



NLP TO GENAI UPGRADES

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART: NLP to GenAI Upgrade enables organisations already using **ICS.AI SMART: NLP solutions** to upgrade to **ICS.AI SMART: GenAI capabilities**, modernising existing conversational and language services while retaining governance, continuity, and operational assurance. **Built on the ICS.AI SMART: Platform**, the service provides a governed, in-platform transition from legacy intent-based NLP to context-aware generative AI.

The service is designed specifically to evolve existing **SMART: NLP implementations** into GenAI-powered services. It does not provide migration, upgrade, or replacement services for third-party NLP platforms. Instead, it offers a structured upgrade path within the SMART: ecosystem, improving flexibility, accuracy, and user experience without disrupting live services.

SERVICE SCOPE

SMART: NLP to GenAI Upgrade supports:

- Upgrade of existing **SMART NLP** conversational services to **SMART GenAI**
- Transition from rules- and intent-based NLP to generative AI responses
- Retention and evolution of existing intents, flows, and content where appropriate
- Introduction of GenAI capabilities alongside existing SMART NLP logic
- Governance, security, and audit configuration aligned to SMART standards
- Controlled, phased transition to GenAI-led interaction

This service applies **only** to customers using SMART NLP solutions and does not support third-party NLP platforms.

SERVICE TIERS

Foundation

SMART: NLP to GenAI Upgrade – Foundation provides a controlled entry point for upgrading from SMART NLP to SMART GenAI.

Includes:

- Review and onboarding of existing SMART NLP configurations
- Mapping of NLP intents and flows to GenAI-compatible patterns
- Deployment of SMART GenAI models for response generation
- Basic retrieval-augmented generation (RAG) over approved SMART knowledge
- Standard SMART governance, access control, and audit logging
- Parallel operation of NLP and GenAI during transition where required

Foundation is suited to organisations seeking to enhance conversational capability while maintaining familiar SMART NLP structures.

Premium

SMART: NLP to GenAI Upgrade – Premium provides an advanced upgrade with deeper GenAI capability and optimisation.

Includes all **Foundation** features, plus:

- Enhanced conversational context and memory
- Expanded RAG over structured and unstructured SMART data sources
- Improved handling of complex, multi-turn interactions
- Advanced policy and governance configuration
- Performance tuning and response optimisation
- Support for higher-volume and more complex conversational use cases

Premium is suited to organisations seeking a more complete transition to GenAI-native conversational services within SMART.

KEY FEATURES

- In-platform upgrade from SMART NLP to SMART GenAI
- Preservation and evolution of existing SMART NLP assets
- Generative AI responses with contextual understanding
- Retrieval-augmented generation over approved SMART knowledge
- Role-based access control and policy enforcement
- Full audit logging of AI interactions
- Controlled coexistence of NLP and GenAI during transition

KEY BENEFITS

- Protects and extends existing SMART NLP investment
- Improves accuracy and flexibility of conversational services
- Reduces reliance on brittle intent and rule maintenance
- Enables a smooth, low-risk transition to generative AI
- Maintains governance, assurance, and control throughout
- Minimises disruption to live SMART services

TECHNICAL ARCHITECTURE

Built on the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with UK data residency
- Multi-LLM orchestration and routing
- Retrieval-augmented generation (RAG) services
- Native integration with SMART NLP and GenAI components
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for usage, quality, and risk

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for configuration and use
- Policy controls governing GenAI outputs
- Approved SMART knowledge sources with version control
- Full audit logging of conversations and responses
- Human oversight of configuration and transition
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & assess** – review existing SMART NLP service
- **Map & configure** – align intents and content to GenAI patterns
- **Enable GenAI** – deploy SMART GenAI models and RAG
- **Apply governance** – configure policies and access controls
- **Test & assure** – validate behaviour and outputs
- **Transition** – phased move from SMART NLP to SMART GenAI

SUCCESS MEASURES

- Improvement in response quality and relevance
- Reduction in NLP intent maintenance effort
- Increased containment or self-service rates
- User satisfaction improvements
- Governance and audit outcomes

SUCCESS MEASURES

- SMART Platform Core
- Existing **SMART NLP** conversational service
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Access to approved SMART knowledge sources

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the NLP to GenAI Upgrades. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



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Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

[book a meeting](#)