



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Agentic AI with Microsoft Foundry
and Microsoft Agentic Framework



Table of Contents

- 1. Service Overview 1
- 2. Service Scope & Constraints 1
- 3. Service Approach & Outcomes **Error! Bookmark not defined.**
- 4. Tools, Assets & Accelerators 2
- 5. Trials & Associated Services 3
- 6. Customer Responsibilities 3
- 7. Avanade Experience 4
- 8. Service Pricing 5
- 9. Contact Information..... 5
- 10. About Avanade 5

1. Service Overview

Avanade's Agentic AI with Microsoft Foundry and Microsoft Agentic Framework empowers organisations to rapidly build, deploy, and manage advanced AI agents and solutions at scale. Leveraging Microsoft's next-generation AI platform, this service enables the orchestration of complex, multi-step tasks, integrating generative AI, retrieval-augmented generation (RAG), and automation within secure, governed environments. Avanade combines deep Microsoft expertise with proven delivery accelerators to help clients unlock business value, drive innovation, and ensure responsible AI adoption.

2. Service Scope & Constraints

This service definition covers Avanade's Agentic AI offerings built on Microsoft Foundry and the Microsoft Agentic Framework.

It should be read in conjunction with related G-Cloud documentation for Data Platform, Intelligent Automation, and AI Transformation services. The scope includes agentic solution design, orchestration, deployment, and managed operations, with a focus on public sector requirements for security, compliance, and transparency.

3. Service Approach & Outcomes

Avanade's approach spans the full lifecycle of agentic AI solutions:

- **Ideation & Discovery:** Collaborative workshops to identify high-value agentic use cases, leveraging Microsoft Foundry's composable architecture for rapid prototyping.
- **Architecture & Design:** Mapping organizational needs to the Agentic Framework, ensuring modular, scalable, and secure agent orchestration.
- **Proof of Value (PoV):** Agile delivery of pilot agents to demonstrate feasibility and business impact.
- **MVP & Deployment:** Iterative development and deployment of agentic solutions, integrating with enterprise data and automation platforms.
- **Governance & Responsible AI:** Embedding responsible AI practices, monitoring, and compliance throughout the agent lifecycle.
- **Managed Services:** Ongoing support, monitoring, and optimization of agentic solutions.

Delivers a modern experience with enhancements designed for flexibility and scale:

- **Multi-Agent Orchestration and Workflows** – Build advanced automation using SDKs for C# and Python that enable collaborative agent behaviour and complex workflow execution.
- **Expanded Integration Options** – Publish agents to Microsoft 365, Teams, and BizChat, plus leverage containerized deployments for greater portability.
- **Expanded Tool Access** – Access the Foundry tool catalog (preview) with a public tool catalog and your own private catalogs, connecting over 1,400 tools in Microsoft Foundry.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

- **Enhanced Memory Capabilities** – Use memory to help your agent retain and recall contextual information across interactions. Memory maintains continuity, adapts to user needs, and delivers tailored experiences without requiring repeated input.
- **Knowledge Integration** – Connect your agent to a Foundry IQ (powered by Azure AI Search) knowledge base to ground responses in enterprise or web content. This integration provides reliable, citation-backed answers for multi-turn conversations.
- **Real-Time Observability** – Monitor performance and governance using built-in metrics and model tracking tools.
- **Enhanced Enterprise Support** – Use open protocols in Foundry Agent Service with full authentication support in MCP and A2A tool, AI gateway integration, and Azure Policy integration.
- **Centralized AI asset management** - Observe, optimize, and manage 100% of your AI assets (agents, models, tools) in one place, the Operate section. Register agents from other clouds, get alerts when an agent or model requires your attention, and effectively manage your AI fleet health as that fleet scales.
- **Optimized Developer Experience** – Experience faster load times and dynamic prefetching for smooth development and deployment.
- **Streamlined Navigation** – Navigate efficiently with a redesigned interface that places key controls where you need them, improving workflow efficiency.

4. Tools, Assets & Accelerators

Microsoft Foundry: A unified platform for building, evaluating, and deploying AI agents, supporting orchestration, memory, and tool integration.

Microsoft Foundry API and SDKs: The Microsoft Foundry API is designed specifically for building agentic applications and provides a consistent contract for working across different model providers. The API is complemented by SDKs to make it easy to integrate AI capabilities into applications. SDK Client libraries are available for:

- Python
- C#
- JavaScript/TypeScript
- Java (preview)

Microsoft Agentic Framework: Open-source framework for agent development, supporting multi-agent collaboration, RAG, and integration with Azure AI services.

Azure OpenAI Service: Secure, enterprise-grade generative AI foundation.

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

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

Responsible AI Tooling: Integrated monitoring, safety, and compliance features.

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 AI Agent 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 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 Agentic AI 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

Financial Services: Leave Management Automation

Overview: A retail bank piloted an agentic AI solution for automating employee leave management.

How Microsoft Foundry Was Used: The solution leveraged Microsoft Foundry for orchestrating multiple agents and integrating with enterprise systems like Workday and Microsoft Graph. Foundry enabled the use of RAG (retrieval-augmented generation) for policy Q&A, memory/state management, and seamless workflow automation.

Agentic Framework Role: The Agentic Framework structured agent collaboration and ensured secure, scalable deployment.

Outcome: Reduced manual effort, improved accuracy, and delivered a seamless employee experience.

Energy Sector: Regulatory Compliance Chatbot

Overview: The client implemented a compliance chatbot to support legal, risk, and operations teams.

How Microsoft Foundry Was Used: Microsoft Foundry provided the orchestration layer for multiple agents (Q&A, Retriever, Reviewer), integrating with Azure AI Search for RAG and enabling advanced tool chaining. Foundry's capabilities ensured secure, governed agent operations.

Agentic Framework Role: The Agentic Framework enabled modular agent development and collaboration, supporting compliance use cases.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

Outcome: Delivered real-time, context-aware compliance guidance, automating regulatory data consolidation and insight delivery.

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 for both sector-specific and cross-industry engagements.

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.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

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.