



Governed AI Automation Platform & Conversational Assistant for Higher Education

Service Definition G Cloud 15

1. Service Overview

SXP.ai is a cloud-based software-as-a-service (SaaS) platform built exclusively for universities and colleges, providing governed AI automation for student, staff and applicant business processes. Scoped micro-agents automate processes end-to-end within existing campus systems. For students and applicants, a built-in conversational assistant, branded to the institution, makes it simple to ask questions and complete tasks, with no training required. For staff, automated workflows can be invoked directly from the AI tools they already use, such as Microsoft Copilot, complementing rather than replacing existing AI investments. The service unifies service automation, content, wellbeing support and student retention workflows to deliver measurable improvements in operational efficiency, engagement and wellbeing.

2. One Platform, Two Modes

The service operates in two complementary modes, both running on the same governed platform:

- **Automation mode** - triggered by user requests, system events, incoming emails or service desk tickets, micro-agents read the context, apply institutional rules and resolve work end-to-end across campus systems, escalating to staff only where required.
- **Conversational mode** - an easy-to-use, institution-branded conversational assistant for students and applicants, grounded in institutional data, answers questions, provides guidance and invokes automated workflows when action is needed, deployed in the apps and portals they already use.

3. Core Architecture and Micro-Agents

The service uses a micro-agent architecture, where multiple purpose-built micro-agents (including autonomous agents) are orchestrated by the platform to support specific tasks and workflows. Each micro-agent performs a defined function and is invoked dynamically based on user intent, context, or system signals. This modular architecture enables scalability, resilience, and rapid introduction of new capabilities without disrupting existing deployments. After this definition, the service refers to these components collectively as micro-agents.

Each micro-agent is scoped to a single defined task and can only say, access and do what it has been configured to. This ensures AI operates strictly within institutionally approved boundaries, and no general-purpose AI is exposed to institutional systems or data.

The service supports multiple large language model providers, including Amazon Bedrock, Anthropic Claude and OpenAI, as well as institution-provided models. Institutions can choose, combine and change models as requirements evolve, avoiding vendor lock-in.

4. Pre-Built Micro-Agent Library

The platform includes access to a growing **library of pre-built micro-agents**, which are included as part of the service. These micro-agents are designed specifically for common higher education use cases and enable rapid deployment without bespoke development. Pre-built micro-agents include:

- **Student Wellbeing Micro-Agents** - provides evidence-based wellbeing guidance, supportive conversations, and structured wellbeing journeys, with integrated resources and escalation to human services where appropriate.

- **Student Retention Micro-Agents** - identifies early indicators of disengagement, such as missed classes, low VLE activity or wellbeing concerns, and triggers proactive, timely two-way conversations to support continuation, escalating to staff where necessary.
- **Teaching and Learning Support Micro-Agents** - provide adaptive explanations of course-related concepts and guide students through institution-approved learning materials, supporting different learning preferences and levels of study.
- **Q&A and Information Micro-Agents** - answers questions using institutional websites, documents, and knowledge bases.
- **Applicant Support Micro-Agents** - provide admissions guidance and stage-based support for applicants throughout the recruitment journey.
- **Service Automation Micro-Agents** - automate common service and support enquiries received via email or service management platforms such as TOPdesk, reading incoming tickets, creating personalised responses that are automatically sent back to the user through the service management platform, resolving enquiries end-to-end and escalating to staff only when needed, with a full audit trail.

Customers automatically benefit from future releases and enhancements to the pre-built micro-agent library as part of the standard service.

5. Custom Micro-Agents

Where required, additional micro-agents can be configured or developed to support specific institutional workflows or use cases. Custom micro-agents are delivered as separately scoped professional services, allowing institutions to extend the platform while maintaining clear governance, cost control, and delivery assurance.

6. Intended Users

The service supports multiple audiences within a higher education institution, including:

- Students
- Staff
- Applicants
- Alumni

Students and applicants, and alumni where required, are supported by dedicated, institution-branded conversational assistants configured with appropriate micro-agents, content sources, and deployment locations. Staff benefit from automated workflows, which they can invoke from the AI tools they already use, as described below.

7. Deployment and Integration

The conversational assistant can be deployed into existing digital environments, including student apps such as campusM and myday, virtual learning environments (VLEs) such as Canvas, portals, websites, mobile applications and support platforms. Deployment is lightweight and cloud-based, requiring no changes to core systems. Integrations with student information systems (SIS), VLEs, CRM, timetabling, service desk platforms such as TOPdesk, and case management systems may be added where required to support contextual engagement, end-to-end automation or reporting. Typical deployments are live within weeks.

8. Integration with Existing AI Tools

The service exposes its automated workflows via the Model Context Protocol (MCP), the Agent-to-Agent (A2A) protocol and standard APIs, allowing existing AI tools such as Microsoft Copilot and NebulaOne to invoke them directly. Institutions can retain their existing AI investments while adding a governed automation layer that resolves work within campus systems. Workflows invoked in this way remain subject to the same scoping, governance and audit controls as the rest of the service.

9. Configuration and Customisation

The service is configurable to align with institutional branding, supported use cases, content sources, and deployment locations. Configuration is carried out by SXP.ai in collaboration with customer stakeholders, ensuring consistency, security, and operational control.

10. Security and Compliance

The service is hosted on Amazon Web Services (AWS) within the UK (London) region and is delivered under SXP.ai's ISO/IEC 27001 and ISO/IEC 27701 certified management systems. These certifications apply to the platform, supporting infrastructure, and service delivery processes, ensuring robust information security and privacy management. SXP.ai also holds Cyber Essentials certification. All micro-agent activity is logged, providing a full audit trail. The service complies with GDPR and the EU AI Act, including high-risk classifications where applicable.

11. Support and Onboarding

Customers are supported by a dedicated Customer Success Manager. Onboarding is delivered online and includes deployment guidance and documentation. End users require no training due to the intuitive conversational interface, with in-assistant feedback mechanisms available.

12. Social Value and Wellbeing Impact (PPN 06/20)

The service supports the objectives of the UK Government's Social Value Model (PPN 06/20) by improving access to wellbeing support for students and staff, reducing barriers to information and services, and helping institutions provide timely, preventative support. By enabling earlier intervention and reducing administrative burden on support teams, the service contributes to improved wellbeing, inclusion, and organisational resilience within higher education environments.

13. Responsible AI and Ethical Use Value

The service is designed and operated in line with responsible AI principles. EU AI Act governance, risk management, and oversight principles for all classifications, including high-risk, are embedded directly into the platform and delivery processes. Every micro-

agent is architecturally constrained to its defined scope, with multiple layers of control, from architectural constraints to conversation-level guardrails, together with full audit logging and escalation to human staff where appropriate.

14. Summary

SXP.ai provides universities with a scalable, future-proof platform for governed AI automation across student, staff and applicant processes, together with a user-friendly conversational assistant for students and applicants. Its micro-agent architecture, combined with a growing library of pre-built and extensible micro-agents, enables institutions to automate services end-to-end, improve wellbeing and retention, and extend existing AI investments, while maintaining strong governance, security, and control.