

Executive Summary

Fully managed service that gives organisations simpler access to leading Large Language Models and AI platforms. We consolidate procurement, billing, user administration and first-line support into one service. This removes the need for multiple vendor relationships, individual tender processes and complex contract integrations.

The Challenge

UK public sector organisations face barriers when adopting AI technologies:

- ✓ **Procurement complexity:** Each AI provider requires separate procurement exercises, tender documentation and contract management
- ✓ **Billing fragmentation:** Multiple invoices, currencies and billing cycles across different vendors
- ✓ **Technical overhead:** Managing API keys, user credentials and integrations across multiple platforms
- ✓ **Support gaps:** No single point of contact when issues arise; staff must navigate multiple vendor support channels
- ✓ **Budget unpredictability:** Difficult to forecast and control AI spend across disparate services
- ✓ **Slow onboarding:** Weeks or months to get new AI tools into the hands of staff who need them

Our Solution

We act as your single partner for AI access, bringing together leading AI models under one roof with unified billing, user administration and a dedicated UK-based support desk. Instead of procuring from multiple AI vendors individually, you contract with us once through established frameworks like G-Cloud and gain access to a comprehensive portfolio of AI capabilities.

Text7 days ago				WebDev4 days ago			
Rank ↑↓	Model ↑↓	Score ↓	Votes ↑↓	Rank ↑↓	Model ↑↓	Score ↓	Votes ↑↓
1	 gemini-3-pro	1489	26,385	1	 claude-opus-4-5-20251101-thi...	1510	6,717
2	 grok-4.1-thinking	1477	26,505	2	 claude-opus-4-5-20251101	1478	6,326
3	 gemini-3-flash	1471	11,599	3	 gpt-5.2-high	1477	1,691
4	 claude-opus-4-5-20251101-thi...	1468	18,518	4	 gemini-3-pro	1467	13,138
5	 claude-opus-4-5-20251101	1467	19,770	5	 gemini-3-flash	1450	6,563
6	 grok-4.1	1466	30,490	6	 glm-4.7	1447	4,833
7	 gemini-3-flash (thinking-min...	1464	5,530	7	 minimax-m2.1-preview	1422	6,387
8	 ernie-5.0-0110	1460	4,813	8	 gemini-3-flash (thinking-min...	1416	4,649
9	 gpt-5.1-high	1460	23,068	9	 gpt-5.2	1401	1,628
10	 claude-sonnet-4-5-20250929-t...	1452	37,043	10	 gpt-5-medium	1398	3,928
View all				View all			

Example leaderboard of LLM/AI models as of Jan 2026

Service Tiers

We offer flexible engagement models to suit your organisation's needs and technical maturity.

Tier 1: Managed AI Service

For organisations already using AI platforms directly who want simplified commercial management.

- ✓ UK-based service desk: Support from people who understand public sector
- ✓ Technical troubleshooting: Resolve issues, connectivity problems and errors
- ✓ User support: Password resets, access issues and onboarding assistance
- ✓ Usage guidance: Help staff get better results from AI tools
- ✓ Full user administration services - account creation, removal and password changes.
- ✓ Consolidated monthly invoicing in GBP
- ✓ Single procurement route via G-Cloud
- ✓ Usage reporting and cost dashboards
- ✓ Budget alerts and spend management
- ✓ Dedicated account manager

Tier 2: Managed AI Developer Service (where applicable from the vendor)

For organisations building AI into their own applications and workflows.

- ✓ All items in Tier 1 included
- ✓ API key management
- ✓ API availability monitoring
- ✓ API usage reporting

Tier 3: Custom Solution

We can build a unified solution that meets your needs across support, user administration and API management.

Supported AI Models & Platforms

We provide access to leading AI models available today. This is a dynamic list and we continually more models as they become available.

Commercial Models

- ✓ OpenAI: GPT family
- ✓ Anthropic: Claude family
- ✓ Google: Gemini family
- ✓ Mistral AI: Mistral and Mixtral families

Open Source Models

- ✓ Meta: Llama family
- ✓ Mistral AI: Mistral and Mixtral open weights
- ✓ Google: Gemma family

- ✓ Alibaba: Qwen family
- ✓ BigScience: BLOOM family
- ✓ Allen Institute for AI: OLMo family

Private Model Hosting

For organisations with stringent data sovereignty or security requirements, we offer private model hosting as a complete turnkey solution. Hosting is included, with security built in from the ground up in our UK Government-approved datacentre.



Qnetix UK Datacentre

Benefits of hosting with Qnetix

- ✓ UK data centre facilities that comply with strict security and operational standards, keeping data in UK jurisdiction
- ✓ No data is shared or transferred to external third parties
- ✓ Dedicated infrastructure with enterprise level redundant systems for high availability
- ✓ Enhanced security, including air-gapped options for sensitive use cases
- ✓ Open source flexibility: Host open source models without external API dependencies
- ✓ Predictable costs: Fixed infrastructure pricing rather than per-token charges

Why Choose Qnetix?

Eliminate Procurement Burden

Stop running separate procurements for each AI tool. One framework call-off gives you access to the full AI market.

Cloud
Modernise

Infrastructure
Consolidate

Data
Accelerate

Security
Protect

Monitoring
Optimise

Accelerate Onboarding

Get staff using AI in days, not months. Our managed portal requires no technical integration. Add users and go.

UK-Based, Public Sector Focused

We're a UK company with a UK support team and UK Government-approved datacentre facilities. We understand public sector requirements.

No Vendor Lock-In

Switch between AI models freely. If a better model emerges or pricing changes, you're not locked into a single provider.

Reduce Administrative Overhead

One contract, one invoice, one relationship to manage. Free up your procurement and finance teams for higher-value work.

Control and Visibility

Know exactly what's being spent, by whom, on what. Set budgets, receive alerts, and maintain full oversight.

Dedicated Account Management

Every customer receives a named account manager who understands your organisation and ensures you get maximum value from the service.

Flexibility to Scale

Start with a small pilot team and scale to thousands of users. Our service grows with your AI ambitions.

Our Commerical Approach

Our commercial engagement model is designed to be transparent and predictable:

- ✓ Pass-through costs: You pay the underlying AI provider costs at their published rates
- ✓ Management fee: A percentage fee covering platform access, support, billing and account management (typically 5 to 10 percent depending on volume)
- ✓ No hidden charges. No mark-ups on API costs. No surprise bills.

Service Delivery

The sections below describe the typical onboarding and support journey for Qnetix services. Each service is tailored to your scope, change windows, and operational priorities.

Onboarding and Setup

Onboarding is designed to be fast, low risk, and fully managed by Qnetix. You provide authorised contacts and access requirements, and we handle provisioning, configuration, validation, and documentation handover. Training is included where required. Standard onboarding and offboarding are included at no cost, with additional onboarding support available at a pre agreed rate.

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Typical onboarding phases include:

- ✓ Discovery and requirements validation
- ✓ Access provisioning and security alignment
- ✓ Service configuration and integration
- ✓ Testing, validation, and acceptance
- ✓ Go live and handover into steady state

The timeline is agreed with each customer and aligned to change windows and delivery priorities.

Ongoing Delivery and Support

Support is provided through email and online ticketing with clear priority-based response times:

- ✓ P1 (Critical - Service down or severely impacted): Within 4 hours
- ✓ P2 (High - Significant functionality impaired): Within 8 hours
- ✓ P3 (Medium - Minor functionality issue): Within 2 business days
- ✓ P4 (Low - General inquiry or enhancement request): Within 3 business days

Customers can set and adjust ticket priority and track status through the full lifecycle.

Proactive service management includes monitoring, patching, planned maintenance, and continuous improvement. We operate ITIL aligned practices for incident, problem, request, change, and capacity management to keep services secure, stable, and optimised.

Reporting and Reviews

Quarterly reporting and service reviews provide visibility and accountability. Reports cover:

- ✓ SLA performance and uptime
- ✓ Incident and change summaries
- ✓ Usage and capacity trends
- ✓ Risk, compliance, and improvement actions

Reviews focus on performance, planned improvements, and roadmap alignment with agreed action tracking and follow ups.

Account Management

Each customer is assigned:

- ✓ A Technical Account Manager for service oversight, escalation, and governance
- ✓ A Principal Engineer for technical assurance, troubleshooting, and optimisation

Formal service reviews are quarterly, with ad-hoc check ins available as required. Governance aligns to ITIL principles, including service level management, change enablement, and capacity planning.

Security and Compliance

Security and compliance are delivered through a structured governance model with a dedicated security team responsible for operations, certifications, and internal audit. The Qnetix security team report directly to the Qnetix Managing Director. Documented policies include Access Control, Audit and

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Accountability, Configuration Management, Contingency Planning, Identification and Authentication, Information Security, Information Technology, Personnel Security, Physical and Environmental Security, Risk Assessment, System and Information Integrity, Vendor Management, and Business Continuity.

Services are designed for resilience using a multi data centre architecture. Customer systems can be replicated across separate data centres or cloud locations to remove single points of failure, enabling automatic failover and continued availability in the event of hardware, network, or site incidents. Additional architectural and resilience details are available on request.

Security and compliance activities are agreed on a case-by-case basis to align with customer requirements and sector obligations.

About Qnetix

Qnetix is an outcome driven IT managed service provider supporting startups, growing businesses and the UK public sector. We operate as an extension of leadership and technical teams, delivering measurable outcomes through technology innovation, structured runbooks, governance, and accountable service delivery.

Our mission is to improve customer operations with reliable, secure, and cost efficient services backed by UK based support. Our values are trusted, expert, and outcome driven.

We provide end to end IT services that scale with your business, including hosting, multi cloud and private cloud services, security and compliance, DevOps and DevSecOps, Kubernetes, observability and monitoring, end user support, SaaS applications, and AI systems management. We use AI to supplement engineering delivery and operate management systems that oversee service quality and risk.

Customers choose Qnetix for predictable delivery and clear governance, with a dedicated UK lead architect on every engagement and flexible commercial models, including outcome based contracts. We provide a 24x7 command centre, ISO aligned governance, and a global talent pool backed by strong vendor relationships. Rapid onboarding and continuous optimisation help customers move quickly while staying secure and compliant.

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