



SMART: AI TRANSFORMATION – NHS & HEALTHCARE

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

Complete SMART AI platform bundle for NHS transformation. Includes Front Door Ultra, Staff Copilot Ultra, Data Ultra, and Agentic Suite with all digital channels. Unified OLM governance meeting healthcare standards for patient services and clinical support. Excludes physical AI hardware. Single subscription for organisation-wide AI capability.

Ideal for an NHS organisation seeking to improve patient experience, reduce waiting times, and enhance staff productivity with governed AI that meets healthcare compliance requirements.

WHAT'S INCLUDED

SMART: Front Door Ultra

Complete citizen/customer-facing AI with all digital channels included:

- Web chat with multi-turn conversation and knowledge access
- Phone channel with voice AI and warm transfer
- Email channel with classification and draft responses
- SMS channel with two-way messaging
- Mobile app channel with native experience
- Live chat channel with real-time agent assist
- All specialist service areas included

SMART: Staff Copilot Ultra

Complete internal staff productivity AI with all channels included:

- SMART Staff UX web interface
- SMART: Workspaces for collaboration
- Phone (Staff Voice) channel
- SMART Notes (Web & Mobile) for meeting capture
- All specialist copilots included

SMART: Data Ultra

Complete data-centric planning and action capability:

- Full data visibility and prioritisation
- Automated alerts and AI recommendations
- AI-driven outbound engagement (calls, email, SMS)
- Autonomous action execution with approval controls
- Cross-service analytics and reporting

SMART: Agentic Suite

- Complete agent creation and integration capability:
- Agent Creation Tools (Specialist tier) - no-code, low-code, and pro-code
- Evergreen Agent Library subscription
- System & Integration Agents (Ultra tier)

SMART: Platform Core

- Foundation platform included with bundle:
- OLM (Orchestration Layer Manager) - multi-LLM routing and cost optimisation
- Analytics Engine - usage tracking and performance monitoring
- Governance Framework - policy management and ethical controls
- Agentic Dome - security and governance for all AI agents
- Dashboards - platform reporting across all pillars

WHAT'S EXCLUDED

Physical AI hardware is not included in the AI Transformation Bundle. The following products can be procured separately if required:

- SMART Reception - Kiosk
- SMART Reception - Display Robot
- SMART Reception - Humanoid
- SMART Glasses - Standard
- SMART Glasses - Professional
- SMART Spaces - Room
- SMART Spaces - Building
- SMART Robot - Service
- SMART Robot - Humanoid

KEY FEATURES

- All Front Door Ultra with Web, Phone, Email, SMS, Mobile, Live Chat
- All Staff Copilot Ultra for clinical and administrative staff
- All Data Ultra with patient flow, waiting lists, workforce
- Complete Agentic Suite with NHS agents for Spine, EMIS, SystmOne
- Unified OLM governance meeting NHS information governance requirements
- Patient communication with appointment reminders and DNA reduction
- Clinical decision support with appropriate information governance controls
- Waiting list management with AI-driven booking optimisation
- Discharge planning coordination across health and social care
- Priority support with dedicated NHS-experienced account management

KEY BENEFITS

- Delivers complete NHS AI transformation through single procurement
- Improves patient experience across all service access points
- Reduces administrative burden enabling clinical focus on care
- Supports elective recovery with intelligent waiting list management
- Reduces DNA rates through proactive patient communication
- Improves flow with AI-assisted discharge planning coordination
- Provides unified analytics supporting operational planning
- Reduces total cost versus procuring individual AI solutions
- Accelerates digital transformation with NHS-ready platform
- Ensures compliance with healthcare information governance requirements

TYPICAL SERVICES COVERED

Appointments, referrals, patient communications, waiting lists, discharge planning, workforce, outpatients, diagnostics.

KEY SYSTEM INTEGRATIONS

The bundle includes System & Integration Agents (Ultra tier) providing connectivity to sector-specific systems including: NHS Spine, EMIS, SystmOne, E-Referral, PDS, SCR, NHS App.

SECURITY & GOVERNANCE

Agentic Dome

All AI agents operate within Agentic Dome, the platform's security and governance layer. This ensures consistent policy enforcement, action boundaries, and audit trails across all agents regardless of how they were created or where they are deployed.

OLM Governance

The Orchestration Layer Manager (OLM) provides unified governance across all platform pillars, ensuring consistent AI behaviour, cost controls, and model selection aligned to organisational policies.

Compliance

- WCAG 2.2 AA accessibility compliance
- GDPR compliant data handling
- UK data residency
- Comprehensive audit trails
- Configurable data retention policies

IMPLEMENTATION

Implementation follows ICS.AI's proven methodology for public sector AI deployment. A typical transformation programme includes:

- **Discovery & Planning** - Requirements gathering, integration mapping, governance setup
- **Platform Configuration** - OLM setup, knowledge ingestion, agent configuration
- **Integration Development** - System agent configuration, data connections
- **Testing & Validation** - UAT, performance testing, governance validation
- **Go-Live & Adoption** - Phased rollout, training, change management
- **Continuous Improvement** - Analytics review, optimisation, feature adoption

Professional services for implementation are available separately under Lot 3 - Cloud Support.

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 License for the SMART: Platform. Additional support hours can be purchased if required.

DISCLAIMER

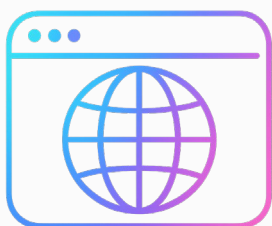
This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have 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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Schedule a call with our team to discuss your requirements or learn more about our services



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