

Databricks paired delivery of AI with in-house teams

G-CLOUD 15 Service Definition Document



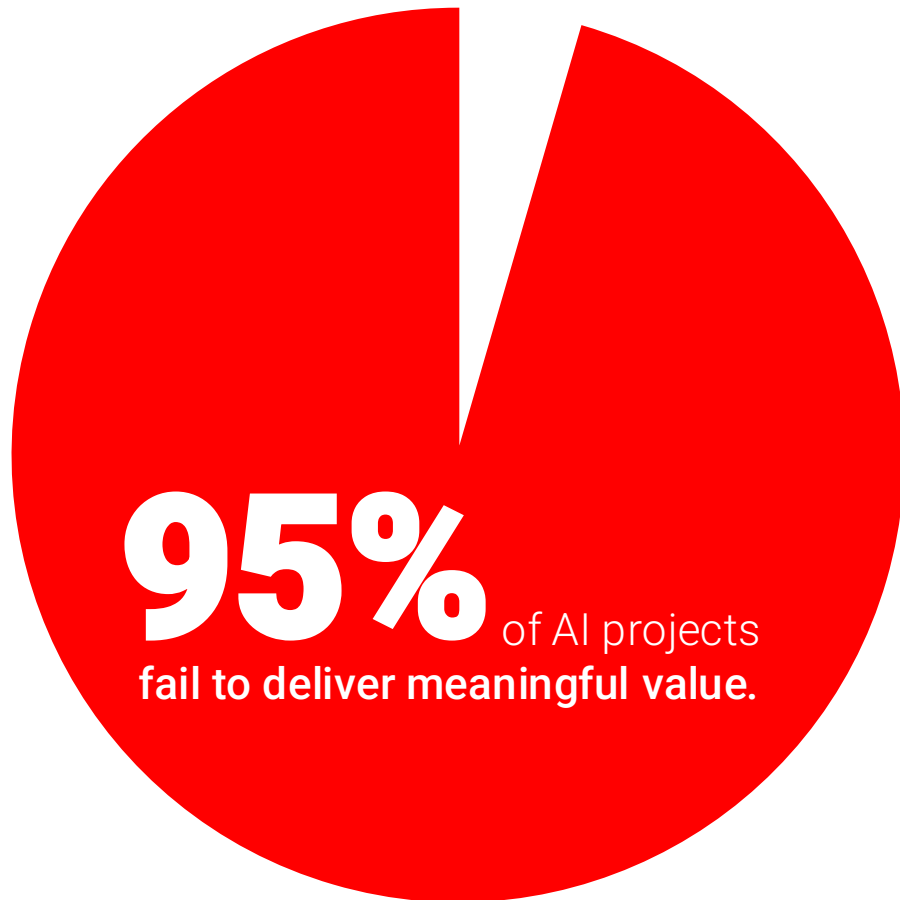
We're Manuka

We build AI on Databricks

- Focused on value-driven AI
- Deep technical expertise in Databricks
- A methodology that sets you up for long-term success

The AI truth

According to MIT



You are

2x

more likely to succeed with a partner than alone.

Source: MIT

End to end AI services

We have full AI lifecycle delivery capability to support your entire journey

Impact

Ensure your
focus is right

Operationalise
AI in your
business

Turn your
data into an
asset

Keep your AI
cutting edge

Services

AI Advisory

AI Solutions

Data Platform

Managed Services

Capabilities

Project
management

Business
Advisory

Product
Management

Solution
Architecture

AI Engineering

Data Science

Data
Engineering

Cloud
Infrastructure



Deep technical expertise

We're all in on Databricks, and we have IP to accelerate delivery

4

Databricks Champions

5

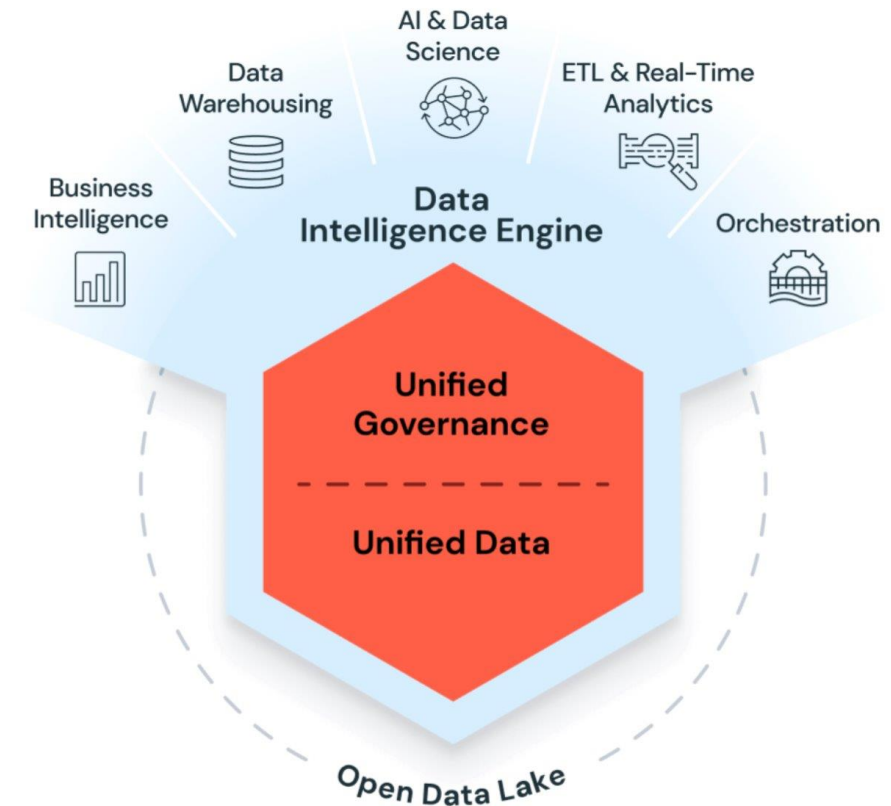
Applied AI Engineers

10

Data Engineers

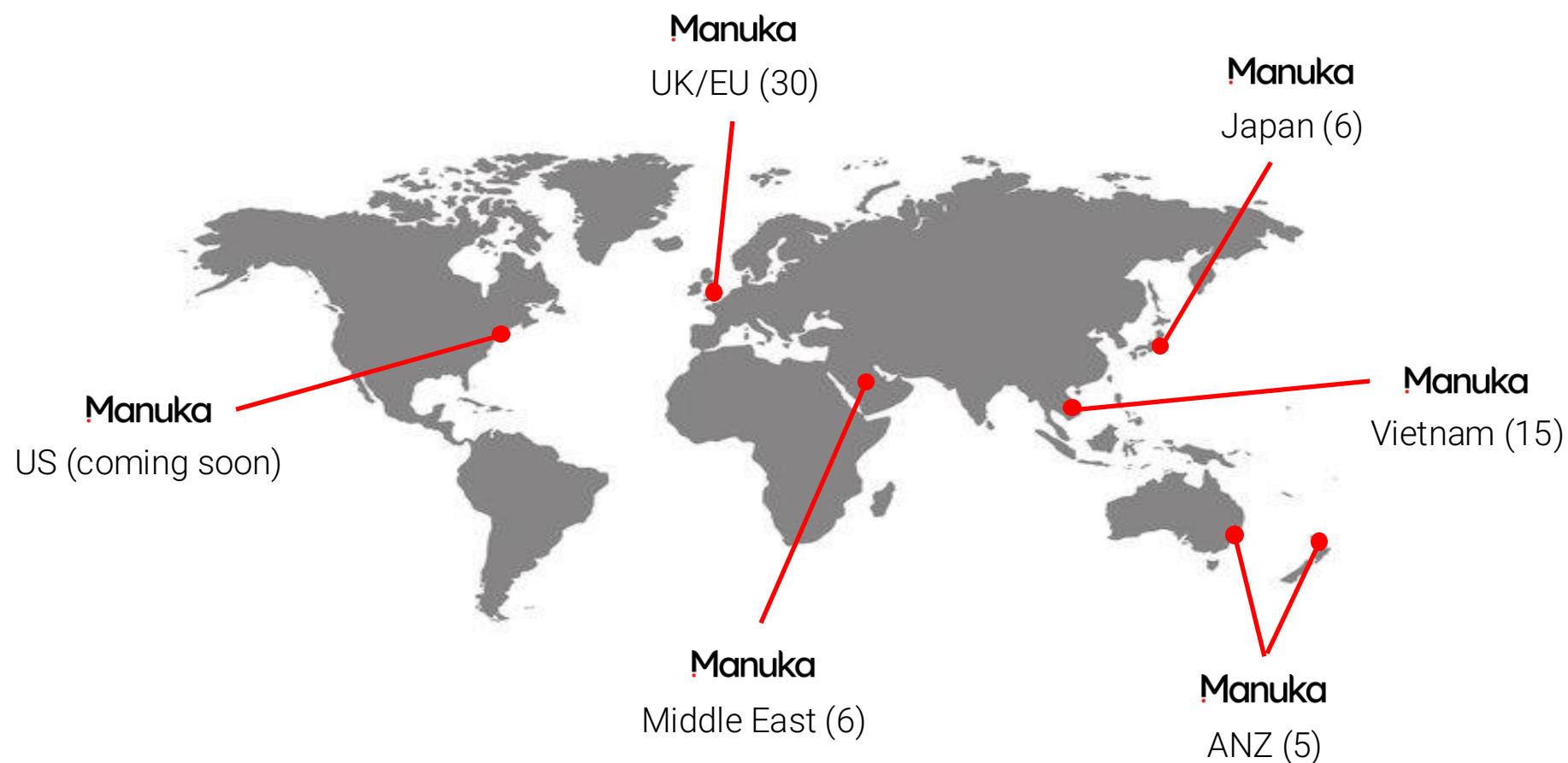
100+

Databricks accreditations

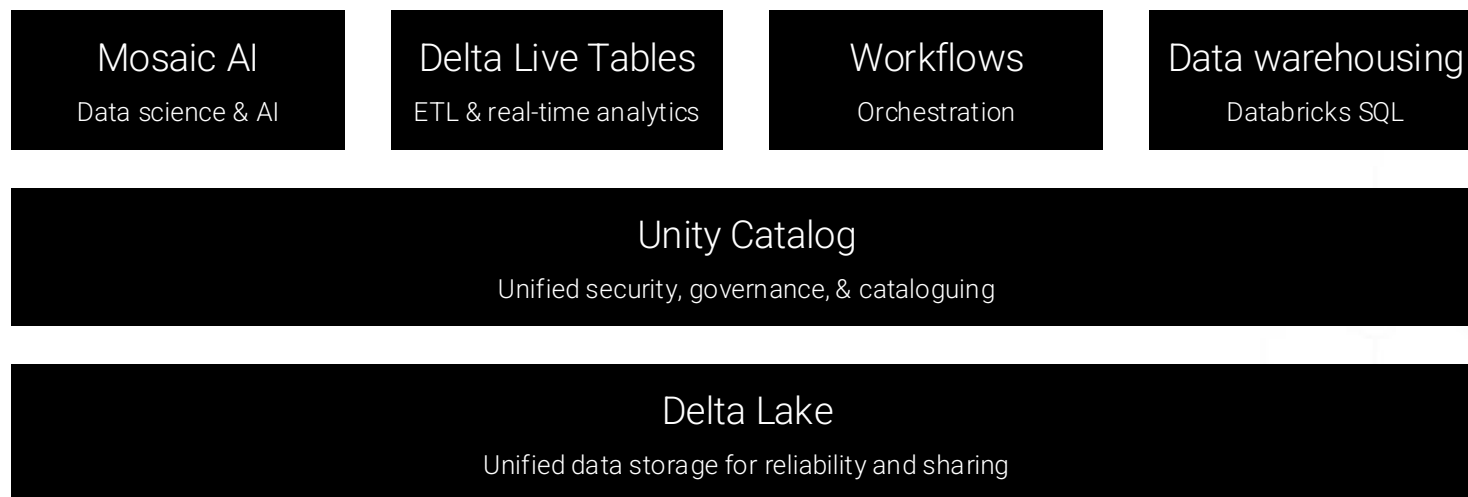


Global reach, local expertise

Helping clients across the globe create value with Databricks



Databricks data intelligence platform



Open data lake
All raw data
(logs, text, audio, video, images)

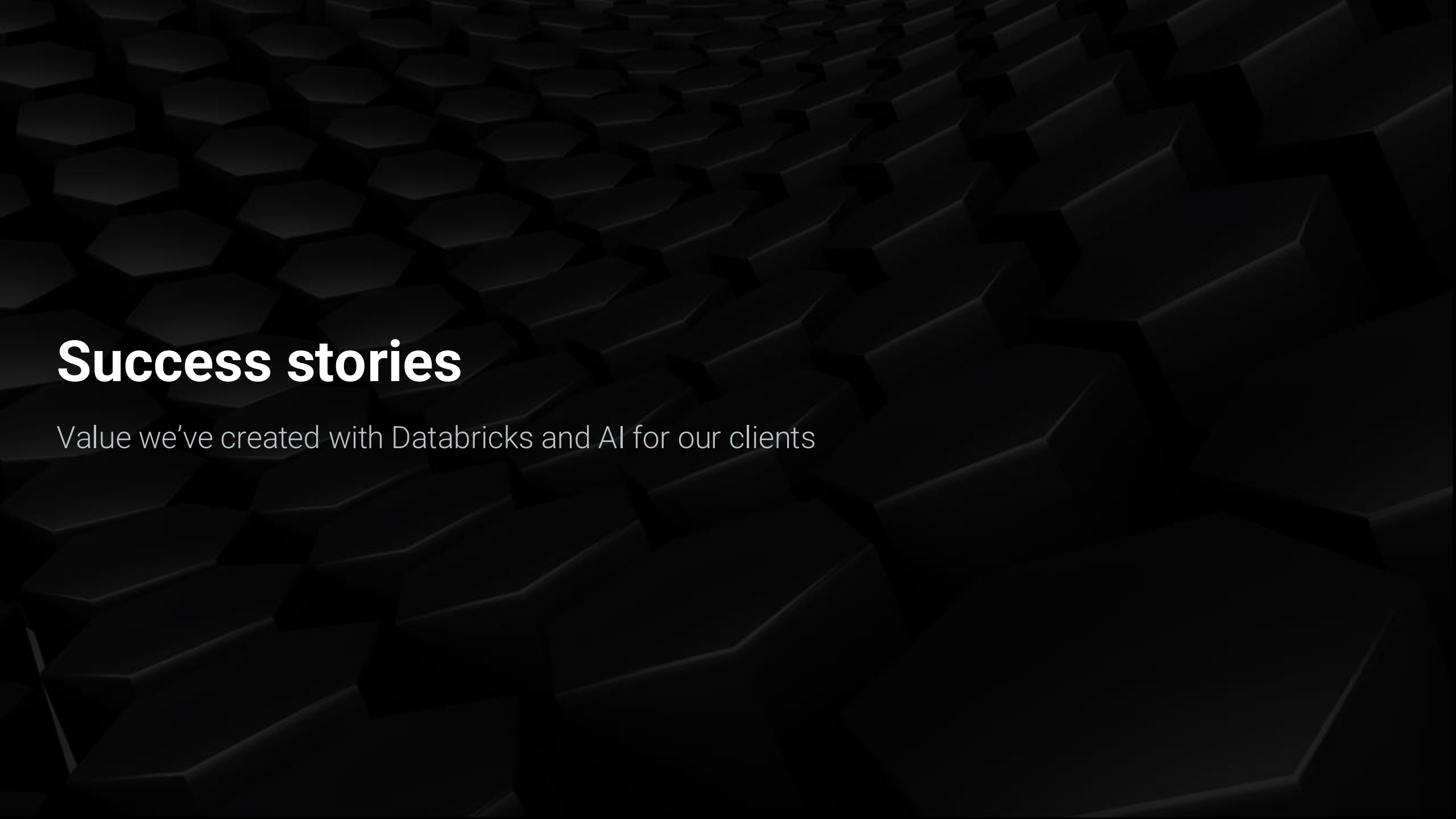
2020

Databricks pioneered the lakehouse architecture

Today

74% of global enterprises have adopted lakehouse

MIT Technology Review Insights, 2023



Success stories

Value we've created with Databricks and AI for our clients

Powering Greater Manchester's Bee Network

"Manuka and ourselves have had an excellent partnership throughout the delivery of the Bee Network Data and Analytics project. Not only are they experts – they also understand our business needs and show amazing dedication to providing value for our business."

– Martin Bell, Product Owner Ticketing, TfGM



Challenge

The client wanted to build a unified data warehouse for all tram sales, journeys, and contactless taps.

Later, when TfGM announced bus franchising in 2022, this was expanded to a multi-modal system encompassing buses as well as trams.

Approach

We used our expertise, best practice principles, and accelerators to build a robust data warehouse for TfGM's tram data, which was later expanded to buses and future-proofed for additional data, such as trains.

As well as the warehouse itself, with TfGM we co-developed and implemented methodologies to ensure its success, including how to handle PII, data governance, data quality, security, reporting, and advanced analytics.

Value

30%+ increase in public transport use since inception
50 million 'tap on/tap off' journeys achieved across the entire network

15 million bus rides per month, enhancing demand understanding and service delivery

80+ data pipelines consolidated into a single system

Partnership repeatedly extended from 2019 to 2029

AI underwriter's assistant with C-Quence

We delivered a first AI use case for a UK-based Insurtech – an AI underwriter's assistant built on Databricks that saves employees time manually sifting through documents.



Challenge

The client is a midsize insurance technology company. They currently have no AI capability and want to prove that value can be unlocked across their processes using AI

Underwriting was identified as a high-value area ripe for AI-led disruption in their business.

Approach

Leveraging our typical early-stage AI engagement – use case identification followed by a proof-of-concept – we created the “underwriter’s assistant”. The tool assists underwriters by ingesting all the details of a proposed quote, highlighting key risks, cross-referencing against guidance documentation, and surfacing relevant sections, all of which the underwriter would normally do manually.

In the future, the tool will be expanded to other parts of the underwriting process, such as financially assessing risk profiles and servicing brokers.

Value

The tool saves underwriters valuable time, meaning they can underwrite more business in less time, increasing revenue for the client. It also reduces the overall time to quote, increasing the client's differentiation in the market and attractiveness to customers. The expected increase in premium is between 5-8% over 3 years, depending on the seniority of the underwriter.

What is the service?

How our Manuka AI consultants embed within your teams to deliver AI value



Paired delivery

We embed our Databricks-certified AI engineers into your in-house data and AI teams, working side by side to accelerate delivery.

This close collaboration ensures continuous knowledge transfer, practical upskilling, and accelerated decision making.



Full AI delivery lifecycle

We work with you across the full lifecycle, from advisory and design to development, testing, and deployment.

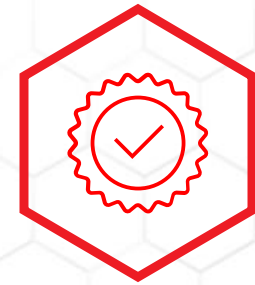
Every engagement ends with structured documentation and handover, ensuring you can confidently maintain and evolve the solution.



Advanced expertise

We bring deep expertise in AI, ML, and data science to solve complex challenges.

We combine these capabilities with the Databricks platform to deliver scalable, secure, and high-value AI solutions.



Secure & compliant

We prioritise best practices that deliver speed without compromising quality.

Security and compliance are embedded throughout the process, giving you confidence that your AI solutions meet the most rigorous standards.

Why choose this service?

Choosing to deliver in partnership with Manuka gives you expert assurances

Faster AI project
delivery

Access to proven
Databricks and AI
expertise

Upskilling your in-
house team during
delivery

Reduced risk in
planning and
execution

Cost-effective
compared to short-
term hiring

Generative AI for the public sector

How you can unlock value for your organisation with GenAI-based solutions



Proven public sector use cases

Real GenAI case studies from UK public sector organisations



NHS: Back office administration automation

NHS England's AI Lab incorporated multiple AI technologies to support the administrative tasks of the back office with the aim of reducing patient waiting lists and maximising available resources.

[Case study](#)



Transport for West Midlands: AI for traffic incident detection

In 2025, Transport for West Midlands and Coventry City Council installed a pedestrian refuge at a junction after AI sensors were used to analyse real-world near-miss incidents. This resulted in a more than 88% reduction in near misses.

[Case study](#)



GCSP service: AI to improve data analysis for public planning

The Greater Cambridge Shared Planning service improved the quality of data analysis and reduced the administrative burden on its staff by using an LLM trained on historical consultation data to summarise submissions and comments.

[Case study](#)

Best-of-breed AI technology stack

We have access to and expertise in the latest advanced AI technologies

Leading large language models (LLMs)

Fine-tuning and integration of cutting-edge LLMs



OpenAI



Grok

LLaMA
by Meta



Claude

Gemini

Workflow orchestration tools & frameworks

Orchestration using the leading frameworks for complex workflows



mosaic^{ML}



LlamaIndex



LangGraph



LangChain

Databricks data intelligence platform as the foundation

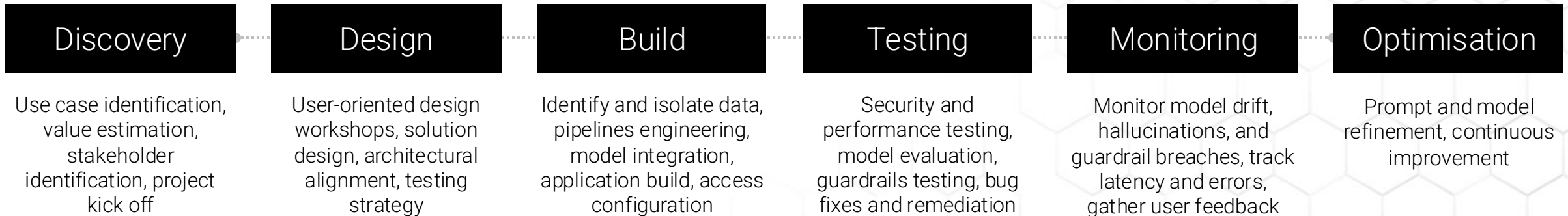
Secure, scalable intelligent data platform as the foundation for AI



databricks

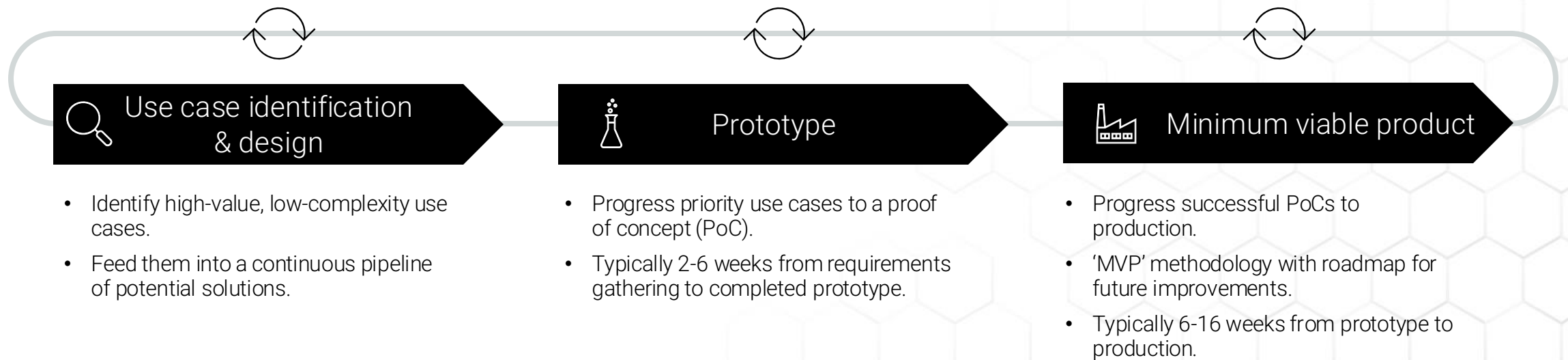
Our AI delivery model

We keep the process tight, transparent, and predictable



How to scale

The Manuka model for going from your first AI pilot to a mature AI capability

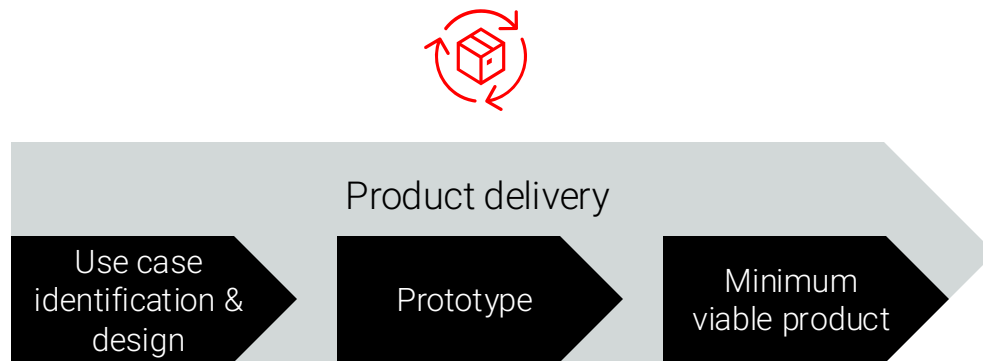


We can support you across all stages and beyond



Building a mature AI capability

How to go beyond pilots that don't scale to lasting AI success



- We help you take your AI use cases from design to production.
- We have proven methodologies for value identification and solution design.
- We integrate our team with yours for knowledge transfer.
- We provide guidance in creating an AI CoE and operating model.
- We work agile and fast with a laser focus on value realisation and user experience.
- We have delivery accelerators including technical architectures for AI and MLOps.



- Productionised solutions are documented and handed over to your team for ongoing management.
- If requested, we can also continue to manage and grow the solution under a 'managed services' arrangement.
- The key principles for governing a product once live are:
 - Continuous monitoring and alerts to ensure a high service level of availability, performance, and security.
 - Continue to evolve the product: incorporate new and improved features, expand to other use case requirements, and roll it out to additional user groups.

Security & compliance

Manuka best practices

Key Considerations

- UK-hosted workspaces
- No data transfer outside UK (key consideration for foundation models)
- Mandatory RBAC and MFA
- Data Encryption
- Disaster Recovery
- Incident response

GDPR

- Right to be forgotten capability built into Databricks functionality
- Control delta table for handling GDPR requests

Government security classifications

- Appropriate controls for different levels of data confidentiality using Databricks tags
- Dealing with special category data

NCSC cloud security principles

- Encryption in transit and at rest
- People segmentation with secure boundaries
- Robust CI/CD approach with GitHub Actions
- Logging and auditing

NHS DSPT

- PII masking
- Strict role-based access control (RBAC)
- Constant reviews of processes and continuity planning

ISO27001

- Manuka AI and Databricks are both ISO27001 certified
- All code deployed goes through rigorous checking prior to release
- Vulnerability and threat scans take place regularly

Thank you

For more information, please contact:



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Manuka
The Databricks People