aaseya

A YASH Technologies Company

G-Cloud 15

Service Definition Document

Artificial Intelligence Services

1. Overview

Aaseya Artificial Intelligence Services provide end-to-end support for organisations seeking to adopt, operationalise, and scale Artificial Intelligence, Generative AI, and Agentic AI within enterprise environments. The service is delivered by Aaseya's dedicated AI practice, supported by cross-trained low-code and workflow specialists, ensuring AI initiatives move beyond experimentation into governed, production-ready deployments.

The service positions AI as an intelligent orchestration layer that operates alongside low-code platforms and workflow engines to automate processes, augment decision-making, and enable adaptive, autonomous operations. This includes the integration of AI capabilities such as large language models, agent-based automation, intelligent document processing, analytics, and decisioning into existing digital landscapes.

Aaseya's AI practice comprises **50+ dedicated AI specialists**, augmented by 150+ cross-trained resources across low-code, workflow, and integration technologies. This includes deep platform expertise (Pega, OutSystems, and Camunda), supported by 600+ professionals enabling seamless integration of AI capabilities into existing enterprise platforms and workflows.

Aaseya's approach emphasises practical business outcomes, enterprise governance, and platform alignment. AI solutions are designed to integrate seamlessly with low-code and BPM platforms such as Pega, OutSystems, and Camunda, while remaining extensible to other enterprise systems and data sources. Delivery is structured to address strategy, architecture, implementation, and operationalisation, with strong focus on security, compliance, and scalability.

The service is suitable for public sector and regulated organisations seeking to modernise workflows, improve operational efficiency, and introduce AI-driven capabilities in a controlled, transparent, and sustainable manner.

2. Scope of Services

Aaseya Artificial Intelligence Services cover the design, delivery, and operationalisation of enterprise AI, GenAI, and Agentic AI capabilities. The scope is flexible and can be tailored based on organisational needs, maturity, and delivery model.

AI Strategy, Advisory, and Readiness

- AI opportunity identification aligned to strategic and operational priorities
- AI maturity and readiness assessments across data, platforms, and processes
- Definition of AI roadmaps, value cases, and phased adoption plans
- Advisory on responsible AI, ethics, and regulatory alignment

AI Architecture and Orchestration Design

- Target-state AI and agentic architecture design
- AI positioned as an orchestration layer across applications and workflows
- Design of MCP/A2A-aligned agent interaction patterns (platform-agnostic)
- Integration patterns for enterprise systems, data platforms, and services

AI, GenAI, and Agentic AI Implementation

- Development and deployment of AI and ML models
- Large Language Model (LLM) integration and prompt engineering
- Agent-based automation and multi-agent coordination
- Conversational AI, copilots, and decision-support solutions

Intelligent Automation and Document Intelligence

- Intelligent document processing (classification, extraction, validation)
- AI-assisted workflow automation and decisioning
- AI-enabled triage, prioritisation, and routing
- Integration of AI with RPA, BPM, and case management solutions

Platform-Integrated AI Enablement

- AI enablement within low-code and workflow platforms
- AI-assisted process design, optimisation, and analytics
- Integration with platforms such as Pega, OutSystems, and Camunda
- Enablement of AI-driven UX, forms, and interaction layers

AI-Driven Data and Insights

- AI-driven analytics and insight generation
- Predictive and prescriptive modelling
- AI-assisted access to enterprise data for non-technical users
- Integration with data platforms, lakes, and vector databases

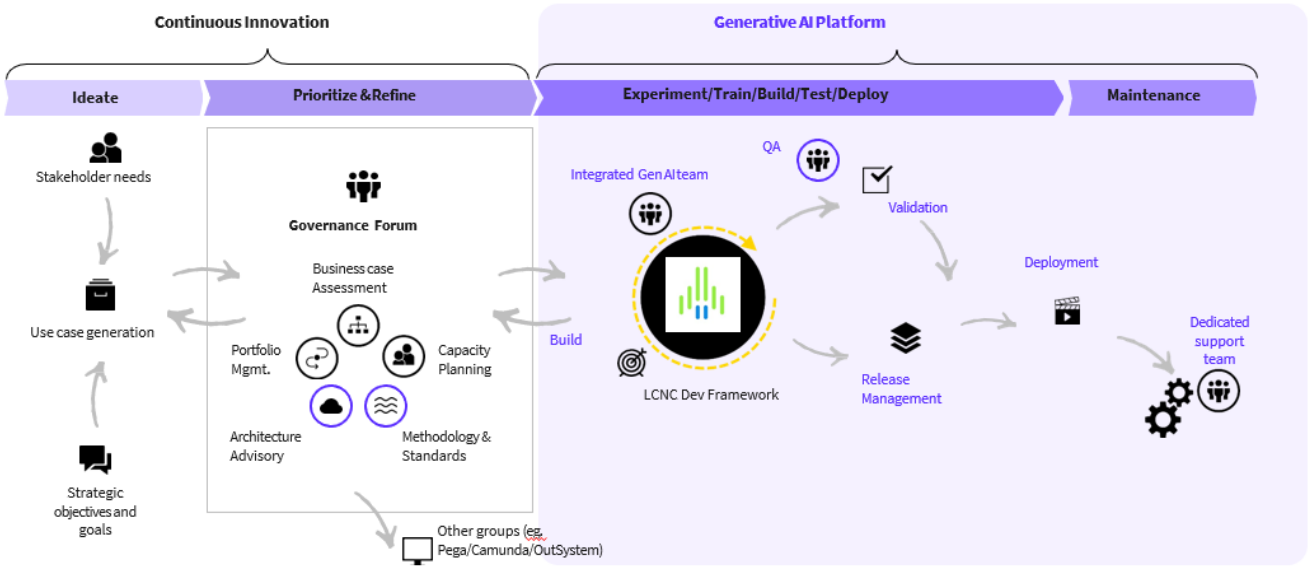
Operationalisation and Adoption

- Deployment support across cloud, hybrid, and private environments
- Monitoring, optimisation, and performance tuning
- Knowledge transfer, documentation, and enablement

3. Delivery Framework

Aaseya Artificial Intelligence Services are delivered using a structured, governance-led framework designed to enable the safe, scalable, and repeatable adoption of AI, GenAI, and Agentic AI across enterprise environments. The framework is an extension of Aaseya's low-code and workflow delivery model, with AI operating as an orchestration layer rather than a standalone component.

The delivery framework ensures that AI initiatives are aligned to strategic objectives, governed throughout their lifecycle, and integrated seamlessly with existing applications, workflows, and data platforms.



The delivery framework is organised across five interconnected stages:

- **Ideate**: Collaborate with stakeholders to identify AI opportunities aligned to business objectives, operational challenges, and regulatory constraints. This includes use-case discovery, value hypothesis definition, and initial feasibility assessment.
- **Prioritise and Refine:** Establish governance-led decision-making through structured assessment of business value, risk, complexity, and delivery readiness. Activities include business case validation, architectural alignment, portfolio prioritisation, and capacity planning.
- **Design, Build, and Validate**: Design and implement AI, GenAI, and agent-based solutions using iterative, low-code–aligned delivery. AI capabilities are embedded as orchestration layers across workflows and systems, supported by integrated testing, quality assurance, and validation.
- **Deploy and Operationalise**: Release AI-enabled solutions into controlled environments using enterprise deployment practices. This includes release management, monitoring, security validation, and operational readiness to ensure stability and compliance.
- **Maintain and Evolve**: Provide ongoing support for optimisation, performance tuning, and continuous improvement. The framework supports iterative enhancement of models, agents, and workflows as business needs and data maturity evolve.

Governance is embedded across all stages of delivery, covering AI risk management, security, privacy, compliance, and model lifecycle controls. This ensures transparency, auditability, and controlled change for AI-enabled solutions operating within enterprise and regulated environments.

This delivery framework enables organisations to adopt AI confidently, ensuring innovation is balanced with governance, operational stability, and long-term sustainability.

4. Roles & Responsibilities

Aaseya Artificial Intelligence Services are delivered through a multidisciplinary team combining AI, platform, architecture, and governance expertise. Roles are tailored based on engagement scope and complexity.

Role	Responsibilities
Engagement Lead / Delivery Manager	• Overall accountability for service delivery, governance, and client engagement • Ensure alignment with agreed scope, timelines, quality, and outcomes • Act as primary point of contact for escalation, reporting, and governance forums • Coordinate cross-functional teams and manage delivery risks
AI Solution Architect	• Own the end-to-end AI and agentic solution architecture • Define AI orchestration patterns across workflows, systems, and platforms • Ensure alignment with enterprise architecture, security, and integration standards • Guide design decisions across AI, GenAI, and Agent-based implementations
Agentic AI / AI Engineering Lead	• Design and implement AI, GenAI, and Agentic AI components • Develop and integrate AI models, LLMs, agents, and orchestration logic • Ensure performance, reliability, and scalability of AI solutions • Collaborate with platform and workflow teams for seamless integration
Low-Code / Workflow Platform Architect	• Lead integration of AI capabilities within low-code and workflow platforms • Ensure AI solutions are platform-aligned (e.g., Pega, OutSystems, Camunda) • Define reusable patterns for AI-enabled workflows and decisioning • Maintain platform feasibility, upgrade safety, and best practices
Data & Analytics Specialist	• Design data pipelines and AI-ready data models • Enable data ingestion, feature engineering, and analytics integration • Ensure data quality, governance, and traceability for AI solutions • Support predictive, prescriptive, and insight-driven use cases
QA and Validation Lead	• Define AI-specific testing, validation, and quality assurance strategies • Validate AI outputs, decision logic, and agent behaviours • Support regression testing, performance testing, and release readiness • Ensure solutions meet agreed quality, reliability, and compliance criteria

5. Expected Outcomes

Aaseya Artificial Intelligence Services are designed to deliver measurable, enterprise-grade outcomes by embedding AI, GenAI, and Agentic AI capabilities into existing digital and operational landscapes. The service focuses on moving organisations from isolated AI use cases to governed, scalable, and value-driven AI adoption.

Through this service, organisations can expect the following outcomes:

- AI and Agentic AI deployed as an orchestration layer across workflows and systems
- Improved operational efficiency through intelligent automation and assisted decisioning
- Reduced manual effort in document-heavy, data-intensive, and exception-driven processes
- Faster time-to-value through reusable accelerators and proven delivery frameworks
- Secure, compliant, and auditable AI implementations suitable for regulated environments
- Improved consistency, transparency, and traceability in AI-driven decisions
- Enhanced collaboration between business, operations, and technology teams
- Scalable AI solutions aligned to low-code platforms and workflow engines
- Reduced delivery risk through governance-led and platform-aligned implementation
- Sustainable AI capability that evolves beyond pilots and proof-of-concepts

Overall, these outcomes enable organisations to adopt AI with confidence—balancing innovation with control—while building a foundation for continuous improvement, operational resilience, and long-term digital transformation.

6. Company and Contact Information

Aaseya is a leading professional services company specialising in Low-Code, Digital Process Automation, and AI-driven transformation. With a team **of 600+ certified low-code and AI consultants**, Aaseya delivers rapid, high-quality implementations across leading platforms including Pega, OutSystems, and Camunda. Our agile delivery frameworks and deep domain expertise enable organisations to accelerate time-to-value, modernise legacy estates, and transform critical business operations.

Operating across **13+ countries**, Aaseya partners with enterprises in Banking, Insurance, Manufacturing, Public Sector, and Government to deliver innovative solutions in Customer Experience, Case Management, CRM, Business Operations, and Workflow Automation. The organisation has successfully achieved 180+ go-lives in just seven years, backed by a strong governance-led delivery model and consistent 4.8+ CSAT across engagements.

Aaseya is a subsidiary of **YASH Technologies**, a global system integrator with **9,000+ employees**, serving 450+ global clients, including more than 100 Fortune 500 organisations. This combined capability enables Aaseya to deliver enterprise-grade transformation at scale, supported by strong security and compliance foundations.

Security Accreditations:

- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus

Websites:

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Contact Information

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