HARDWARE PILOTS

SERVICE DEFINITION DOCUMENT

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

ICS.AI

SERVICE OVERVIEW

SMART Hardware Pilots provides time-bound pilot deployments that combine SMART software capabilities with compatible physical hardware to enable organisations to safely evaluate physical AI use cases. Built on the ICS.AI SMART: Platform, the service allows customers to test how SMART software interacts with devices such as kiosks, displays, smart glasses, or robots in real environments before committing to wider rollout.

Hardware Pilots are delivered as controlled, evaluation-only deployments. They are designed to validate feasibility, usability, and outcomes, rather than to provide long-term hardware operation or procurement.

SERVICE SCOPE

SMART Hardware Pilots supports:

- Pilot use of SMART software with compatible physical hardware
- Limited-scope deployment of devices for evaluation purposes
- Configuration of SMART Platform Core and relevant SMART services
- Governance, access control, and audit configuration
- Measurement of usage, interaction quality, and outcomes

Hardware Pilots are time-limited and non-production, and do not include ongoing hardware ownership, maintenance, or facilities management.

INCLUDED CAPABILITIES

Provisioning of SMART Platform Core for pilot use
Activation of relevant SMART services (e.g. Reception – Physical AI, Glasses, Robots, Spaces)
Integration with supported hardware devices for pilot scenarios
Standard governance and safety controls
Monitoring and reporting on pilot usage and performance

KEY FEATURES

- Time-bound pilot environments
- Use of production-grade SMART software
- Controlled hardware interaction scenarios
- Clear separation between pilot and production use
- Built-in governance and audit logging
- Evidence generation to inform rollout decisions

KEY BENEFITS

- Enables safe evaluation of physical AI use cases
- Reduces risk before investing in hardware or scale deployment
- Provides real-world evidence of usability and value
- Supports informed procurement and design decisions
- Avoids long-term commitment before validation

TECHNICAL ARCHITECTURE

Delivered using the ICS.AI SMART: Platform, providing:

- Microsoft Azure hosting with UK data residency
- Secure, isolated pilot environments
- Integration with supported hardware interfaces
- Platform-level governance and telemetry

Hardware devices may be customer-owned, loaned, or provided temporarily for pilot purposes, subject to agreement. Hardware procurement is not included as a standard service.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for pilot users and devices
- Policy controls governing hardware-linked AI interactions
- Audit logging of interactions and system activity
- Safeguards for public-facing or physical interactions
- Secure handling of organisational data
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- Define pilot scope – hardware type, use cases, locations
- Provision platform – pilot tenant setup
- Integrate hardware – connect supported devices
- Configure governance – safety and access controls
- Run pilot – time-limited evaluation period
- Review outcomes – usage, safety, and performance reporting

SUCCESS MEASURES

- Successful operation of hardware-linked AI scenarios
- User and stakeholder feedback
- Reliability and interaction quality
- Safety and governance outcomes
- Evidence supporting scale or procurement decisions

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- Compatible physical hardware devices
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Suitable pilot environments and permissions

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 Hardware Pilots. 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

info@ics.ai

BOOK A MEETING

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

book a meeting