



EmpowerAI - Foundations Assessment

G Cloud 15

www.xcession.co.uk



Agenda

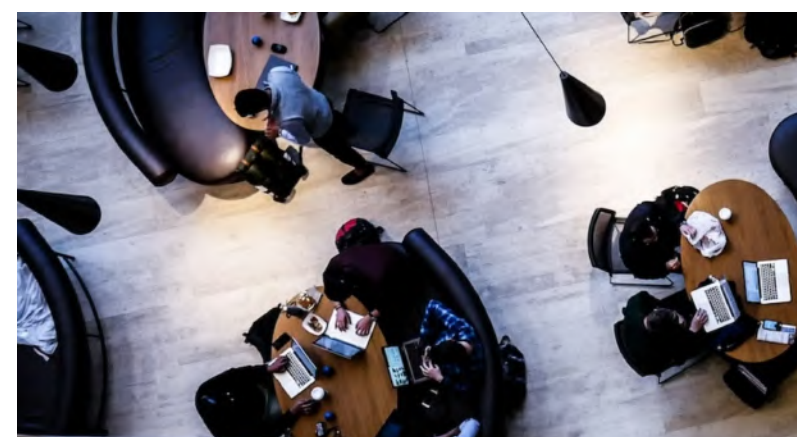
- 1** Our Mission
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1 Our Mission

Successfully implementing and managing an Enterprise Service Management system is one of the most important yet challenging technology journeys a company can make.

Our mission is to help you maximise the value of your ESM solution by increasing service performance, business agility, speed and cost-effectiveness whilst delivering an exceptional experience for your customers.

xcursion



Service Introduction

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Thank you for considering Xcession to deliver your Cloud Support services. Xcession delivers market leading ITIL-compliant Service Management solutions on client sites and remotely as secure cloud services.

Xcession are vendor agnostic but with broad and deep expertise on a variety of Enterprise and IT Service Management leading platforms including ServiceNow, Freshworks, Xurrent, Halo and BMC Helix.

Readiness and implementation is critical for the successful adoption of Generative and Agentic AI solutions. Many AI projects fail due to a lack of readiness, and clarity of objectives.

Xcession offers the public sector a unique AI readiness service allied to knowledge of the leading technology platforms, and industry best practice from all major markets including manufacturing, media, telecommunications, financial services, public sector and retail.

servicenow®

 **freshworks**



 **bmc**

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Service Overview – EmpowerAI Foundations Assessment

Agentic AI has the power to fundamentally reshape enterprise IT but the potential of Agentic AI cannot be unlocked by rushing in. Without the right foundations, organisations find themselves stuck, excited by the potential but unable to move beyond experimentation.

With EmpowerAI Foundations, IT leaders can move from uncertainty to clarity. Over eight weeks we assess your organisational readiness for Agentic AI, surface the agents most suitable for your organisation, and map a practical route to scaled adoption. With ISO/IEC 42001 principles embedded, you can act with confidence, backed by evidence and governance.

What You'll Get

Readiness Report

- A heatmap and executive-level summary that shows where you're strong, where you're exposed, and how prepared you are for Agentic AI adoption.

Prioritised Agent Portfolio

- A data-driven shortlist of 3–5 high-value, feasible agent opportunities each backed by a one-page business case, ROI analysis, and technical feasibility review.

Roadmap to Scale

- A practical plan that connects readiness gaps to agent deployment. Know what to do, when to do it, and how to progress from assessment to pilot to scaled adoption.

Our Answer

Foundations First

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Agentic AI is not a technology bolt-on. It's a fundamental business change that:

- Requires autonomous systems to make decisions
- Operates across multiple systems and data sources
- Fundamentally changes how work gets done
- Demands process redesign, not process optimisation
- Needs governance, accountability, and trust frameworks

An Evidence-Based Assessment That:

✓ Transforms assumption-driven projects into measurable initiatives

✓ Establishes baselines before pilots begin

✓ Identifies gaps that would block scaling

✓ Prioritises what to fix first

✓ Defines success criteria upfront

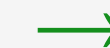
✓ Provides a "you are here" baseline report

THE BRIDGE

The Foundations Assessment bridges the gap between

STRATEGIC AI AMBITION

What clients want



SAFE, SCALABLE EXECUTION

What actually delivers value

Foundations Assessment

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Readiness

Assess how prepared the organisation is for Agentic AI across data, governance, people, processes, technology and strategy.

Opportunities

Analyse and evidence where Agentic AI could deliver the most value by analysing processes, data, and stakeholder drivers.

Prioritisation

Evaluate shortlisted candidates in detail, scoring feasibility, ROI, and risk to produce a focused portfolio of agents.

Roadmap

Translate readiness and prioritised agents into a sequenced adoption plan with pilots, preparation steps, and executive alignment.

Foundation Readiness Pillars Overview

Six critical dimensions that determine AI readiness and deployment success



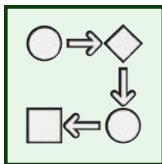
Data

Quality, accessibility, governance, and AI-specific preparation



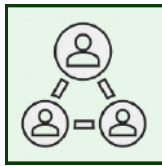
Governance

Policies, risk management, compliance, and oversight frameworks



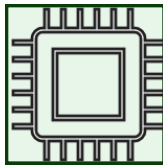
Process

Documentation, standardization, automation readiness, and workflows



People

Skills, change readiness, organizational culture, and adoption capacity



Technology

Platform maturity, integration capabilities, and infrastructure readiness



Strategy

Vision alignment, leadership sponsorship, and investment planning

Weights



Scores



Critical (1.0-1.4) Concern (1.5-1.9) Developing (2.0-2.4) Emerging (2.5-2.9)

Sample Outputs

Priorities



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Service Overview – EmpowerAI Foundations Assessment

Service Features

- Structured agentic AI readiness assessment the enterprise
- Evidence-based evaluation aligned to ISO/IEC 42001 principles
- Data-driven identification of high-value agentic AI opportunities
- Feasibility, risk, and ROI scoring for shortlisted AI agents
- Executive-level readiness heatmap and diagnostic reporting
- Prioritised portfolio of agentic AI use cases
- Sequenced roadmap from assessment to scaled adoption
- Vendor-agnostic assessment across leading ESM platforms

Service Benefits

- Reduces risk of failed or stalled AI initiatives
- Provides clarity before investing in agentic AI
- Focuses investment on highest-value AI opportunities
- Establishes governance foundations for safe AI deployment
- Accelerates progression from experimentation to production
- Improves executive confidence in AI decision-making
- Aligns AI adoption with organisational readiness and strategy
- Creates a repeatable baseline for future AI scaling

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Our Approach

Xcession focuses on key customer outcomes:

1. Improving Customer Experience (both internal and external customers)
2. Improve the ability of IT and the Business to implement change whilst minimising risk
3. Increase productivity and the value of people's work
4. Extend best practices within IT to other lines of business like HR, Finance, Facilities and Security

Our service offerings fall into three core areas:

1. Enterprise and IT Service Management Advisory
2. Enterprise and IT Service Management Implementation and Value Realisation
3. Application Management Services (Support and Development)



5 Pricing and Commercial

This service is priced in accordance with the SFIA Rate Card.

Xcession has on, near and off shore teams offering competitive rates as appropriate. Projects can be priced as Fixed Price or Time & Materials depending on the customer requirement.

Please refer to the Supplier Terms although Xcession would be happy arrange a call or meeting to discuss your requirements in more detail.

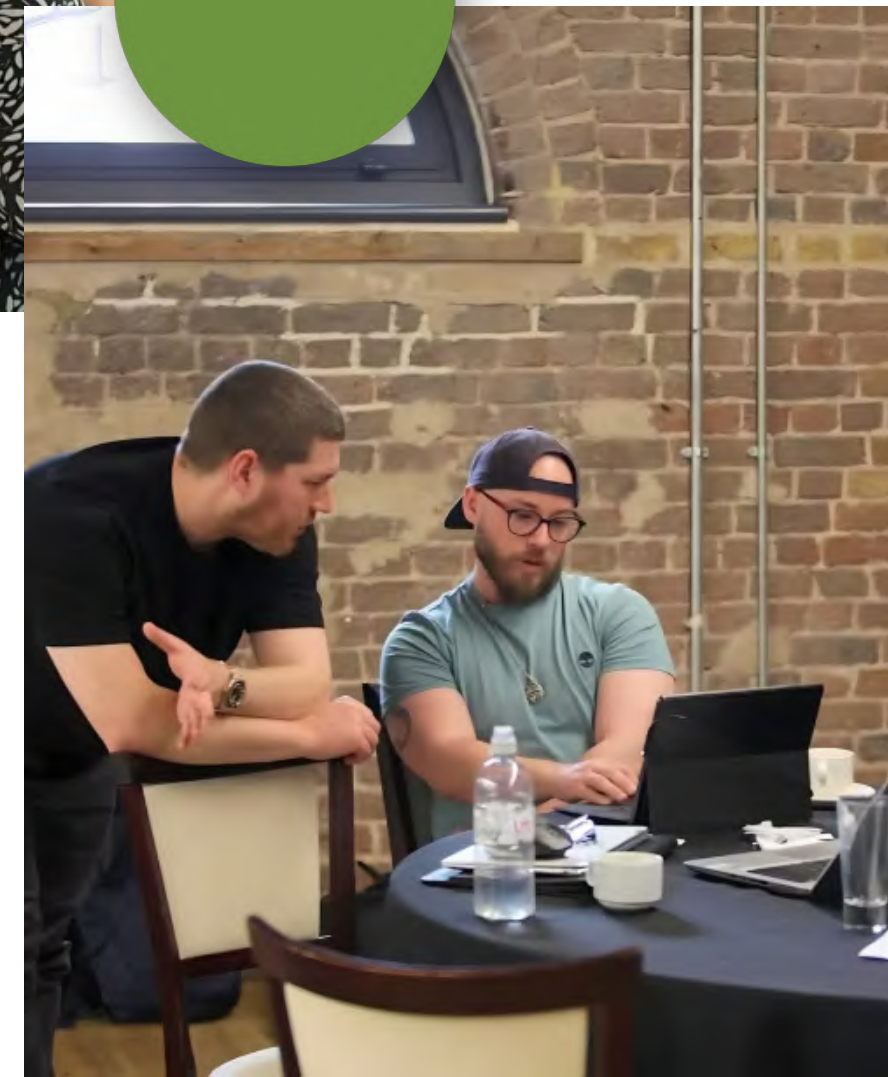
6 Social Value

Xcession is a UK based SME with a fully remote permanent and contract workforce. Our organisational values align with the UK Government initiative to Kick-Start the UK Economy, and we commit to:

- Provide an environment where our staff can enjoy their work and flourish
- Continually learn from each other, and our customers and partners
- Remain 100% unbiased in respect to people and technology
- Embrace change, constantly looking at how we are able to improve

We invest in frequent training and development of our staff for both technical and non-technical skills. We conduct annual employee surveys, and as an employer of staff who work remotely, we take very seriously our responsibilities to support our staff in their home environment.

xcession





For more information about this or any of our G-Cloud services, please contact us:

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