

Valcon G-Cloud Lot 3 Service Definition

AI Services

[Set Up and Migration | Service optimisation/right sizing, Other]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service offering

Valcon's AI Services provide end-to-end AI capabilities, from discovery and design through to implementation and operational support. We enable organisations to apply AI across text, speech, images, documents and processes using open-source, open-weight and cloud-based models, including Generative AI, Conversational AI and intelligent automation, to improve efficiency, quality and decision-making.

Features

- AI discovery for use-case identification, shaping and prioritisation
- Clear value-for-money outcomes through prioritised, value-driven AI delivery
- AI/ML Model development (text, speech, image and video)
- Generative AI and custom AI application development
- Conversational AI and intelligent automation solutions
- Integrated data, cloud and engineering support
- Incremental delivery aligning to your preferences (lean, agile or waterfall)
- Responsible AI controls aligned to UK GDPR, ICO guidance, ISO42001
- Technology-agnostic implementation across platforms
- Managed service for ongoing operation and optimisation

Benefits

- Faster value from enterprise AI initiatives
- Measurable improvements in decision-making and efficiency
- Ability to leverage structured and unstructured data
- End-to-end delivery from discovery to live and beyond
- Transparent, explainable and responsible AI outputs
- Scalable solutions integrated with existing systems
- Reduced operational load through automation
- Access to a multidisciplinary AI and engineering team
- Continuous optimisation through managed service options
- Increased innovation capacity and capability across the organisation

3. Approach

Delivery Overview

- We provide a structured approach covering discovery, design, development, deployment and operational support. Our AI Services cover a full spectrum of capabilities, including Generative AI, Conversational AI, intelligent document processing, optimisation, machine learning, and computer vision. Solutions are designed to improve operational performance, automate workflows and enhance human decision-making.
- Our work begins with evaluating organisational readiness and identifying high-value AI opportunities across processes, citizen interactions and data sources (structured and unstructured). We then design and develop AI models and applications, ensuring they integrate seamlessly with existing systems and align with organisational goals. Where required, we operationalise AI through pipelines, monitoring, MLOps frameworks and cloud-based deployment.

Governance, Collaboration and Quality Assurance

- We work collaboratively with business, data, technology, security and architecture teams to ensure AI solutions align with regulatory and organisational requirements. Delivery is aligned, where applicable, with UK GDPR and the Data Protection Act 2018, ICO guidance on AI, the UK Government AI Framework, and NCSC Cloud Security Principles.
- Our approach is also informed by recognised standards including ISO/IEC 27001, ISO/IEC 23894, ISO/IEC 42001, and relevant provisions of the EU AI Act, particularly around risk classification, transparency and the human oversight.
- Quality assurance includes model validation, performance and safety testing, explainability checks, data quality controls and documented governance checkpoints to support responsible and compliant AI adoption.
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Change Management, Stakeholder Engagement and Methodology

- We engage stakeholders through workshops, playback sessions, prototyping and design reviews. Change management includes capability uplift, training, user journey design and operational readiness. Our methodology follows CRISP-DM principles and supports both agile and waterfall delivery models, enabling incremental results with clear visibility and measurable outcomes.
- AI Services can be delivered as a standalone project or supported through a managed service, enabling continuous improvement, incident handling, retraining, release management and performance monitoring.

Effective use of AI

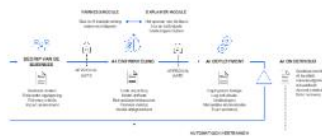
- Data needs the right granularity.
- AI needs to be embedded in the enterprise architecture.
- Avoid vendor lock-in on AI-solutions.



→ Assure through proper platform selection, architecture definition, and suitable data management.

Responsible use of AI

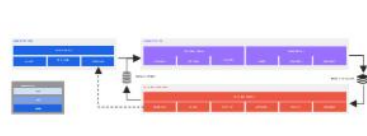
- Avoid bias or anticipate on potential bias
- Auditability and traceability
- Privacy and personal needs to be secured and not shared.



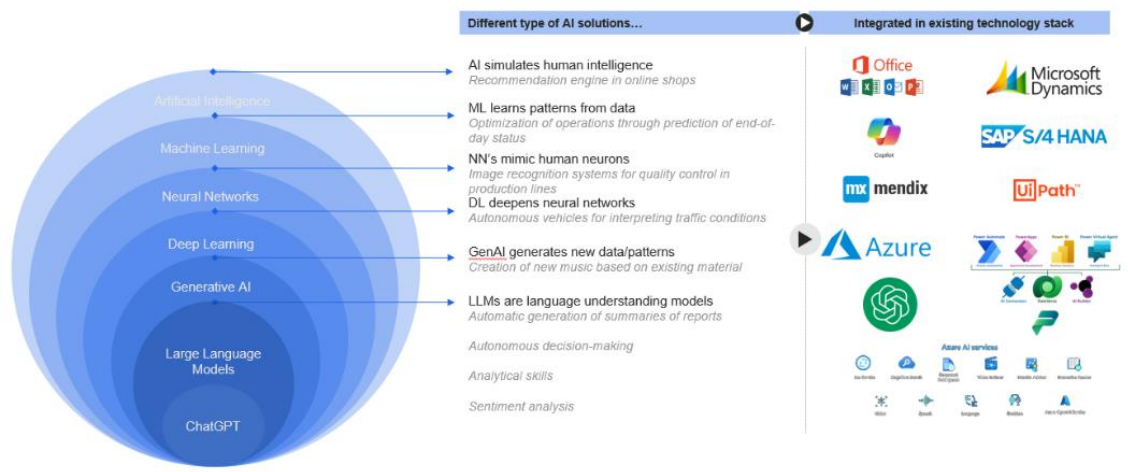
→ Use frameworks that can monitor and mitigate these risks. Valcon uses the FACT-AI framework for example.

Continuous deployment and monitoring

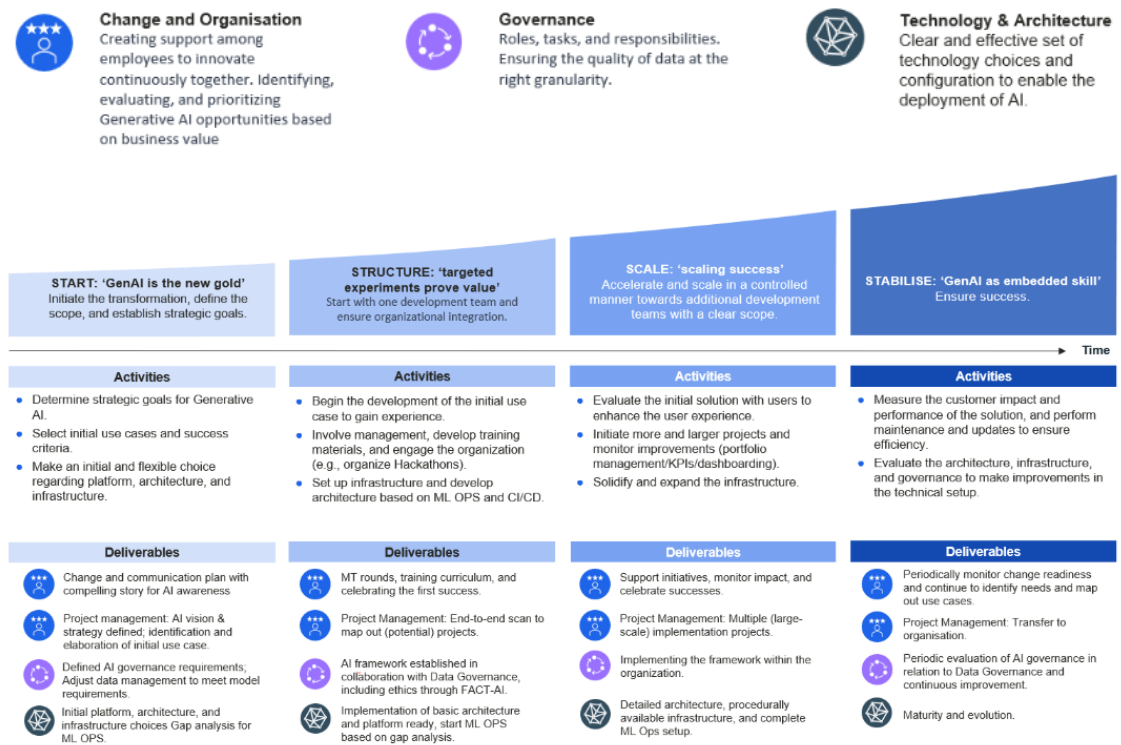
- Reproducible outputs
- Re-use of models and solutions
- Monitoring and control(s)
- Automation and standardization



→ Next to dev/ops, MLOps procedures can facilitate continuous deployments and monitoring.



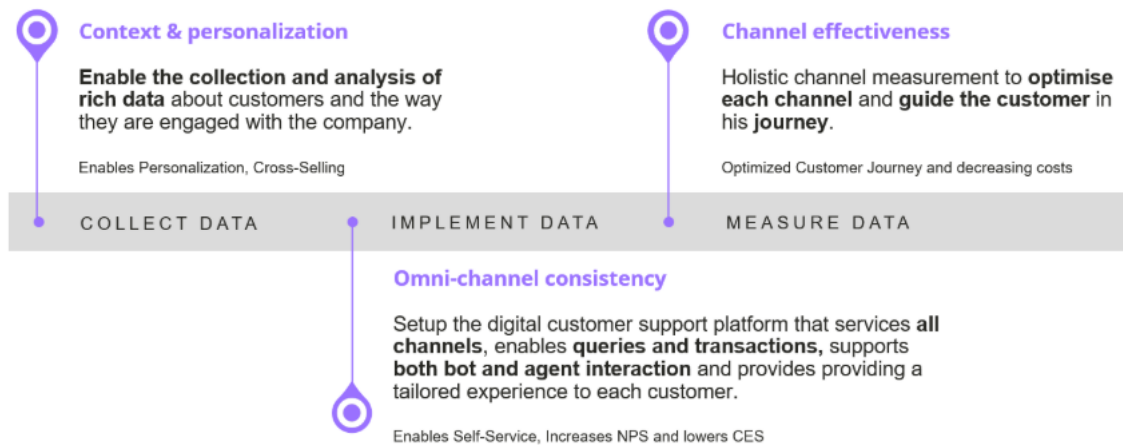
Multi-disciplinary teams are required to integrate the various components in the existing technology architecture and have it embedded in the organisation.



For successful implementation of AI solutions, including Generative AI and Conversational AI, we recommend a phased transformation approach. This enables organisations to progress their AI maturity in a controlled and scalable way while managing change, governance, technology, architecture and organisational readiness.

Our Conversational AI approach addresses three core challenges:

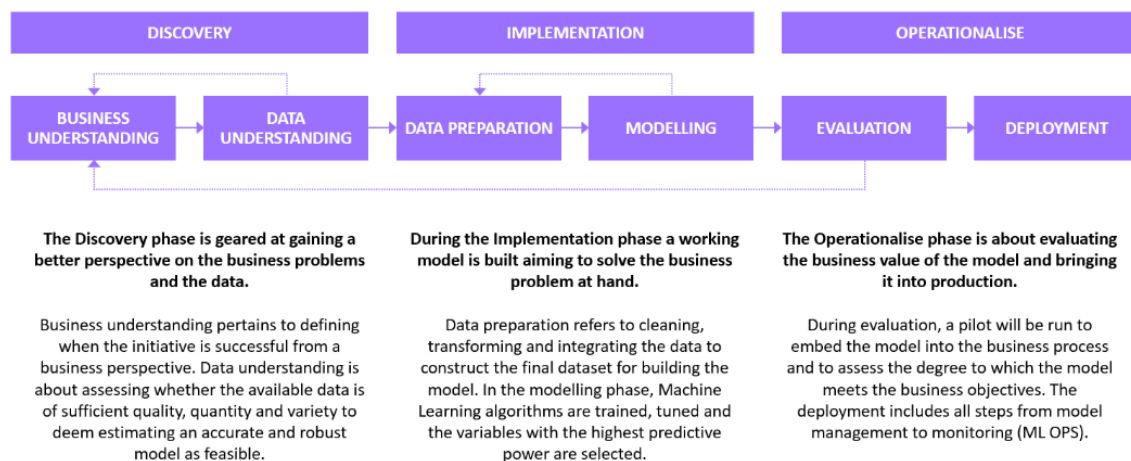
1. **Context and personalisation:** Using contextual data responsibly to tailor interactions while maintaining user privacy and trust.
2. **Omni-channel consistency:** Ensuring consistent, high-quality service across all channels, supported by automation of simple tasks for maximum efficiency.
3. **Channel effectiveness:** Improving citizen journeys through data-driven decision-making and guiding users to the most effective channel.



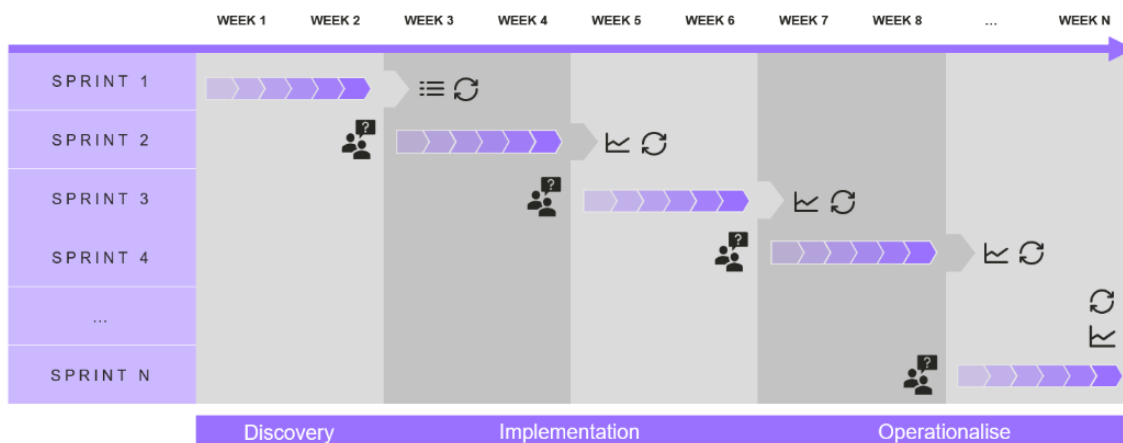
This structured approach enables organisations to realise the full value of digital customer service, improving satisfaction and efficiency through intelligent automation.

CONTEXT & PERSONALISATION	OMNI-CHANNEL CONSISTENCY	CHANNEL EFFECTIVENESS
AUTHENTICATION	SINGLE KNOWLEDGE BASE	CUSTOMER JOURNEY ANALYTICS
EVENT SIGNALING & PREDICTION	OMNICHANNEL BOT PLATFORM	CHANNEL EFFECTIVENESS REPORTING
PERSONALIZED PROBLEM RESOLUTIONS	CHANNEL STEERING	DATA-DRIVEN CHANNEL OPTIMISATION
NEXT BEST PROPOSITION	REAL-TIME CONTACT AUGMENTATION	AUTOMATED CALL SUMMARISATION

Across all AI solutions, we apply Valcon's AI and Data Science methodology, grounded in CRISP-DM, to ensure robust delivery from discovery to production. We design, validate and operationalise AI models within secure, scalable environments and provide optional managed services for continuous support, monitoring and optimisation.



Solutions can be delivered using agile or traditional delivery models, with a preference for flexible, iterative sprints that ensure incremental visibility, faster value and controlled adoption.



4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

These may include (but are not limited to):

- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).