



PRODUCT PILOTS

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART Product Pilots provides time-bound, controlled pilot deployments of SMART software products to enable organisations to safely evaluate capabilities, outcomes, and suitability before wider rollout. **Built on the ICS.AI SMART: Platform**, the service allows customers to trial SMART products using real organisational data, governance, and users, within clearly defined scope and controls.

Product Pilots are delivered using **standardised platform configurations**, not bespoke development. They are designed to reduce risk, accelerate learning, and inform scale decisions, while remaining fully compliant with cloud software procurement under G-Cloud.

SERVICE SCOPE

SMART Product Pilots supports:

- Pilot deployment of selected SMART software products
- Configuration of standard platform capabilities and controls
- Limited-scope user access and use cases
- Governance, security, and audit configuration
- Measurement of usage, performance, and outcomes

Pilots are **time-limited and outcome-focused**, and do not include long-term operational support or bespoke product development.

INCLUDED CAPABILITIES

- Provisioning of SMART Platform Core
- Activation of selected SMART products (e.g. Front Door, Staff Copilot, Data, Agentic)
- Standard configuration of governance and access controls
- Integration with approved organisational data sources
- Usage monitoring and reporting

KEY FEATURES

- Rapid setup of pilot environments
- Use of production-grade platform components
- Controlled scope and duration
- Built-in governance and audit logging
- Clear separation between pilot and production environments
- Evidence generation to support scale decisions

KEY BENEFITS

- Reduces risk before full deployment
- Enables informed procurement and rollout decisions
- Accelerates understanding of AI impact and value
- Allows safe testing with real users and data
- Avoids long-term commitment before validation

TECHNICAL ARCHITECTURE

Delivered using the **ICS.AI SMART: Platform**, providing:

- Microsoft Azure hosting with UK data residency
- Secure, isolated pilot environments
- Platform governance and policy enforcement
- Telemetry for usage and performance

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for pilot users
- Policy-driven governance applied from day one
- Audit logging of AI usage and interactions
- Secure handling of organisational data
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Define scope** – products, users, and success criteria
- **Provision platform** – pilot tenant setup
- **Configure governance** – access and policy controls
- **Enable use cases** – activate selected SMART products
- **Run pilot** – time-bound evaluation period
- **Review outcomes** – usage and performance reporting

SUCCESS MEASURES

- User adoption during pilot
- Performance and reliability metrics
- Evidence of value and suitability
- Governance and assurance outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Access to approved data 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 Product Pilots. 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/>



EMAIL US

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

info@ics.ai



BOOK A MEETING

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

[book a meeting](#)