

# Service Definition Document

## Serverless AI/ML Platform Implementation

|                   |                      |
|-------------------|----------------------|
| <b>Supplier</b>   | Francioni Limited    |
| <b>Service ID</b> | FRAN-SLML-007        |
| <b>Framework</b>  | G-Cloud 15           |
| <b>Lot</b>        | Lot 3: Cloud Support |
| <b>Version</b>    | 1.0                  |
| <b>Date</b>       | January 2026         |

## 1. Service Summary

Design and implement serverless machine learning platforms on AWS that enable rapid model development, training, and deployment. We help organisations build scalable, cost-effective AI infrastructure using managed services.

## 2. Service Categories

- Cloud Support Services
- Set Up and Migration

## 3. Service Features

- Serverless ML architecture using AWS managed services
- SageMaker setup for model training, hosting, and MLOps
- AWS Bedrock integration for foundation models
- Feature store implementation for centralised feature engineering
- Model registry with version control and governance
- Scalable, cost-effective inference endpoints
- Model monitoring with drift detection

## 4. Service Benefits

- Rapid model deployment with managed services
- Pay-per-use cost efficiency with no idle infrastructure
- Automatic scaling for variable workloads
- Reduced operational overhead
- Built-in model governance and auditability
- Enterprise security with AWS controls

## 5. Technologies

**AWS SageMaker, AWS Bedrock, Lambda, Step Functions, S3, DynamoDB, CloudWatch**

## 6. Delivery Model

**Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).**

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

## 7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

## 8. Support

**Standard support included with all engagements:**

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

## 9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

## 10. Contact

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|--------------------|------------------------------------|
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