



SMART: PLATFORM CORE

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART Platform Core provides the foundational cloud platform services that underpin all SMART products and capabilities. Built on the ICS.AI SMART: Platform, it delivers the shared infrastructure, governance, security, orchestration, and integration services required to deploy, operate, and scale AI-enabled solutions safely across organisations.

SMART Platform Core is not a standalone end-user application. It is the mandatory foundation layer that enables SMART: Front Door, SMART: Staff Copilot, SMART Data, SMART: Agentic, and Physical AI services to operate consistently, securely, and at scale.

SERVICE SCOPE

SMART Platform Core provides:

- Core cloud infrastructure and hosting
- AI orchestration and runtime services
- Security, identity, and access management
- Governance, policy, and audit services
- Integration and connector framework
- Monitoring, telemetry, and cost controls

All other SMART services depend on Platform Core for consistent behaviour, governance, and operational control.

CORE PLATFORM CAPABILITIES

AI Orchestration & Runtime

- Multi-LLM orchestration and routing
- Prompt execution and response handling
- Retrieval-augmented generation (RAG) services
- Runtime controls for performance and cost

Governance & Control

- Centralised policy configuration
- Behavioural controls for AI services
- Approval workflows and escalation rules
- Full audit logging of AI activity

Security & Identity

- Identity integration via Microsoft Entra ID
- Role-based access control (RBAC)
- Secure secret and credential management
- Tenant isolation and boundary enforcement

Integration Framework

- Standard connectors to systems and data sources
- API and event-driven integration support
- Support for agent tools and MCP where applicable

KEY FEATURES

- Shared platform services for all SMART products
- Centralised governance and configuration
- Secure, scalable cloud architecture
- Integration with organisational systems
- Monitoring of usage, performance, and risk
- Support for multiple deployment patterns
- No dependency on a single AI model provider

KEY BENEFITS

- Provides a single, consistent foundation for all SMART services
- Ensures governance and security are applied by design
- Reduces duplication across AI solutions
- Enables safe scaling of AI across the organisation
- Simplifies integration and operational management
- Supports audit, assurance, and compliance needs

TECHNICAL ARCHITECTURE

SMART Platform Core is delivered as a cloud-native service, providing:

- Microsoft Azure deployment with UK data residency
- Containerised services for scalability and resilience
- Secure networking and tenant isolation
- Central telemetry and logging services
- Integration with Microsoft 365 where required

The platform is designed to support both public-facing and internal AI services.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control across all platform services
- Central policy definition for AI behaviour and access
- Full audit logging of platform and AI activity
- Secure handling of sensitive data with minimisation and redaction
- Human oversight of governance configuration
- WCAG 2.2 AA compliant management interfaces
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- Provision – deploy SMART Platform Core tenant
- Configure security – identity, roles, and access
- Apply governance – policies, controls, and approvals
- Integrate systems – connect data and services
- Enable services – activate required SMART products
- Operate & monitor – ongoing platform management

SUCCESS MEASURES

- Platform availability and reliability
- Consistent governance across SMART services
- Reduction in duplicated AI infrastructure
- Time to onboard new SMART capabilities
- Audit and assurance outcomes

DEPENDENCIES & PREREQUISITES

- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Network connectivity to organisational systems

SMART Platform Core is included with, and required by, all SMART services.

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: Platform Core. 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](#)