

IBM Consulting



G-Cloud 15

IBM – Generative AI Powered Productivity & Quality
Improvement for Administrative Teams

Service Definition Document

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IBM Generative AI Powered Productivity & Quality Improvement for Administrative Teams

Service Overview

IBM Generative AI Powered Productivity & Quality Improvement for Administrative Teams helps healthcare organisations **streamline back-office and administrative work** using customised, **role-based GenAI assistants**. Using IBM Garage's design-led approach, the service improves productivity, **reduces task times, enhances quality** and ensures fully governed, **safe and auditable deployment** of Generative AI.

Features

- Custom role-based GenAI assistants tailored to administrative workflows
- Learn-by-doing cycles for testing, iteration and refinement
- Framework for measuring productivity and quality improvements
- Governance, analytics and dashboards for performance and safety tracking
- Vendor-agnostic guidance on selecting GenAI platforms and LLMs
- User centred research to understand tasks, painpoints and data flows
- Holistic approach to build, integrate and deploy GenAI assistants
- Support for ongoing optimisation and continuous improvement
- Secure integration with organisational data and knowledge sources
- Documentation and governance frameworks aligned with NHS standards

Benefits

- Improves productivity across administrative and back-office functions
- Reduces task times for high-volume, repetitive or document heavy work
- Enhances the accuracy and consistency of administrative outputs
- Supports data-driven decisions based on measurable improvements
- Reduces operational costs by streamlining workflows
- Maximises gains through role-specific customisation of assistants
- Reduces burden on staff, improving morale and service quality
- Ensures full governance, transparency and auditability of GenAI use
- Accelerates digital transformation using IBM Garage's proven method
- Integrates with existing systems and approved GenAI platforms

IBM Generative AI Powered Productivity & Quality Improvement for Administrative Teams

Key Differentiators

- Specifically designed for high-volume administrative and back-office work in healthcare
- Role-based design ensures meaningful, measurable productivity gains
- Built on IBM Garage's collaborative design and rapid-iteration methodology
- Strong governance, ensuring safe, compliant use of GenAI
- Vendor-agnostic approach aligned to existing organisational platforms
- Deep understanding of administrative operations across NHS settings
- Robust measurement model demonstrating clear ROI
- Solutions integrated into existing workflows—no disruptive redesign required
- Rapid time-to-value, with benefits emerging within weeks
- Full lifecycle support from discovery to deployment and optimisation

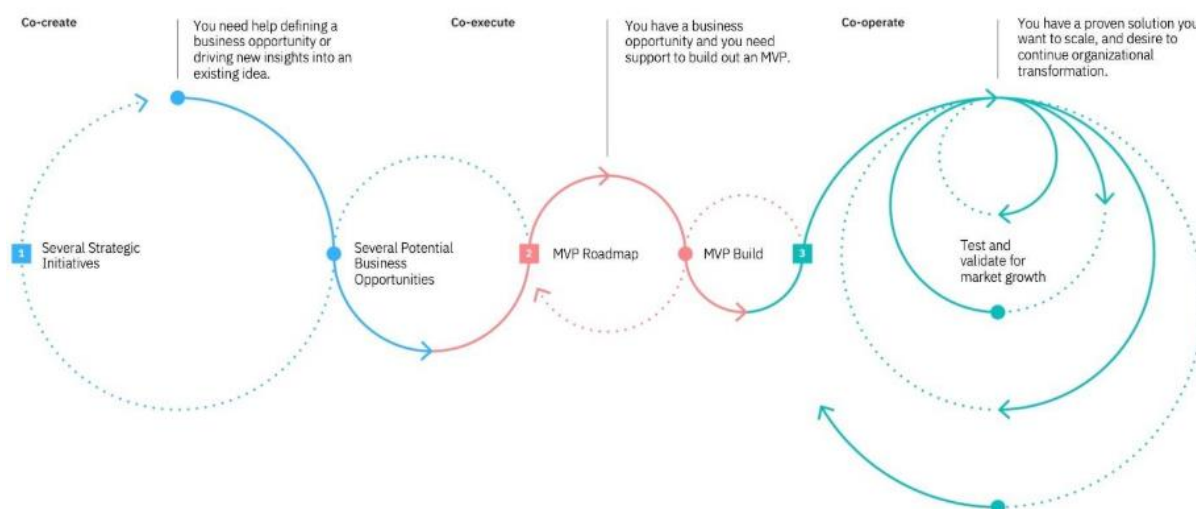
IBM Generative AI Powered Productivity & Quality Improvement for Administrative Teams

Additional Service Detail

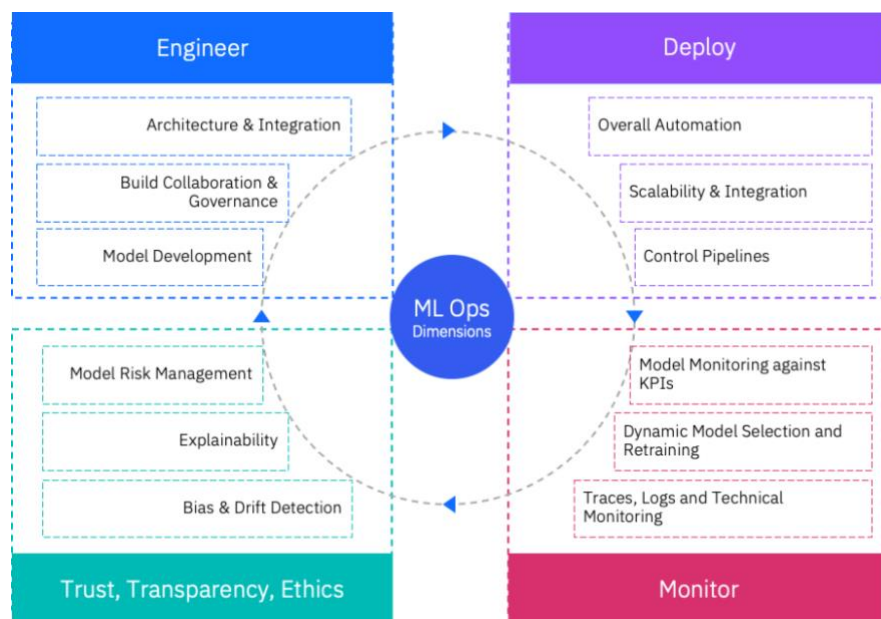
IBM Generative AI Powered Productivity & Quality Improvement for Administrative Teams is a design-led consulting service that helps healthcare providers streamline high-volume administrative work and improve the quality of back-office processes. Using IBM Garage's proven co-creation methodology, the service enables organisations to design and deploy customised, role-based GenAI assistants that support tasks such as correspondence handling, summarising documents, preparing drafts, managing records, extracting key information and assisting with scheduling, reporting and coordination.

IBM Garage Methodology

De-risk digital transformation through structured innovation



The engagement begins with user-centred research to understand workflow pain points, repetitive tasks and opportunities for automation or augmentation. Interactive learn-by-doing cycles allow administrative teams to prototype, test and refine GenAI assistants, ensuring tools fit local policies, data and ways of working. IBM provides independent advice on GenAI platform and LLM selection, supporting whichever technologies the organisation chooses.



IBM's model for AI / Machine Learning Operations

A structured measurement framework quantifies productivity and quality improvements, linking them directly to reduced task times, lower administrative burden and improved service quality. Comprehensive governance, analytics and dashboards ensure safe, auditable and responsible use of Generative AI.

By combining human-centred design, technical delivery and governance expertise, IBM enables administrative teams to realise tangible efficiency gains, improve accuracy and consistency, and unlock capacity for higher-value tasks across the organisation.

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



About IBM

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM invests **£170 million in R&D** each year



