

Service Name

AI Augmented Product Engineering

Description

We provide engineering teams equipped with AI and agentic tools to deliver services using an augmented capability. Beyond the hype, our engineers use practical approaches that improve productivity, code quality, and delivery speed. We work with your preferred internal tools where possible, adapting our approaches to your environment while transferring knowledge to your permanent teams.

Categories

This service focuses on **Setup & Migration**:

- Mobilisation coordination
- Project management and governance
- Engagement and communication planning
- Other

Key Service Features

- Engineering teams delivering with AI-augmented capability
- Practical AI tooling integrated into real delivery work
- Agentic workflows demonstrated through hands-on delivery
- Code assistant best practices shared through co-delivery
- AI-augmented testing and quality implemented in practice
- Prompt engineering capability transferred to your teams
- Adaptation to client preferred tools and environments
- Security-conscious AI practices embedded from the start
- Productivity improvements demonstrated not just discussed
- Knowledge transfer ensuring your teams can sustain practices

Key Service Benefits

- Immediate delivery capacity with AI-augmented engineers
- Your teams learn AI-augmented practices through collaboration
- Practical productivity gains demonstrated in your environment
- Adapts to your preferred tools rather than imposing new ones
- Knowledge transfer builds lasting AI engineering capability
- Code quality improvements visible from day one
- Engineers who can explain and transfer their approaches
- Security and governance addressed through practical experience
- Reduces repetitive work for your permanent teams
- Positions your organisation for continued AI evolution

Constraints

We provide engineering teams with AI-augmented capability to deliver services. We work with your preferred tools where possible and can adapt if required.

Client must provide access to development environments and codebases. Knowledge transfer requires client engineers to work alongside our teams.

AI tooling must comply with client security and data governance requirements.

Minimum engagement duration is 6 weeks.

Service Support

We provide highly personalised support levels, and response times can be tailored to meet specific engagement requirements or regulatory/governance requirements. A dedicated technical account manager is always available to support and advise. As standard, support for this service is as follows:

- Email/telephone support with personal account manager
- Tickets raised and managed through Jira Service Desk
- Due to the nature of this service, webchat is not available or useful

Priority	Response Time	Rationale
P1 - Critical	4 business hours	Urgent strategic blockers requiring immediate input
P2 - High	1 business day	Significant issues affecting progress
P3 - Standard	2 business days	General queries, clarifications, non-urgent matters

Jira Service Desk meets WCAG 2.2 A although is currently focused on achieving AA certification.

Staff Security Levels

All staff will achieve the desired security clearance levels with our screening approach conforming to BS7858:2019 standard.

Government security clearance up to DV is possible depending on engagement requirements.

Service Discounting

Discounts are available for educational establishments.