



SMART: SPACES – ROOM

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART Spaces – Room provides AI-enabled intelligence and assistance for individual rooms and enclosed spaces. **Built on the ICS.AI SMART: Platform**, the service enables organisations to understand, manage, and optimise how rooms are used by combining sensor data, system inputs, and AI-driven insight.

The service focuses on **room-level awareness and interaction**, supporting use cases such as meeting rooms, classrooms, consultation rooms, control rooms, and shared operational spaces. It augments existing room technology rather than replacing it, and provides governed insight, prompts, and automation within defined boundaries.

SERVICE SCOPE

SMART Spaces – Room supports:

- AI-enabled monitoring of individual rooms
- Ingestion of room-level sensor and system data
- Context-aware insight into usage, availability, and conditions
- Integration with organisational systems and workflows
- AI-driven prompts and recommendations related to room use

The service does **not** autonomously control environments unless explicitly configured and approved.

KEY CAPABILITIES

Room Awareness

Occupancy and utilisation insight
Environmental awareness (e.g. noise, temperature, status)
Detection of usage patterns over time

AI-Driven Insight

Recommendations to improve room usage
Identification of under- or over-utilised spaces
Support for scheduling and availability decisions

Integration with SMART Services

Data made available to SMART Data services
Insight surfaced via SMART: Staff Copilot or Front Door where appropriate
Optional triggering of governed agentic workflows

KEY FEATURES

- Room-level data ingestion and aggregation
- AI-driven analysis of room usage patterns
- Secure, role-based access to room insight
- Integration with booking and scheduling systems
- Audit logging of data usage and AI outputs
- Configurable thresholds and alerts
- Support for multiple room types and purposes

KEY BENEFITS

- Improves utilisation of rooms and shared spaces
- Reduces wasted capacity and scheduling friction
- Enhances user experience within rooms
- Provides evidence-based insight for space planning
- Supports safer and more effective room use
- Enables AI adoption at a manageable, localised level

TECHNICAL ARCHITECTURE

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

Microsoft Azure deployment with UK data residency
Secure ingestion of room-level data sources
AI analysis and insight generation
Integration with data, copilot, and agent runtimes
Identity integration via Microsoft Entra ID with RBAC
Central telemetry for usage, performance, and risk

SMART Spaces integrates with existing room technology and sensors where available.
Hardware is out of scope unless explicitly agreed.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for room insight and configuration
- Policy controls governing AI outputs and actions
- Approved data sources with version control
- Full audit logging of insights and prompts
- Sensitive data handling with minimisation and redaction
- Human oversight of configuration and changes
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & scope** – identify room types and use cases
- **Integrate data** – connect sensors and systems
- **Configure governance** – access rules and thresholds
- **Enable insight** – AI analysis and reporting
- **Test & assure** – validate outputs and controls
- **Deploy** – phased rollout by room type
- **Operate & optimise** – monitor and refine

SUCCESS MEASURES

- Room utilisation and occupancy metrics
- Reduction in scheduling conflicts
- Improved user satisfaction
- Accuracy of room insight
- Governance and audit outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Room-level data sources or sensors (where available)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

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: Spaces. 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](#)