



SMART: ROBOT – SERVICE

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART Robot – Service provides AI-enabled control, interaction, and orchestration for non-humanoid service robots operating in physical environments. **Built on the ICS.AI SMART: Platform**, the service enables robots to perform defined service tasks using AI-driven perception, reasoning, and integration with organisational systems, while remaining fully governed and human-controlled.

The service focuses on **task-based robotic assistance**, such as guidance, delivery, monitoring, and interaction, rather than autonomous decision-making. SMART Robot – Service augments human activity and existing robotic capabilities by providing intelligence, coordination, and oversight through the SMART platform.

SERVICE SCOPE

SMART Robot – Service supports:

- AI orchestration of service robots performing defined tasks
- Integration with robotic hardware and control systems
- Voice, visual, and sensor-driven interaction
- Task execution within approved workflows and boundaries
- Integration with organisational systems and SMART services

The service **does not provide physical robots** and does not enable uncontrolled autonomy. All robotic actions operate within configured limits and governance controls.

KEY CAPABILITIES

Task-Based Robotic Assistance

Guided execution of service tasks
Context-aware interaction with people and environments
Support for repeatable, rule-bound activities

AI & Platform Integration

Integration with SMART Data for AI-ready information
Interaction with SMART: Staff Copilot for guidance and prompts
Optional triggering of governed SMART: Agentic workflows

Oversight & Control

Human oversight of task configuration and execution
Monitoring of robot activity and status
Clear separation between AI guidance and physical control

KEY FEATURES

- AI-enabled orchestration of service robots
- Secure APIs for robot and control system integration
- Role-based access to configuration and monitoring
- Audit logging of interactions, prompts, and tasks
- Configurable task boundaries and safeguards
- Support for indoor and controlled environments

KEY BENEFITS

- Extends AI capability into physical service environments
- Improves consistency and reliability of service tasks
- Reduces manual workload for repetitive activities
- Enhances user experience through guided interaction
- Maintains safety and accountability through governance
- Enables scalable deployment across sites

TECHNICAL ARCHITECTURE

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

- Microsoft Azure deployment with UK data residency
- Secure integration with robotic platforms and controllers
- AI orchestration for perception, reasoning, and interaction
- Integration with data, copilot, and agent runtimes
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for robot activity, usage, and risk

Robotic hardware and physical control systems are out of scope unless explicitly agreed.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for robot configuration and tasks
- Policy controls governing AI prompts and robot actions
- Approved workflows and task boundaries
- Full audit logging of robot interactions and execution
- Human-in-the-loop oversight for sensitive tasks
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & scope** – identify service tasks and environments
- **Integrate robots** – connect supported robotic platforms
- **Configure governance** – task limits and access controls
- **Enable AI orchestration** – prompts, guidance, workflows
- **Test & assure** – safety and operational validation
- **Deploy** – phased rollout by site or task
- **Operate & optimise** – monitoring and refinement

SUCCESS MEASURES

- Task completion rates
- Reduction in manual effort
- Reliability and error rates
- User and staff satisfaction
- Governance and safety outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Compatible service robot hardware
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Suitable 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: Robot. 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/>



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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

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