

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



Wellbeing
CHIROPRACTIC



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
 Public sector AI capability building	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
 Improved citizen experience (as an enabler)	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
 Responsible and governed AI adoption	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
 Value for money and cost transparency	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
 Local skills and supplier engagement (where applicable)	Use UK-based delivery roles and engage specialist subcontractors only where required and approved	% UK-based delivery effort	Delivery plan, role allocation summary
 Sustainable service operations	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.



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Service Definition - AI Discovery, Configuration and Adoption Support

1. What the service is

AI Discovery, Configuration and Adoption Support is a cloud support service that helps public sector organisations identify, prioritise, configure and integrate a single AI-enabled agent per delivery cycle within existing cloud platforms and services. Each quarterly cycle focuses on discovery and prioritisation across multiple opportunities, followed by configuration and integration of one prioritised AI agent to enable proof-of-value evaluation and informed adoption decisions, without bespoke software development or unmanaged ongoing operations.

Public sector organisations often face increasing demand, fragmented systems and uncertainty around where AI can safely deliver value. This service supports controlled adoption by enabling AI agent capabilities to be configured and integrated within existing environments, 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, workflow initiation, task coordination or data processing. Configuration includes defining prompts, rules, decision logic, integrations and escalation paths using existing cloud platforms and managed services.

AI agents operate within clearly scoped boundaries and are intended to support staff rather than replace decision-making. Outputs are reviewed and governed in line with organisational policies and controls.

Delivery and impact

The service is delivered through time-bound, quarterly cycles. Each cycle includes structured discovery and prioritisation across a defined business area, followed by configuration and integration of one prioritised AI agent within existing environments.

This approach enables organisations to assess value, feasibility and risk incrementally, focusing effort on the highest-impact opportunity per cycle before deciding whether to scale, pause or iterate in subsequent quarters.



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 configure and integrate 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.

Following discovery and prioritisation, configuration and integration support is provided for one agreed AI agent per quarterly cycle. This includes setup, integration and validation within existing platforms to support proof-of-value evaluation. Knowledge transfer is provided to buyer-authorised users to support ongoing operation and internal capability building.

Offboarding

At the end of the engagement, all documentation, assessments and configuration artefacts 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 primarily through remote workshops, working sessions and configuration support, with activities structured around defined, quarterly cycles. Each cycle includes discovery and prioritisation across a scoped area, followed by configuration and integration of a single AI agent, rather than multiple agents or whole-organisation implementation in a single phase. Configuration and integration activities are limited to proof-of-value and adoption support within existing cloud platforms. Progression to wider deployment remains subject to buyer approval, governance processes and organisational readiness. The service does not replace internal operational ownership, and enterprise-scale implementation may require additional approvals, integrations or funding beyond the scope of this service.

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 discovery, configuration and integration support activities delivered as part of the engagement and do not constitute a 24/7 operational service.

6. After sales support

Following completion of each delivery cycle, the supplier provides summary outputs, recommendations and knowledge transfer to buyer-authorised users. Optional business-as-usual advisory or configuration support for configured components can be provided by agreement and costs in line with published rate cards.

7. Technical requirements

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

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 discovery or configuration activities are impacted by third-party platform incidents or planned maintenance, coordination and advisory support can be provided.

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.

