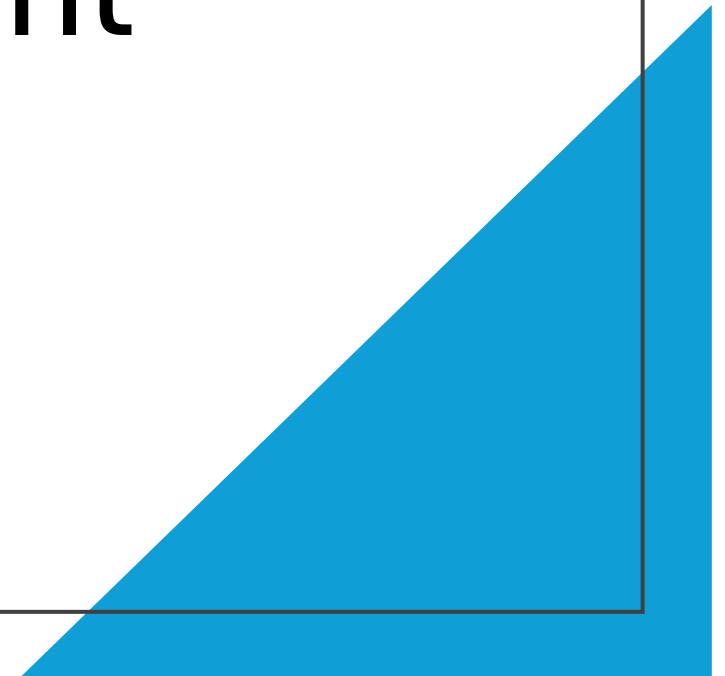


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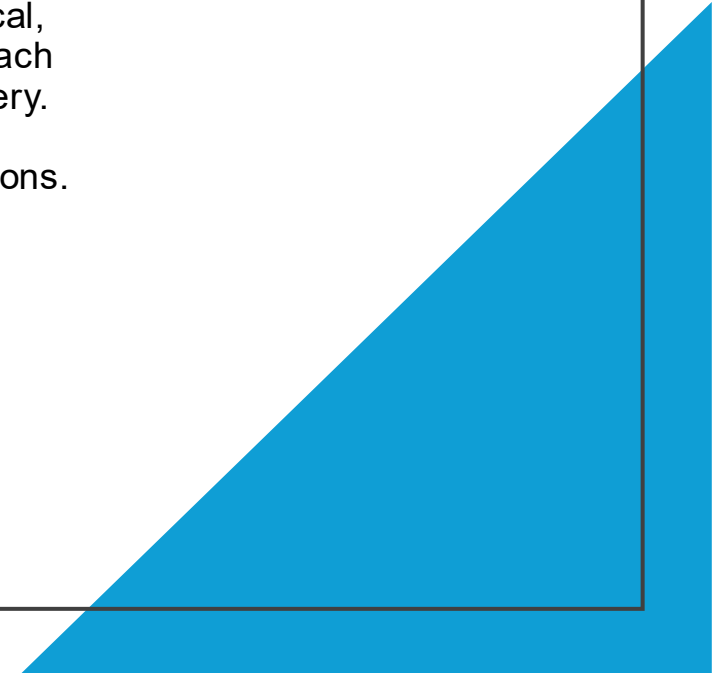
Responsible AI Adoption, Assurance and Intelligent Customer Enablement



Service Description

We help public sector organisations safely adopt, govern and scale Artificial Intelligence. Our service supports end-to-end AI adoption, from identifying high-value use cases and enabling delivery, through to independent AI assurance and the design of intelligent, AI-enabled customer functions.

We combine strategic, technical and operational expertise to ensure AI solutions are ethical, transparent, secure and compliant with UK public sector policy and regulation. Our approach embeds responsible AI principles, robust governance and capability uplift alongside delivery. The service is modular and can be used for discrete assurance, rapid pilots, capability building or full AI-enabled transformation across customer services and operational functions.



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Service Features

- AI strategy, roadmap and use-case identification
- Responsible AI and AI assurance frameworks
- Ethical, legal and regulatory AI risk assessment
- Model governance, validation and assurance
- AI delivery enablement and operating model design
- Intelligent customer function design (AI-enabled services)
- Data readiness and AI capability assessment
- Knowledge transfer, training and capability uplift

Service Benefits

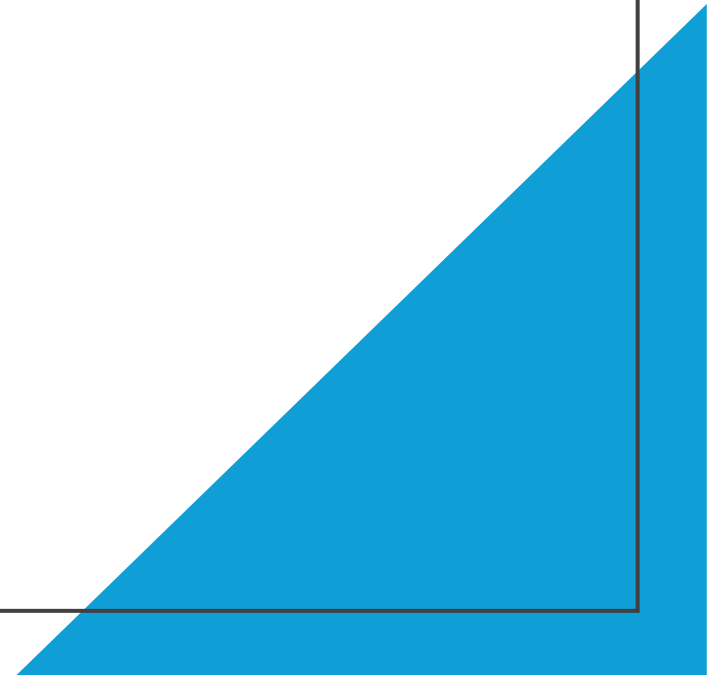
- Enables safe, ethical and compliant AI adoption
- Reduces delivery, reputational and regulatory risk
- Accelerates time to value from AI investments
- Improves customer experience through intelligent services
- Builds sustainable in-house AI capability
- Provides independent assurance and confidence for senior leaders
- Aligns AI delivery with public sector values and policy

AI adoption

We support organisations to move from AI ambition to practical, value-driven adoption. This includes identifying high-impact use cases aligned to organisational priorities, assessing data readiness, and developing clear AI strategies and roadmaps.

We help clients decide where AI adds genuine value, where it does not, and how to sequence adoption safely and effectively.

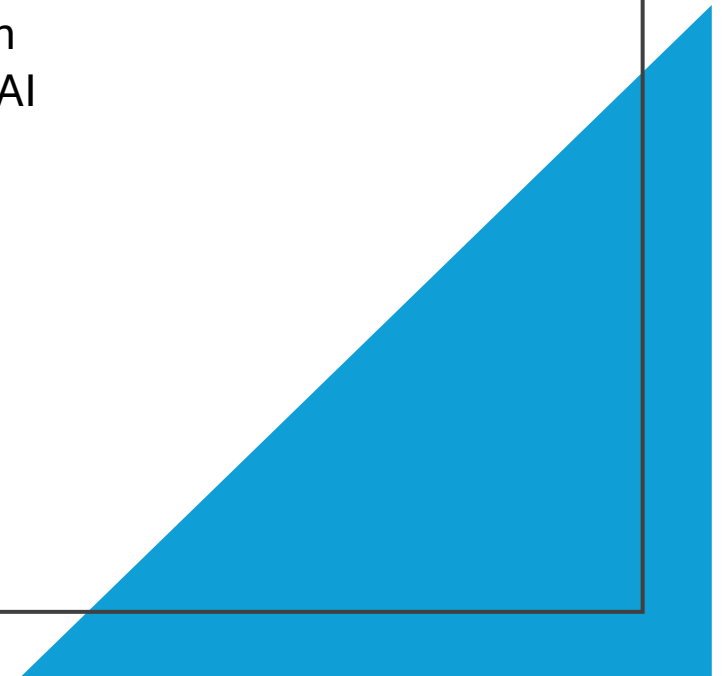
Our approach ensures AI initiatives are grounded in operational reality, supported by the right governance, and aligned with public sector policy, ethics and user needs.



AI assurance

We provide independent and embedded AI assurance to give confidence that AI systems are safe, ethical, explainable and compliant. This includes assurance across the AI lifecycle, covering design, data, models, deployment and ongoing monitoring.

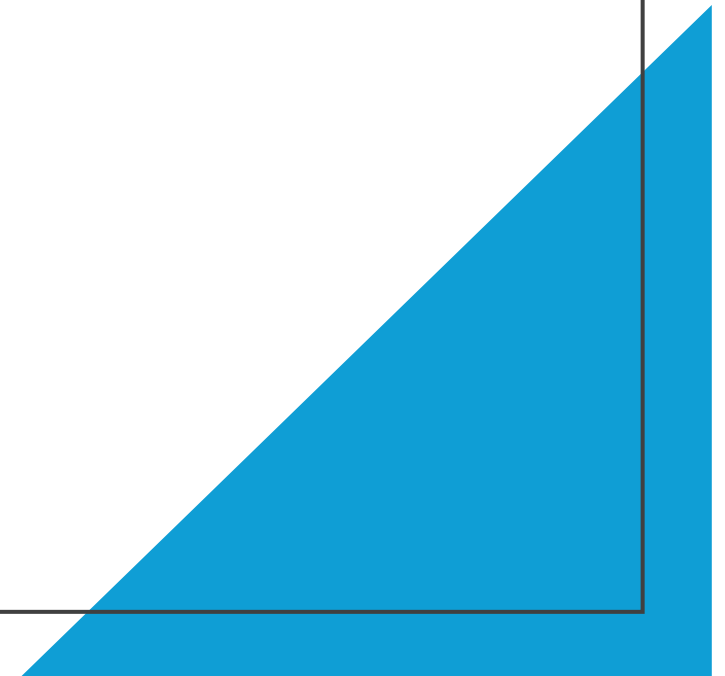
Our assurance services assess bias, transparency, robustness, security and accountability, aligned to UK public sector standards, emerging regulation and best practice. We support organisations to demonstrate responsible AI use to regulators, auditors, senior leaders and the public.



AI intelligent customer function

We design and enable intelligent customer functions that use AI to improve service quality, responsiveness and efficiency while maintaining trust and accountability. This includes the use of AI for triage, insight, personalisation and assisted decision-making, rather than uncontrolled automation.

Our approach ensures AI enhances human capability, improves outcomes for citizens and users, and aligns with accessibility, inclusion and ethical standards expected in the public sector.



Pricing Approach

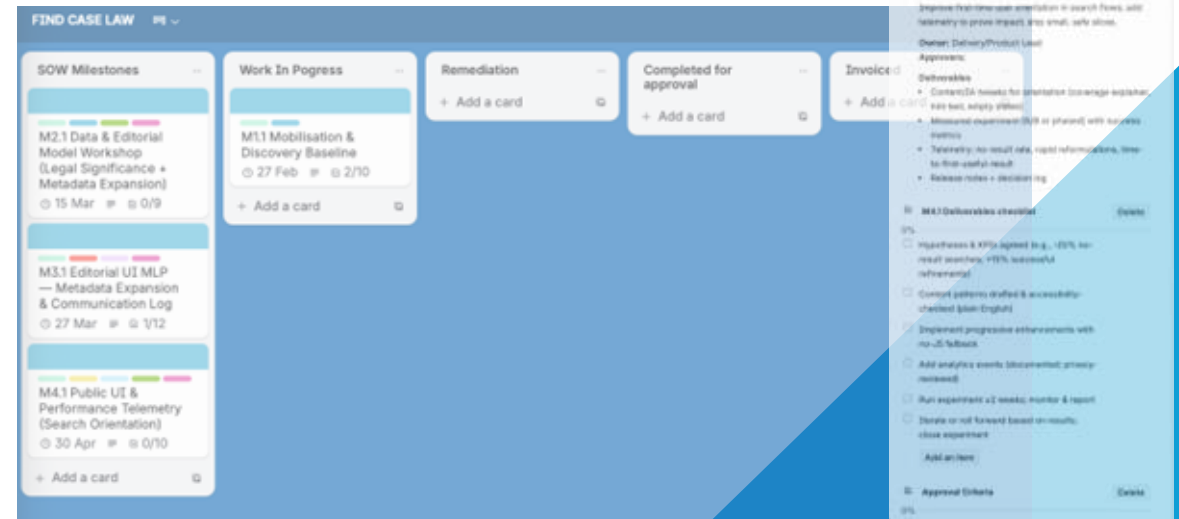
MLC Partners offers flexible pricing models to meet public sector commercial and assurance requirements. Services can be delivered on a time and materials (T&M) basis, capped T&M, or fixed-price engagements, depending on the nature of the work and the level of certainty required.

Our preferred delivery model uses outcome-based Kanban milestone cards, where work is structured around clearly defined deliverables and measurable outcomes rather than open-ended activity. This approach provides transparency over progress, supports strong governance and audit trails, and enables buyers to demonstrate value for money.

Milestones, costs and acceptance criteria are agreed upfront, with regular review points to support effective commercial control, change management and assurance throughout delivery.

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MLC is a UK owned SME consultancy specialising in complex public sector transformation, assurance and delivery. We support government organisations to adopt digital, data and AI capabilities safely, responsibly and at pace.

Through our G-Cloud service offerings, we help clients define clear requirements, manage delivery risk, and provide independent assurance across procurement, implementation and in-life operation. Our approach combines deep public sector experience with practical governance, audit-ready evidence, and a focus on outcomes that stand up to scrutiny from regulators, auditors and senior stakeholders.

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