

**BLACKSTONE&**

G-Cloud 15 | Lot 3 – Cloud Support Services

AI Operations – AI Sustainability, Optimisation & Enablement

Service Description

Managed AI operations service ensuring long-term success of deployed AI solutions through monitoring, optimisation, governance, and continuous improvement. We maintain production AI systems, implement FinOps for cost control, ensure regulatory compliance, and build internal capability—transforming AI from project-based initiatives into sustainable, in-house organisational strength through centres of excellence.

Service Overview

The AI Operations service ensures that AI investments continue to deliver value long after initial deployment. Too many organisations treat AI as a project—something that's done and handed over—rather than a capability that requires ongoing attention, optimisation, and evolution.

AI systems are not static. Models degrade over time as the real world changes (model drift). Costs can spiral without active management. Regulatory requirements evolve. New capabilities emerge that could enhance existing solutions. Without deliberate operational attention, AI investments erode rather than compound.

Our AI Operations service addresses these challenges by establishing sustainable operational practices, either through managed service delivery or by building internal capability. We help organisations move from reactive firefighting to proactive optimisation.

Key elements of AI Operations include:

Production Monitoring: We implement comprehensive monitoring for AI systems including model performance metrics, data quality indicators, infrastructure health, and user experience measures. This enables proactive identification of issues before they impact service delivery.

Continuous Improvement: Using feedback, analytics, and performance data, we identify opportunities to enhance AI solutions. This includes model retraining, prompt optimisation, and feature enhancement prioritised by value impact.

Cost Management: AI workloads can be expensive. We implement FinOps practices to ensure cloud and AI costs are visible, understood, and optimised. This includes rightsizing infrastructure, optimising model selection, and identifying waste.

Compliance Assurance: Regulatory requirements for AI continue to evolve. We help organisations maintain compliance through monitoring, reporting, and adaptation as requirements change.

Capability Building: Our ultimate goal is to build sustainable internal capability. We transfer knowledge through documentation, training, and hands-on mentoring, enabling your teams to operate AI systems independently.

Service Features

- Production AI monitoring, incident response, and stability management
- Continuous improvement using feedback, analytics, and performance data
- Model drift detection, retraining pipelines, and accuracy optimisation
- Infrastructure-as-Code, observability, and enterprise governance alignment
- FinOps and cloud cost optimisation for AI workloads
- Sustainability assessment reducing environmental impact of AI systems
- Responsible AI compliance monitoring and regulatory reporting
- Knowledge transfer through mentoring, training, and documentation
- AI Centre of Excellence design and implementation support
- AI Operations playbooks enabling internal team self-sufficiency

Service Benefits

- Sustained AI value through proactive monitoring and optimisation
- Reduced operational risk with robust governance and compliance
- Controlled costs through FinOps and cloud spend management
- Continuous improvement keeping AI solutions accurate and effective
- Regulatory confidence with ongoing compliance monitoring and reporting
- Environmental responsibility through sustainable AI infrastructure practices
- Empowered internal teams capable of independent AI operations
- Institutional knowledge retained through documentation and playbooks
- Scalable AI Centre of Excellence accelerating future initiatives
- Long-term self-sufficiency reducing external dependency over time

Our Approach

AI Operations engagements typically evolve through phases:

Stabilisation: For organisations with existing AI in production, we begin by establishing operational baselines, implementing monitoring, and addressing any immediate stability or compliance concerns.

Optimisation: With stable operations in place, we focus on continuous improvement. This includes model performance enhancement, cost optimisation, and process refinement.

Capability Building: Throughout the engagement, we transfer knowledge and build internal capability. This includes training, documentation, and hands-on mentoring.

Centre of Excellence: For organisations seeking to scale AI across the enterprise, we help establish AI Centres of Excellence that provide shared services, governance, and expertise.

Transition to Self-Sufficiency: Our goal is to work ourselves out of a job. We design transition plans that progressively shift responsibility to internal teams while maintaining support availability as needed.

Available through G-Cloud 15 Framework | Lot 3 – Cloud Support Services