

Optimise-AI Predict — Services Definition

1. Service Overview

Optimise-AI Predict is a predictive analytics and decision-intelligence service designed to help organisations anticipate outcomes, optimise actions, and reduce uncertainty. The service combines advanced machine learning, statistical modelling, and domain expertise to deliver reliable forecasts and actionable insights embedded into business workflows.

Predict is offered as a configurable service that can be deployed as a standalone analytics capability or integrated into existing platforms, products, and operational processes.

2. Business Objectives

The Predict service is designed to help clients:

- Improve decision quality through data-driven foresight
- Anticipate risk, demand, and performance trends
- Optimise operational and strategic outcomes
- Reduce costs and inefficiencies caused by uncertainty
- Enable proactive, rather than reactive, decision-making

3. Service Scope

In Scope

- Predictive modelling and forecasting
- Scenario analysis and what-if simulations
- Model deployment and integration
- Model monitoring and performance management
- Insight visualisation and reporting
- Knowledge transfer and enablement

Out of Scope (unless explicitly agreed)

- Raw data collection or data brokerage
- Manual data entry or ongoing data operations

- Business process outsourcing
- Regulatory sign-off or compliance certification

4. Core Capabilities

4.1 Predictive Modelling

- Time-series forecasting (demand, volume, growth, churn, etc.)
- Classification and regression models
- Risk and probability modelling
- Anomaly and early-warning detection

4.2 Scenario & Simulation

- What-if analysis
- Sensitivity testing
- Scenario comparison and trade-off analysis
- Stress testing under different assumptions

4.3 Decision Intelligence

- Model outputs translated into decision recommendations
- Thresholds, alerts, and triggers
- Integration with operational decision points

4.4 Visualisation & Insight Delivery

- Interactive dashboards
- Forecast confidence intervals
- Executive-level summaries
- Operational and tactical views

5. Service Delivery Model

5.1 Engagement Phases

1. Discovery & Alignment

- Business objectives and success criteria

- Data assessment and feasibility
- Use-case prioritisation

2. Design

- Model approach selection
- Feature and data design
- Evaluation metrics definition

3. Build & Validate

- Model development
- Validation and testing
- Bias, robustness, and performance checks

4. Deploy & Integrate

- API, batch, or embedded deployment
- System and workflow integration
- Security and access configuration

5. Operate & Improve

- Monitoring and drift detection
- Periodic retraining
- Continuous optimisation

6. Inputs & Data Requirements

Typical inputs may include:

- Historical operational or transactional data
- External or contextual data (where available)
- Business rules and constraints
- Subject-matter expertise and assumptions

Data quality, availability, and governance are jointly assessed during discovery.

7. Outputs & Deliverables

Depending on the engagement, deliverables may include:

- Trained and validated predictive models
- Forecasts and probability estimates
- Scenario analysis outputs
- Dashboards and reports
- APIs or data feeds
- Documentation and model explainability artefacts

8. Quality, Performance & Assurance

Optimise-AI Predict applies:

- Defined evaluation metrics (e.g. accuracy, precision, recall, error rates)
- Cross-validation and back-testing
- Explainability and transparency techniques
- Ongoing monitoring for model drift and degradation

Performance targets are agreed per engagement.

9. Security & Data Protection

- Data handled in line with agreed security standards
- Access controls and role-based permissions
- Encryption in transit and at rest (where applicable)
- Compliance with relevant data protection regulations

Specific requirements are confirmed during onboarding.

10. Client Responsibilities

Clients are responsible for:

- Providing timely access to agreed data sources
- Ensuring data usage rights and compliance
- Engaging relevant stakeholders

- Acting on insights and recommendations

11. Service Dependencies & Assumptions

- Availability and quality of historical data
- Stability of underlying business processes
- Access to subject-matter expertise
- Timely feedback and decision-making

12. Service Options & Customisation

Predict can be tailored by:

- Industry or domain
- Forecast horizon and granularity
- Deployment model (cloud, on-prem, hybrid)
- Level of automation vs. human-in-the-loop

13. Success Measures

Typical success measures include:

- Forecast accuracy improvement
- Reduction in risk or variance
- Cost savings or revenue uplift
- Decision cycle time reduction
- Stakeholder adoption and trust

14. Support & Ongoing Services

Optional ongoing services include:

- Model monitoring and retraining
- Performance reviews
- Enhancement and extension of use cases

- Advisory support for decision optimisation

15. Review & Governance

The service definition is reviewed periodically to ensure:

- Continued alignment with business goals
- Model relevance and performance
- Compliance with governance standards

Optimise-AI Predict enables organisations to move from hindsight to foresight — turning data into confident, proactive decisions.