



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Self service BI (AI4BI) with Databricks Gemini and AI/BI



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1. Service Overview

Avanade's Self Service BI solution combines Databricks Gemini and advanced AI to empower users with intuitive, AI-driven analytics. Enable business teams to explore, visualize, and act on data independently, accelerating insights and decision-making through secure, scalable, and governed self-service BI powered by Databricks and Microsoft AI.

2. Service Scope

A future-ready BI organization is a strategic enabler of decision intelligence, AI-powered insights, and business process transformation. Operates at the intersection of data, AI, and business strategy to ensure insights drive value

- Maintains a clean, organized, discoverable, and searchable BI estate
- Provides reusable, modular, and configurable BI assets
- Delivers intuitive, targeted, self-service BI experiences
- Offers AI-augmented, proactive, and contextualized insights
- Embeds intelligence into workflows for scalable and composable BI services
- Promotes human + AI collaboration for insight consumption and creation
- Ensures robust BI governance with discipline at the core and flexibility at the edge [
- Maximizes adoption, engagement, and data fluency with a future-ready BI workforce

What is AI for BI (AI4BI)

- AI4BI reinvents the relevance, quality, and actionability of data and insights (intelligence) and the way we interact with it (experience)
- Leverages both analytical and generative AI to create a seamless, value-focused experience
- AI4BI is not a product; it is a strategy
- Enabled through purposeful integration and orchestration of different technological building blocks
- Will be an essential core of an organization's BI North Star across industries and geographies
- Features will be ubiquitous and early adopters will gain competitive advantage
- Will require a shift in mindset, behaviour, and talent

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AI4BI transforms BI experiences for faster, smarter decision-making.

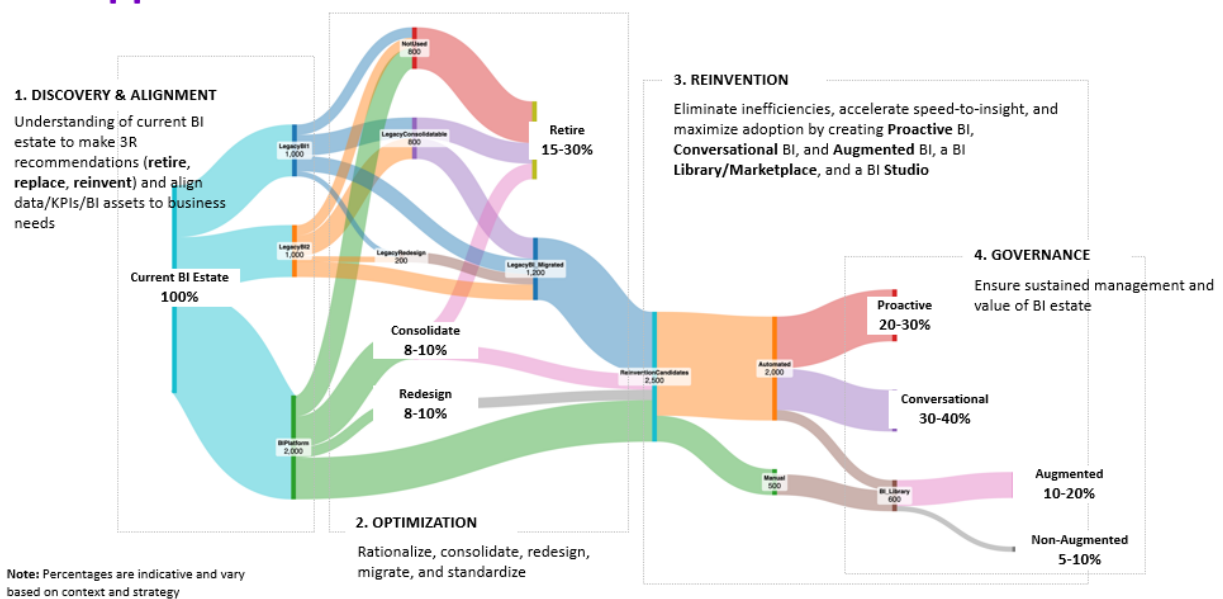
Key Points

- **Save time, make faster decisions, unlock new insights**
 - Proactively delivered, actionable insights and root cause analysis without searching dashboards.
 - Natural language Q&A for intuitive, AI-powered data exploration.
 - AI-driven summaries, insights, and simulations to enhance dashboards.

Experience Types

- **Conversational BI**
 - Dialog with data through guided, contextual conversations.
 - Move from one-way communication to interactive Q&A.
- **Proactive BI**
 - Prioritized anomalies, contextual summaries, and recommended actions.
- **Augmented BI**
 - Conventional dashboards enhanced with AI features.
 - Democratized and reusable BI assets for complex decision-making.

Our Approach



3. Tools, Assets & Accelerators

- **Accelerating AI deployment**

Starting with prioritised use cases we build Agentic capability to be scaled enterprise-wide with the aim to deliver value at scale, minimising duplicate efforts and securing the business. This, while ensuring speed of delivery is maintained. We build the foundational capabilities to accelerate and scale through centralised global orchestration

Enhancing value creation through a dedicated cross-functional team that provides guidance, standards, and orchestration for Agentic across the enterprise.

Without this approach to Agentic innovation, there is risk investment will be drained through:

- Lack of connection to business strategy
- Governance gaps and lack of ownership
- Inconsistent quality and higher risk
- Lost innovation opportunities

Having a central AI & Agentic capability enables industrialisation and scale of capability. This is a light-touch that provides guardrails, prioritisation and shared focus on measurable outcomes.

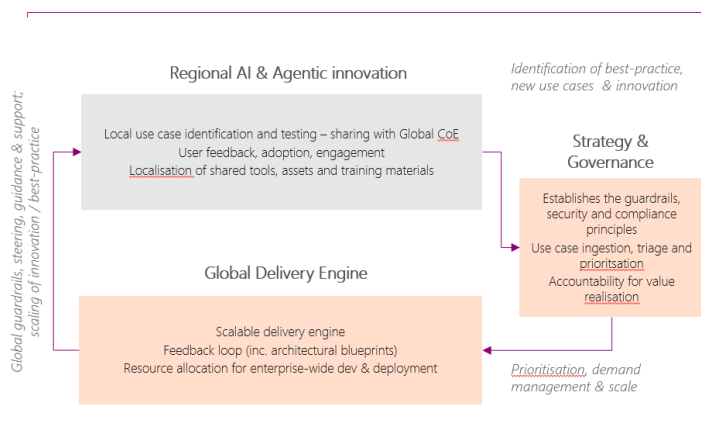
AI Framework: Global Orchestration / CoE

Creation of an operational cross-functional team to steer Gen and Agentic AI for the business

A centralised cross-functional team that provides global leadership, standards, and support for AI across the enterprise aligning with business strategy:

- **Global Orchestration & Demand Management** responsible for coordination, roadmap, backlog and prioritisation
- **Strategy & Governance** sets the guardrails and provides support; accountable for return on investment and is is conduit for global steering and local innovation
- **AI Delivery Engine** incubates, accelerates and scales prioritised use cases and capabilities

Collaborating with local teams to ensure ongoing loop of feedback, support and enablement – identifying new use cases to prioritise and scale.



4. Trials & Associated Services

Avanade offers a suite of services to help clients rapidly evaluate, validate, and realize the benefits of Agentic AI with Databricks. 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 agentic AI use cases.
- PoCs are structured to demonstrate technical feasibility, secure stakeholder buy-in, and build confidence in the effectiveness of agent-driven automation and decision support.
- Delivered using Agile methodology, PoCs include collaborative workshops, analysis, and design sessions.

Discovery Phases & Workshops:

- **Insight Discovery Workshops:** Workshops are typically used to define an engagement and ensure clarity and challenges and scope. They can also form short engagements to define architectural approaches and roadmaps.
- **Prioritisation workshops:** Used to identify and quantify use cases that can deliver value, to best help project selection, either within or before a project engagement.
- **Collaborative Development/Training:** Joint teams of Avanade and client personnel work together on specific agentic AI projects, enabling clients to experience Avanade's delivery approach and build internal skills for agent development and adoption.

Hero Offers:

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

5. 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.

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- **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.

6. Avanade Experience

Water Company - Databricks, GenAI & Agentic Workflows

Overview: Avanade supported a Water Utility Company with Agentic AI and Databricks, focusing on generative AI and agentic workflows for operational efficiency, predictive maintenance, and data-driven decision-making.

Sector: Utilities/Public Service (Water)

NHS– AI & Data Science Engagements

Overview: Avanade consultants have delivered AI and data science projects for the NHS, including stakeholder management, requirement gathering, and technical delivery using Databricks and Agentic AI approaches. These engagements focused on improving healthcare analytics, patient outcomes, and operational efficiency.

Sector: Healthcare/Public Sector (NHS)

Further 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 solutions.

7. Service Pricing

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

8. Contact Information

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9. 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.