organisational knowledge • Role-based access control • Integration with SMART: Staff Copilot outputs • Audit logging of interactions Standard is suited to organisations piloting wearable AI or supporting defined frontline tasks with guided assistance.
Professional	The Professional tier provides advanced, enterprise-grade wearable AI capability. Includes all Standard features, plus: • Deeper integration with organisational systems • Triggering and receiving updates from SMART: Agentic workflows • Context-aware prompts based on task or workflow state • Configurable workflows and prompts by role • Enhanced governance controls and reporting • Support for more complex, multi-step operational use cases Professional is suited to large-scale deployment across operational teams and mission-critical environments.

SERVICE SCOPE

SMART Glasses supports:

Hands-free AI interaction via compatible smart glasses
Real-time visual and audio guidance
Contextual prompts based on role and task
Secure access to organisational knowledge and workflows
Integration with broader SMART platform services

The service is designed to **augment staff**, not replace judgement or decision-making.

KEY FEATURES

- Wearable-optimised AI interaction
- Real-time voice and visual guidance
- Secure authentication and role-based access
- Integration with organisational systems and workflows
- Audit logging of interactions and guidance delivered
- Support for variable connectivity environments
- Configurable prompts and workflows

KEY BENEFITS

- Improves productivity for frontline and field-based staff
- Reduces task interruption and context switching
- Improves accuracy and consistency of task execution
- Supports safer working practices through guided assistance
- Extends AI access beyond desk-based roles
- Enables scalable deployment of wearable AI

TECHNICAL ARCHITECTURE

Built on the **ICS.AI SMART: Platform**, providing:

Microsoft Azure deployment with UK data residency
Secure APIs for wearable device integration
Voice and visual AI orchestration
Retrieval-augmented generation (RAG) over approved knowledge
Integration with agentic workflows and system connectors
Identity integration via Microsoft Entra ID with RBAC
Central telemetry for usage, performance, and risk

SMART Glasses integrates with compatible third-party smart glasses and wearable devices.
Hardware procurement is out of scope unless explicitly agreed.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for users and capabilities
- Policy controls for prompts, outputs, and actions
- Approved knowledge sources with review and version control
- Full audit logging of interactions and guidance delivered
- Sensitive data handling with redaction and minimisation
- Human-in-the-loop controls for high-risk workflows
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & scope** – identify roles, tasks, and environments
- **Configure governance** – access rules, prompts, workflows
- **Integrate devices** – connect supported smart glasses
- **Ground knowledge** – connect approved content and data
- **Test & assure** – safety, usability, governance checks
- **Deploy** – phased rollout to target users
- **Operate & optimise** – monitoring, tuning, and support

SUCCESS MEASURES

- Reduction in task completion time
- Reduction in errors or rework
- Adoption and sustained usage by frontline staff
- User satisfaction and confidence
- Compliance and audit outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Compatible smart glasses or wearable devices
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Suitable network connectivity for operating environments

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Glasses. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

[book a meeting](#)