

Service Definition

Agentic AI Service

1. Service overview

AIXON's Agentic AI & Automation Service is a cloud-based service that designs, builds and operates intelligent automated workflows using agentic AI techniques and robotic process automation (RPA). The service enables public sector organisations to automate complex business processes, orchestrate decisions and integrate systems using platforms such as industry leading platforms such as UiPath, Blue Prism, n8n, and our proprietary open-source automation tools.

The service supports operational, administrative and analytical use cases, including case handling, data processing and system integration. It is delivered as a managed service by AIXON DIGITAL LIMITED, which is responsible for service delivery, professional services and ongoing support.

2. Service features and benefits

The service provides agent-based workflow automation, combining rule-based automation with AI-driven decision logic. It supports unattended and attended virtual workers, workflow orchestration, system integration and human-in-the-loop processing. The service can integrate with existing applications, APIs and data sources and is delivered securely via the cloud.

The service enables organisations to reduce manual effort, improve process consistency and scale automation without increasing staffing levels. It supports faster processing, improved auditability and flexible automation that can adapt to changing business requirements.

3. How the service works

Automation workflows and AI agents are designed and configured using agreed platforms and tools. Virtual workers execute tasks such as data extraction, system interaction and decision support according to defined workflows. Agentic components can coordinate multiple steps, escalate exceptions and involve human review where required.

Workflows can be triggered on demand, scheduled or event-driven, and can integrate with downstream systems such as case management or document management platforms. Monitoring and logging provide visibility of execution status and outcomes.

4. Onboarding and trial

The service follows a structured onboarding approach. This typically begins with a discovery or pilot phase to identify suitable processes and confirm technical requirements. Configuration and access are set up with minimal impact on existing systems. Documentation and knowledge transfer are provided, with optional remote walkthroughs and training sessions.

5. Security and compliance

The service is hosted on cloud infrastructure and adopts platform-level security controls for access management, monitoring and resilience. Automation environments are segregated by customer. Secure-by-design principles are applied throughout delivery. AIXON DIGITAL LIMITED is working towards ISO/IEC 27001 certification during 2026.

6. Support and service management

Support is provided via email and an online support channel. Incidents are logged, prioritised and managed using defined processes. Response and resolution targets are applied based on incident severity. Ongoing service management includes monitoring, change handling and operational reporting where required.

7. Data management

Customer data processed by automation workflows remains under customer control. Data is stored securely within the agreed environment. Customers can export configuration data and outputs in standard formats. No proprietary data formats are imposed.

8. Resilience and availability

The service is designed for resilience and benefits from cloud platform redundancy. Automated recovery and monitoring support service continuity. Availability targets align with the underlying platform and operational design, excluding planned maintenance which is communicated in advance.

9. End of contract

At contract end, customers can extract automation configurations and outputs at no additional cost. Following confirmation of termination, customer data and credentials are securely removed from service environments within agreed timeframes. No exit fees apply.