



G-Cloud 15 Service Definition Document

aHawkAI – The Art of Inspection

1. Overview

Aaseya aHawkAI is a cloud-based, AI-enabled monitoring and governance platform built on a modern low-code foundation and delivered using Pega Launchpad as its SaaS framework. The solution enables rapid configuration and scalable delivery of enterprise-grade monitoring, analytics, alerts, and workflows, supporting organisations in achieving improved operational visibility, governance, and resilience across digital platforms.

aHawkAI is designed to support multiple operational and governance use cases through configurable rules, dashboards, analytics, and workflow-driven responses. Its flexible architecture allows seamless integration with existing enterprise applications, platforms, and data sources, enabling organisations to apply consistent monitoring and governance controls across complex and heterogeneous environments.

Government and Public Sector organisations increasingly require proactive oversight, auditability, and operational intelligence to meet regulatory obligations, service continuity expectations, and governance standards. However, many organisations continue to rely on fragmented monitoring tools, manual reporting, and siloed operational data, leading to delayed issue detection, limited transparency, and increased operational risk.

aHawkAI addresses these challenges by providing a centralised, configurable, and AI-assisted monitoring and governance capability. Leveraging low-code configuration and SaaS delivery principles, the solution can be rapidly tailored and extended to support evolving operational, regulatory, and compliance requirements without extensive re-engineering. Configurable dashboards, alerts, analytics models, and workflow rules enable organisations to respond quickly to emerging risks, prioritise issues effectively, and support informed operational and management decision-making.

AI-driven insights within aHawkAI enhance proactive issue detection, trend analysis, and decision support, improving overall operational efficiency, service reliability, and organisational resilience. The SaaS-based delivery model ensures scalability, controlled updates, and consistent operational standards aligned with enterprise and public sector expectations.

Aaseya brings deep expertise in delivering low-code and automation-led solutions for Government and regulated organisations. As the **only Pega Government Elite Partner in the MEA region**, Aaseya delivers implementation, modernisation, and managed services through a mature practice of 430+ experienced consultants, ensuring aHawkAI can be effectively configured, deployed, and supported to strengthen operational oversight, governance, and platform resilience over time.

2. Scope of Services

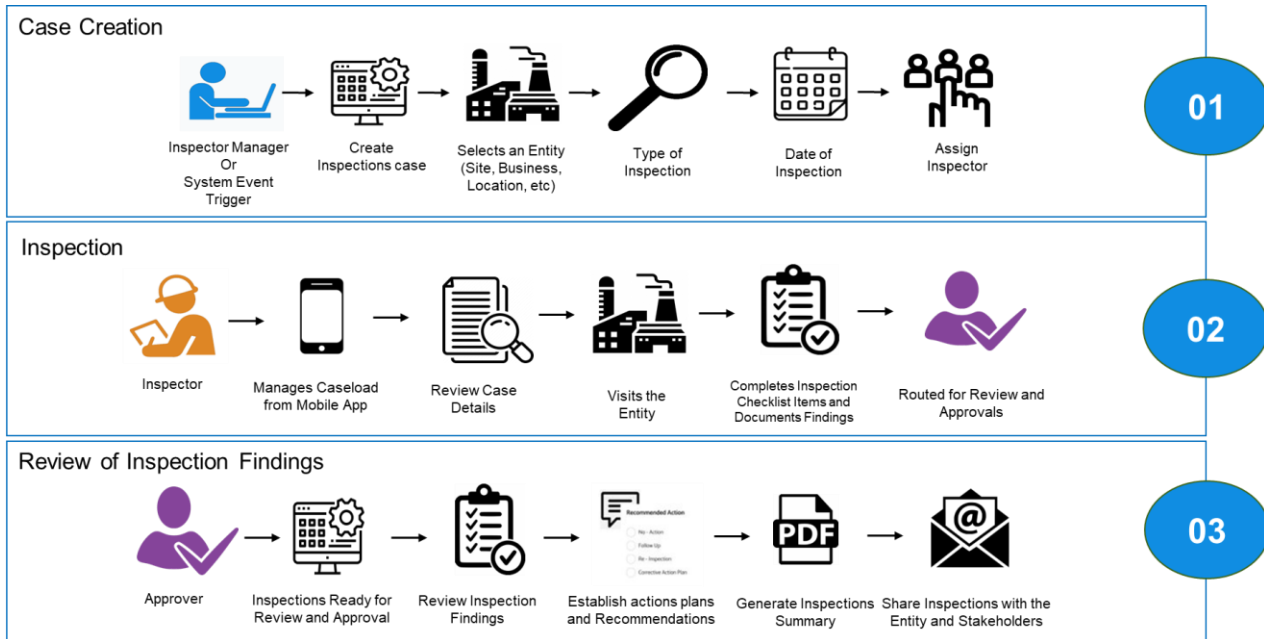
aHawkAI provides a configurable, end-to-end capability for operational monitoring, oversight, and governance, enabling organisations to proactively identify issues, manage risk, and maintain compliance across enterprise platforms and services. The scope of services includes:

- **Rule- and event-based monitoring configuration**, including scheduled checks, continuous monitoring, and campaign-driven oversight aligned to operational or regulatory objectives.
- **Automated issue detection and guided analysis**, supporting evidence capture, contextual insights, root cause indicators, and recommended actions.
- **Structured review, validation, and approval workflows** for alerts, findings, exceptions, and corrective actions, with full audit trails.
- **Automated notifications and alerts** delivered to defined stakeholders based on severity, thresholds, or escalation rules.
- **Issue, risk, and compliance case management**, including tracking, remediation actions, escalations, and closure management.
- **Centralised operational data aggregation and management**, providing a single view across monitored systems, applications, and data sources.
- **Configuration of monitoring rules, thresholds, dashboards, templates, and workflows**, enabling reuse and rapid adaptation across multiple use cases.
- **Operational KPIs, dashboards, and reporting**, including real-time views, historical trends, and management-level insights.
- **Data-driven planning and prioritisation**, enabling focus on high-risk, high-impact, or non-compliant areas.
- **Performance, workload, and service monitoring**, supporting continuous improvement and operational resilience.
- **Integration with enterprise platforms and data sources** using standard APIs and connectors, subject to customer security controls.
- **Support for regulatory, inspection, and compliance-led use cases**, including licensing, permits, authorisations, public safety inspections, and enforcement oversight.
- **Monitoring of citizen-facing services and case-driven operations**, such as benefits administration, complaints handling, investigations, and legal or judicial case progression.
- **Oversight of public infrastructure, assets, and back-office operations**, including maintenance inspections, work orders, capital projects, procurement, HR, and shared services.

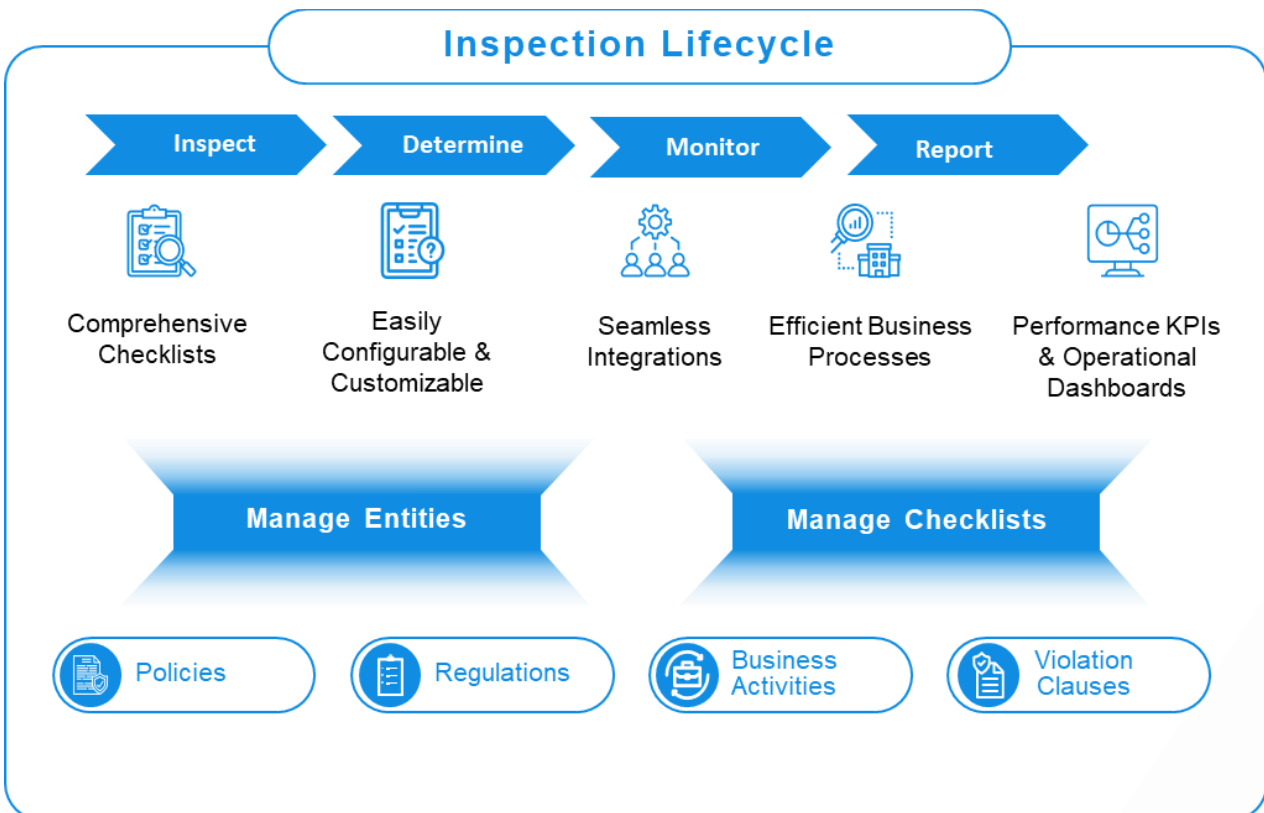
The service can be configured and scaled to support a wide range of operational, regulatory, and governance use cases, and may be delivered as a standalone monitoring and governance capability or integrated into broader digital, compliance, or operational improvement programmes.

3. Solution Lifecycle

The below diagram shows a representative workflow of the Inspection which happens vis the solution:

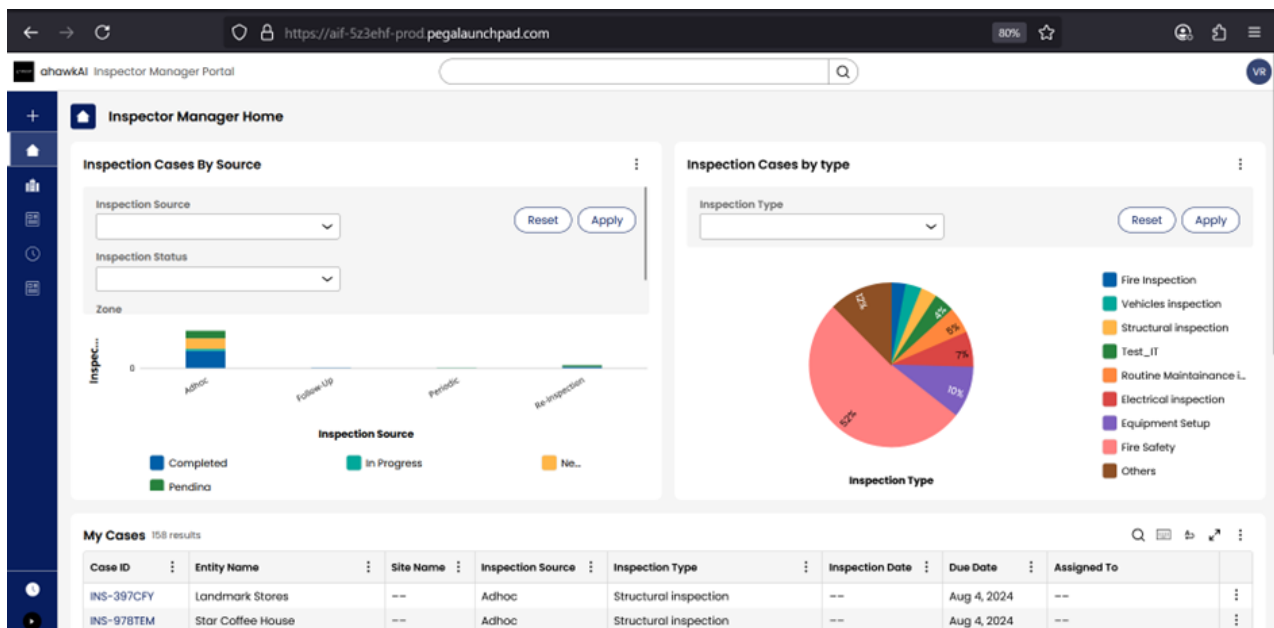


The aHawkAI Solution is a versatile, cloud-based capability that supports the end-to-end monitoring, oversight, and governance lifecycle across enterprise platforms and operational environments. Its high configurability enables organisations to tailor monitoring and analytics to their specific policies, regulatory obligations, and operational priorities. This includes defining monitoring rules, thresholds, dashboards, alerts, and workflows, as well as integrating data from multiple systems and platforms. All configurations are delivered through a low-code, configuration-driven approach, enabling rapid adaptation and ongoing evolution without the need for custom code or complex platform changes.



4. Example Screens

Inspection Manager Home Screen with Dashboard



Performing Inspection

The screenshot shows the 'Perform Inspection' form for case INS-802ZTD. The form is assigned to Upasana Singh and has a due date of 3 hours. The form includes sections for General Safety Measures, Response, and Notes.

Inspection INS-802ZTD

Urgency: 10

Inspection Source: Adhoc

Inspection Type: Fire safety

Inspection Date: Sep 25, 2025

Due Date: Oct 5, 2025

Entity Type: Site

Site: Super House Manufacturer

Entity Address

Full Address: Bellandur, Bengaluru, Karnataka, Karnataka, India

Representative Details

Owner Name: John

Phone Number: 9826677222

Email Address: John@shm.in

Perform Inspection

Assigned to Upasana Singh • In INS-802ZTD • Due in 3 hours • Urgency 10

General Safety Measures

Fire prevention measures are implemented and regularly reviewed.

Response *

☒ Yes ☐ No ☐ NA

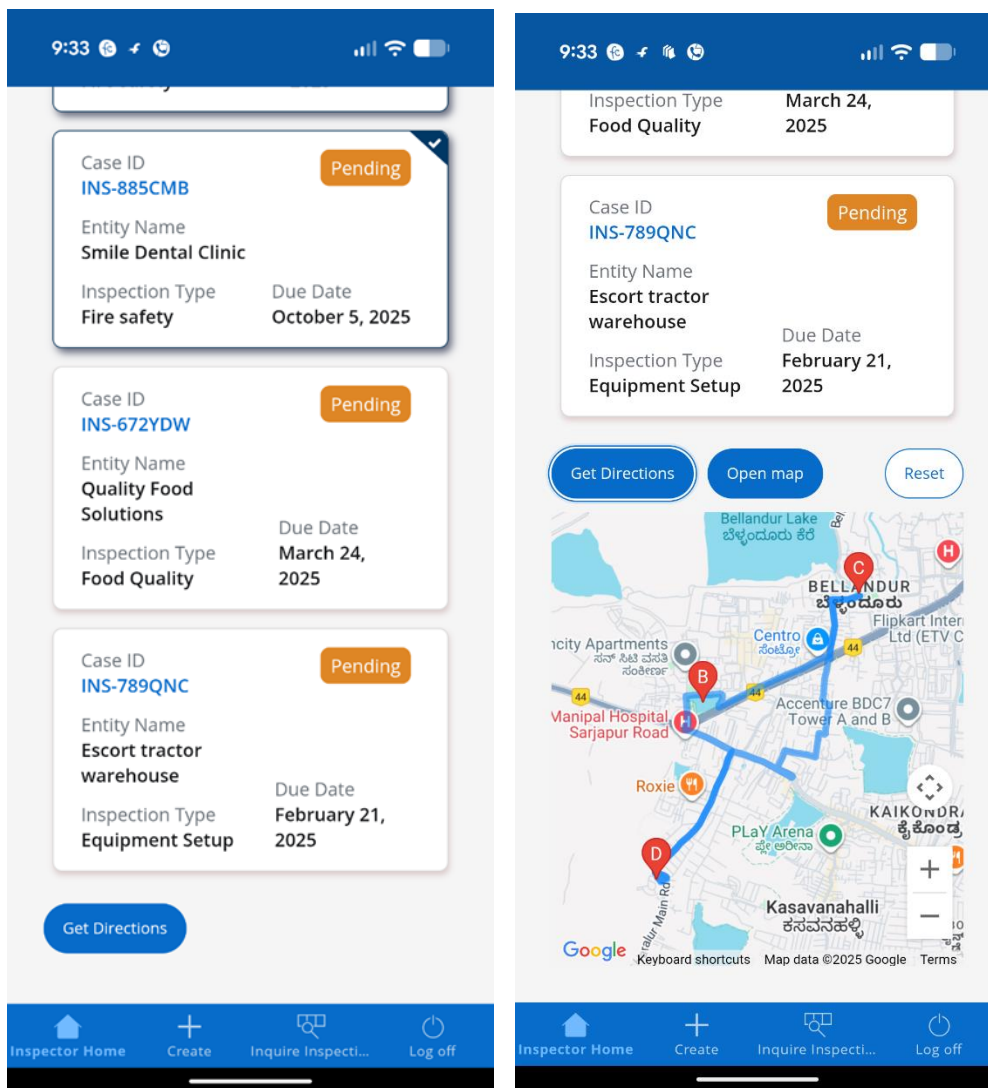
☒ Add Additional Info

Notes *

Fire extinguishers are placed at the appropriate height



Inspection Mobile View



5. Expected Outcomes

Implementation of aHawkAI enables organisations to achieve measurable improvements in inspection effectiveness, compliance assurance, and operational oversight. Expected outcomes include:

- **Standardised and transparent inspection processes**, reducing variability and improving alignment with regulatory and policy frameworks.
- **Improved operational efficiency**, achieved through automation, guided workflows, and reduced reliance on manual, spreadsheet-based activities.
- **Faster inspection and issue resolution cycles**, supported by real-time dashboards, automated alerts, and streamlined review and approval workflows.
- **Enhanced decision-making and situational awareness**, driven by centralised operational data and actionable, near real-time insights.
- **Improved compliance, audit readiness, and traceability**, with consistent evidence capture, audit trails, and easily accessible inspection records.
- **Stronger oversight and accountability**, enabled through visibility into workloads, performance metrics, and outcomes across teams and functions.
- **Better utilisation of inspection and operational resources**, informed by workload monitoring, trend analysis, and prioritisation of high-risk areas.
- **Scalable, future-ready digital capability**, delivered on a cloud-based SaaS platform, enabling rapid configuration, ongoing updates, and support for evolving inspection, governance, and monitoring use cases without heavy infrastructure overhead.
- **Reduced operational risk and improved resilience**, through proactive monitoring, early issue detection, and data-driven prioritisation.

Overall, aHawkAI supports organisations in moving from reactive, fragmented inspection practices to a proactive, scalable, and insight-led governance model, aligned with modern cloud and SaaS operating principles.

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:

www.aaseya.com, www.yash.com

Contact Information:

Matthew Leamy – Vice President, Sales Europe; **Email:** GCloud@aaseya.com