

Lightweight Service Design

Service Overview

Supplier: Niico

Framework: G-Cloud 15

Lot: 2b – Software as a Service (SaaS)

Niico provides a modular, AI-enabled service designed to help organisations automate and optimise campus-related operations. The service is delivered through two closely related offerings:

- **SmartCampus** – a library of lightweight, task-focused agents that automate common and repeatable workflows.
- **CampusIQ** – a more advanced set of agents capable of automating complex, end-to-end business processes, using AI where appropriate.

Both services are designed to be quick to implement, configurable rather than bespoke, and easy to integrate with existing systems.

User Needs

The service is designed to meet the following user needs:

- Reduce manual effort in routine campus and operational workflows
- Improve consistency, speed, and accuracy of administrative processes
- Enable staff to focus on higher-value work rather than repetitive tasks
- Introduce AI capabilities safely and pragmatically into existing processes
- Deploy solutions quickly without lengthy transformation programmes

Service Users

Typical users include:

- Campus operations and facilities teams
- Administrative and professional services staff
- Digital, data, and transformation teams
- Service managers and process owners

Users interact with the service primarily through configured workflows, dashboards, or integrations with systems they already use.

Service Components

SmartCampus

SmartCampus provides a library of pre-built agents that:

- Perform discrete, well-defined workflow tasks
- Can be combined to support simple end-to-end processes
- Are configurable to align with organisational policies and terminology

These agents are suited to high-volume, low-complexity activities where speed of deployment is a priority.

Examples:

Confirmation

DBS Checks

Share code verification

CampusIQ

CampusIQ extends SmartCampus by providing agents that:

- Orchestrate more complex business processes
- Use AI techniques where decision-making, classification, or pattern recognition is required
- Handle exceptions and non-standard cases more effectively

CampusIQ is suited to scenarios where processes span multiple systems or require contextual understanding.

Examples :

ID Picture Verification

Qualification Verification

Document Management

Niico VU

- **Service name: Niico VU**
- **Service Description:** Niico VU is a analytics dashboard that provides real-time visibility into agent performance, operational efficiency, and financial impact. It brings together transaction data, execution outcomes, and configurable human vs agent benchmarks to calculate operational ROI, net profit, cost savings, and human hours freed over time.

ROI Calculator

- **Service name: ROI Calculator**
- **Service Description:** Niico VU is a analytics dashboard that provides real-time visibility into agent performance, operational efficiency, and financial impact. It brings together transaction data, execution outcomes, and configurable human vs agent benchmarks to calculate operational ROI, net profit, cost savings, and human hours freed over time.

RIION

- **Service name: RIION**
- **Service Description:** RIION is built on positivity and transformation, helping customers simplify and automate complex unique business processes through tailored solution.

KIRA

- **Service name: KIRA**
- **Service Description:** KIRA is a conversational AI platform which is designed to automate emails, provide conversational AI via webchat and WhatsApp & advanced level end-to-end process automation.

How the Service Works

1. **Discovery and configuration**
Niico works with the customer to understand the target workflows and select appropriate agents from the SmartCampus and/or CampusIQ libraries.
2. **Integration**
Agents are integrated with existing systems (for example, case management, scheduling, or data platforms) using standard APIs and secure connections.

3. **Deployment**

Configured agents are deployed into the live environment with minimal disruption to existing operations.

4. **Operation and monitoring**

The service runs continuously, executing workflows, logging activity, and providing visibility of outcomes.

5. **Iteration and improvement**

Workflows can be refined over time as needs change, without major reimplementation.

Security and Data Handling

- The service follows industry-standard security practices
 - Data is processed only as required to deliver the service
 - Access controls and audit logging are applied
 - Deployment aligns with UK public sector security expectations
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Support Model

- Standard support provided during business hours
 - Incident and issue management via agreed support channels
 - Clear escalation paths for service issues
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Service Benefits

- Rapid implementation using pre-built agent libraries
 - Scalable and modular design
 - Reduced operational overhead
 - Safe, practical adoption of AI
 - Minimal disruption to existing systems and teams
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Contact Details

For product queries:

Email: shona.laws@niico.ai

Phone: 0203 553 8084