



G-Cloud 15

Service Definition Document

fusionAlx Gen AI & AI/ML Implementation
and Support Services

1. About Us

fusionAlx is Specialized in digital transformations and provides implementation services across the globe using Azure AI, Azure Open AI and ML. Our consultants have vast experience in building custom models using Python, fine tuning, embedding, Azure cognitive services, Azure open AI and Copilot Studio based implementations

With a specific focus on Public Sector, fusionAlx works with Public Sector and Government bodies globally to implement and manage their digital solutions with Gen AI and Cognitive services Azure AI. fusionAlx delivers these services including onsite, offshore and hybrid models.

2. Scope of Services

fusionAlx provides a comprehensive suite of services including AI Implementation, architecture consulting, BA services, Upgrades etc. and are outlined here.

- Custom Model AI Implementations
- AI Strategy and Consulting
- Machine learning and Predictive Analytics
- Natural Language Processing for enhanced Interactions
- CoPilot Studio Implementations
- Gen AI , GPT based implementations using Azure Open AI

3. Power Platform Enablement & Training Programs

We provide comprehensive trainings on AI. Our trainings are given by Industry MVPs. Some of the trainings are mentioned below

- AI/ML Python Fastrack
- CoPilot Studio Integrations with AI

4. Specialised Services

In addition to the Implementations services outline in scope of services section above, fusionAlx offers specialised services including

Project Management

- Agile/Scrum certified individuals
- Experience across entire project lifecycle
- Project governance and Scrum ceremonies
- Follow SAFe delivery methodologies

Business Analysis

- Experienced Principal/Lead and Senior Business Analysts
- Business outcome focused Business Analysts
- Domain knowledge across multiple industries
- Liaise between business and development teams

UI/UX

- Best-in-class designers
- Liaise between customer designers, Business Analysts and Dev teams
- Working knowledge of design patterns and templates
- Achieve desired business outcomes with minimum customisation
- Accessibility compliance

Quality Assurance (QA)

- Experienced QA engineers
- Functional and non-functional testing
- Automation testing including Selenium, Katalon and Tosca services
- Support User Acceptance Testing

5. fusionAlx Governance Framework

fusionAlx governance framework includes the below roles and corresponding responsibilities and activities performed.

1. Steering Committee:

Role: Provides oversight and strategic direction for the project.

Responsibilities:

- Approving project objectives, scope, and budget.
- Resolving escalated issues and conflicts.
- Monitoring project progress and performance.
- Reviewing and approving major deliverables and changes.

Activities:

- Conducting regular meetings to review project status.
- Setting project priorities and direction.
- Ensuring alignment with organizational goals.
- Providing guidance and support to project managers.

2. Project Sponsor:

Role: Champions the project within the organization and ensures its success.

Responsibilities:

- Securing funding and resources.
- Defining project goals and success criteria.
- Advocating for the project at the executive level.
- Removing obstacles and providing support to the project team.

Activities:

- Communicating project vision and objectives.
- Engaging stakeholders and managing expectations.
- Monitoring project risks and dependencies.
- Celebrating project milestones and successes.

3. Project Manager:

Role: Leads the project team and manages day-to-day operations.

Responsibilities:

- Planning and scheduling project activities.
- Assigning tasks and managing resources.
- Monitoring project progress and budget.
- Communicating with stakeholders and reporting on project status.

Activities:

- Developing project plans and timelines.

- Conducting team meetings and status updates.
- Tracking project metrics and performance.
- Identifying and addressing project risks and issues.

4. Project Team Members:

Role: Execute tasks and deliver project objectives.

Responsibilities:

- Completing assigned tasks on time and within budget.
- Collaborating with team members and stakeholders.
- Providing regular updates on task progress.
- Contributing expertise and problem-solving skills.

Activities:

- Performing assigned work according to project standards.
- Participating in meetings and discussions.
- Seeking clarification and guidance when needed.
- Proactively identifying and addressing obstacles.

5. Stakeholders:

Role: Have an interest or influence in the project's outcome.

Responsibilities:

- Providing input and feedback on project requirements.
- Reviewing and approving project deliverables.
- Supporting change management efforts.
- Ensuring project alignment with organizational objectives.

Activities:

- Participating in project meetings and workshops.
- Reviewing project documentation and deliverables.
- Communicating concerns or requirements to the project team.
- Promoting project awareness and buy-in within their respective areas.

6. Governance Office (Optional):

Role: Provides administrative support and ensures adherence to governance processes.

Responsibilities:

- Establishing and maintaining project governance frameworks.
- Facilitating project governance meetings and reviews.
- Documenting decisions and actions.
- Providing guidance on governance best practices.

Activities:

- Developing governance policies, procedures, and templates.
- Tracking project compliance with governance standards.
- Conducting governance maturity assessments and improvement initiatives.
- Serving as a central point of contact for governance-related inquiries.

6. Business Benefits

fusionAlx provides the following business benefits:

- Business outcome focused development ensures quicker time to market
- Enhanced focus on business design and ensures 'Build once and re-use many times' philosophy
- Fusion development using low code and AI ensures business SMEs are involved in every stage of the process ensuring lesser rework
- Cost effective milestone or outcome-based commercial models

- Provide specialist resources based on specific requirements
- Simplified solutions for complex business processes / problems
- Business managed applications and processes
- Leverage fusionAlx core domain expertise for multiple customers across the globe

7. Pricing

fusionAlx offers services based on either fixed price (fixed scope and timeline) or as time & material (variable scope and timeline). The pricing depends on multiple factors including the project scope, services required, duration of the project, data migration, integrations requirements, and location of the services (onsite/offshore/hybrid). Based on these specifications, fusionAlx will provide a commercial offer for a fixed bid. If the services required are based on time & material, our price is as per the attached SFIA rate card.

8. fusionAlx Implementation Service – Contact Information

Ravi Padwal – Head Of Technology

Email: ravi@fusionaix.com

Vineeth Kichilu – CEO

Email: vineeth@fusionaix.com