

Generative AI Strategy, Readiness and Solutions

G-Cloud 15 Service Definition

Lot 2b – Software as a Service

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1 Introduction

Agilisys is a leading innovator in AI-enabled Software-as-a-Service (SaaS) solutions for the UK public sector. With over two decades of experience supporting local authorities, central government, healthcare, and emergency services, Agilisys leverages advanced artificial intelligence and cloud technologies to deliver transformative outcomes across a wide range of services.

We provide products and solutions cover a wide range of AI technology platforms, including OpenAI, Anthropic, and XAI. Our offerings include Copilot Studio Agents and custom-built native AI products that can be securely integrated with customers' business systems. In addition, we deliver service integration and consultancy to support clients' needs. Our commitment to continuous innovation empowers public sector organisations to modernise operations, enhance service delivery, and meet evolving regulatory and operational challenges. By combining deep domain expertise with cutting-edge digital platforms, Agilisys enables clients to unlock new efficiencies, improve citizen experiences, and build resilient, future-ready organisations.

2 Who this Service is For?

This service is designed for UK public sector organisations including local and regional authorities, central government departments and agencies, NHS and ICS bodies, policing and blue-light service providers that want to assess, design, and safely implement AI solutions to improve outcomes, reduce administrative burden, and modernise operations. It is suitable for:

- Leaders seeking AI policy, guardrails, and organisational operating models.
- Service and casework teams handling high volumes of documentation, evidence, assessments, and statutory reporting who need consistent, auditable outputs with human oversight.
- Digital, Data & Technology (DDaT), and IT teams who require expert support to select models, architect secure solutions, integrate with line-of-business systems, and establish Machine Learning Operations (MLOps)/Large Language Model Operations (LLMOps).
- Transformation and PMO functions who need measurable roadmaps, benefits cases, and controlled delivery of pilots into scaled services.
- Workforce enablement, change and training teams building capability and adoption at pace with safety and accountability at the core.



3 Generative AI Solutions - an overview

Generative AI Solutions provides fully managed, cloud-based services that enable organisations to specify, deploy, and scale AI-driven automations through a secure, intuitive web experience. We develop and manage reusable automations (e.g., for summarising evidence, drafting reports, or producing structured notes and actions) to drive consistency across departments and directorates for our clients. Where required, we include full Human In The Loop (HITL) control to ensure professional judgment, quality assurance, and governance throughout.

The service supports a wide range of input types, including Word, PDF, and scanned documents and bot access to online meetings, with audit trails and citation features that trace generated content back to source, reinforcing transparency and evidential rigour. Open standards and APIs enable interoperability with existing systems and processes.

Security and compliance are embedded by design: data is processed and stored within the UK/EU/EEA, encrypted in transit and at rest, and protected by Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).

4 Service Description

Agilisys provides AI Consultancy & Development services that take organisations from strategy and policy, through use-case discovery and business case, into secure solution architecture, build, and run.

Our approach is modular: we blend advisory services (governance, operating model, policy), solution design (reference architectures, patterns, data readiness), and delivery (prototypes, pilots, and production implementations), including our own managed Generative AI SaaS components where appropriate.

All work is underpinned by UK-hosted security controls (SSO, MFA, RBAC, encryption) and HITL governance to ensure quality, transparency, and evidential integrity.

4.1 Our AI Consultancy & Development services include:

- **AI Strategy & Policy.** Enterprise AI policy, risk/ethics guardrails, DPIAs, responsible AI controls, alignment to NCSC Cloud Security Principles and ISO 27001.
- **AI Readiness, Discovery & Roadmap.** Maturity assessment, use-case discovery, prioritisation, value and feasibility analysis, and a time-phased roadmap with KPIs and expected benefits. Deliverables: assessment scorecard, prioritised backlog, roadmap.
- **Data Readiness Assessment.** Maturity assessment, use-case discovery, prioritisation, value and feasibility analysis, and a time-phased roadmap with KPIs and expected benefits. Deliverables: assessment scorecard, prioritised backlog, roadmap.
- **Operating Model & Governance.** Target operating model definition and adoption, centre-of-excellence setup, roles & RACI, model lifecycle governance (prompt/content safety, evals, monitoring), and assurance processes to develop your AI operating model and governance playbook.



- **Solution & Data Architecture.** Reference architectures for LLM-backed apps, retrieval-augmented generation (RAG), guardrails, vector search, prompt/template libraries, and secure tenancy design. Providing HLDs/LLDs, AI security model and integration patterns.
- **Model & Prompt Engineering.** Model selection (open/commercial), evaluation against public-sector tasks, prompt design and safety testing, few-shot exemplars, and template standardisation for consistent outputs.
- **Build, Test & Pilot.** Rapid prototyping and controlled pilots for summarisation, report drafting, redaction assistance, correspondence generation, and meeting notes/actions, graduating to production services with HITL checkpoints.
- **Integration & Automation.** Open-standards APIs and workflow orchestration to connect line-of-business systems (case management, EDRM, EPR), identity, and audit repositories; event-driven automation.
- **MLOps/LLMOps & Run.** CI/CD for prompts/workflows, model registry, monitoring (quality, bias, drift, latency, cost), feedback loops, and safe rollback.
- **Adoption, Training & Change.** Role-based training (practitioner, reviewer, admin), playbooks, comms, and enablement; establishing communities of practice and measurable adoption.
- **Security Controls.** Authentication, authorisation, and integration with line of business systems
- **Our Core AI Services also include:**
 - AI Centre of Excellence
 - Data Governance & Policy
 - Copilots, Chatbots & Agentic AI
 - Intelligent Document Processing (IDP)
 - Intelligent Form Processing (IFP)
 - Copilot Configuration
 - Data Governance with Purview



4.2 Typical solution archetypes include, but are not limited to:

- **Digital Front Doors.** Citizen-oriented digital front doors for government digital services as a platform.
- **Document and evidence handling:** ingest, structure, and summarise multi-source evidence; generate consistent drafts aligned to local templates and practice; maintain citations to original sources for auditability.
- **Report and assessment drafting:** accelerate production of statutory reports and assessments with editable outputs and HITL oversight; standardise content while preserving professional judgment.
- **Information Discovery:** Orchestrates targeted searches across email, documents, case files, and shared repositories; applies relevance scoring to surface matches; maintains an evidence register for transparency. Guidance on SAR scope and stakeholder roles informs the end-to-end process.
- **Redaction Support:** Assists practitioners with redaction decisions and exemption tagging; records the rationale and links redactions to the appropriate policy references for FOI and UK GDPR.
- **Correspondence & templates:** Configurable templates (acknowledgement, clarification, disclosure, refusal/partial disclosure) and a secure delivery workflow aligned to local procedures.
- **Meeting capture and actions:** capture online discussions, produce structured notes, and extract action items to improve follow-up and accountability (available where organisations choose to enable meeting capture).
- **Our AI products successfully deployed and operational include:**
 - Adult Social Care Agent (Chatbot)
 - Freedom of Information (Fol Agent)
 - Environmental Information Request (EIR)
 - Subject Access Request (SAR)
 - Contract Agent (Contract Analysis and Q/A)
 - Health Care Agent (Healthcare Innovation)
 - Elderly Falls Prevention Agent (Healthcare Innovation)
 - Crisis Prevention Agent (Healthcare Innovation)



5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for programmes and professional services engagements.

5.1 Onboarding

Onboarding begins with a structured mobilisation phase, designed to establish a shared understanding of the project's scope, objectives, and success criteria. This phase includes collaborative discovery workshops with key stakeholders to assess your current environment, business drivers, and organisational readiness for change.

Our team conducts a review of the existing processes, applications, and operating model, identifying interdependencies, risks, and opportunities for optimisation. This enables us to produce a tailored delivery plan, including a high-level design, migration strategy, and resource model aligned to your priorities.

We work closely with your teams to define governance structures, communication protocols, and decision-making frameworks. As part of mobilisation, we confirm all necessary access requirements, including the verification of staff security clearances (e.g., SC) to ensure compliance with your organisational and regulatory standards.

This approach ensures a secure, efficient, and low-risk start to the engagement, enabling rapid progress while maintaining full visibility and control for your organisation.

5.2 Offboarding

We ensure that you have a structured and secure transition of responsibilities to your internal teams or a nominated third-party provider. Our offboarding process is designed to maintain service continuity, preserve institutional knowledge, and uphold compliance with security and governance standards.

We deliver a comprehensive handover pack, which includes relevant artefacts such as solution designs, configuration documentation, and migration records. Where applicable, we conduct knowledge transfer sessions with stakeholders to ensure a clear understanding of the delivered solution, its dependencies, and ongoing management considerations.

Access credentials, administrative rights, and configurations are reviewed and securely transferred to the designated teams. We also confirm the revocation of Agilisys access to client environments and systems, and, where required, provide formal confirmation of data deletion in accordance with our data governance and security policies.

Our offboarding approach is flexible and can be tailored to meet specific client requirements, ensuring a smooth and confident transition to business-as-usual operations or further transformation phases.

6 Support

We offer flexible support options to align with the needs of each engagement, recognising that support requirements vary across the lifecycle of a programme. Our support models are designed to ensure continuity, build in-house capability, and provide assurance during critical transition periods.



7 Pricing

Pricing is based on the specific service requirements, service levels, scale, and scope of services using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

- GDPR-compliant and certified to ISO 27001, with adherence to the Data Protection Act 2018 and National Cyber Security Centre (NCSC) Cloud Security Principles.
- Connects to the latest GenAI models, hosted in an encrypted environment
- Data hosted, stored, and processed inside the UK/EU/EEA, encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Strict access controls, including Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.