



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Becoming Frontier with Agentic AI



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1. Service Overview

Avanade's Agentic AI with Microsoft Foundry and the Agentic Framework is designed to help organizations become Frontier Firms—businesses that blend human ingenuity with advanced AI agents to achieve new levels of agility, scale, and innovation. In today's rapidly evolving landscape, intelligence is now available "on tap," enabling organizations to reimagine their operating models and unlock capacity beyond human limits.

A Frontier Firm leverages human-agent teams, where AI agents act as digital colleagues, automating complex workflows and empowering employees to focus on high-value, strategic work. This transformation is not just about technology—it's about adopting a new organizational blueprint, where every employee becomes an "agent boss," managing and collaborating with AI to drive business outcomes.

Avanade's service enables this shift by providing the tools, frameworks, and expertise needed to orchestrate multi-agent solutions, embed responsible AI practices, and ensure secure, compliant operations. With deep Microsoft expertise and proven delivery accelerators, Avanade helps clients move beyond pilots to broad-scale adoption, positioning them at the forefront of the AI-powered enterprise revolution.

2. Service Scope & Constraints

This service is designed to guide organizations on their journey to becoming Frontier Firms—companies that blend human expertise with advanced AI agents to achieve new levels of agility, scale, and innovation. Avanade's Agentic AI offering supports clients through three transformation phases:

- Human with assistant
- Human-agent teams
- Human-led, agent-operated models

The scope includes agentic solution design, orchestration, deployment, and managed operations, with a focus on enabling every employee to become an "agent boss" who manages and collaborates with AI agents.

Constraints such as security, compliance, and transparency are embedded as strategic enablers, ensuring responsible AI adoption and positioning public sector organizations to thrive as Frontier Firms.

82% of leaders say this is a pivotal time to rethink strategy and operations, with responsible AI adoption and robust governance central to success.

46% of organisations are already using agents to fully automate workstreams or business processes, which requires strong compliance and governance frameworks to manage risk and ensure operational resilience.

78% of leaders are considering adding AI-focused roles, including security and compliance specialists, to prepare for the future and safeguard their transformation.

Frontier Firms—the most advanced organizations—are twice as likely to report thriving (71% vs. 37% globally) and attribute their success to organization-wide AI deployment, advanced governance, and responsible AI practices.

By embedding these constraints as strategic foundations, Avanade positions public sector organizations to thrive as Frontier Firms—enabling broad-scale AI adoption, minimizing risk, and ensuring compliance with evolving regulations

3. Service Approach & Outcomes

Avanade's approach is purpose-built to accelerate your organization's journey to becoming a Frontier Firm—a business that blends human ingenuity with advanced AI agents to achieve new levels of agility, scale, and innovation.

Guided Transformation Across Three Phases:

- **Phase 1: Human with Assistant**
 - Every employee is empowered with an AI assistant, removing repetitive work and enhancing productivity.
- **Phase 2: Human-Agent Teams**
 - AI agents join teams as digital colleagues, automating complex workflows and enabling employees to focus on strategic, high-value tasks.
- **Phase 3: Human-Led, Agent-Operated**
 - Humans set direction while agents execute business processes and workflows, unlocking capacity beyond human limits.

Key Outcomes for Frontier Firms:

Organizational Agility: Rapidly adapt to market changes by leveraging on-demand intelligence and flexible human-agent teams.

Scalable Innovation: Deploy agents across the enterprise to drive innovation, operational efficiency, and measurable business impact.

Agent Boss Mindset: Enable every employee to become an "agent boss," managing and collaborating with AI to amplify their impact and accelerate career growth.

Responsible AI at Scale: Embed responsible AI practices, robust governance, and compliance as strategic foundations for sustainable transformation.

Broad-Scale Adoption: Move beyond pilots to organization-wide deployment, ensuring your firm thrives in the AI-powered era—Frontier Firms are twice as likely to report thriving compared to their peers.

Avanade's proven frameworks, Microsoft expertise, and delivery accelerators ensure your organisation not only adopts agentic AI, but leads as a true Frontier Firm.

4. Tools, Assets & Accelerators

Microsoft Foundry: A unified platform for building, evaluating, and deploying AI agents. Supports orchestration, memory, and tool integration, enabling organizations to manage multi-agent systems at scale.

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Microsoft Agentic Framework: Open-source framework for agent development, supporting multi-agent collaboration, retrieval-augmented generation (RAG), and integration with Azure AI services. It provides SDKs for Python, C#, JavaScript/TypeScript, and Java (preview).

Azure OpenAI Service: Secure, enterprise-grade generative AI foundation for building advanced AI solutions.

Azure Machine Learning & Cognitive Services: For model training, deployment, and advanced analytics. [G

Centralized AI Asset Management: Tools to observe, optimize, and manage all AI assets (agents, models, tools) in one place. Includes real-time observability, model tracking, and health monitoring as your AI fleet scales.

Built-in Compliance and Security: Integration with Azure Policy, authentication protocols, and content safety features to ensure responsible AI adoption and regulatory compliance.

Agent Governance COE (Center of Excellence): Templates and frameworks for establishing operating models, DLP (data loss prevention) strategies, and guardrails for AI governance.

Avanade Accelerators: Blueprints, infrastructure-as-code, and agent templates to accelerate delivery and ensure consistency.

5. Trials & Associated Services

Avanade provides a comprehensive suite of trial and introductory services to help clients quickly evaluate, validate, and realize the benefits of the AI Agents. These services are designed to minimize risk and maximize value during the early stages of engagement:

Proof of Concept (PoC):

- Rapid development of PoC and pilot projects for targeted AI Agents use cases.
- PoCs are structured to demonstrate technical feasibility, secure stakeholder buy-in, and build confidence in Azure-based data solutions.
- Delivered using Agile methodology, PoCs include collaborative workshops, analysis, and design sessions.

Discovery Phases & Workshops:

- Insight Discovery Workshops define engagement scope, clarify challenges, and establish architectural approaches and roadmaps.
- Prioritization workshops help identify and quantify use cases that deliver the greatest value, supporting project selection and planning.

Collaborative Development/Training:

- Joint teams of Avanade and client personnel work together on specific Azure Data Platform projects.
- This enables clients to experience Avanade's delivery approach and build internal skills for platform adoption and development.

Hero Offers:

- Structured, short, focused engagements (often 4–6 weeks) to demonstrate tangible business outcomes early. These are scoped to provide clarity and defined outcomes for a fixed fee.

These trial services are designed to accelerate client understanding, reduce implementation risk, and deliver measurable value from Azure Data Platform investments.

6. Customer Responsibilities

- **Provision of Resources:** Customers are expected to provide necessary resources, such as access to systems, data, and relevant personnel, to enable Avanade to deliver the service effectively.
- **Collaboration and Engagement:** Active participation in collaborative workshops, ideation sessions, and ongoing feedback cycles is crucial. This includes engaging with Avanade during discovery, architecture design, and MVP development phases.
- **Governance and Roles:** We'll work with you to identify the most appropriate governance structures to ensure quick decision making, issue resolution and to ensure appropriate quality and financial controls
- **Training and Skill Development:** Where collaborative development or training is part of the engagement, customers should allocate team members to participate in joint development and training activities.
- **Operational Support:** For managed services, customers may need to support monitoring, maintenance, and data stewardship activities, ensuring that operational dependencies and SLAs are met.
- **Timely Decision-Making:** Customers are expected to provide timely decisions and approvals, especially during agile development cycles and migration projects, to avoid delays.
- **Compliance and Security:** Customers must ensure compliance with internal policies and regulatory requirements, particularly regarding data access, security, and GDPR.

7. Avanade Experience

HR – Talent Acquisition

Challenge: Identifying high-value candidates quickly and fairly, overcoming manual, bias-prone processes.

Solution: AI-driven candidate discovery using Azure AI Search, semantic retrieval, and LLM-based scoring.

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Outcome: Reduced time-to-shortlist, improved precision, and a reusable framework for scaling talent acquisition.

CEO Office – Mergers & Acquisitions

Challenge: Corporate Strategy & M&A teams struggled with scattered, lengthy reports.

Solution: Conversational RAG (Retrieval-Augmented Generation) with Azure OpenAI, AI-powered summarization, and Teams bot integration.

Outcome: Automated search and summarisation, faster insight generation, and improved strategic decision-making.

Full details of Avanade's experience, client references, and additional case studies are available and can be shared upon request to demonstrate our proven track record and the breadth of our expertise in delivering successful Agentic AI solutions

8. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

9. Contact Information

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10. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.