

FLIWEEL.TECH

# AI that works for **public sector**

wherever you are on the journey



### The Case for Change

# Why Now? Why AI?

Exploring AI and automation can feel like stepping into the unknown. Some organisations are just beginning to explore what's possible. Others are already automating core processes and unlocking significant value. Whether you are starting from scratch, testing new tools, or scaling complex systems, we understand that progress doesn't follow a straight line.

That's why Fliweel meets you exactly where you are. We work alongside your team to bring clarity, momentum, and results through a practical, human-first approach to AI. From strategy through to automation and integration, we help you move forward with confidence—one step at a time.



A recent report by the UK Parliament's Committee of Public Accounts highlights that AI has the potential to fundamentally improve public services, making them faster, more consistent and more accessible to the people who rely on them.

When applied well, AI can reduce waiting times, improve responsiveness, and help citizens and businesses who struggle to engage during traditional hours.

Crucially, the Committee presents AI as a way to reduce administrative burden and improve outcomes, while stressing that trusted, practical delivery is essential to avoid public services falling behind.

Only **37% of government bodies have deployed AI**, while 70% are currently piloting or planning adoption, highlighting strong momentum but a clear delivery gap.

Delivery is being held back by capacity challenges: **70% cite lack of AI skills** as a barrier, and around **50% of digital roles advertised in 2024 went unfilled**.

The report highlights several practical areas where AI is already being used or actively trialled



Document processing



Data analysis



Internal knowledge sharing

AI is already being used for practical tasks such as document processing, data analysis and internal knowledge sharing. Most organisations are still piloting, so the benefits are not yet realised at scale.

## Success Story

# Case Study: South Midlands Growth Hub



### The Challenge

West Northamptonshire Council and the South Midlands Growth Hub support a large regional business community, handling over **500 enquiries per month** across chat, email, and phone. Manual processes caused slow responses, inconsistent triage, and pressure on adviser capacity, with support largely limited to office hours and reduced accessibility for businesses.

#### Challenge

- Slow response times to inbound enquiries
- Limited out-of-hours service availability
- Inconsistent enquiry handling across channels
- Adviser capacity constrained by manual triage

#### Social Value Impact

- Faster access to support
- Fair access beyond 9–5
- Consistent, equitable outcomes
- More adviser time for high-value support



### Key Features Delivered

- ✓ AI-powered website chatbot
- ✓ AI voice agent for call handling
- ✓ Automated enquiry triage



### Social Value Impact

The solution improves access, **fairness and effectiveness of public business support** by providing consistent 24/7 responses and reducing delays. It enables earlier intervention for businesses at risk while **freeing advisers to focus on higher-need**, higher-impact support rather than administration. This strengthens local business resilience and delivers **better value for money for the taxpayer**.



“We commissioned a project to develop our organisation’s understanding and use of AI, helping our team strengthen how we support businesses across the South Midlands.”

Sam Hunter,  
Partnerships & Events Manager, South Midlands Growth Hub

### Our Clients

# Trusted by Organisations Across Industries

South Midlands  
Growth Hub



Lincolnshire  
COUNTY COUNCIL  
*Working for a better future*



VSB  
LONDON



### Awards

# Recognised for Excellence and Innovation



## Start Your Journey with Us

# AI Solutions for Public Sector



### AI Agent Configuration and Integration Support

*Equipping a team with an AI agent that makes everyday work easier and more effective*

Configuration of an AI agent on agreed platforms

Integration to agreed systems

Workflow orchestration setup

Testing and validation

Deployment support into buyer environment

Governance and operational documentation

Knowledge transfer and handover



### AI Discovery, Configuration and Adoption Support

*A clear AI agent roadmap with quarterly delivery, measurable impact and governance built in.*

#### *Everything in AI Agent Configuration and Integration Support plus:*

Quarterly use case discovery and AI agent prioritisation

Quarterly integration of one AI agent to agreed systems

Quarterly KPI pack and board-ready recommendations



Microsoft  
Copilot



Copilot Studio



Google AI Studio

## Social Value Impact

# Our Commitment

| Commitment                                                                                                                                                | What we will do                                                                                                                                                            | How we measure                                                                     | Evidence                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
|  <p><i>Public sector AI capability building</i></p>                      | Deliver structured knowledge transfer during discovery, configuration and handover to enable buyer teams to understand, manage and evolve AI agent solutions independently | Number of trained buyer users; completion of handover sessions                     | Training materials, configuration walkthrough recordings, handover checklist |
|  <p><i>Improved citizen experience (as an enabler)</i></p>               | Configure AI agents and workflows to reduce delays, manual handling and repeat enquiries, supporting clearer and more consistent public service interactions               | Reduction in manual steps or hand-offs; qualitative service improvement indicators | Service flow diagrams, before/after process maps, delivery summary           |
|  <p><i>Responsible and governed AI adoption</i></p>                    | Apply secure-by-design, risk-aware configuration aligned to public sector governance, data protection and assurance expectations                                           | Governance artefacts produced per call-off                                         | Risk log, architecture decisions, governance alignment documentation         |
|  <p><i>Value for money and cost transparency</i></p>                   | Support buyers to right-size AI agent scope and integrations, avoiding unnecessary build or licensing costs                                                                | Evidence of scope optimisation decisions                                           | Options appraisal, prioritisation outputs, decision records                  |
|  <p><i>Local skills and supplier engagement (where applicable)</i></p> | Use UK-based delivery roles and engage specialist subcontractors only where required and approved                                                                          | % UK-based delivery effort                                                         | Delivery plan, role allocation summary                                       |
|  <p><i>Sustainable service operations</i></p>                          | Design configurations that are maintainable by buyer teams and minimise long-term dependency on supplier-led change                                                        | Handover completeness and post-handover stability                                  | Configuration documentation, post-handover review notes                      |

## Start Smarter, Grow Faster

# Take the first step towards smart, scalable AI

Let's explore how AI and automation can save you time, reduce costs, and help your organisation focus on what matters most. Whether you're just getting started or ready to scale, we'll meet you where you are.



### About Andy Paul

Andy Paul is the Founder & CEO of Fliweel.tech, with over 14 years of experience in data science, consulting, and product management across London and San Francisco. He has delivered AI and automation solutions for Fortune 500 companies, startups, and public sector organisations. In addition to leading Fliweel, Andy sits on the South Midlands Business Board, advising six local authorities on economic development and digital innovation.

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### About Fliweel

Fliweel is an AI consultancy that helps organisations unlock efficiency and growth through strategic AI adoption, automation, and integration. From AI workshops to intelligent agents and robotic process automation (RPA), Fliweel delivers practical, scalable solutions that reduce manual effort, cut costs, and enable teams to focus on higher-value work.



**techUK**



## Business Address

📍 124 City Road, London, England, EC1V 2NJ

🌐 [www.fliweel.tech](http://www.fliweel.tech)

Contact Us



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# Service Definition - AI Agent Configuration and Integration Support

## 1. What the service is

AI Agent Configuration and Integration Support is a cloud support service that helps public sector organisations configure, integrate and deploy AI-enabled agent capabilities within existing cloud platforms and services. The service enables organisations to adopt AI using established tools and managed services, without bespoke software development or unmanaged ongoing operations.

Public sector organisations often face increasing demand, fragmented systems and manual processes that limit scalability and responsiveness. This service supports controlled adoption of AI capabilities to improve efficiency and consistency while retaining operational ownership within the organisation.

### How AI agents are used

AI agents are configured to support defined, repeatable activities within existing services, such as information handling, task coordination, workflow initiation or data processing. Agents operate within clearly scoped boundaries and follow rules, prompts or models configured using existing cloud platforms.

AI agents are intended to assist end-users rather than replace decision-making, with outputs reviewed and governed in line with organisational policies.

### Delivery and impact

The service focuses on configuration-led delivery, enabling AI agent capabilities to be set up, validated and deployed within existing environments. Impact is achieved through reduced manual effort, improved consistency and faster handling of routine activities.

Delivery is time-limited and outcome-focused, supporting buyers to move from concept to deployable capability while maintaining governance and risk control.

### Platforms and experience

The service is delivered using widely adopted enterprise cloud platforms and AI services (e.g. Microsoft Copilot) already in use across the public sector. This may include managed AI



services, workflow tools (e.g. SharePoint or Power Automate) and integration APIs provided by major cloud vendors.

The supplier has experience supporting publicly funded organisations to adopt AI capabilities within existing operating models, governance frameworks and security constraints.

## 2. Levels of data backup, restore, and disaster recovery

The service does not host buyer production systems or data. Backup, restore and disaster recovery capabilities are provided by the buyer's existing cloud platforms and third-party service providers.

Where AI agent capabilities are configured within managed cloud services, those services rely on the resilience and disaster recovery arrangements of the underlying platforms. Guidance can be provided to help align configurations with existing business continuity plans.

## 3. Onboarding and offboarding support

### Onboarding

Onboarding begins with requirements clarification and use-case scoping to identify suitable AI agent capabilities and confirm integration points with existing systems. Governance, data considerations and success criteria are agreed at the outset.

Configuration and integration support is then provided, enabling AI agent capabilities to be set up within existing platforms. Configurations are tested and validated to confirm expected behaviour before deployment into live environments.

Knowledge transfer is provided to buyer-authorised users to support ongoing operation.

### Offboarding

At the end of the engagement, all documentation, configuration artefacts and deliverables produced as part of the service are provided to the buyer. The supplier does not retain buyer data beyond agreed retention periods.



## 4. Service constraints

The service is delivered on a time-limited, statement-of-work basis and is focused on configuration, integration and deployment support only. It does not include bespoke software development, infrastructure hosting, ongoing managed services or responsibility for operating live environments unless explicitly agreed separately.

Delivery relies on buyer-provided access to existing cloud platforms, systems and data. Third-party licences, subscriptions and usage costs are excluded. Support is delivered primarily remotely, with on-site delivery subject to agreement.

## 5. Service levels

Support is provided during UK business hours, Monday to Friday, excluding public holidays. Response times are prioritised based on severity and impact and agreed at contract stage.

Service levels apply to support activities delivered as part of the engagement and do not constitute a 24/7 operational service unless agreed separately.

## 6. After sales support

After deployment, a short hypercare period is provided to support transition into live operation. Following this, the service operates under a business-as-usual (BAU) support model for the configured components, including incident support, defect resolution and guidance on configuration changes. Ongoing managed services or responsibility for operating live environments are out of scope for this service and would require a separate contractual arrangement outside this listing.

Buyer-authorised users retain responsibility for routine configuration and operational decisions.

## 7. Technical requirements

The service requires buyer-provided access to existing cloud platforms, applications and integration points. Buyers must ensure appropriate permissions, licences and security approvals are in place.

The service can be delivered using commonly used enterprise platforms and tools already deployed within public sector environments.



## 8. Outage and maintenance management

The service does not operate or monitor buyer live environments. Outage and maintenance management remains the responsibility of the buyer and their existing cloud service providers.

Where configuration activities are impacted by third-party incidents or planned maintenance, coordination and advisory support can be provided as part of the engagement.

## 9. Hosting options and locations

The service does not provide hosting. All hosting and data processing locations are determined by the buyer's existing cloud platforms and third-party providers.

## 10. Access to data (upon exit)

At the end of the engagement, the buyer retains all documentation, deliverables and configuration artefacts produced as part of the service. No proprietary lock-in is created.

## 11. Security

Security governance for the service is overseen by a named Director. The service follows secure working practices aligned with public sector expectations, including least-privilege access and secure handling of information.

Security controls for live systems are provided by the buyer's existing cloud platforms and service providers. Guidance can be provided to ensure configured AI capabilities align with organisational governance and security requirements.

