

IBM Consulting

A glowing blue cube is positioned in the center of the image. The cube has two faces visible, each featuring a glowing blue cloud icon. The cube is set against a dark, textured background that resembles a complex circuit board or a dense array of microchips. The overall lighting is dark with a strong blue glow emanating from the cube.

G-Cloud 15 IBM – IBM Generative AI Powered Productivity & Quality Improvement for HR & Workforce Management Service Definition Document

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IBM Generative AI Powered Productivity & Quality Improvement for HR & Workforce Management Service Overview

Features

- End-to-end HR Operations Digital Transformation.
- Facilitated visioning, design, road map and business case development.
- Implementation, enablement and change management.
- Role-based assistants customised to your data, standards and workflows.
- Robust framework for measuring productivity and quality improvements.
- Unbiased advice on selection of GenAI platform and LLMs.
- Covers governance, analytics and dashboards for GenAI

Benefits

- Improves productivity and quality in your people management lifecycle.
- Bases data-driven decisions on measurable productivity and quality improvements.
- Maximises improvements to productivity and quality through role-specific customisation.
- Leverages productivity improvements to reduce overall costs.
- Leverages productivity improvements to reduce task times and improve quality and user experience.
- Full governance and auditability of your Generative AI initiatives.

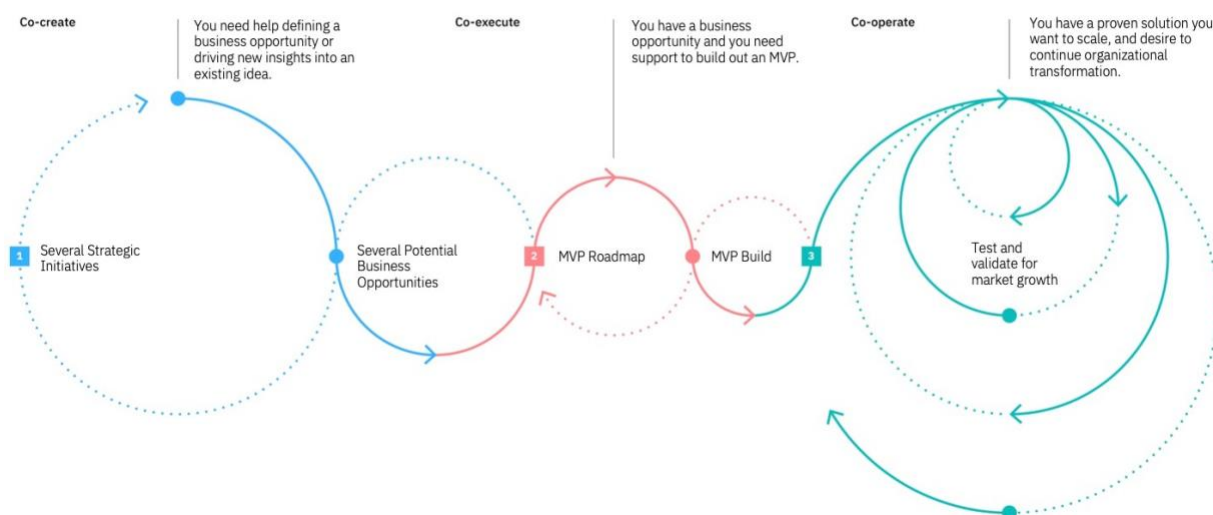
IBM Generative AI Powered Productivity & Quality Improvement for HR & Workforce Management

Our Offering

This service, powered by IBM Garage's end-to-end model for accelerating digital transformation, helps public sector organisations improve productivity and quality throughout the people management lifecycle.

IBM Garage Methodology

De-risk digital transformation through structured innovation



It provides customised, role-based Generative AI (GenAI) assistants to human resources (HR) and workforce management teams, tailored to their specific data, standards, and workflows.

The service works with the organisation's chosen GenAI platform and Large Language Models (LLMs), which are procured separately. Features include learn-by-doing testing and iteration, a robust framework for measuring productivity and quality improvements, and unbiased advice on selecting the right GenAI platform and LLMs. The service also covers governance, analytics, and dashboards for GenAI.

Benefits include improved productivity and quality, data-driven decision making, maximised improvements, reduced costs, and reduced task times, with full governance and auditability of Generative AI initiatives.

The evolving needs of the UK public sector workforce

Building a future-ready workforce



- Managing complex, multi-generational workforces with varied employment models
- Supporting skills development amid evolving digital & service-delivery demands
- Ensuring fair, consistent processes across diverse roles & departments

Enhancing employee experience



- Providing intuitive HR services for employees
- Delivering personalised interactions throughout the employee lifecycle
- Reducing the administrative workload for managers to enhance productivity and frontline impact

Strengthening governance and transparency



- Seamlessly aligning HR operations to changing governmental standards
- Maintaining accurate, auditable data across large, dispersed organisations
- Delivering transparent reporting to support governance and assurance

Modernising legacy systems



- Moving from fragmented or ageing systems to a flexible, unified cloud platform
- Integrating seamlessly with finance, payroll and case management solutions
- Ensuring data quality, migration accuracy, and system interoperability
- Enhancing user experience through modern HR tools available anytime.

Delivering value under budget constraints



- Balancing transformation ambitions with tight public sector spending controls
- Minimising disruption to essential public services during change
- Building internal capability to support continuous improvement after go-live
- Ensuring strong user adoption to maximise benefits

IBM's approach to addressing the evolving needs of the public sector workforce

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue



National Infrastructure



Social Care



Education



Work and Pensions

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust. IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands.

Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services. We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

