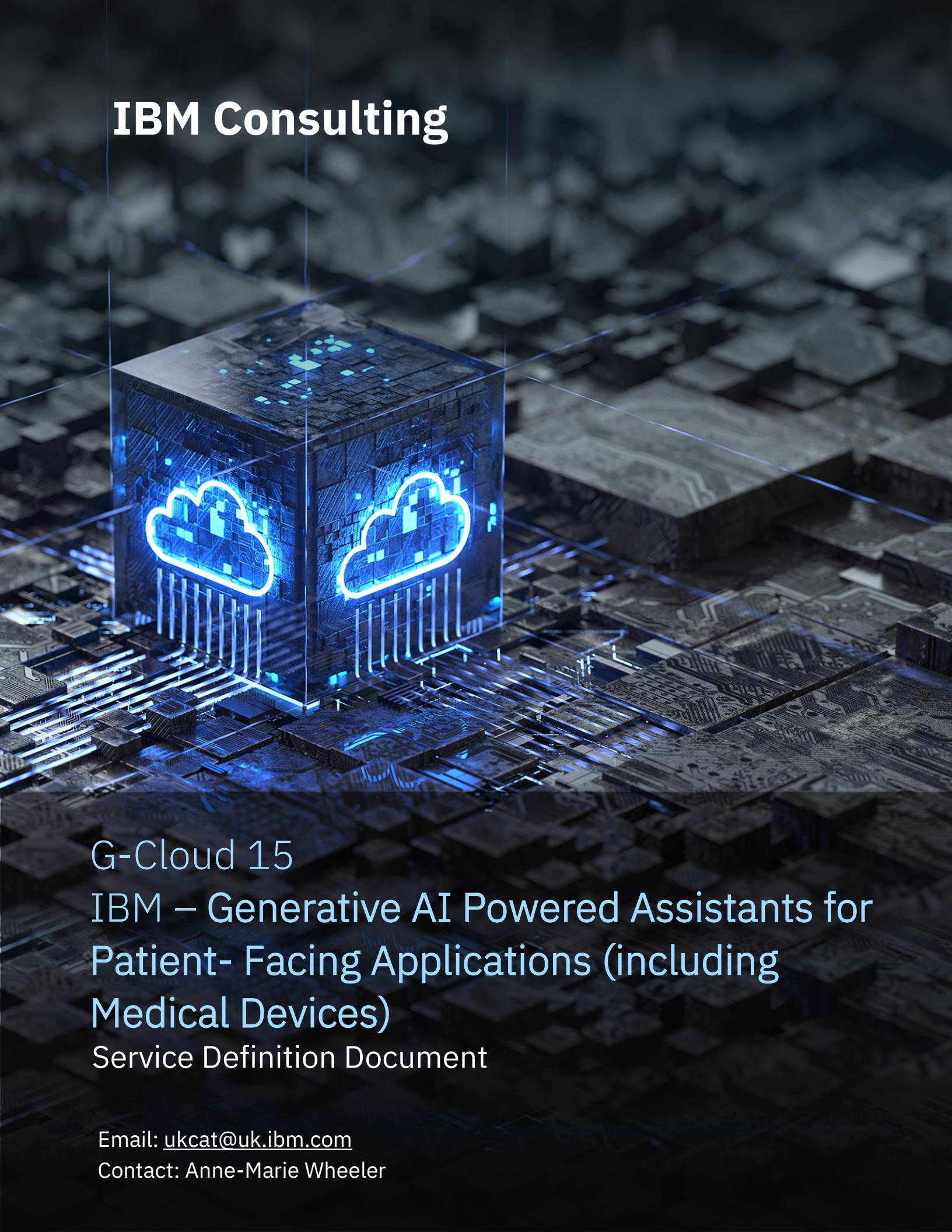


IBM Consulting



G-Cloud 15

IBM – Generative AI Powered Assistants for
Patient- Facing Applications (including
Medical Devices)

Service Definition Document

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IBM Generative AI Powered Assistants for Patient-Facing Applications (including Medical Devices)

Service Overview

Features

- GenAI assistants customised to your data, standards and workflows.
- Learn by doing: test, iterate and refine GenAI assistants.
- Emerging Agentic AI capabilities to coordinate multi-step tasks.
- Robust framework for measuring improvements to user experience.
- Covers user-centred research and design of GenAI assistants.
- Covers build, integration and deployment of GenAI assistants.
- Covers support and iterative improvement of GenAI assistants.
- Covers governance, analytics and dashboards for GenAI.
- Unbiased advice on selection of GenAI platform and LLMs.
- GenAI platform and LLMs not included.
- Can cover documentation for medical device file, if required.

Benefits

- Improves user experience for your public-facing services.
- Bases data-driven decisions on measurable productivity and quality improvements.
- Maximises improvements to user experience through context-specific customisation.
- Leverages improvements in user experience to reduce overall costs.
- Improvements in user experience drive improved public satisfaction scores.
- Can facilitate compliance with medical device legislation, if required.
- Full governance and auditability of your Generative and Agentic AI initiatives.

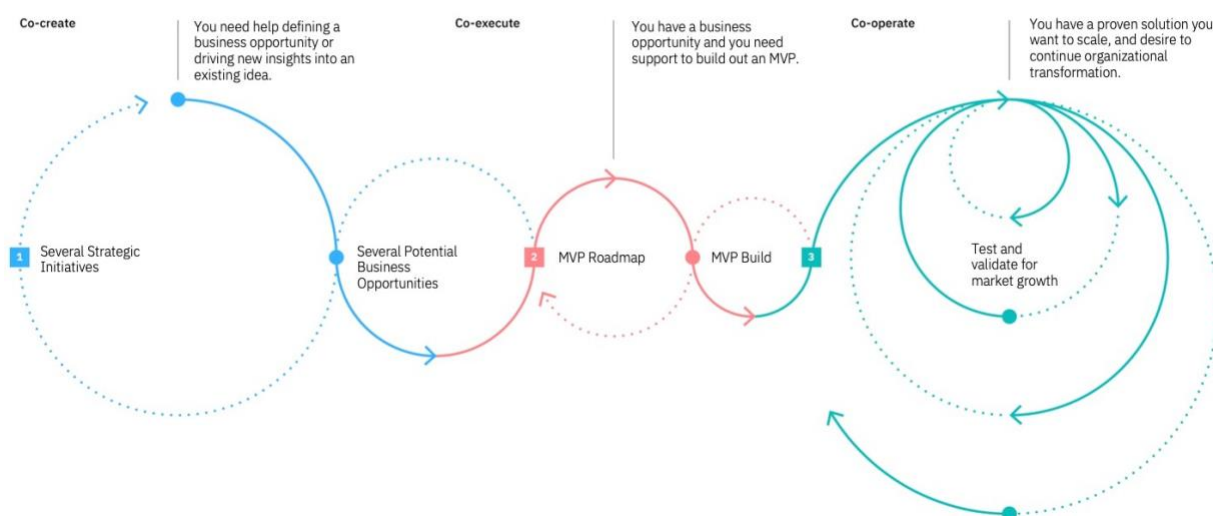
IBM Generative AI Powered Assistants for Patient-Facing Applications (including Medical Devices)

Our Offering

This service, powered by IBM Garage's end-to-end model for accelerating digital transformation, helps healthcare organisations improve user experience in their patient-facing services.

IBM Garage Methodology

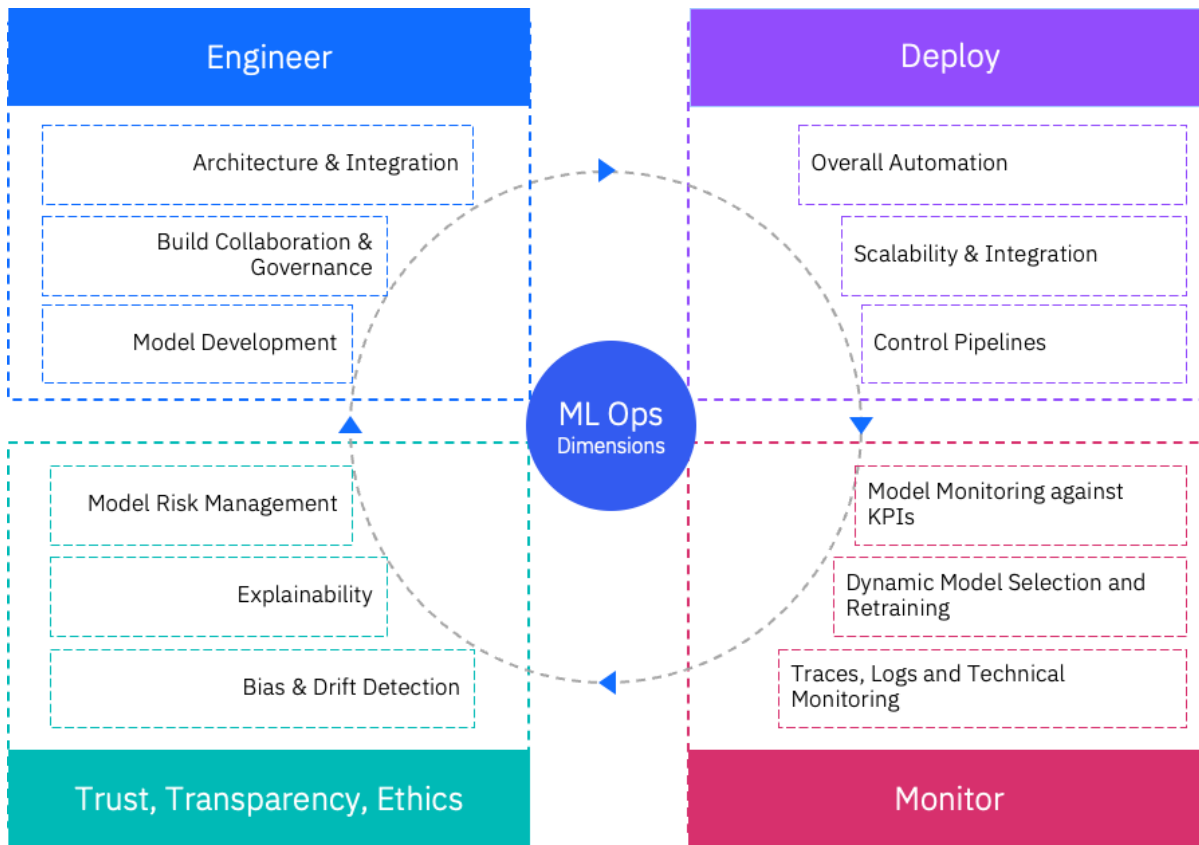
De-risk digital transformation through structured innovation



It provides customised, context-specific Generative AI (GenAI) assistants, such as healthcare- trained Chatbots, and emerging Agentic AI capabilities that can coordinate multi-step tasks, directly with / to patients, while reducing costs. The service can include all necessary aspects for submission for medical device certification, if required. It works with the organisation's chosen GenAI platform and Large Language Models (LLMs), which are procured separately.

Features include customised GenAI assistants, learn-by-doing testing and iteration, a robust framework for measuring user experience improvements, and unbiased advice on selecting the right GenAI platform and LLMs. The service also covers user-centered research and design, build, integration, and deployment, as well as support and iterative improvement of GenAI assistants.

Benefits include improved user experience, data-driven decision making, maximised improvements, reduced costs, improved public satisfaction scores, facilitated compliance with medical device legislation, and full governance and auditability of Generative and Agentic AI initiatives.



IBM's model for AI / Machine Learning Operations

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

