
CUSTOM AI & DATA SOLUTIONS DEVELOPMENT

SERVICE DEFINITION



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TRIDENT INTELLIGENT SOLUTIONS

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Service overview

The Custom AI & Data Solutions Development service provides end-to-end design, development, and deployment of bespoke AI, data, and analytics solutions tailored to client-specific business needs. The service combines capabilities from data engineering, AI/ML, generative AI, agentic AI, analytics, and business intelligence to deliver fully integrated, scalable, and secure solutions.

Capabilities include:

- Design and implementation of AI/ML models, generative AI solutions, and agentic AI systems
- Development of data pipelines, warehouses, lakes, and lakehouses to support custom solutions
- Integration with analytics, BI platforms, and operational systems
- Deployment of scalable, cloud-native or hybrid architectures
- End-to-end solution lifecycle management, including CI/CD, monitoring, and optimisation
- Alignment with governance, ethical, and regulatory frameworks for AI/agentic AI
- Tailored dashboards, reporting, and advanced analytics embedded within solutions

Solutions are delivered using structured project or sprint-based engagements, combining advisory, design, development, testing, deployment, and knowledge transfer.

Scope of services

Custom AI, data & agentic AI development

- Development of statistical, supervised, unsupervised, reinforcement, and generative AI models
- Agentic AI design, including autonomous agent behaviours, decision boundaries, and human oversight models
- Integration of AI models with operational systems, analytics pipelines, and BI dashboards

- Model lifecycle management, monitoring, retraining, and version control

Data engineering and platform development

- Ingestion, transformation, and integration of structured and unstructured data
- Development of scalable pipelines to support AI and analytics workloads
- Data validation, quality controls, and lineage tracking
- Advisory on and development of procedures for handling erroneous data
- Platform design for high availability, scalability, and security

Analytics and BI integration

- Advanced analytics and predictive modelling embedded into solutions
- Custom dashboarding, reporting, and visualisation for actionable insights
- Integration of AI outputs into BI workflows and decision-support systems

Cloud, DevOps, and operationalisation

- Cloud-native, hybrid, or on-premises deployment strategies
- CI/CD pipelines, Infrastructure-as-Code (IaC), and automated deployment workflows
- Monitoring, alerting, and optimisation for AI, analytics, and data platforms
- Backup, restore, and disaster recovery planning

Governance, risk, and compliance

- Alignment with AI governance frameworks (ISO/IEC 42001, ISO/IEC 23894, NIST AI RMF, OECD AI Principles, EU AI Act where applicable)
- Ethical AI and agentic AI controls, human oversight, and accountability
- Security controls across data, models, pipelines, and platforms (ISO/IEC 27001-aligned)
- Risk-based design for regulatory compliance, auditability, and operational assurance

Engagement approach and deliverables

Engagements follow a structured delivery lifecycle, typically including:

1. Requirements definition and discovery
2. Architecture and solution design
3. Data platform and pipeline development
4. AI/ML model development and agentic AI design
5. Integration with analytics, BI, and operational systems
6. Testing, validation, and performance optimisation
7. Deployment, monitoring, and operationalisation
8. Knowledge transfer and documentation

Typical deliverables include:

- Solution architecture and design documents
- Data pipelines and platform artefacts
- AI/ML and agentic AI models
- Analytics dashboards and reporting solutions
- Deployment scripts, IaC templates, and CI/CD pipelines
- Operational runbooks, security, and governance documentation

Onboarding and engagement initiation

Following contract agreement, a Delivery Manager and solution team are assigned. A kick-off workshop confirms objectives, scope, stakeholders, governance, and engagement logistics.

A Project Initiation Document (PID) or Engagement Definition is agreed, defining scope, deliverables, timelines, responsibilities, and governance arrangements. Secure access to client data, systems, and platforms is provisioned in line with security policies.

Service constraints

- Delivery relies on availability of client stakeholders, accurate and complete data, and access to required platforms.
- Solution performance depends on data quality, infrastructure, and third-party system integration.



- AI/agent AI adoption assumes appropriate human oversight and governance controls.
- Cloud or on-premises deployment and scaling are subject to client-provided resources and platform configurations.

Service levels and support

Unless otherwise agreed in writing, the service and ongoing support shall be provided during standard business hours (9-5), Monday to Friday. Support outside of these hours, including 24/7 support, may be provided subject to a separately agreed arrangement.

Support is defined per engagement:

- **Standard Support:** Remote guidance for solution troubleshooting, minor fixes, and operational queries.
- **Enhanced Support:** Extended hours, proactive monitoring, optimisation of models, pipelines, and dashboards, named technical contact.
- **Premium Support:** Mission-critical solution support with 24/7 coverage, rapid escalation, proactive monitoring, dedicated Solution Lead, and expert technical support.

Severity classifications align with operational impact:

- **Severity 1 (Critical):** Production solution failure, immediate response required
- **Severity 2 (High):** Major functionality disruption affecting operations
- **Severity 3 (Medium):** Partial limitations or non-critical model/pipeline issues
- **Severity 4 (Low):** Minor queries, enhancements, or reporting adjustments

After-sales support

Following deployment, formal handover includes solution artefacts, models, dashboards, pipelines, configurations, and operational documentation. Knowledge transfer ensures client teams can operate, monitor, and maintain the solution.

Ongoing maintenance may include:

- Model retraining and performance tuning
- Data pipeline and platform updates

- Dashboard and BI enhancements
- Security and compliance updates

Security, governance, and compliance

Security and governance are embedded across the solution lifecycle:

- Role-based access and least-privilege principles
- Encryption of data at rest and in transit
- CI/CD pipeline and platform monitoring
- Alignment with ISO/IEC 27001, ISO/IEC 42001, AI governance, and regulatory frameworks
- Ethical and human oversight controls for agentic AI deployments

Responsibilities are shared between the service provider, client, and any third-party providers, with clear allocation per engagement.

Offboarding and exit

All solution artefacts, models, pipelines, dashboards, and operational documentation are delivered to the client at the conclusion of the engagement. Residual data or models retained by the service provider are securely deleted or anonymised. A formal close-out session reviews outcomes, confirms deliverables, and outlines next steps.