



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade AI Transformation Studio



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1. Service Overview

The AI Transformation Studio is Avanade's delivery approach designed to help organisations build, evolve, and scale their AI capabilities. Its goal is to unlock lasting business value by enabling clients to prioritize the right AI use cases, innovate at scale and at pace with a strategic AI operating model in place and the right foundations, enabling them to drive business transformation and value with AI.

The service is designed to help you start your AI transformation today, whilst building your AI platform and maturity, driving business value and achieving your business ambitions.

We initially focus on identifying high-value areas of your business that you want to focus on, we then build these out with you into a pilot or MVP potentially using our Avanade Agentic Platform and creating AI agents that can then help to serve your business we then potentially roll these out with you at scale leveraging our managed services like software engineering and production environments for instance to bring your ambitions into full scale enterprise production.

2. Service Scope & Constraints

What?

- An annuity service to help clients build and evolve their AI readiness and capabilities
- Enables AI innovation at scale, allowing us to lead with business value and growth to fulfil and exceed our long-term business ambitions
- Team of experts will enable you to not just optimise your business with AI, but rethink and transform your organisation to unlock lasting value

How?

- Around two weeks of Use Case prioritisation and analysis, one to three months to pilot these, around six months to deploy and potentially help evolve with our managed services
- TCO and business case for your use cases
- KPI and value tracking of the solutions we build so you can see what they are delivering to your organisation in realtime
- Potentially Avanade agentic platform to manage and optimize any AI Agents we build
- Successfully rolled out at numerous public and private sector clients

Why?

- Enables clients to pick and prioritise the right use cases for the business to drive value, rewire their operating model for the era of AI enabling them to scale AI use cases that drive value for their business
- Enables clients to perform at the frontier building AI Agents that can serve their organization on a secure, trusted platform
- Unlocks long-term value via strategic approach, creating with value and purpose

We have developed our approach to enable you to scale and release value fast and responsible with your strategy in mind:

1. Understand the AI Opportunity. Explore use cases and existing tools and copilots
2. Build up your AI strategy, governance and foundation while creating business value
3. Deliver business value at scale and create new processes for your organization with AI at speed and scale

3. Service Approach & Outcomes

Why is it so hard to scale?

Businesses need new approaches to ensure AI delivers rapid value, in a responsible, secure and human-centric way. There are many reasons why it is hard to scale:

Lack of Vision & Strategy • Purposeless experimentation • Low impact to business outcomes • Unrealized Value	AI Skills Competition • High costs for expertise • Long delays to secure the right skills • Limited ability to adapt as skill and expertise needs change
Risks in Governance & Compliance • Increased risk of penalties and fines • Increased reputational risk • Increased data exposure risk • Barriers to safe exploitation of AI	Low People Enablement Effectiveness • Increased job displacement anxiety • Business adoption stalls and declines • Unrealized value
Lack of Quality Data • Long delays and high cost for experimentation • Unreliable and biased AI models	Lack of Scalable Processes • Uncontrolled cloud consumption costs • Service reliability and quality issues • Delays in releasing features to the business

The AI Transformation Studio is our integrated service which meets you wherever you are in your AI Journey and adapts to your needs.

We consider your organization's AI readiness from a comprehensive lens across tactical and strategic aspects to implement the best approach of our AI Transformation Studio.

We help you look at your organization's priorities through the technical lens, while prioritizing and building the business case for adopting an AI-first mindset, we measure the value that we are delivering throughout.

Lessons Learned during our AI Transformation Studio Projects

AI Best Practices

Have an AI Vision

Align your AI strategy to your organizational goals

Strong advocates and champions accelerate the path

AI must be part of your operating model and should not sit in a silo

Invest in your Data and Architecture

Don't forget your defense!

Even the best data strategy needs a revisit when deploying AI at scale

The build/buy model must be part of your AI strategy

Deploy a People-First approach

Consider a 'School of AI' as part of your AI journey

Organizational change will make/break how fast you can go

Do not assume AI will require the same OCM as previous tech

Always do AI Responsibly

Responsible AI is central to any AI strategy.

Do not do AI without RAI.

This is not a "tax."

RAI is a value creator for many organizations

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AI Transformation Studio Benefits:

- Avanade partners with you for your strategic AI- led transformation, we meet you where you are at and you pick the services you need
- Best technical AI knowledge across the MSFT ecosystem, including custom solutions and Copilots
- Assets, accelerators, industry-specific partnerships, frameworks and tools to deliver and scale value for your organisation
- The Avanade Agentic Platform which can make up part of the studio offers you a secure platform to build, optimize, scale and evolve the AI Agents that we build together with you to deliver for your organization
- The talent you need when you need it i.e. AI engineers, Data scientists, Full stack developers, Analysts, Advisors
- Responsible AI, Advisory and Industry expertise and Executive leadership to partner with you on your transformation
- The option of managed services like software engineering (i.e. MLOPs) and production environments for instance to ensure you can manage and scale your applications into production

What is AI Transformation Studio ?

AI Transformation Studio is a service to help you start your AI transformation today, whilst building your AI platform and maturity, driving business value and achieving your business ambitions



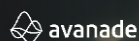
Build your AI Foundations



Lead with value



Achieve your AI and Business Ambitions



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What is AI Transformation Studio ?



Envision:
Identify value
and barriers

Use Case Identification & Feasibility
Develop use case backlog and prioritize for delivery based on their business value and technical feasibility

AND/OR

Responsible AI
Identify AI Governance recommendations and controls to support regulatory compliance and enable AI to be responsibly and safely.

AND/OR

Platform, Data & Security Readiness
Assess service availability, data quality, accessibility, security and readiness for production use cases.

2-4 weeks



Pilot
Establish capability
and foundations

- Mobilize the AI Transformation Studio team
- Establish platform, security and data foundations
- Define, agree and enable AI governance model and ways of working
- Identify people and ways of working impact of use cases and change strategy
- Develop initial use cases proof of concepts to test value and readiness to scale

3 months



Deploy
Accelerate and
realize value

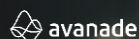
- Ongoing AI expertise to optimize the tech ecosystem and adapt to evergreen changes
- Data engineering and quality testing to ensure the quality and reliability of the trained models
- Scalable AI engineering teams to develop, test and release AI solutions into production
- AI governance support to policy, legal and regulatory compliance, with ability to adapt to change
- Quarterly review of value delivered and ideation of use cases for the next, driving adjustment of team skills

6 months+

as-a-Service

Illustrative timeline

Azure Marketplace Offering
AppSource Offering



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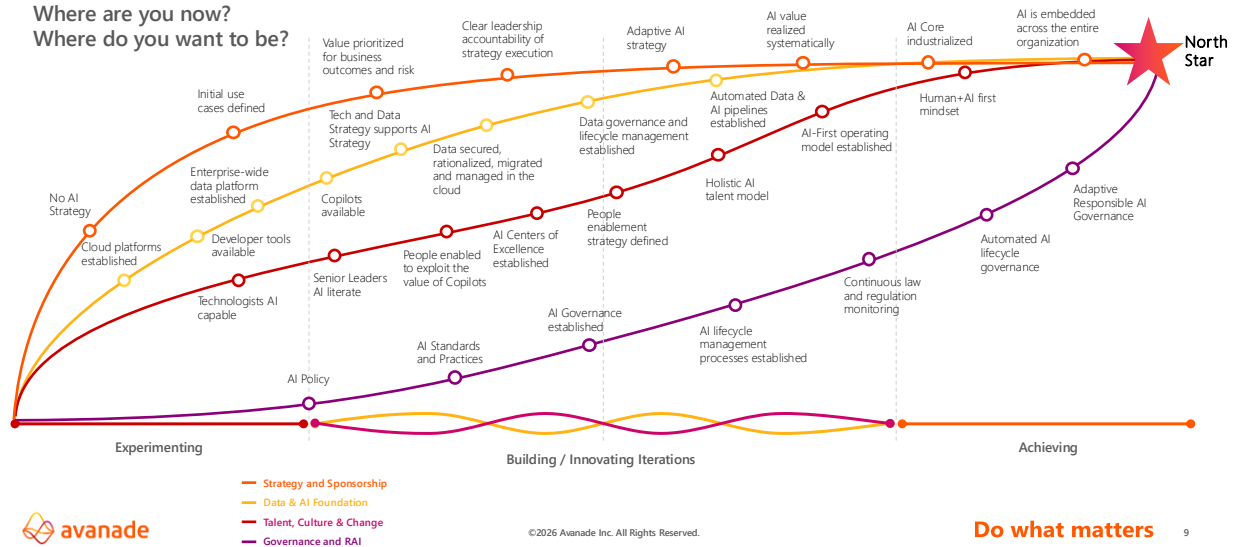
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Transformation is a Journey

Your optimal pathway will depend on your current capability and goals, we can support you where you are and evolve with you

Where are you now?

Where do you want to be?



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How we see AI evolving over the next several months

- 1 Leaders must work to genuinely **gain people's trust to constructively team with AI**
- 2 Don't look at use cases, focus on the **processes which really matter** (not on individual apps).
- 3 How to **use curated enterprise-specific data with the right mix of specialized- and general-purpose AI models** for optimization and adoption across the business.

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4. Tools, Assets & Accelerators



2x winner
Zero Trust Champion Award

Everest Group Leader
For Microsoft Azure Services
PEAK Matrix® Assessment 2024

AI leadership
Best AI Consulting Service
provider by the AI Breakthrough
Awards

CIO 100 Award
Awarded the 2025 CIO Awards for
our work on Disrupt Avanade –
our company wide program to
harness AI at scale to boost
productivity, efficiency, and
innovation across our business

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300+
Generative AI Projects
delivered globally.

2025
Databricks Global
Partner of the Year, 7th
year in a row.

1500+
Databricks engineers
trained, 100+ Databricks
Technical Champions

60,000+
Microsoft certifications,
more than any other
partner (in a company of
60,000 professionals)

2000+
AI/ML Projects delivered
globally.

5000+
Data & AI specialists,
covering engineering,
data science, AI solutions
and more.

90+
Microsoft Partner of the
Year Awards, including
Microsoft Alliance Partner
of the Year 19 times

80+
Microsoft MVP's, more than
any other organization

#1
Official Microsoft Partner
for Azure Data Services
and Azure Databricks
Projects for FY24

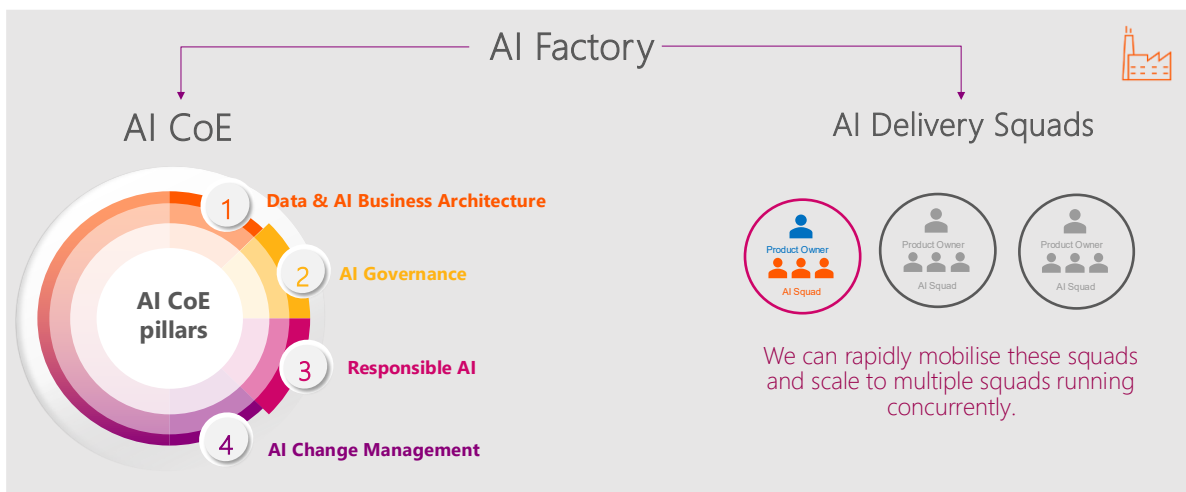
UK Data & AI Practice

5	28	13
Microsoft Data MVPs	Microsoft Fabric Certifications in UK team	Databricks Champions

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Our model to drive AI-Led Transformation

We propose an AI-Factory model which combines an AI-CoE that directs and drives AI-led transformation through the application of Artificial Intelligence, with AI Delivery Squads that create business value with agility.



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):

- 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.

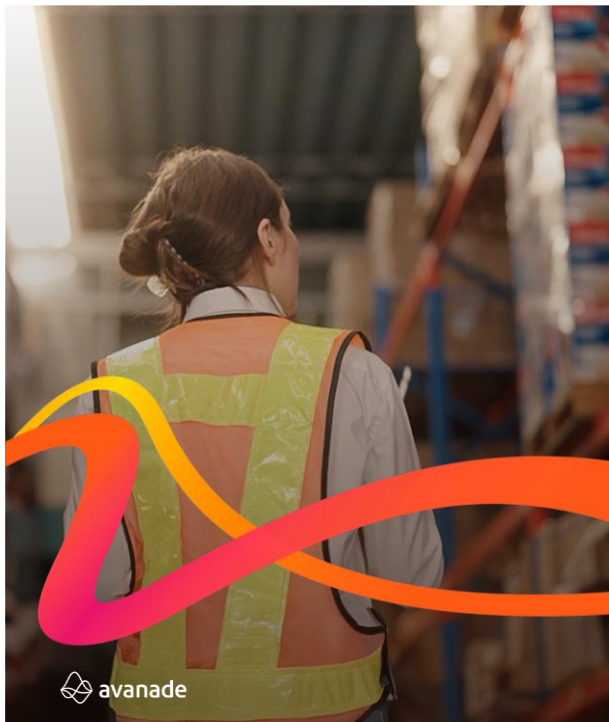
Hero Offers:

- Hero offers are a structured short, focused engagements (often 4–6 weeks) to demonstrate tangible business outcomes early. These are scoped to provide clarity, defined outcomes for a fixed fee these can often be undertaken before a bigger AI Transformation studio engagement for instance.

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



Supply Chain Optimization

One of our clients struggled with complex supply chains, rising costs and stock issues, despite using sophisticated ERP systems.

Within six months of implementing an Agentic AI framework—comprising a central orchestrator agent and multiple specialist agents—their supply chain became self-optimizing.

Stockouts reduced by 59%, overstock costs by 43%, and forecast accuracy increased from 74% to 91%. In addition, logistics costs were cut by 13%, and CO₂ emissions by 12%.

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Autonomous Production Lines

Our client's traditional systems were struggling to continuously improve production lines and meet competing objectives of speed, quality, energy consumption and downtime.

By introducing an agentic AI solution that continuously monitors and self-optimizes the production line in real time, they saw an 8% improvement in Overall Equipment Effectiveness (OEE), a 70% reduction in unplanned downtime, a 19% decrease in energy consumption per unit, a 9% increase in first-pass yield, and an 80% reduction in manual interventions.

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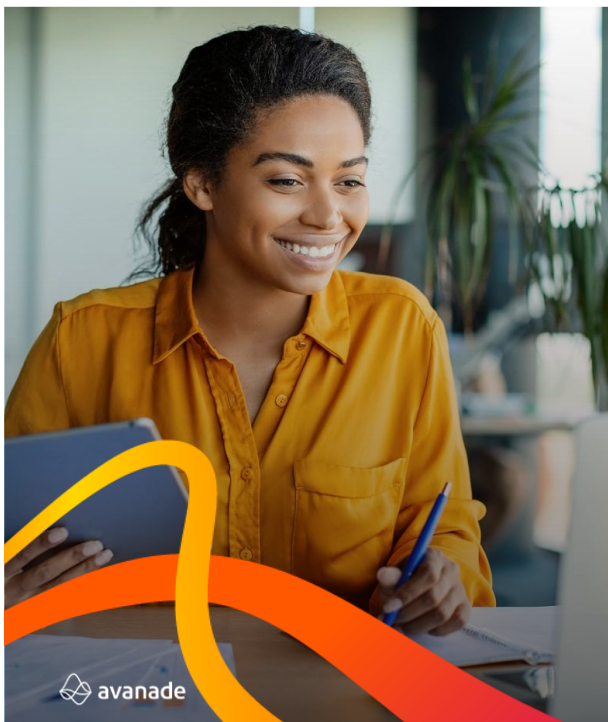
Financial period-end close process and reconciliation

Our client's complex, manual financial period-end close process led to delays, errors, and compliance risks, with finance teams spending too much time on repetitive tasks.

With an agentic AI solution that automates data orchestration, validation and reconciliation, teams were able to reduce close time by 50%, complete reconciliations in 3–5 days instead of 7–10, and cut manual reconciliation effort by up to 70%, allowing finance teams to focus on strategic analysis and decision-making.

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Life Insurance Client

Our client's underwriting team spent up to 70% of their time manually gathering data and assessing risk, slowing decision-making and increasing costs. They implemented an Agentic AI framework that autonomously gathers, evaluates, and pre-approves applications, escalating only edge cases to human underwriters.

This solution reduced underwriting cycle time by up to 60%, sped up quote generation, ensured more consistent risk decisions, and cut operational costs by 40%, all while maintaining compliance with automated checks and audit-ready documentation.

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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 studios 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.