Conquer AI
Service Definition Document
AI Workflow Design & Implementation Service
G-Cloud 15 – Lot 3: Cloud Support

1. Service Overview

Conquer AI provides bespoke AI workflow consulting services to help public sector organisations automate processes, improve efficiency, and achieve measurable outcomes through intelligent automation.

We work collaboratively with organisations to understand their unique challenges, then design, build, and implement tailored AI-powered workflows that integrate with existing systems and deliver sustainable value.

2. Our Approach

We follow a structured methodology to ensure successful outcomes:

Phase 1: Discovery & Assessment

- Stakeholder workshops to understand business objectives
- Process mapping and identification of automation opportunities
- Data readiness assessment
- Feasibility analysis and business case development

Phase 2: Design & Architecture

- AI workflow design aligned to identified outcomes
- Integration architecture with existing systems
- Security and compliance review
- User experience design

Phase 3: Build & Configure

- Development of AI workflows using appropriate tools and platforms
- Integration with client systems (cloud or on-premise)
- Testing and quality assurance
- Documentation

Phase 4: Deploy & Train

- Controlled deployment with rollback procedures
- User training and change management support
- Knowledge transfer to client teams
- Hypercare support period

Phase 5: Optimise & Support (Optional)

- Ongoing monitoring and performance optimisation
- Continuous improvement recommendations
- Additional workflow development
- Managed support services

3. Typical Use Cases

Our AI workflow services address challenges including:

- Automating document processing and data extraction
- Intelligent triage and routing of enquiries
- Predictive analytics for resource planning
- Natural language processing for citizen services
- Process automation reducing manual handling
- Decision support systems

4. Skills & Expertise

Our team includes specialists in:

- AI/ML engineering and data science
- Business analysis and process design
- Solution architecture
- Integration and API development
- Change management and training
- Project and programme management

All consultants are vetted to BPSS as standard; SC clearance available on request.

5. Engagement Models

We offer flexible engagement options:

Model	Description	Best For
Discovery Sprint	2-4 week assessment to identify opportunities	Organisations exploring AI automation
Project Delivery	Fixed-scope delivery of defined workflows	Clear requirements with defined outcomes
Agile Delivery	Iterative development in sprints	Complex or evolving requirements
Managed Service	Ongoing support and optimisation	Post-implementation or BAU

6. Onboarding Process

1. Initial scoping call (no charge)
2. Statement of Work agreed
3. Project kick-off and stakeholder alignment
4. Discovery workshops commence
5. Regular progress reporting throughout

Typical engagement start: within 2-4 weeks of order.

7. Deliverables

Depending on scope, deliverables may include:

- Discovery report with recommendations
- Process maps and automation designs
- Technical architecture documentation
- Working AI workflows (deployed to client environment)
- Integration specifications
- User guides and training materials
- Knowledge transfer sessions
- Post-implementation support

8. Service Levels

Metric	Target
Response to queries	Within 4 working hours
Progress reporting	Weekly during active phases
Issue escalation response	Within 1 working day
Deliverable review turnaround	Within 5 working days

9. Security & Compliance

- Cyber Essentials certified [or in progress]
- UK GDPR compliant data handling
- All work performed by UK-based consultants
- Client data remains in client environments
- Security-by-design approach to all solutions
- Non-disclosure agreements as standard

10. Data Handling

- We work within client environments where possible
- Any data processed during development is handled in accordance with agreed DPA
- No client data retained beyond engagement without explicit agreement
- Secure deletion upon project completion

11. Intellectual Property

- All bespoke workflows created become client property upon payment
- Pre-existing IP (frameworks, accelerators) remains with Conquer AI
- Client granted perpetual licence to use deliverables

12. Offboarding & Handover

- Full documentation provided
- Knowledge transfer sessions included
- Source code and configuration handed over
- Support transition to client or alternative provider
- No lock-in to proprietary systems

13. Constraints

- Minimum engagement: 5 days
- Capacity subject to availability
- Client to provide reasonable access to stakeholders and systems
- Some specialist skills may require advance booking