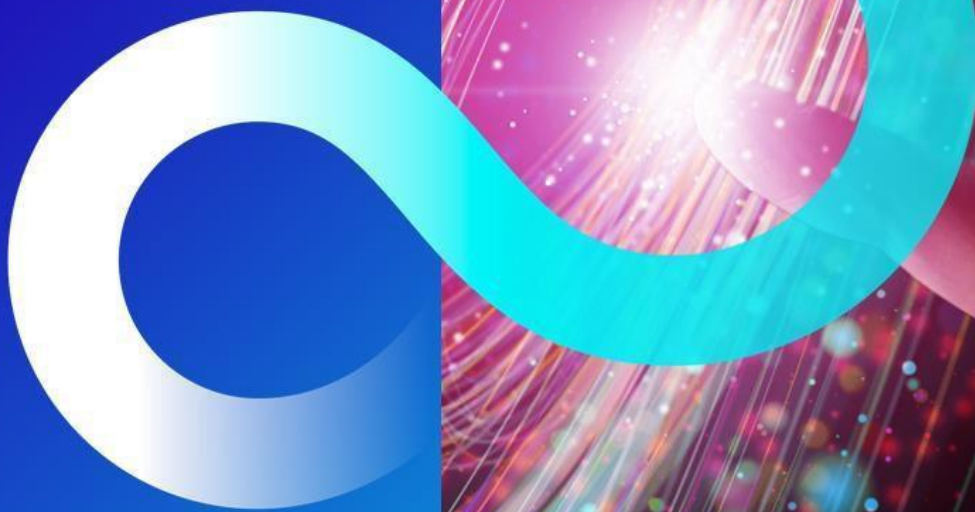


Service Definition

Microsoft AI Business Solutions

FUJITSU



Contents

Microsoft AI Business Solutions Overview..... 3

Features..... 4

Benefits..... 4

Service Delivery Approach 5

Service Deliverables 8

Microsoft AI Business Solutions Overview

The rapid advancements in AI, automation and emerging technologies are driving a relentless pace of change. In response, organisations are increasingly developing bespoke AI solutions to automate complex processes, recognising the significant benefits of reduced manual intervention, including increased efficiency, accelerated data flow and minimised human error.

Fujitsu is a global IT services leader, recognised by clients and analysts (Gartner, TechmarketView, ISG) for AI digital transformation, Power Platform services and cloud services. We leverage our strategic partnership with Microsoft to deliver complex, transformative solutions using Agile, Waterfall and DevOps methodologies. We are recognised for our deep technical skills and proven capability in delivering large, transformative digital solutions that deliver maximum value for our clients.

- 2025/2026 Inner Circle for Microsoft AI Business Solutions
- Microsoft Solutions Partner for Business Applications
- Low Code Application Development Specialisation
- Microsoft Solutions Partner for Data & AI (Azure)
- Microsoft Solutions Partner for Digital & App Innovation (Azure)
- Copilot Specialisation
- ISG Industry Leader in Power Platform, Dynamics 365, Microsoft 365 and Azure Managed Services

Fujitsu's AI Business Solution capability is delivered as a controlled, outcome-led programme designed to move quickly without compromising assurance. It is structured and repeatable, but not heavyweight: governance is established early, safety and compliance controls are embedded from the outset and delivery is paced through evidence—only scaling capabilities that demonstrate measurable benefit and acceptable risk.

Our approach is aligned to modern AI landscape realities, including data sovereignty, connectivity and device posture constraints, identity and security maturity and audit and records obligations. Delivery runs through consistent workstreams including identity and security; data governance and compliance; platform engineering across M365, Power Platform, Fabric and Azure AI; application and integration; adoption and change and service management.

Clear artefacts are produced throughout to support operational handover and assurance, including target architecture and security design, a prioritised backlog and delivery roadmap, governance models and RACI, test and assurance evidence, release and runbook documentation, training and adoption materials and benefits tracking with solution analytics. The net result is a governable AI capability that can be incrementally expanded and defended under scrutiny, rather than a one-off pilot.

Delivery Phases

1. Discovery and Readiness Assessment
2. Foundations and Governance
3. Build and Pilot (2–3 high-value use cases)
4. Assurance, Hardening and Production Readiness
5. Scale-out and Industrialisation
6. Operationalisation and Continuous Improvement

Features

- Business case creation with identified quantified outcomes.
- AI solution design and advisory services – assessing and recommending the optimal solution, tailored to client needs.
- Customised code-first Microsoft Foundry solution roadmap development.
- Customised low-code Copilot Studio solution roadmap development.
- Integration with internal and external systems via MCP (Model Context Protocol).
- Optimal environment strategy and Application Lifecycle Management.
- Virtual network isolation advisory and configuration.
- End-to-end implementation services.
- Continuous Integration/Continuous Development (CI/CD) setup.
- Robust security, governance, data loss protection implementation and compliance.
- Efficient delivery using business solutions and accelerators.
- Utilise responsive, agile delivery frameworks (e.g. SAFe).
- Ongoing Microsoft Foundry and Copilot Studio environment growth and management.
- Enablement and empowerment via hands on, practical workshops such as Agent-in-a-day.
- 24x7x365 multi-level end-to-end support services.

Benefits

- 2025/2026 Inner Circle for Microsoft AI Business Solutions.
- Microsoft Solutions Partner: Business Applications, Data & AI, Digital & Apps Innovation.
- Microsoft-certified AI Professionals.
- Access to multi-disciplined, experienced, BPSS-cleared resources (eligible for SC).
- UK-based Centres of Excellence and delivery hubs, with access to global offshore capability.
- Our multi-disciplinary team delivers robust, secure and thoroughly tested AI systems with complete transparency. All work is meticulously tracked and documented in Azure DevOps.
- Robust security, compliance, data protection and risk mitigation.
- Maximised ROI, resource utilisation and cost efficiency.
- Gain insight through AI solution analytics.
- Rapid, sustainable adoption through business change support.

Service Delivery Approach

Fujitsu delivers AI business solutions through a controlled, outcome-led programme designed for rapid piloting with early assurance built-in. We establish minimum governance and security controls up front, prove value in bounded pilots and scale only when benefits and risks are evidenced and auditable.

Phase 1: Discovery and Readiness Assessment

- Confirm priority use-cases, users, data sources, constraints (sovereignty, connectivity, device posture) and success metrics.
- Assess current AI and data posture, identity/security maturity, data landscape and operational readiness.
- The output is a prioritised use-case backlog, a target architecture and a delivery roadmap tied to measurable business benefits.

Phase exit criteria:

- Priority use-cases selected, ranked and agreed with success metrics and non-functional requirements.
- Users, operating model constraints (sovereignty, connectivity, device posture) and data sources confirmed.
- Baseline assessment completed: identity/security maturity, data posture and operational readiness.
- MCP (Model Context Protocol) requirements established for integration with internal and external business systems.
- Target architecture (high level) and delivery roadmap/backlog approved by sponsor and security lead.

Phase 2: Foundations and Governance

- Establish the minimum required controls before broad access: Microsoft Entra ID security baseline (multi-factor authentication, conditional access, least privilege security, privileged access management), logging/monitoring, environment strategy (dev/test/prod) and data protection controls (labels, DLP, retention/records, audit).
- Stand up the governance model, defining who owns the data, who approves access, who can build and how changes are released.

Phase exit criteria:

- Identity baseline implemented (MFA, conditional access, least privilege, PIM/PAM) and validated.
- Logging/monitoring enabled with retention and access controls; audit requirements agreed.
- Environment strategy in place (Dev/Test/Prod) with ALM and change/release process defined.
- Data protection controls configured (labels, DLP, retention/records) and verified on representative content.

- Governance and decision rights signed off (RACI, access approvals, build approvals, exception process).

Phase 3: Build and Pilot (2–3 high-value use-cases)

Implement 2–4 week delivery increments to prove value quickly.

- For M365 Copilot, this typically means permissions remediation and access governance, information architecture improvements and targeted training for early adopter groups.
- For Copilot Studio/Power Platform, build scoped agents/apps with clear boundaries, escalation routes and audited integrations.
- For Fabric, land a small set of trusted data products and semantic models aligned to the pilot use-cases.
- For Azure AI, implement a constrained RAG pattern over approved content with evaluation and monitoring from day one.

Phase exit criteria:

- Pilot scope time-boxed with clear boundaries (users, data, tools/connectors allow-list, escalation routes).
- Solution built to reference architecture with traceability to backlog items and success metrics.
- Evaluation plan executed (quality, safety, performance) with baseline results captured.
- Pilot outcomes documented: benefits achieved vs target, issues/risks, required remediations, scale assumptions.
- Stakeholders agree a go/no-go decision for production-readiness work.

Phase 4: Assurance, Hardening and Production Readiness

- Run security and compliance assurance (including prompt-injection/data-leak testing for agents), operational testing (support processes, incident response, monitoring) and performance/cost tuning.
- Establish runbooks, SLAs/SLOs and release management.
- Confirm that audit requirements, records obligations and traceability expectations are met for the specific government context.

Phase exit criteria:

- Security and compliance assurance completed; evidence pack produced (including agent/RAG red-teaming and data-leak testing).
- Operational readiness proven; monitoring/alerting, incident response, support model, runbooks and release management.
- Performance and cost testing completed; capacity/model usage controls defined and validated.
- Audit/records/traceability requirements met for the specific government context; approvals recorded.
- Production deployment plan and rollback strategy approved; service acceptance sign-off obtained.

Phase 5: Scale-out and Industrialisation

- Expand to more departments/use-cases using a repeatable “golden path”: standardised architecture, reusable components, approved connectors and deployment pipelines.
- Scale governance with stewardship processes, data product ownership, catalogue coverage and continuous compliance reporting.
- Scale adoption with role-based training, champions networks and measurable behavioural change.

Phase exit criteria:

- “Golden path” established and adopted: reusable components, approved connectors, CI/CD pipelines and standard patterns.
- Governance scaled: stewardship processes, data product ownership, catalogue coverage and continuous compliance reporting.
- Adoption scaled with role-based training and champion networks; measurement of and confirmation that behavioural change targets are met.
- Multi-team delivery model proven (intake, prioritisation, release cadence, quality controls).
- Service performance is stable at increased load; risk controls effective; benefits tracking operating.

Phase 6: Operationalisation and Continuous Improvement

- Treat Copilots/agents/data products as live services.
- Track usage, quality, benefit realisation and risk indicators.
- Maintain a controlled feedback loop for improving knowledge sources, agent tools and workflows.
- Implement cost controls (capacity and model usage) and keep security posture and policies current.

Phase exit criteria:

- Service KPIs/SLOs met consistently (quality, latency, availability, safety incidents) with trend reporting.
- Benefits realisation tracked and evidenced; backlog is refreshed based on value and risk.
- Knowledge sources, prompts/tools and integrations maintained under controlled change with audit trail.
- Cost controls operating (capacity management, model usage policies, chargeback/showback if required).
- Security posture maintained (policy updates, access reviews, periodic assurance/testing) with continuous improvement cycle in place.

Across all phases, delivery runs through consistent workstreams: identity & security; data governance & compliance; platform engineering; application & integration; adoption & change and service management.

Fujitsu provides an auditable evidence set and operational artefacts to support accreditation and live service. The outcome is a governable AI capability that scales incrementally and stands up to assurance and audit.

Net result: businesses get a safe, governable AI capability that can expand incrementally, rather than a one-off pilot that cannot be scaled or defended in audit.

Service Deliverables

Deliverables will vary depending on the challenges and anticipated business objectives of each client. Example deliverables can be found below:

- Prioritised use-case backlog (including value, feasibility, risk and dependencies)
- Benefits case: quantified outcomes, KPIs, baseline and measurement plan
- Current-state assessment report (AI, data, identity/security, operational readiness)
- Data landscape and readiness summary (key sources, sensitivity, quality, access constraints)
- Security and compliance gap assessment (MFA/CA, least privilege, logging, DLP, retention, audit)
- Target reference architecture and high-level solution options (M365/Copilot Studio/Fabric/Azure AI/Microsoft Foundry)
- Integration assessment (priority systems, connectivity options, constraints, sequencing)
- Environment and ALM strategy (dev/test/prod, tenancy/subscription alignment, release approach)
- Delivery roadmap and plan (phases, workstreams, milestones, resourcing, governance cadence)
- Pilot selection pack (recommended 2–3 pilots, scope boundaries, success criteria, exit/scale gates)
- Assurance and testing approach (incl. agent safety testing, audit evidence plan)
- High-level service management outline (operating model, SLAs/SLOs, support and incident processes)
- Cost model and estimate (platform capacity, licensing, build/run, optimisation levers)
- Risks, assumptions and mitigations register (including data sovereignty and connectivity).

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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