

AI, Automation & Intelligent Cloud Advisory Services

1. Service Overview

AI, Automation & Intelligent Cloud Advisory Services provide professional consultancy support to help organisations assess opportunities for AI and automation within cloud environments. The service supports buyers in identifying suitable use cases, assessing readiness, and planning adoption in a structured and responsible manner.

The service is advisory and time-bound. It does not include implementation, model development, or ongoing managed services.

2. Service Scope

The service may include the following activities:

- Identification of AI and automation use cases
- Organisational and technical readiness assessments
- Data, platform, and capability suitability analysis
- Intelligent cloud and automation architecture recommendations
- Governance, risk, and ethical AI considerations
- Responsible AI guidance and principles
- Adoption roadmap and planning
- Stakeholder workshops and discovery sessions
- Reporting and decision support

All activities are delivered as professional services and tailored to buyer requirements agreed at call-off.

3. What the Service Includes

- Professional AI and automation consultancy
- Assessments and analysis
- Written recommendations and roadmaps
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does **not** include:

- AI or automation solution build
- Model training or tuning
- System integration or deployment
- Managed AI or automation services
- Software licences or platforms
- Third-party services unless explicitly agreed

These services may be procured separately if required.

5. Service Delivery Model

- Delivered onsite, remotely, or using a hybrid approach
- Engagements are time-bound and scoped at call-off
- Delivered using time and materials, fixed price, or drawdown models
- Resource mix, duration, and deliverables agreed before commencement

6. Onboarding

Engagements begin with a mobilisation phase, which may include:

- Confirmation of objectives and scope

- Agreement of governance and stakeholders
- Identification of information and access requirements
- Scheduling of workshops and assessment activities

A delivery plan is agreed prior to work starting.

7. Exit and Offboarding

At the end of the engagement:

- All agreed outputs and documentation are delivered to the buyer
- Findings and recommendations are presented
- Knowledge transfer activities are completed
- Buyer data is returned or securely deleted as agreed
- No ongoing service commitment applies beyond the engagement

8. Security and Data Handling

- Consultants follow buyer security and access policies
- Access to systems and data is limited to agreed scope
- Buyer information is handled securely and confidentially
- Data protection and confidentiality requirements are followed

9. Service Constraints and Dependencies

- Delivery depends on access to stakeholders, data, and documentation
- Outputs are advisory and based on information available at the time
- Adoption outcomes depend on buyer implementation decisions

10. Pricing

Pricing is agreed at call-off and may be based on:

- Time and materials (daily rates)
- Fixed-price advisory engagements
- Drawdown consultancy days

Pricing excludes VAT and third-party costs unless otherwise agreed.

11. Service Management and Governance

- Engagement governance is agreed at call-off
- Progress reporting is provided throughout delivery
- Issues and risks are managed through agreed escalation routes

12. Contact and Support

Support during the engagement is provided through the agreed delivery team. Any post-engagement support must be agreed separately.