

MINDERA Public Sector

AI Platforms Service

OVERVIEW OF MINDER'S AI PLATFORMS SERVICE

Mindera partners on cloud-hosted platforms providing end-to-end capabilities for development, deployment, with AI and Machine Learning (ML) models.

We integrate AI lifecycle management with cutting-edge search and knowledge discovery tools to transform data into actionable intelligence and automate complex decision-making processes. This enhances efficiency and effectiveness across operations.

We support a wide range of AI services, including Conversational AI, Computer Vision, Generative AI, Anomaly Detection, Personalised AI, and Forecasting, allowing businesses to leverage tailored solutions for Buyers specific needs.

With these services, buyers can develop sophisticated AI models for diverse use cases, such as natural language processing, image recognition, predictive analytics, and real-time decision-making. We focus on flexibility to allow for continuous innovation and optimisation, empowering businesses to stay ahead in an increasingly data-driven world.

OUTCOMES

- **Boosting productivity** through intelligent language-driven automation and generation. Language processing and generation automate drafting, summarisation, classification, and extraction reducing administrative effort and freeing staff for higher-value work.
- **Improving transparency** and understanding of AI-driven outcomes. Explanations, audit trails, and confidence scores make AI outputs transparent and understandable, enabling informed oversight of AI-assisted decisions
- **Reducing adoption risk** with reliable support and clear guidance. Documentation, onboarding, and specialist guidance help buyers adopt and run the platform effectively, reducing delivery risk and supporting responsible public-sector AI use.
- **Protecting sensitive data** while meeting public sector compliance requirements. Meets public-sector security and data protection needs (access controls, encryption, logging, data residency), protecting sensitive data and supporting regulatory compliance.
- **Improving decision-making** through clear insights, metrics, and reporting visibility. Built-in dashboards and reports clearly visualise AI insights, performance and trends enabling evidence-based decisions and transparent understanding of how results are produced.
- **Accelerating AI development** and deployment with reduced technical complexity. Pre-configured AI services and managed workflows cut engineering effort, accelerating deployment from concept to production without specialist infrastructure or deep AI expertise
- **Simplifying system integration** and enabling end-to-end process automation Standard APIs and connectors embed AI into existing systems, automating end-to-end workflows, reducing manual effort and improving service consistency.
- **Enabling proactive planning and faster response** to emerging risks. Near real-time analysis of structured and unstructured data detects patterns and risks early, enabling proactive action, faster response, and resilience.
- **Scaling efficiently to meet demand** without infrastructure management overhead. Delivered as a fully managed cloud service, automatically scaling compute, storage, and processing capacity to meet changing demand.
- **Ensuring AI solutions align closely with Buyers needs** and goals. Configurable models, workflows, and governance controls allow buyers to tailor AI capabilities to their specific operational, policy, and service delivery objectives.

SERVICE LEVELS

Our service is designed to provide high availability, resilience and rapid recovery to support the reliable operation of AI-enabled services in public sector environments.

Using cloud-native architecture, redundancy and automated recovery controls to minimise service disruption, protect data and maintain performance during incidents or periods of increased demand.

Availability

Standard SLA is 99.9%–99.99% uptime, with higher levels available per project. High availability uses redundancy/failover, ensuring continuous AI service despite component failure.

Recovery Time Objective (RTO)

Typically 15 minutes to 4 hours, based on criticality, defining maximum downtime to restore services. Fast recovery minimizes impact on AI-driven solutions.

Recovery Point Objective (RPO)

Generally 1–4 hours, defining maximum acceptable data loss. AI models and datasets are backed up frequently (at least hourly) to preserve business insights.

Data Redundancy

Geo-redundant storage with automated failover across multiple regions ensures continuity of analytics services during regional outages.

Backup/Integrity

AI models and data are backed up hourly with regular integrity checks, ensuring minimal data loss and reliable recovery.

Monitoring

Continuous real-time system monitoring and automated anomaly detection proactively flag potential issues to mitigate risk and improve resilience.

Incident Response

Under 30 minutes for critical and 1 hour for non-critical incidents ensures immediate mitigation and prevents extended downtimes.

Scalability

The platform scales resources automatically to handle peak loads, ensuring uninterrupted service, especially during crisis or high-demand periods.

Performance

Sub-second latency for most real-time AI services ensures smooth business operations and fast automated decision-making even during recovery.

The service includes Disaster Recovery (DR) and Business Continuity (BC) arrangements

to support the availability and continuity of AI platform services during disruptive incidents.



Cloud Hosting and Redundancy

Securely hosted on highly resilient, geographically redundant cloud infrastructure. This foundation includes built-in redundancy mechanisms at multiple levels, from network components to compute resources.

Automated Backups and Replication

For rapid restoration capabilities following any scenario involving system failure, site-wide service loss, or catastrophic data corruption.

High Availability Design

To ensure AI-enabled services continue to operate seamlessly, even in the event of the failure or unavailability of individual platform components or a single hosting location to minimise service impact and uphold user trust.

Alignment with Industry Standards

The DR and BC arrangements are rigorously aligned with a comprehensive set of recognised national and international public sector standards and guidance.

- ISO 22301 (Business Continuity Management)
- ISO 27001 (Information Security Management)
- NIST SP 800-34 (Contingency Planning)
- UK Government Business Continuity Guidance
- NHS Digital DSP Toolkit (for relevant health sector deployments)
- GDPR Security Requirements
- G-Cloud Service Continuity Requirements

ACCESSIBILITY, SECURITY, ETHICS, COMPLIANCE AND SOCIAL VALUE

Accessibility

- **Mindera supports accessibility:** Requirements are discussed and agreed with the Buyer, including reasonable adjustments and alternative documentation formats where required. Where applicable, services are designed to align with WCAG 2.2 AA standards, and accessibility considerations are reviewed throughout delivery.

Security, Ethics & Compliance

- **Secure operation:** AI platforms are operated in line with UK GDPR and applicable public sector security requirements.
- **Data protection:** Training and inference data is handled securely and in accordance with agreed policies.
- **Responsible AI:** AI services are designed to support transparency, auditability, and responsible use in line with Buyer requirements.

Social Value

- Mindera has always contributed to our communities regardless of location. Activities include our school (we pay young adults to learn how to code for 10 months) and tech camps (for kids without any parents). We run Mindera Foundations (UK, Portugal and Romania) to channel our charitable activities in these locations, but also work with local communities across all our locations.
- We have measured our carbon emissions since 2021, developing an emissions reduction plan which aims to halve scope 1 & 2 emissions before 2030, reaching net zero before 2050, in line with the Government's 25 Year Environment Plan (25YEP)
- Progress is shared with staff, suppliers, and customers, and annual public communication will highlight achievements. We encourage sustainable practices in the supply chain via bi-annual supplier environmental surveys, and integrating climate-related targets and performance as a purchasing selection criterion.
- Explore more at https://mindera.com/foundation_global

At Mindera, we are more than just a global tech company.

We are a bunch of geeks, all 1,300 of us, who are innovative thinkers, problem solvers and application developers grounded by our sense of community..



Founded in 2014, our roots are deeply embedded in the passion for technology, the belief in the power of collaboration and to give back to society.

Today, we have a global presence in over 10 countries. Some clients like us on site, some want our best people across the world, and others seek the most affordable option. As such a hybrid approach is common, offering a balance of industry expertise, close collaboration and cost efficiency.

Constant technology evolution keeps us busy particularly in the UK Public Sector technology requirements, social value and ethics as we build in stronger security, focus on assurance by design, embed greater accessibility with a significant focus on giving back to the community.

Plus, from a technology perspective, we build more 'outcome driven' solutions maximising public benefit in line with the 2023 Procurement Act.

We stand as a beacon of technical excellence in the technology, software engineering and consultancy landscape.

Our journey began with a simple yet powerful idea: to create a space where collaboration, a people-first approach and self-organisation are not just encouraged but are the very foundations of how we operate.

This ethos has allowed us to not only build a strong internal culture, but also to foster lasting relationships with our clients.

At Mindera, every project is a shared endeavour; where the whole team takes ownership, ensuring that we're not just service providers but true partners in our clients' success.

As a Crown Commercial Services (CCS) approved supplier we extend this expertise and experience to our Public Sector buyers.

This service can be delivered as a standalone engagement or combined with other Mindera services available under G-Cloud Lot 2b and Lot 3.

Associated services support public sector organisations across the full cloud lifecycle, from planning and assurance through to implementation, optimisation, and ongoing operational support, enabling secure, resilient, and high-performing cloud solutions.

Contact us:

Please contact us if you would like to learn more about this service or any of our listings on G-Cloud, Technology Services 4, or Digital Outcomes 7. Please email paul.brown@mindera.com

As all enquiries are initially handled through a single point of contact, please include your name, organisation, contact details, and the service you require support with.

Further information about our service capabilities is available on our website at www.mindera.com or on our blog at www.mindera.com/blog