



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Agentic AI with Databricks



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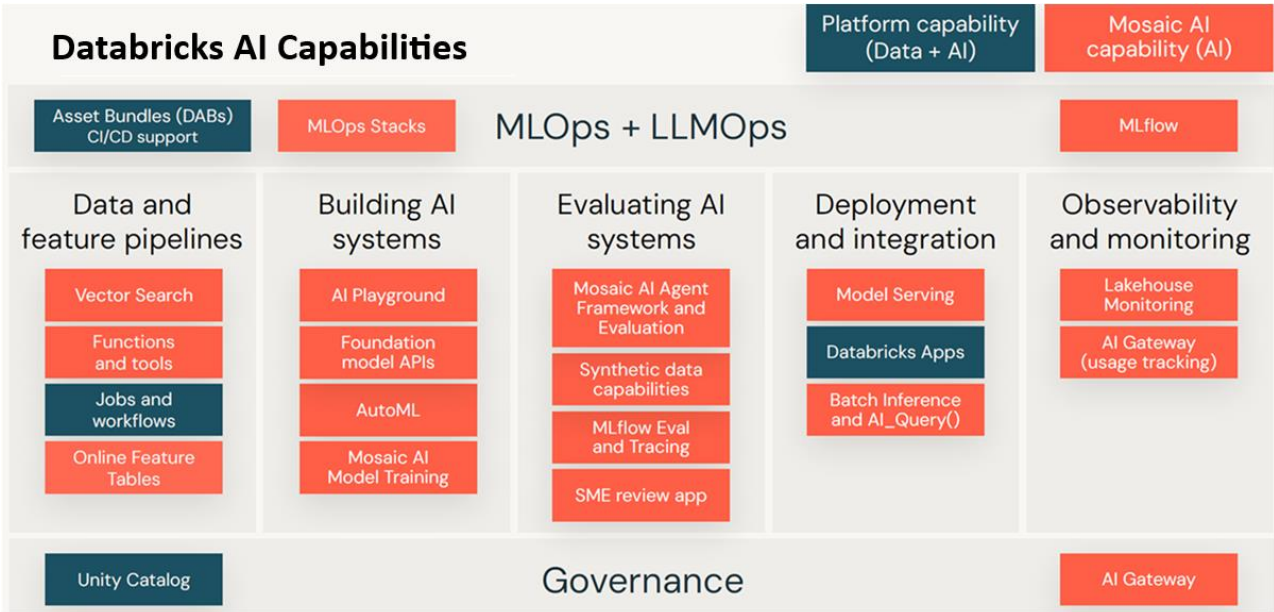
1.Service Overview

Avanade Agentic AI with Databricks empowers organizations to build autonomous, intelligent agents leveraging Mosaic AI and Agent Bricks capabilities this service combines advanced AI orchestration, secure data pipelines, and scalable compute to deliver adaptive, self-learning solutions that automate complex workflows, optimize decisions, and accelerate innovation across enterprise operations.

2. Service Scope

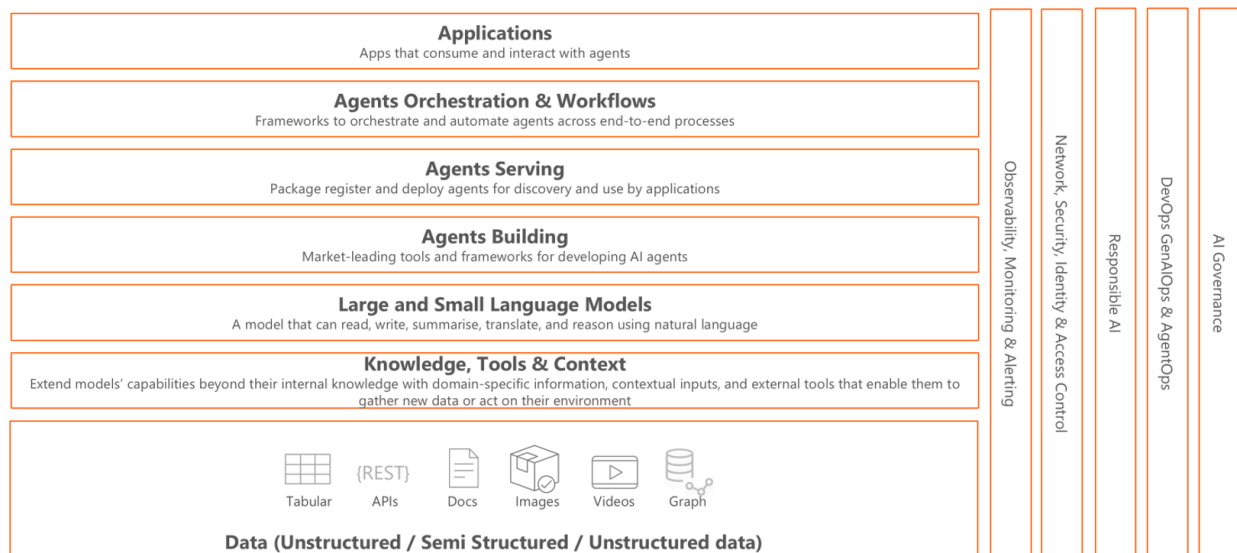
This service covers the design, development, and deployment of agentic AI solutions using Databricks and Microsoft Azure. It includes multi-agent orchestration, integration with enterprise data sources, support for large-scale AI workloads, and customization for industry-specific use cases.

The figure below highlights the Avanade Agentic AI / Databricks capability.



Solutions use a standard Logical AI Architecture to deliver solutions

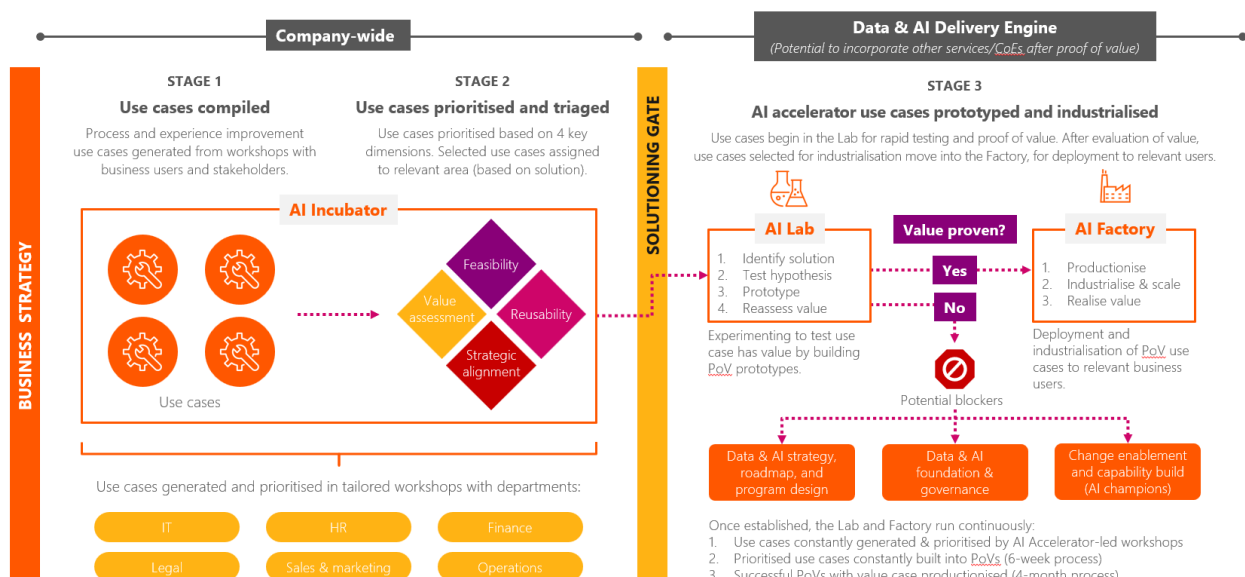
Logical AI Architecture



3. Service Approach & Outcomes

Avanade's Agentic AI with Databricks service is delivered through a structured, outcome-focused methodology that ensures rapid innovation, robust governance, and measurable business impact. The approach is designed to guide clients from initial ideation through to scalable production deployment, leveraging Avanade's deep expertise in AI, data engineering, and cloud transformation.

Avanade uses a Delivery Engine to identify, prioritise and deliver Use Case:



Reinvent, reimagine and redefine the future with AI

Businesses face a dual challenge in deploying Agentic AI; empowering innovation across regions while ensuring quality and governance. An enabling foundation and governance is pivotal for successful incubation and scale.

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AI agents are poised to transform business operations, but to capture this value enterprise-wide, a structured approach is needed for ensuring accessibility, trust, and security.

Through our partnership, we will work with you as you go through the change setting up to succeed in the long run as you innovate, industrialise and scale Generative and Agentic AI within the business.

Having the enabling foundation in place empowers continuous reinvention, laying the groundwork for evergreen innovation and evolution.

Deploy Agentic AI in a strategic, secure and scalable way

Scaling across a business is not easy. There is increasing interest and enthusiasm for experimentation across businesses to leverage AI capabilities. You need a formalised and scalable approach to provide guardrails, control and standardise and manage the demand on AI, based on shared principles.

With this increasing AI demand there are pressures within the businesses to ensure improved accountability, provenance, data availability, ethical considerations, ownership of responsibilities, regulatory compliance.

As you are looking to grow while the market remains challenging, it becomes critical to maintain speed in delivery while also keeping innovation within guardrails. With focus on enabling and accelerating Gen and Agentic AI investments, to deliver current initiatives while also building an acceleration engine.

Avanade enables organisations to deploy agentic AI solutions by combining advanced AI orchestration, secure data pipelines, and scalable compute infrastructure. The approach focussing on robust governance, formalised processes, and centralised orchestration to ensure that AI agents are deployed with the necessary guardrails for security, accountability, and regulatory compliance.

By leveraging proven frameworks, architecture blueprints, and learnings from public sector engagements, we help clients accelerate innovation while maintaining high standards of quality and control. This structured methodology empowers businesses to scale agentic AI capabilities enterprise-wide, minimising risks and maximising measurable outcomes

4. Tools, Assets & Accelerators

Avanade brings a wealth of experience from previous public sector deliveries, enabling us to accelerate and de-risk agentic AI deployments for new clients. We leverage architecture blueprints, proven frameworks, and best practices established through successful engagements with public sector organisations.

These assets include standardized logical AI architectures, delivery engines for use case prioritization, and governance models that ensure quality, security, and compliance at scale. By applying learnings and reusable components from past projects, we help clients avoid common pitfalls, minimise duplication of effort, and rapidly industrialize agentic AI capabilities across their enterprise. This approach ensures that every new deployment benefits from the collective knowledge and innovation of our cross-functional teams, driving measurable outcomes and sustainable value.

5. 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):

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- 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

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

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 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.

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.