

G-Cloud 15 Service Description

Large Language Models and Conversational AI
Deployment Using Microsoft Azure

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We offer the development, deployment and full lifecycle maintenance of sophisticated Large Language Models (LLMs) and conversational AI systems utilising Microsoft Azure's AI capabilities, tailored to enhance organisational processes and user interactions.

What is the Service

Our service leverages Microsoft Azure AI, including the Azure OpenAI Service and conversational AI tools, to develop and deploy advanced conversational interfaces and applications.

These tools allow for the creation of intelligent bots and virtual assistants that can be integrated into various platforms such as websites, Microsoft Teams, and more. The service includes the use of Azure's growing catalogue of LLMs, such as GPT-4, enriched with context-specific data through technologies like Elasticsearch for more relevant and accurate interactions.

Key components of the service involve the use of Azure OpenAI Studio, which supports seamless integration of AI models into operational environments, and Copilot Studio for creating tailored conversational experiences. We also use Azure AI Services for enhanced language understanding and user interaction capabilities.

What can it do for you

By implementing this service, your organisation can automate and refine customer service, enhance user engagement, and streamline internal communication.

The conversational AI systems can handle complex queries with precision, thanks to the integration of sophisticated AI models and enterprise data. This leads to improved customer satisfaction and operational efficiencies.

Service Features

1. Integration with Microsoft Azure OpenAI Service
2. State-of-the-art LLMs including GPT-4, Llama, Mistral and more
3. Azure AI Search integration for data-rich AI interactions
4. Development using Azure Bot Service and Cognitive Services
5. Customisable conversational interfaces with Copilot Studio
6. Multilingual support for diverse user engagement
7. Seamless deployment across multiple platforms
8. Enhanced data privacy and security features
9. Continuous fine-tuning of LLMs
10. Comprehensive analytics and reporting capabilities

Service Benefits

1. Provides highly accurate and context-aware AI interactions
2. Reduces response times and increases customer satisfaction
3. Enables scalable solutions for various organisation sizes
4. Supports compliance with international data security standards
5. Facilitates real-time data processing and decision-making
6. Enhances user experience with natural language understanding
7. Offers flexibility in AI application across industries
8. Reduces operational costs by automating routine tasks
9. Drives innovation with cutting-edge AI technology
10. Strengthens user trust through reliable and intelligent interactions

Contact details

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.