

Generative AI Solutions

G-Cloud 15 Service Definition

Table of Contents

1	Introduction.....	2
2	Who this Service is For?	2
3	Generative AI Solutions - an overview.....	2
4	Service Description.....	3
5	Onboarding and Offboarding.....	5
5.1	Onboarding.....	5
5.2	Offboarding	5
6	Support.....	5
7	Pricing	6
8	Compliance and Security	6
9	Contact and Next Steps	6





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.

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 authorities, NHS bodies, government agencies, education and social care teams, and multi-agency groups—seeking to accelerate knowledge work, improve statutory performance, and modernise operations with secure, compliant Generative AI. It is ideal for services that handle high volumes of documentation, evidence, and casework, or run frequent online meetings and reviews, where consistent outputs, transparent auditability, and human oversight are critical to quality and compliance.

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 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

Our Generative AI Solution provide modular GenAI SaaS capabilities that combine configurable building blocks (prompts, workflows, and templates) with robust governance to support a broad spectrum of knowledge-work automations without locking the organisation into a single, fixed product.

Typical solution archetypes include, but are not limited to:

- **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 human-in-the-loop 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 likely 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).



How the service works

Users will be able to access a secure, web-based portal to upload documents, supply prompts, trigger automations or invite a bot to online meetings. Automations can be published and shared across teams to embed best practice and ensure consistent, high-quality outputs at scale. Private workspaces and content-sharing controls can be enabled to help teams collaborate safely while retaining ownership of their artefacts. Built-in audit trails and citation features support transparency and compliance.

Key features include:

- **Secure, intuitive web experience** for end-user automation and collaboration.
- **Editable outputs with human oversight**, ensuring professional control over all generated content.
- **Audit trails and citations** to original sources for transparency and evidential integrity.
- **Broad document support** (Word, PDF, scanned images) with secure upload and handling.
- **Standards-based integration** via open APIs to interoperate with existing line-of-business systems and reduce duplication.
- **Enterprise security controls** including SSO, MFA, RBAC, and encryption in transit and at rest, with UK/EU/EEA data residency.

Outcomes and benefits

The service streamlines time-consuming tasks such as evidence synthesis, drafting, minutes and actions, reduces administrative workload, to improve the consistency and timeliness of outputs, freeing staff to focus on engagement, decision-making, and complex casework.



5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from the Generative AI Solution. As a Cloud-based SaaS model we can deploy and scale the service rapidly.

5.1 Onboarding

Our implementation model begins with a three-month Evaluation Licence, providing full system setup, configuration, training, and live customer success support at no additional charge.

During this period, users receive hands-on onboarding and participate in monthly feedback huddles to monitor progress and capture insights. A pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes, supported by a detailed business case demonstrating time and cost savings.

This approach enables rapid service mobilisation while provide support in making best use of the tool for your team.

- Structured onboarding process, including system setup, configuration, training, and live customer success support.
- Three-month Evaluation Licence offered, with full configuration, onboarding, and support at no additional charge.
- Monthly feedback huddles, pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes.
- Dedicated Customer Success Team supports implementation and sustained adoption.

5.2 Offboarding

When transitioning out of our service, Agilisys ensures a secure and orderly handover to the client's internal teams. Client data retained within Agilisys systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

6 Support

Our support, service provides core business hours support (09:00–17:00, Monday to Friday).

- Comprehensive, tailored training, onboarding support, and ongoing customer service.
- Structured onboarding and training programme, supported by dedicated Customer Success Team.
- Ongoing technical support and customer service available 09:00–17:00, Monday to Friday, with best-effort coverage outside these hours.

Additional customisation and implementation support in addition to that provided during onboarding can be obtained through our Professional Services practice, the Rate Card for these services is available in the accompanying Pricing Document.



7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services provided in the accompanying pricing document for this G-Cloud service.

- Transparent, all-inclusive pricing model.
- Subscription fee includes configuration, onboarding, training, ongoing support, hosting, maintenance, and upgrades.
- No additional or hidden costs for training, implementation, support, or future system updates.

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.