Welford Analytics & AI Services

Service Definition

Lot 3: Cloud Support

G-Cloud 15

2026

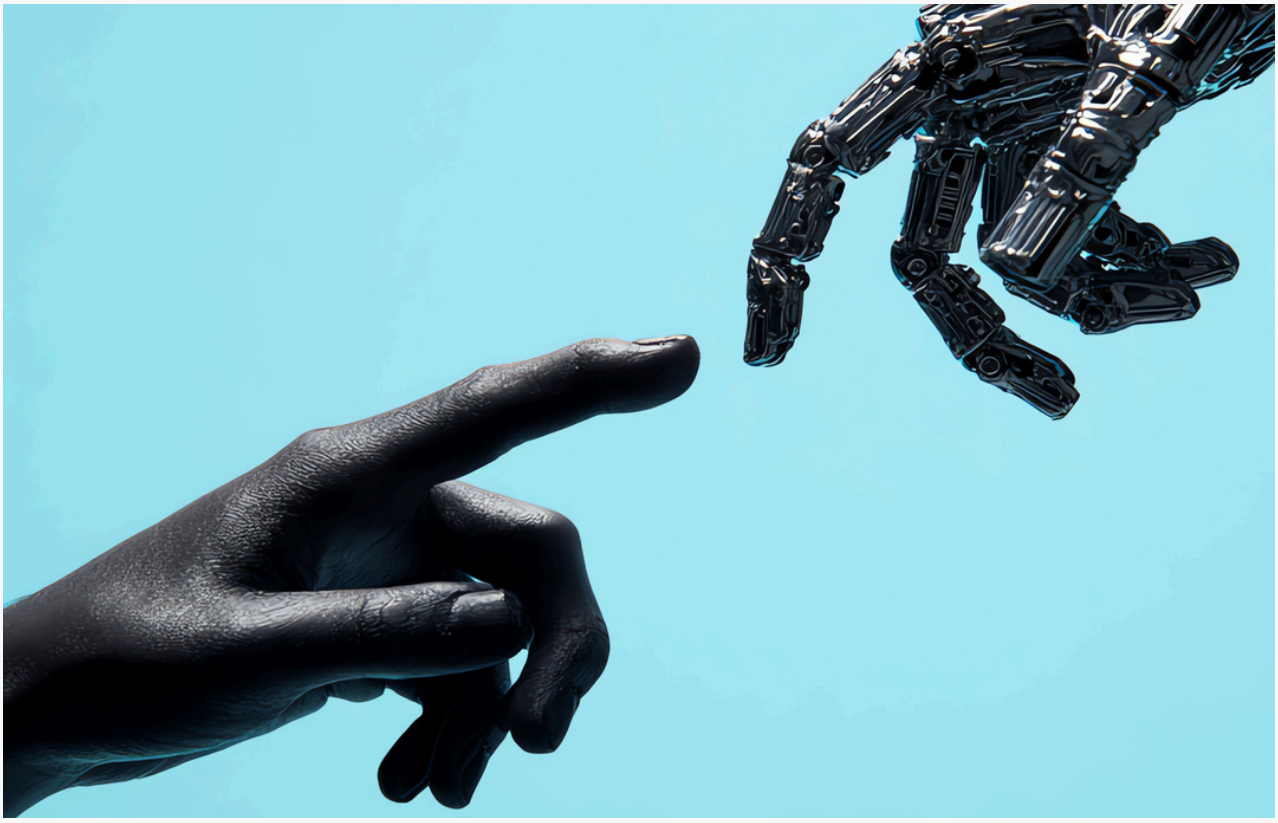
WELFORD® SYSTEMS

CfA Centre for Assessment ISO 27001 Information Security

UKAS MANAGEMENT SYSTEMS 0120

SERVICE SUMMARY

Welford Systems provides end-to-end Analytics and Artificial Intelligence (AI) services to help public sector and enterprise organisations deliver measurable outcomes from data. We combine analytics, machine learning, data engineering, and MLOps with strong security, privacy, and governance to support safe, scalable deployment in regulated environments.



OUTCOMES WE DELIVER

- Improved decision-making through trusted metrics, dashboards and analytics
- Automation and efficiency gains using ML and AI-assisted workflows
- Safer AI adoption through governance, auditability, and human oversight
- Production-ready delivery through MLOps, monitoring, and lifecycle management

SERVICE PORTFOLIO

Data strategy & analytics consulting

- Data strategy, analytics roadmap, KPI frameworks and maturity assessment
- Use-case discovery and prioritisation
- BI strategy and dashboards (e.g., Power BI, Tableau)

AI & machine learning solutions

- Supervised/unsupervised models, NLP, computer vision, forecasting
- Model training, evaluation and optimisation
- Explainability and performance reporting for stakeholders

Retrieval-Augmented Generation (RAG) & AI agents

- RAG solutions grounded on buyer documents and knowledge sources, with citations
- Agentic AI assistants that can call tools/APIs to support workflows
- Human-in-the-loop design: AI assists; humans retain final decisions
- Controls to minimise risk (guardrails, access restrictions, audit trails)

Advanced analytics & statistical modelling

- Predictive analytics, time-series forecasting, scenario/risk modelling
- Optimisation and simulation models (where appropriate)

MLOps & lifecycle management

- CI/CD for analytics/ML, model deployment patterns and monitoring
- Drift detection (data/model drift) and retraining strategy
- Documentation, runbooks and knowledge transfer

DELIVERY APPROACH

We deliver engagements as fixed-scope packages or day-rate consultancy

Discovery & scoping
objectives, constraints, success criteria

Design & architecture
solution design and governance model

Build & validate
iterative delivery with stakeholder feedback

Deploy & assure
secure deployment, monitoring and controls

Operate & optimise
continuous improvement and lifecycle management

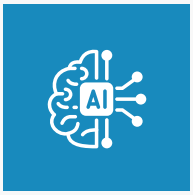
SECURITY, PRIVACY AND RESPONSIBLE AI

We embed security and governance by design

- RBAC/least privilege, encryption in transit/at rest, logging and audit trails
- Privacy-by-design practices (minimisation, purpose limitation, retention/deletion)
- Responsible AI controls: transparency, explainability, bias evaluation/mitigation, human oversight
- Governance support: model documentation/versioning, risk/impact assessments, monitoring and review

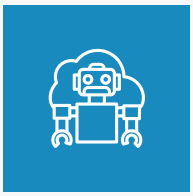
DELIVERABLES (EXAMPLES)

Use-case shortlist, options analysis, roadmap and delivery plan



Data/AI architecture (HLD), security controls and governance model

Model documentation, evaluation results, limitations and assumptions



Deployment/MLOps design, monitoring approach, runbooks and handover

CONSTRAINTS

- Buyer must provide access to stakeholders and required documentation
- System access (if required) is agreed, least-privilege and time-bound
- Outcomes depend on data quality, buyer operating model, and third-party constraints

WELFORD® SYSTEMS

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