The IntentPro Platform

G-Cloud 15 Service Specification

Introduction

IntentPro is a leading innovator in AI-enabled Software-as-a-Service (SaaS) solutions for the UK public sector. IntentPro leverages advanced artificial intelligence to deliver transformative outcomes across a range of services.

Our commitment to continuous innovation empowers public sector organisations to modernise operations, enhance service delivery, and meet evolving regulatory and operational challenges. By combining deep domain expertise with cutting-edge digital platforms, IntentPro enables clients to unlock new efficiencies, improve citizen experiences, and build resilient, future-ready organisations.

Who this Service is For?

This service is designed for UK public sector organisations- including local authorities, NHS, and government agencies seeking to empower their staff to automate and streamline workflows directly. The IntentPro Platform's secure, web-based portal allows end users to create, deploy, and share AI-driven automations, making it ideal for teams handling high volumes of documentation, compliance tasks, or administrative processes, and for those looking to drive efficiency and innovation across organisational boundaries.

Platform - an overview

The IntentPro Platform provides a cloud-based, AI-driven automation solution that enables users to perform complex tasks such as generating reports, extracting insights, and producing summaries at the click of a button. Through its secure, intuitive web portal, end users can build and deploy automations tailored to their needs, then share these automations so they can be reused across teams, departments, and directorates.

This approach ensures that best practices are embedded, and outputs remain consistent and reliable, regardless of who initiates the process.

Service Description

The IntentPro Platform is a robust, cloud-based automation engine that leverages generative AI to streamline and accelerate knowledge work. Users interact with a secure, user-friendly web portal to upload documents, data, or prompts, and IntentPro Platform processes, summarises, and generates outputs tailored to specific use cases.

End users can design and publish their own automations, which can then be shared and reused across the organisation, delivering consistent, high-quality results and reducing duplication of effort that enable you to scale use cases and productivity enhancements across functional areas.

Key features include:

- Secure, intuitive web-based portal for end-user automation
- One-click generation of summaries, reports, and analyses
- Sharing and reuse of automations across teams, departments, and directorates
- Built-in audit trails and citation features for transparency and compliance

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- Support for a wide range of document types (Word, PDF, scanned images, etc.)
- Private workspaces, prompt sharing, and scalable deployment.

Onboarding and Offboarding

IntentPro provides a structured onboarding and offboarding process for clients seeking to transition services into or away from the IntentPro Platform. As a Cloud-based SaaS model we can deploy and scale the service rapidly.

Onboarding

Our implementation model begins with a three-month Evaluation Licence, providing full system setup, configuration, training, and live customer success support at no additional charge.

During this period, users receive hands-on onboarding and participate in monthly feedback huddles to monitor progress and capture insights. A pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes, supported by a detailed business case demonstrating time and cost savings.

This approach enables rapid service mobilisation while provide support in making best use of the tool for your team.

- Structured onboarding process, including system setup, configuration, training, and live customer success support.
- Three-month Evaluation Licence offered, with full configuration, onboarding, and support at no additional charge.
- Monthly feedback huddles, pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes.
- Dedicated Customer Success Team supports implementation and sustained adoption.

Offboarding

When transitioning out of our service, IntentPro ensures a secure and orderly handover to the client's internal teams. Client data retained within IntentPro systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

Support

Our support, service provides core business hours support (09:00–17:00, Monday to Friday).

- Comprehensive, tailored training, onboarding support, and ongoing customer service.
- Structured onboarding and training programme, supported by dedicated Customer Success Team.
- Ongoing technical support and customer success available 09:00–17:00, Monday to Friday (UK time), with best-effort coverage outside these hours.

Additional customisation and implementation support in addition to that provided during onboarding can be obtained, the Rate Card for these services is available in the accompanying Pricing Document.

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Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services provided in the accompanying pricing document for this G-Cloud service.

- Transparent, all-inclusive pricing model based on a minimum of 500 runs per month and then the number of runs processed per month.
- Subscription fee includes configuration, onboarding, training, ongoing support, hosting, maintenance, and upgrades.
- No additional or hidden costs for training, implementation, support, or future system updates.

Please contact info@intentpro.io to obtain a quote for your required services.

Compliance and Security

IntentPro embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001.

- GDPR-compliant and certified to ISO 27001, with adherence to the Data Protection Act 2018 and National Cyber Security Centre (NCSC) Cloud Security Principles.
- Data hosted, stored, and processed inside the UK/EU/EEA, encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Strict access controls, including Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).
- Regular data protection and cyber-security training for staff, with a formal incident response plan aligned with NCSC and ISO 27001 standards.
- Full audit trails and accountability throughout the data lifecycle.

Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@intentpro.io.

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