

G-Cloud 15

Zaizi

Service Definition Document



Smarter use of data and responsible AI

ABOUT US

What we do

Zaizi delivers **government technology solutions**. We work side by side with **public sector teams** to fix broken systems, creating joined-up services that are **simpler for users, safer to run and stronger for the future**.

If you work in the public sector, you've probably felt it. The drag of old systems. The pain of government technology that doesn't speak to other departments. The pressure to transform with tools that don't keep up. Zaizi exists to change that!

Zaizi helps public sector teams fix what others can't. Not with big promises from a distance, but by working right beside you.

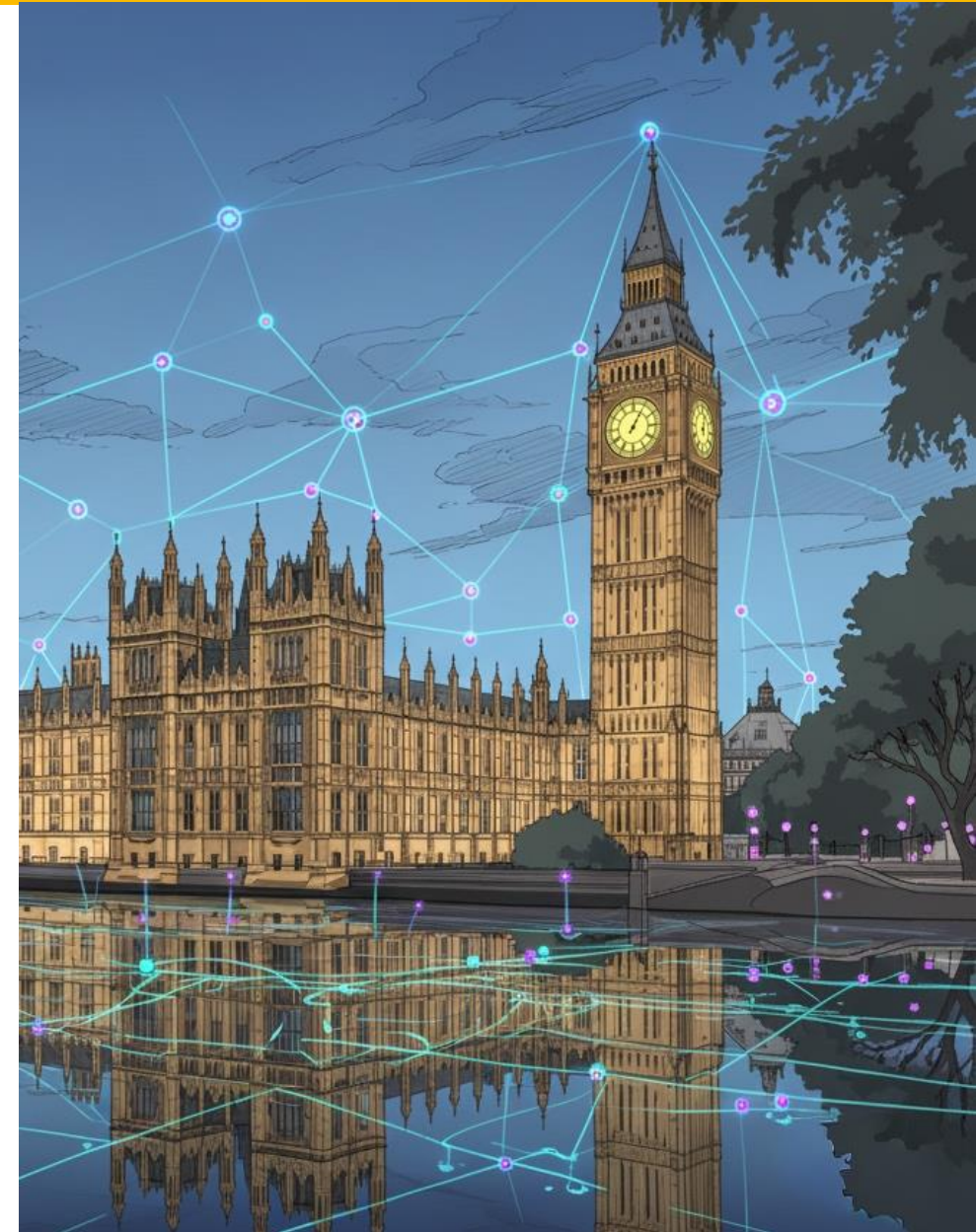
Our highly experienced security-cleared team includes former servants, military leaders, government staff, and policy insiders. We understand the pressures because we've lived them; we used to be you. We roll up our sleeves, get stuck in, and help you turn risky outdated processes into secure digital services using innovative approaches, and where it's right, the power of AI.

We don't just get you through today's challenges; we future-proof your services so they can evolve as citizens' needs change.

Our commitment

Joined-up digital services that are simpler for users, safer to run, and stronger for the future. And we leave your people with long-lasting capability, confidence, and control. Digital government is hard, but together we'll deliver on your mission.

Zaizi. The simpler, safer, stronger choice!



ABOUT US

Our service offerings

Zaizi delivers government technology solutions. We work side by side with public sector teams to fix broken systems, creating joined-up services that are simpler for users, safer to run and stronger for the future.



▶ Designing services around people

We uncover real user needs and design intuitive services that work in the real world and deliver meaningful results.



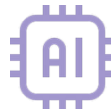
▶ Simple cloud without the complexity

We build secure, scalable, and flexible infrastructure that reduces cost and complexity.



▶ Secure, strong public services

We build and deliver critical digital services securely, even where others have struggled or failed.



▶ Smarter use of data and responsible AI

We help you harness data for smarter decisions and clearer insights to save you time and cut risk.



▶ Modernising government technology and services

We untangle legacy, join up processes and modernise systems so services can share data effectively, respond to change, and evolve over time.



▶ Digital skills gap and capability building

We don't just deliver services; we empower your teams with the skills and confidence to sustain them.

Smarter use of data and responsible AI

The public sector holds vast amounts of valuable data but too often, it's locked away in silos, under-used, or poorly integrated. We help you unlock the potential of your data, using AI and analytics responsibly to deliver better decisions, smarter policies, and more responsive services.

Our data and AI solutions are designed with ethics, transparency, and accountability at their core. From creating real-time dashboards to implementing predictive analytics, we ensure that data works harder for you, helping your teams identify trends, reduce risk, and deliver better outcomes for citizens.

12 weeks

TO DELIVER A WORKING AI
PROOF-OF-CONCEPT

2,828,019 pages

OF EVIDENCE MANAGED

End-to-end AI

ASSESSMENT COVERING DATA,
GOVERNANCE AND CAPABILITY

CLIENT VOICE

“

We are moving into exploiting the analytical capabilities that the Portal gives us, creating dashboards, conducting trend analysis, gaining and sharing insights... that is where the real value lies.

Home Office

“

A huge thank you to the Zaizi team for the depth and quality of the discovery work. Your genuine passion for the healthcare sector and understanding that goes beyond pure tech made a real difference.

Mark Busra, CEO, Pegasus

Key Outcomes

- Reduced risk and greater confidence in AI adoption
- Faster progression from AI discovery to live services
- Trusted, AI-ready data foundations
- AI embedded into real services and operational workflows
- Better, faster evidence-based decision-making
- Reduced manual effort through automation and AI
- Stronger internal AI capability and literacy
- Clear focus on ethical, high-value AI use cases

Why Zaizi

Simpler

We cut through complexity and focus on what actually works. No bloated teams. No over-engineered solutions. Just clear, rapid and practical delivery that moves things forward.

Safer

We're trusted in high-assurance environments where failure isn't an option. Security, resilience and governance are built in from day one, not bolted on later.

Stronger

We leave your organisation stronger than we found it. Our work builds capability, confidence and ownership inside your teams, so you are not dependent on suppliers.

Your team at our core

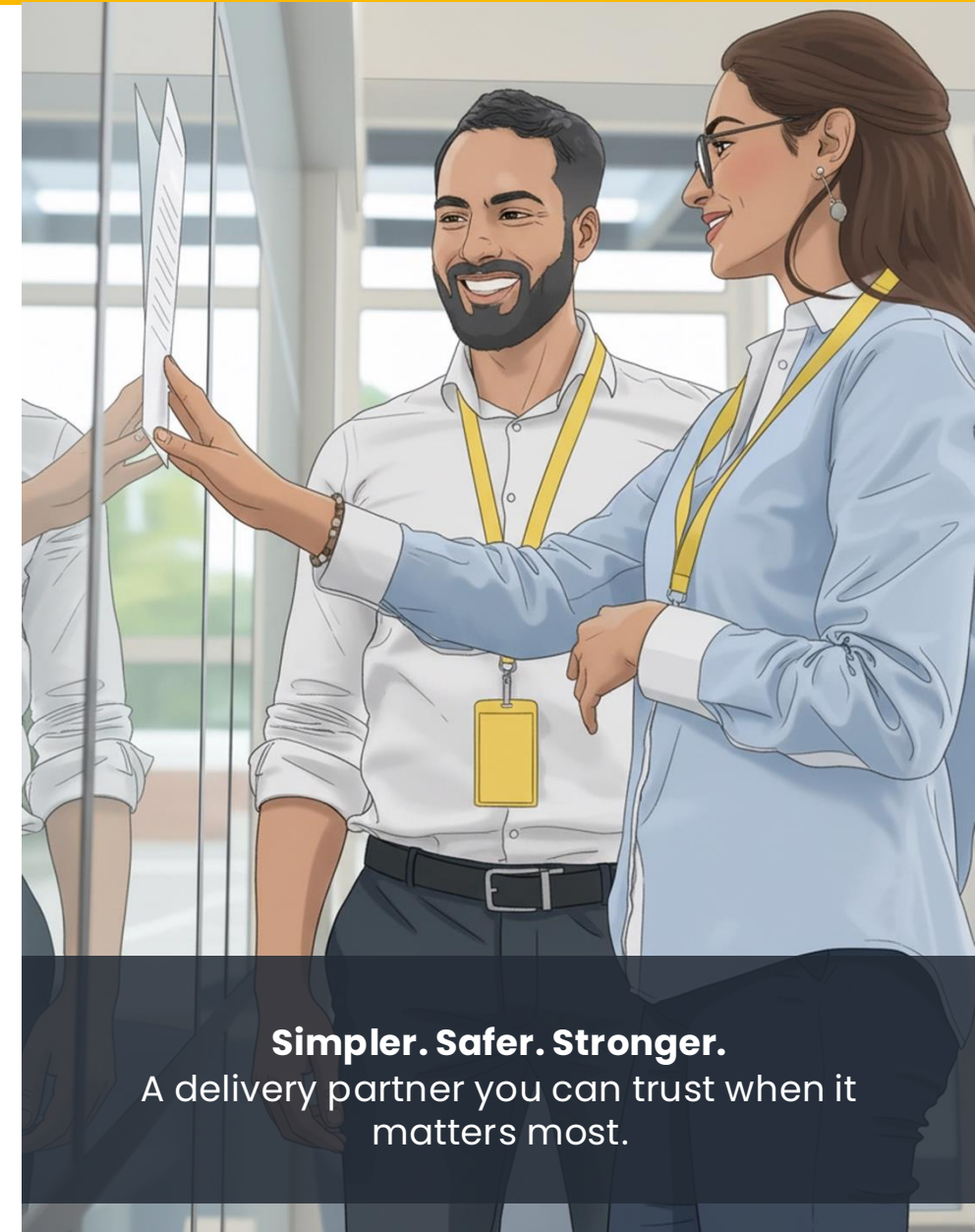
We embed alongside your people, understand your constraints, and adapt as things change. You get real collaboration, not a distant delivery factory.

Proven where others struggle

We're often brought in when programmes are stuck or under pressure. We move fast, reduce risk early, and deliver outcomes in complex, regulated environments.

Mission-led. Outcome-focused.

We care about what works in the real world. We share your mission. Our work is focused on delivering outcomes that matter, measured by the impact on improving the public services you deliver.



Simpler. Safer. Stronger.

A delivery partner you can trust when it matters most.

Zaizi credentials



Our Clients

Delivering secure, user-centred digital services with the UK's most trusted public sector organisations.



Border Force



Ministry of Justice



Home Office



Department for Levelling Up, Housing & Communities



Department for International Trade



National Cyber Security Centre
a part of GCHQ



Foreign & Commonwealth Office



Ministry of Defence



Department for Culture, Media & Sport



Innovate UK



Proof of delivery in high-security environments

Zaizi has already delivered AI and secure digital services where others failed.



Border Force

Border Force AI proof of concept (12 weeks):
anomaly detection in freight scans → **50%+ efficiency gains.**



Ministry of Justice

MOJ Gateway: secure data exchange across HMPPS and suppliers.



IICSA: secure case management system for sensitive abuse inquiry data.



National Cyber Security Centre

a part of GCHQ

NCSC: resilient, scalable secure testing platform.

What our clients say



Zaizi has been great with the day-to-day interactions between themselves and our project team. They understood the brief and worked quickly to establish user needs. The solution has landed well with our users, demonstrating the work put in to get us to this point.

Border Force



Zaizi have been a valued partner to the Home Office Central Operations Platform team, with a collaborative, flexible and down-to-earth approach.

Home Office



A consistently high level of service and professionalism. The team's expertise in agile working and understanding of the public sector have proved invaluable.

Foreign, Commonwealth & Development Office

At Zaizi, we measure success by the outcomes we deliver for our clients. From border security to housing policy, our work is trusted in some of the UK's most complex and sensitive environments. These testimonials reflect what partners value most about us: **clear communication, collaborative delivery, and services that work for users on day one.**

For almost two decades, government departments have turned to Zaizi when projects need to move from idea to reality, fast – and stay the course. Whether testing innovation in a secure sandbox or embedding new AI-driven services into live operations, our clients recognise that **we don't just advise, we deliver.**

Our mission-led approach

Deep expertise, delivered in partnership: A mission-led approach that keeps your team at the core of the solutions.

1. The Insight Mission

Discovery: Listen | Research | Plan

We start by listening to your people and your users. Through deep discovery and evidence-based research, we move past assumptions to define the real problem. This mission ends with a clear, actionable plan that aligns your technical roadmap with your strategic goals.

2. The Validation Mission

Alpha: Ideate | Design | User test

We turn insights into tangible concepts. In this phase, we design and prototype core features to validate our approach with real users. This allows us to de-risk the project early, ensuring we are building the right solution before moving into full-scale production.

3. The Delivery Mission

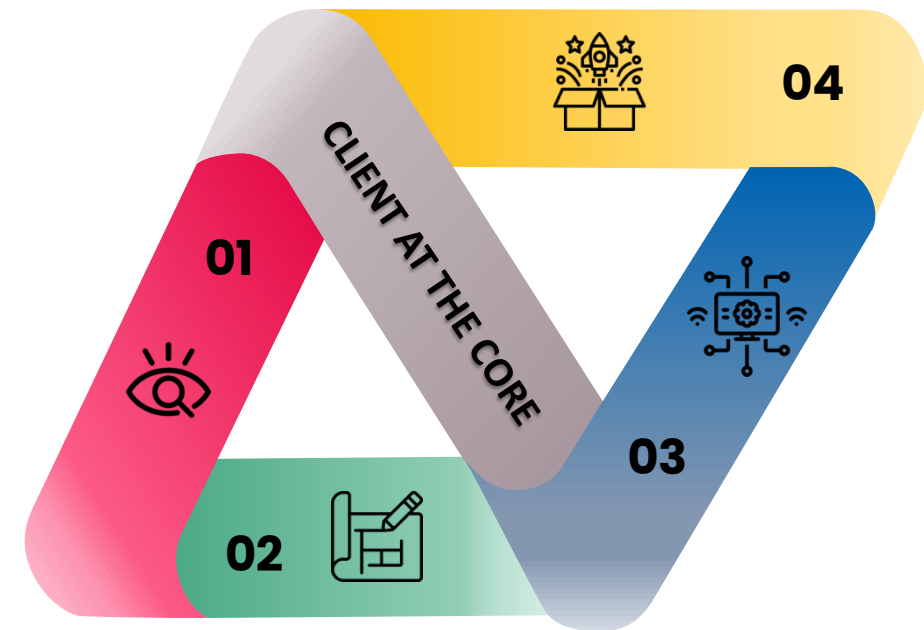
Beta: Build | Test | Modernise

This is the engine room of the project. We modernise legacy systems and build your production-ready service during Beta, applying rigorous testing at every stage. Our focus is on engineering high-quality, secure, and scalable digital tools that last.

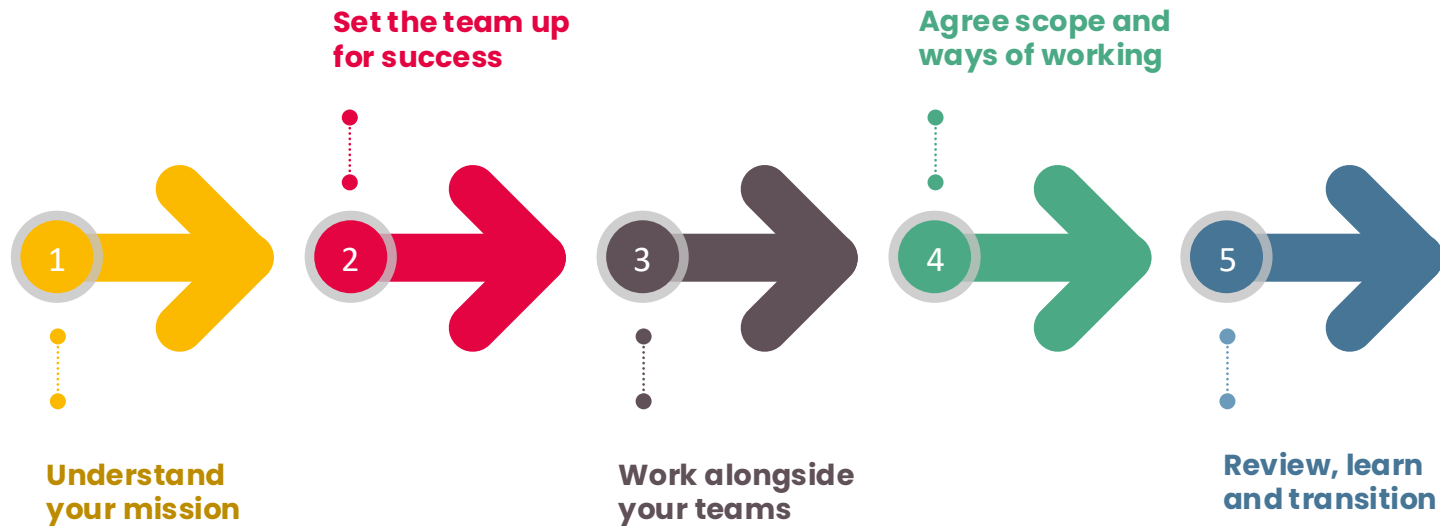
4. The Value Mission

Live: Run | Monitor | Evolve

Launching is just the beginning. We ensure your service runs smoothly in a Live environment while constantly monitoring performance and user feedback. We don't just 'hand over' — we iterate and evolve the service to ensure it continues to deliver measurable value and efficiency.



Onboarding and offboarding support



Simple to start. Safe to deliver. Strong when we leave.

We provide a structured onboarding process that includes welcome sessions, requirement validation, environment setup, access provisioning and knowledge transfer. For delivery services, we embed alongside your team to share ways of working, provide documentation, and establish communication channels.

Offboarding includes:

- Knowledge transfer and handover sessions
- Clear documentation (technical, operational, support)
- Runbooks, playbooks or clear, step-by-step operating guidance where relevant
- Access removal and environment handover
- Optional shadowing, training, or capability-building for your internal staff
- Support with transition to BAU teams or new suppliers

Our goal is to leave your team with capability, confidence and control, not dependence.

Smarter use of data and responsible AI

CAPABILITIES



AI readiness assessment

An AI Readiness Assessment helps evaluate your data, technology, people, governance and strategy. We identify strengths, gaps and risks, and provide clear, actionable recommendations so you can move forward with AI confidently and responsibly.



KEY FEATURES

- Structured assessment framework tailored to public sector
- Workshops with business, policy and technology stakeholders
- Review of data quality, accessibility and ownership
- Review of platforms, tooling and infrastructure
- Assessment of skills, roles and organisational culture
- Governance, ethics and risk baseline
- Maturity scoring across key AI dimensions
- Prioritised recommendations and quick wins
- High-level implementation roadmap options
- Presentation and playback for senior stakeholders



CORE BENEFITS

- Clear picture of AI readiness and risks
- Prioritised actions, not generic advice
- Better alignment between strategy and AI ambitions
- Evidence to support investment and business cases
- Reduced likelihood of failed AI projects.
- Visibility of data and skills gaps
- Stronger foundations for responsible AI use.
- Faster, safer progress once you start implementing
- Shared understanding across leadership and delivery teams
- Baseline to measure future capability improvements



AI discovery

Zaizi provides comprehensive AI discovery and readiness assessments. We evaluate departmental readiness for AI, identify high-value use cases, and define clear, ethical roadmaps. Our service ensures AI readiness and strategic alignment, de-risks adoption, and establishes the secure foundation necessary for successful, scalable government AI implementation.



KEY FEATURES

- Comprehensive departmental AI maturity evaluation
- Identification of high-value, impactful AI use cases
- Clear, ethical roadmap definition for future adoption
- Strategic alignment assessment across government goals
- In-depth risk analysis to de-risk AI implementation
- Establishment of secure foundational infrastructure
- Scalable architecture planning for enterprise AI
- Governance framework development for responsible deployment
- Expert guidance on ethical AI policy integration
- Quantifiable metrics for measuring success and readiness



CORE BENEFITS

- Automate identification of high-impact service improvements
- Prioritise investments based on quantifiable strategic value
- Eliminate wasteful spending on non-viable AI projects
- Accelerate deployment by defining clear, ethical policy
- Streamline data governance to support future AI models
- Free up IT resources by establishing secure foundations
- Align workforce skills with future AI adoption needs
- Minimise risk of ethical failure and reputational damage
- Establish scalable architecture for enterprise-wide integration
- Define clear metrics to measure AI ROI and success



AI integrator

AI integration services connect models, platforms and existing systems into secure, joined-up workflows.

We design, implement and support AI components that work with your data, policies and controls. This helps close capability gaps and unlock value without compromising resilience, performance or assurance.



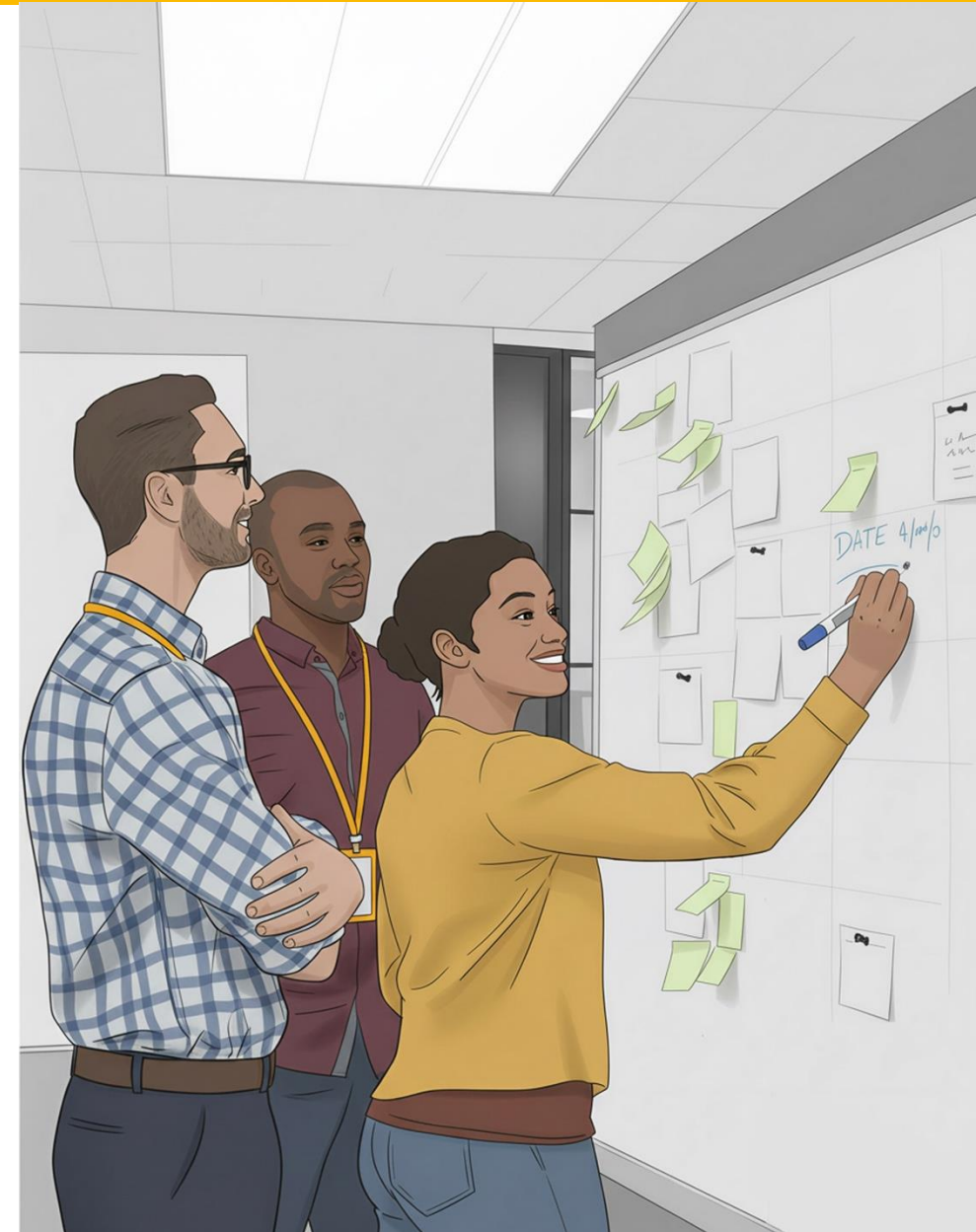
KEY FEATURES

- Discovery of AI opportunities across services
- Integration design for new and legacy systems
- Secure APIs and data pipelines for AI
- Orchestration of multiple AI models
- Guardrails for privacy, safety and ethics
- MLOps patterns for monitoring and retraining
- Alignment with government security and compliance standards
- Reuse of integration patterns across departments
- Knowledge transfer to internal engineering teams
- Ongoing support and optimisation



CORE BENEFITS

- Joined-up AI, not isolated experiments
- Reduced technical risk of integrating AI safely
- Better use of existing data assets
- Faster path from prototype to production
- Consistent security and governance across AI solutions
- Less duplication of effort across teams
- Stronger internal engineering capability for AI
- Improved resilience and reliability of AI services
- Clear visibility of AI performance and impact
- Easier scaling of successful AI use cases



Responsible & ethical AI framework for government

Zaizi's seven-principle framework successfully integrates AI. We align stakeholders, identify user needs, lay proper data foundations, find target use cases, and build a strategic roadmap to scale your AI capabilities. We work across departmental functions to develop a tailored, context-specific ethical AI framework.



KEY FEATURES

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- Quantifiable metrics for measuring success and readiness



CORE BENEFITS

- Learn quickly without risking live services
- Reduce uncertainty around AI technologies
- Understand benefits and limits before major investment
- Build internal confidence and AI literacy
- Test compliance, governance and security approaches
- Explore multiple vendors without lock-in
- Create shared understanding across technical and policy teams
- De-risk future AI procurements and deployments
- Shorten time, from idea to viable pilot
- Capture reusable patterns for wider organisation



AI sandbox

A secure AI sandbox allows public sector teams to safely experiment with models, tools and use cases using representative data.

We provide guardrails, governance and specialist support so you can learn quickly, manage risk and build AI capability before committing to full production.



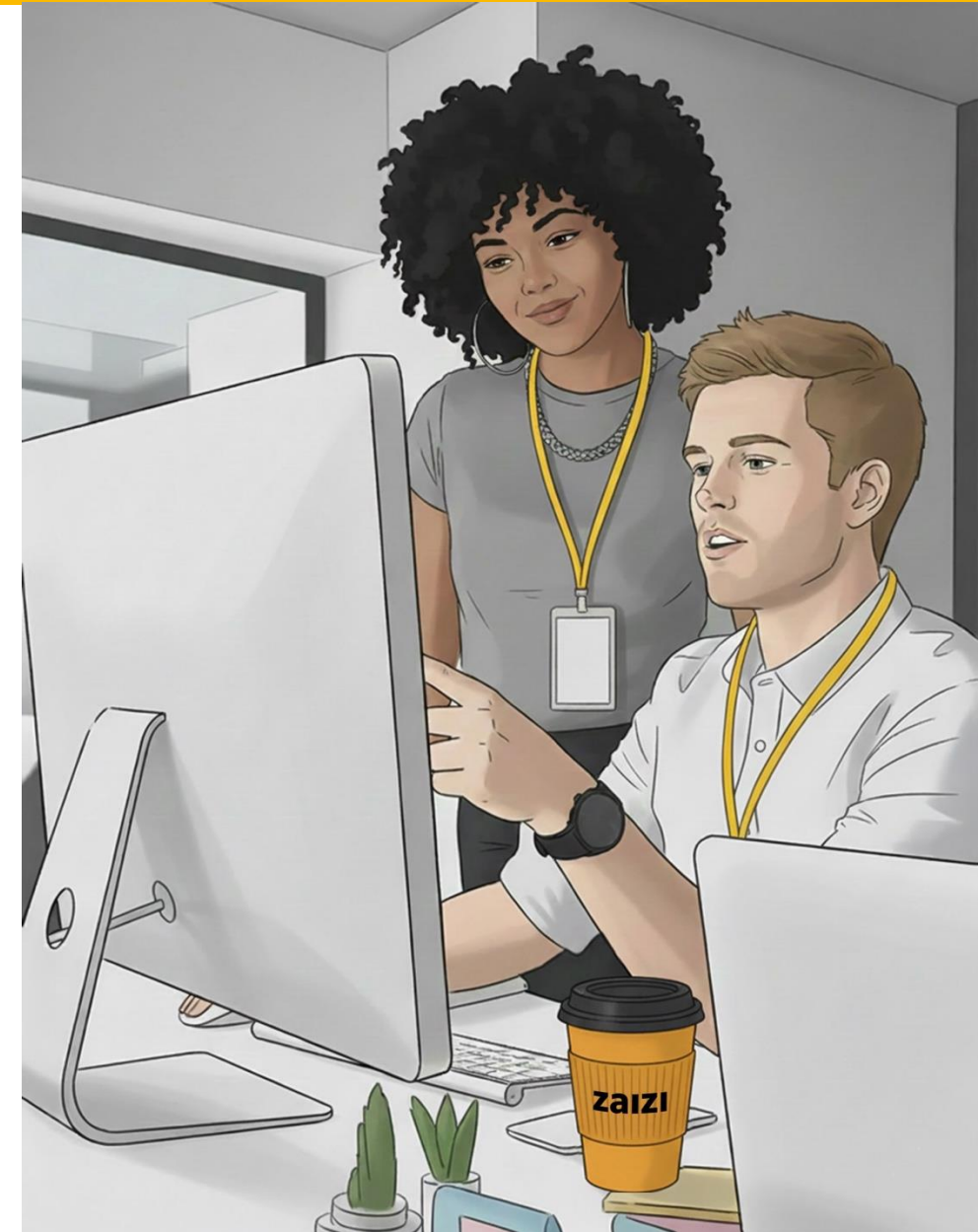
KEY FEATURES

- Secure, segregated environment for AI experimentation
- Support for multiple models and providers
- Synthetic or anonymised datasets for safe testing
- Predefined use-case templates for government scenarios
- Policy, risk and ethics guardrail configuration
- Logging and monitoring of AI behaviour
- Facilitated “test and learn” workshops
- Clear exit criteria for progressing experiments
- Documentation for replicating successful patterns
- Options for on-premise or cloud hosting



CORE BENEFITS

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- Reduce uncertainty around AI technologies
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AI adoption support

Zaizi supports organisations to move from AI curiosity to sustainable adoption. We help you design pilots, engage stakeholders, close skills gaps, and embed new ways of working so AI becomes part of everyday delivery, not a one-off experiment or siloed initiative.



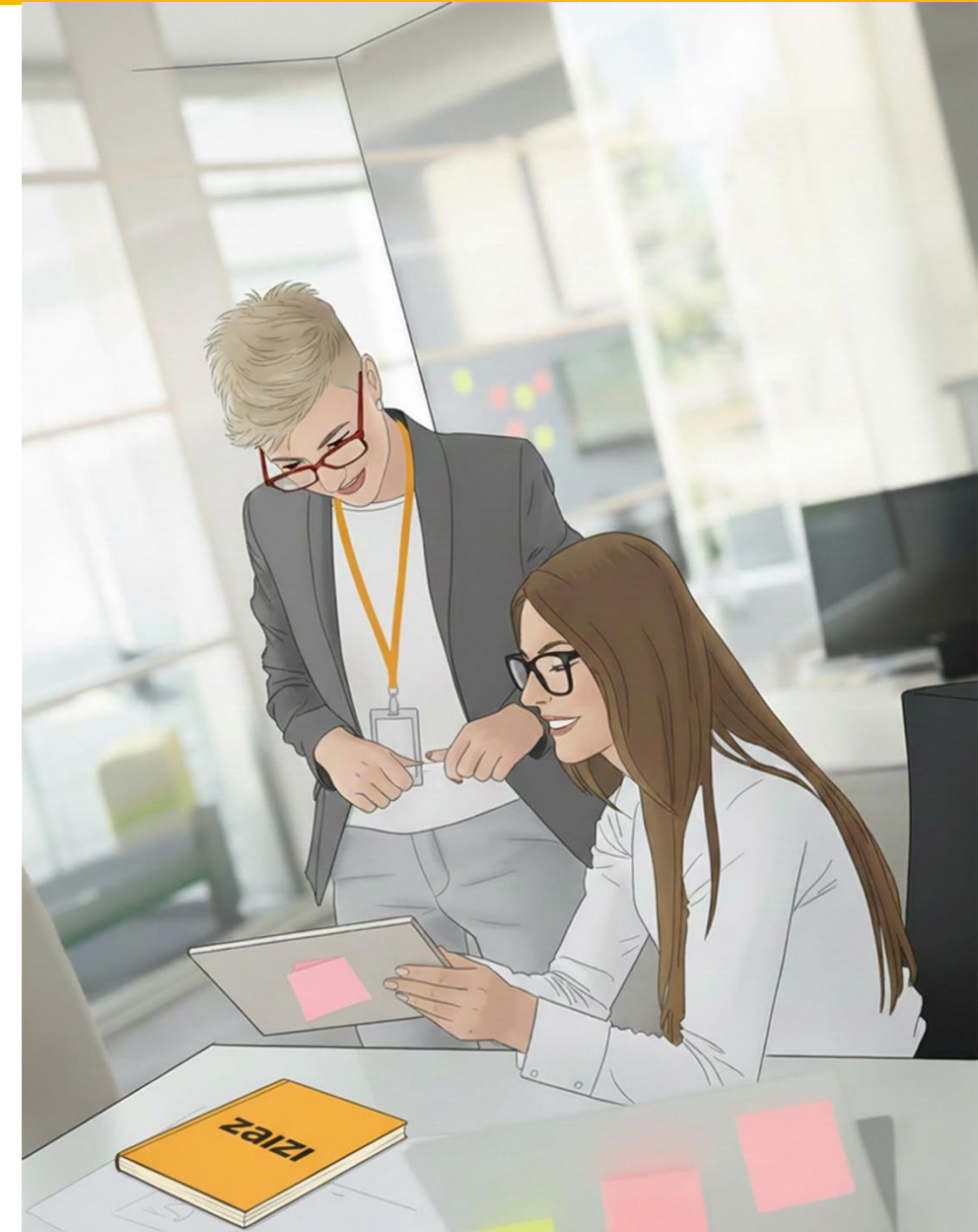
KEY FEATURES

- Current-state assessment of AI adoption barriers
- Identification and prioritisation of AI use cases
- Change, communications and stakeholder engagement planning
- Design and support of AI pilots
- Operating model design for AI at scale
- Governance, risk and ethics frameworks
- Capability and skills-gap analysis
- Coaching for leaders and product teams
- Adoption playbooks tailored to your department
- Transition plans from pilot to business-as-usual



CORE BENEFITS

- Reduced risk of stalled or abandoned AI projects
- Clear narrative explaining why and where AI helps
- Stronger buy-in from senior leaders and staff
- Practical path from pilot to production
- Stronger AI skills and confidence across teams
- Better alignment between policy, operations and technology
- More consistent governance across AI initiatives
- Higher chance of measurable, sustained benefits
- Less duplication and competing AI experiments
- AI embedded into normal delivery, not side projects



AI training

Get practical AI training for leaders, delivery teams and frontline staff. Our training focuses on responsible AI use and real public sector scenarios. We help close the AI skills gaps, allowing staff to understand what AI can and cannot do — and how to apply it safely in their work.



KEY FEATURES

- AI fundamentals for non-technical audiences
- Role-specific training for leaders and practitioners
- Responsible and ethical AI principles
- Hands-on exercises using realistic government scenarios
- Prompting and interaction skills for generative AI
- Data literacy and AI limitations awareness
- Custom content aligned to your policies
- In-person workshops and virtual sessions available
- Supporting materials, toolkits and reference guides
- Optional follow-up coaching and clinics



CORE BENEFITS

- Reduced AI fear, hype and misunderstanding
- Stronger AI literacy across your workforce
- Better decisions about when to use AI
- Reduced risk of inappropriate AI use
- Faster identification of valuable AI opportunities
- Improved collaboration between technical and non-technical staff
- Increased confidence using AI tools safely
- Clearer accountability and roles around AI
- More inclusive discussion about AI impacts
- Stronger foundation for future AI capability building



Data cleansing, enrichment, and structuring for AI use

AI relies on strong data foundations. Our data cleansing, enrichment, and structuring ensure your data is accurate, comprehensive, and ready for AI-driven insights. By removing inconsistencies, addressing gaps and organising data, we enable AI systems to deliver reliable, actionable results.



KEY FEATURES

- Data cleaning and error correction
- Automated data enrichment
- Real-time data processing
- Consistent data formatting and structure
- Handling of missing values and duplicates
- Data models compatible with AI
- Data pruning and optimisation
- Scalable and adaptable solutions



CORE BENEFITS

- Improved data quality for accurate insights
- Faster decision-making with reliable data
- Enhanced AI model performance
- Reduced manual data processing effort
- Increased operational efficiency
- Better customer insights and targeting
- Consistent data for reporting and analysis
- Improved compliance with data regulations
- Faster integration with AI applications
- Scalable solutions for growing datasets



Computer vision for automated border, security, or asset monitoring

Zaizi automates monitoring solutions for borders, security and critical assets. Using AI-driven analysis, we detect anomalies and unauthorised activities in real time, improving situational awareness and reducing manual workload. This improves response accuracy, enabling organisations to maintain greater safety, efficiency, and operational control across critical environments.



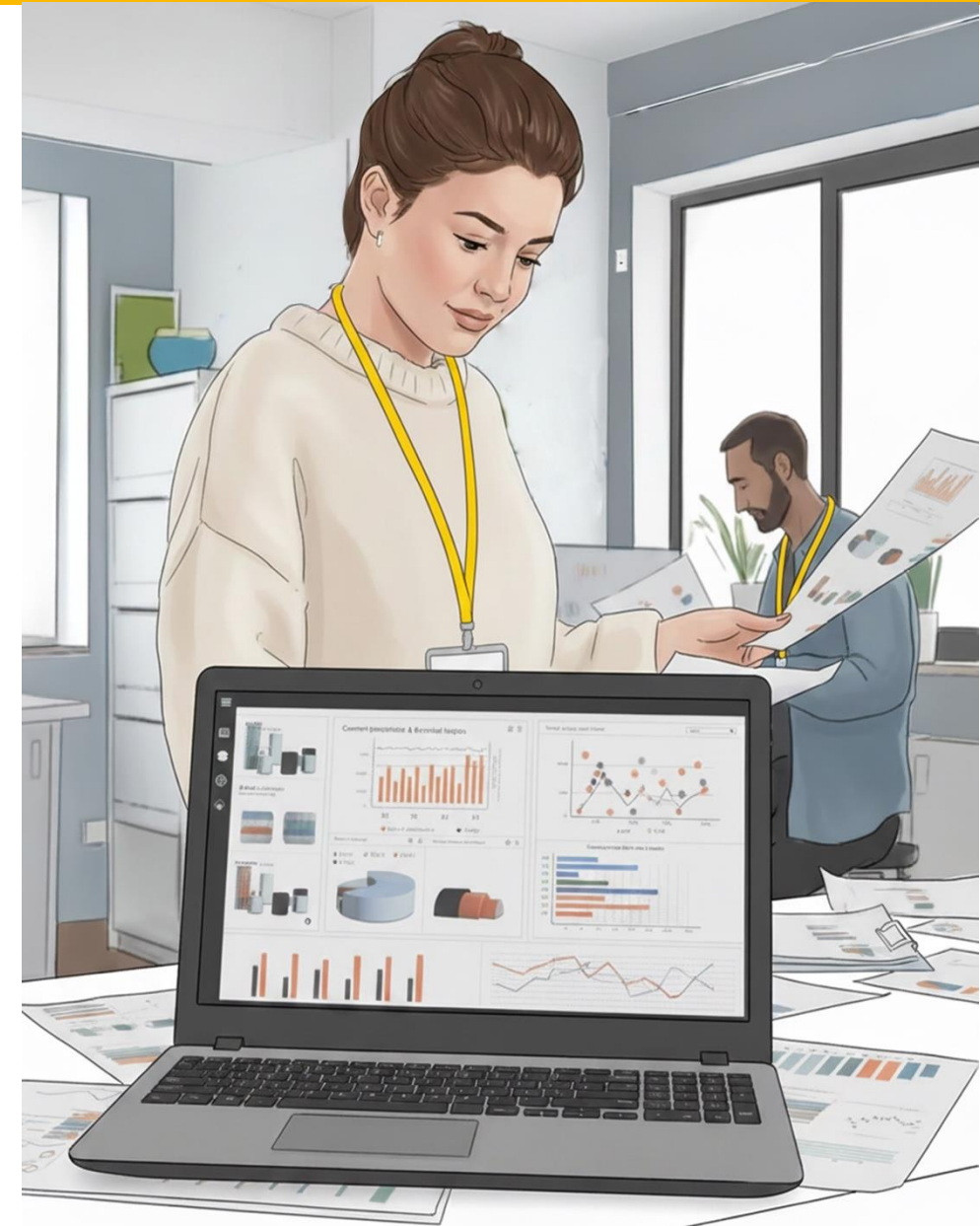
KEY FEATURES

- Real-time object and threat detection
- Automated video stream analysis
- Motion and anomaly recognition
- Perimeter breach alerts
- Facial and vehicle identification
- High-accuracy AI models
- Scalable multi-camera integration
- Low-light and infrared compatibility
- Automated event logging and visualisation
- Secure data handling



CORE BENEFITS

- Increased surveillance accuracy and reliability
- Reduced manual monitoring workload
- Faster incident detection and response
- Enhanced border and asset protection
- Improved operational situational awareness
- Lower security management costs
- Consistent 24/7 automated monitoring
- Minimised human error risks
- Scalable for large environments
- Supports proactive threat prevention



Digital transformation with AI

Zaizi delivers end-to-end digital transformation services, using AI where it genuinely adds value. We design and deliver user-centred services, then apply data and AI to reduce friction, improve decisions and close capability gaps while keeping security, ethics and public value at the centre.



KEY FEATURES

- Discovery and service design grounded in user needs
- Mapping where AI can add value responsibly
- Redesign of processes, workflows and operating models
- Prototyping and testing AI-enabled service components
- Secure engineering, integration and delivery
- Data strategy aligned to transformation goals
- Governance frameworks for AI-enabled services
- Change management and workforce capability building
- Measurement frameworks for outcomes and benefits
- Knowledge transfer to internal digital and data teams



CORE BENEFITS

- Services improved first, AI added thoughtfully
- Reduced risk of "AI-first" technology mistakes
- Better citizen and staff experiences
- Timelier, data-informed decisions
- Reduced operational friction and bottlenecks
- Stronger link between policy intent and delivery
- Sustainable transformation, not one-off experiments
- Closed skills and capability gaps in teams
- Measurable outcomes aligned to your mission
- Stronger, future-ready digital foundations



Training & upskilling staff to work confidently with AI tools

Zaizi provides AI upskilling and training for public sector teams. Our service builds internal capability, focusing on ethical AI literacy, safe tool usage, and maximising productivity. We ensure staff can confidently integrate AI into workflows, driving successful, compliant digital transformation aligned with government standards.



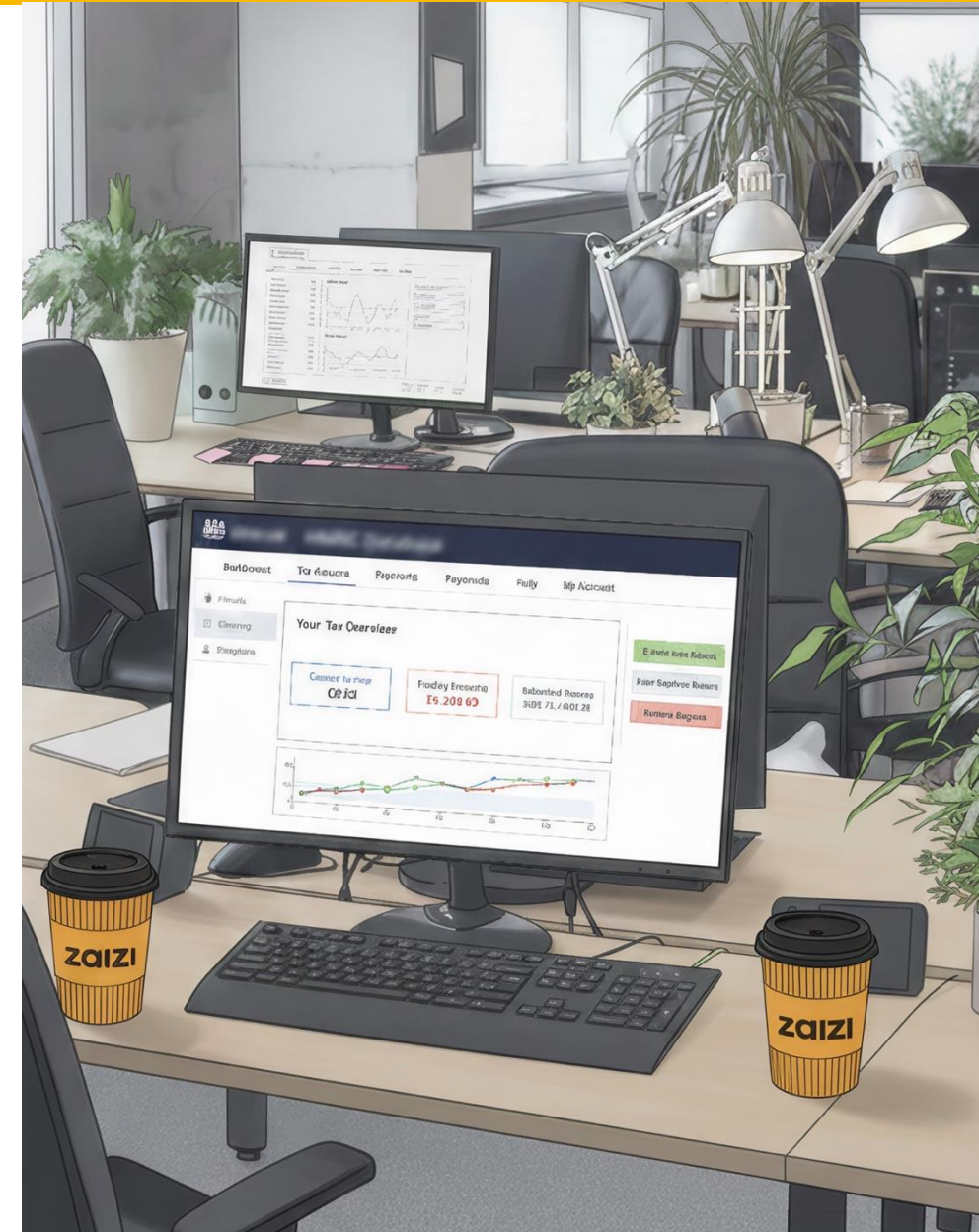
KEY FEATURES

- Builds core internal AI literacy and capabilities
- Focuses on ethical AI usage and governance training
- Ensures staff maximise productivity through safe tool use
- Customised training curricula for specific public sector roles
- Hands-on workshops for confident AI tool integration
- Training aligned with government's digital transformation standards
- Develops ability to identify and mitigate AI risks
- Covers secure and compliant handling of sensitive data
- Creates a sustainable, AI-confident organisational culture
- Provides role-specific training to drive process efficiency



CORE BENEFITS

- Staff confidently integrate new AI tools into daily work
- Quickly apply AI to automate routine, time-consuming tasks
- Reduce errors by using AI tools compliantly and safely
- Focus professional effort on high-value, strategic challenges
- Maintain ethical standards when deploying generative AI
- Accelerate adoption of digital transformation goals effectively
- Improve data handling security through specialised training
- Boost departmental productivity with mastered AI techniques
- Streamline workflows by identifying new automation opportunities
- Ensure legal compliance in all AI-assisted operations



AI roadmap

A practical AI roadmap translates strategy into a sequenced set of initiatives, investments and capability-building actions. We help you choose the right use cases, order them sensibly and plan the skills, data and governance needed to deliver them.



KEY FEATURES

- Alignment with departmental strategy and policy goals
- Identification and scoring of AI use cases
- Dependency and risk analysis across initiatives
- Phased roadmap covering pilots and scaling
- Cost and benefit estimation at portfolio level
- Capability-building and skills-gap planning
- Data, technology and platform requirements
- Governance and assurance checkpoints
- Options for different funding and pacing scenarios
- Roadmap playbacks for leadership and delivery teams



CORE BENEFITS

- Clear, realistic plan for AI over time
- Focus on highest-value, lowest-risk opportunities
- Better coordination across teams and programmes
- Reduced duplication of AI projects
- Stronger alignment with budgets and constraints
- Visibility of required skills and capabilities
- Easier engagement with suppliers and partners
- Higher confidence from senior decision-makers
- Adapt roadmap as circumstances change
- Link AI investments directly to outcomes



Deepfake detection

Zaizi delivers secure, ethical deepfake detection services for the public sector. We deploy state-of-the-art forensic AI models to identify synthetic media manipulation in real-time. Our service rapidly integrates into security workflows, ensuring protection of public trust, digital integrity, and national security through rigorous governance.



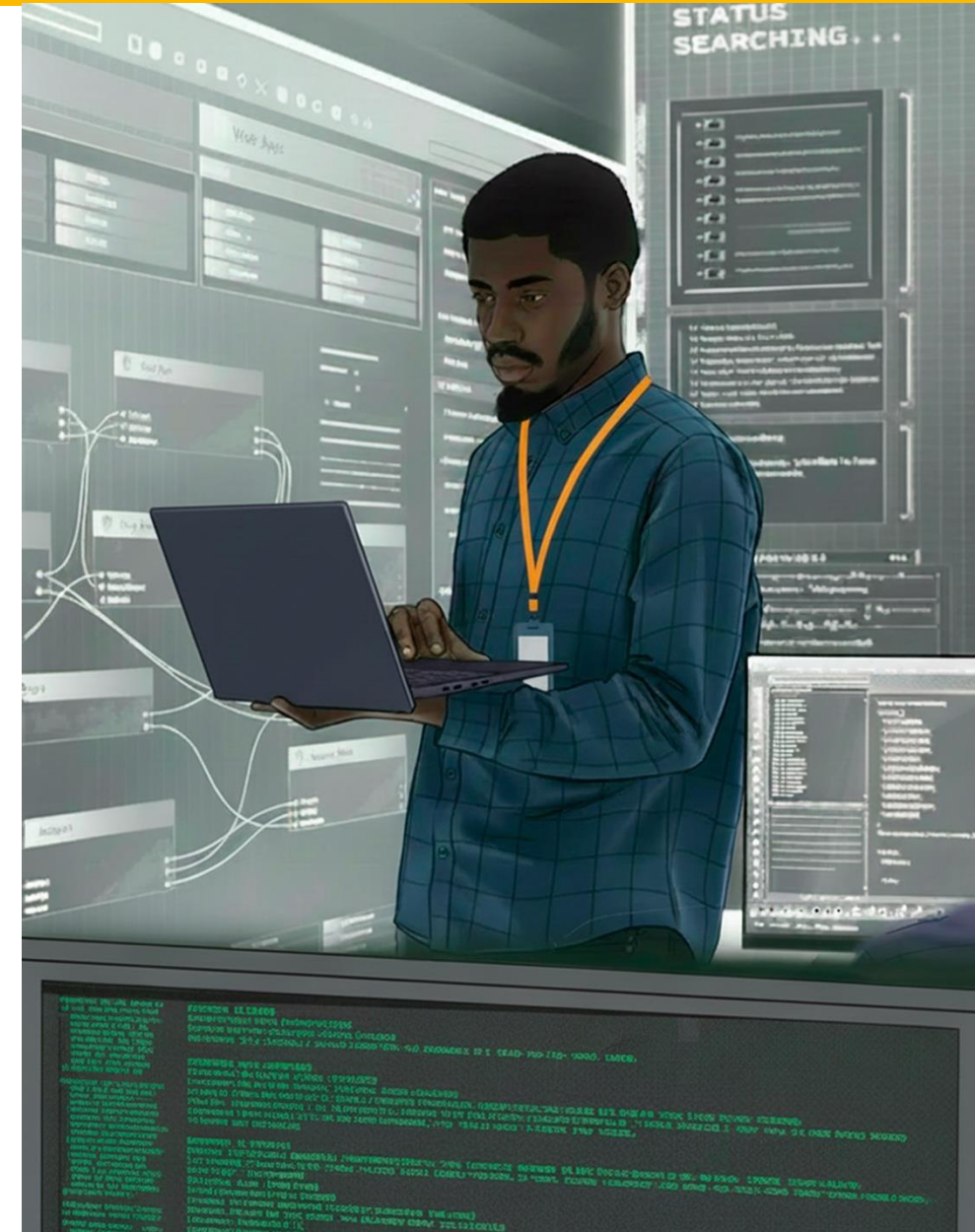
KEY FEATURES

- Integrates state-of-the-art forensic AI detection models
- Real-time analysis of synthetic video, image, and audio content
- Detects advanced manipulation techniques, including Generative AI
- Provides explainable reports on media integrity and provenance
- Seamless integration into existing security workflows
- Securely handles sensitive government data for analysis
- Rapid deployment framework minimises implementation time
- Continuous model training against emerging deepfake threats
- Establishes verifiable digital media audit trails
- System adheres to strict ethical and governance standards



CORE BENEFITS

- Automate complex media authenticity checks instantly
- Detect manipulated videos and audio in real-time
- Streamline content review within existing security workflows
- Free analysts from manual, time-consuming forensic review
- Accelerate the triage of suspicious digital content
- Ensure ethical compliance and data handling during analysis
- Maintain public confidence in government communications
- Minimise legal risk with clear governance and audit trails
- Verify the integrity of crucial digital evidence quickly
- Secure national interests against sophisticated disinformation threats



Implementation of LLMs

Zaizi provides secure, ethical Large Language Model (LLM) implementation for government. Our service ensures transparent, trustworthy AI by integrating a Trust-Centric Delivery Framework that actively mitigates the risk of hallucinations. We establish robust governance and utilise customised AI Maturity Models to deliver measurable productivity gains across public sector operations.



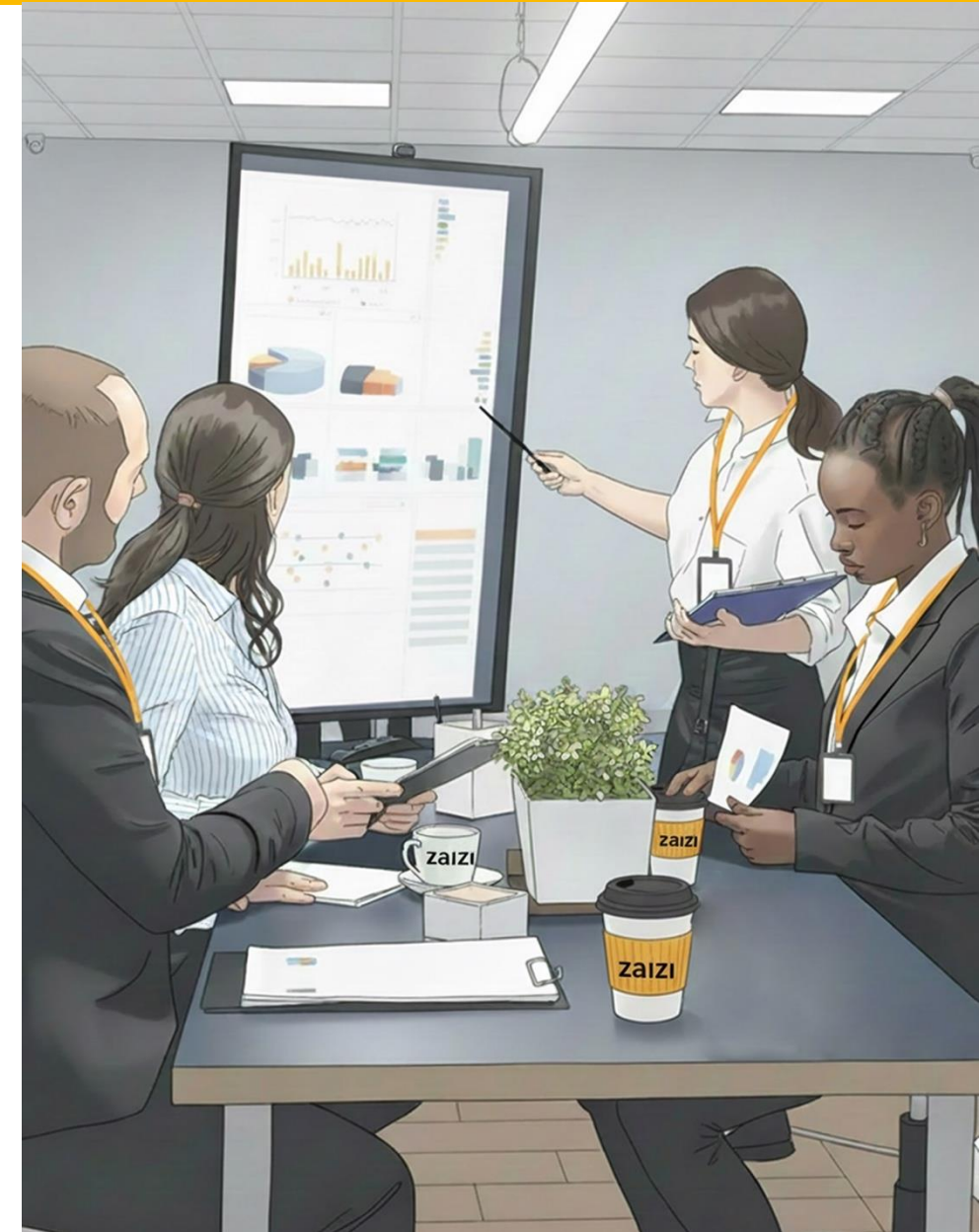
KEY FEATURES

- Secure, ethical LLM implementation for government
- Transparent, trustworthy AI service integration
- Trust-Centric Delivery Framework for risk mitigation
- Actively mitigates LLM hallucination and unverified output
- Establishes robust AI governance and compliance
- Utilises customised AI Maturity Models for scaling
- Delivers measurable productivity gains across operations
- Deep public sector expertise applied in every delivery
- Focus on accountability and end-user trust
- Strategic roadmaps for efficient departmental AI adoption



CORE BENEFITS

- Automate repetitive processes, increasing daily throughput
- Accelerate complex data synthesis and analysis tasks
- Reduce verification time for AI-generated content
- Free up expert staff for high-priority strategic work
- Maintain public confidence with transparent, traceable outputs
- Ensure all digital assets meet robust security standards
- Deploy new AI tools following an efficient, clear roadmap
- Streamline departmental operations using measurable efficiency gains
- Mitigate operational risk by actively addressing hallucination
- Establish clear rules, ensuring compliant use of models



Agentic AI

Zaizi delivers secure, ethical Agentic AI solutions for the public sector. Our service deploys goal-oriented AI systems capable of complex planning and tool use, directly enhancing workflow automation. We integrate a Trust-Centric Delivery Framework and rigorous governance to ensure accountability and achieve demonstrable, high-impact productivity gains.



KEY FEATURES

- Autonomously execute complex, goal-oriented, multi-step tasks
- Engage in dynamic, complex planning and tool orchestration
- Seamlessly integrate external APIs and data sources
- Ensures strong security and ethical governance for autonomy
- Maintains accountability with rigorous auditing frameworks
- Achieve demonstrable, high-impact public sector productivity gains
- Agent learns and adapts to changing process requirements
- Reduce manual intervention in multi-system workflows
- System makes independent, trusted decisions towards goals
- Builds strategic AI roadmaps using customised models



CORE BENEFITS

- Automate multi-step workflows end-to-end
- Accelerate decision-making with dynamic planning
- Free staff from repetitive, multi-system tasks
- Proactively manage and mitigate operational risks
- Achieve specific objectives with minimal oversight
- Ensure ethical compliance through rigorous governance
- Generate comprehensive audit trails for accountability
- Adapt instantly to changing data or policy rules
- Increase overall departmental productivity significantly
- Integrate seamlessly across disparate legacy systems



RPA (Robotic Process Automation) Services

Robotic Process Automation (RPA) services automate repetitive, rules-based tasks, freeing staff for higher-value work. We help identify suitable processes, design and implement bots, and plan how RPA fits alongside wider digital transformation and AI initiatives.



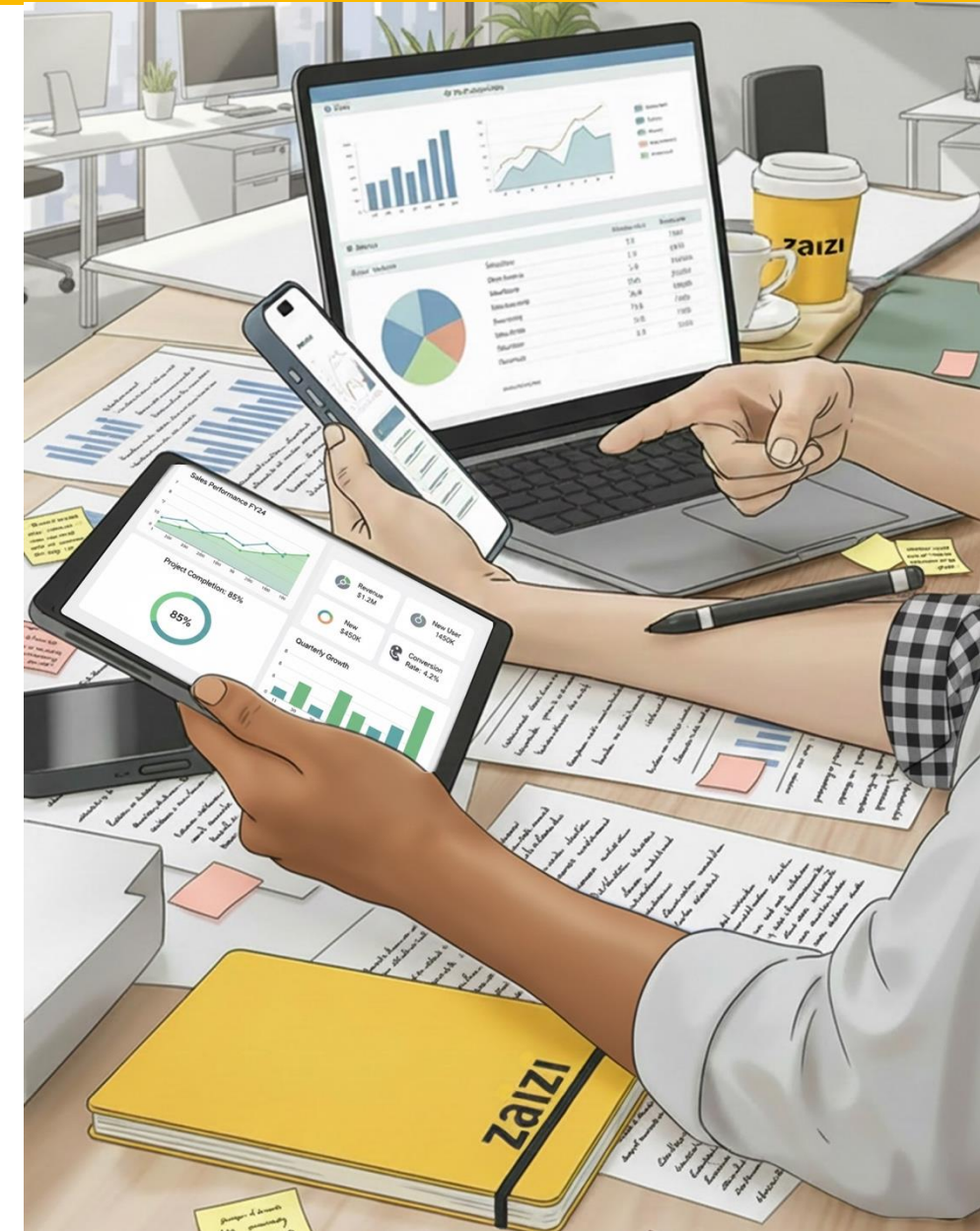
KEY FEATURES

- Discovery of automation opportunities across services
- Process mapping and suitability assessment for RPA
- Design and configuration of RPA workflows
- Integration with existing line-of-business systems
- Governance and controls for automated operations
- Monitoring and reporting on bot performance
- Co-design with frontline staff and process owners
- Knowledge transfer to internal automation teams
- Options to combine RPA with AI services
- Migration pathways from RPA to long-term solutions



CORE BENEFITS

- Reduced manual effort and rekeying
- Faster processing times for routine tasks
- Fewer errors and inconsistencies
- Staff freed for higher-value work
- Clear view of automation benefits and risks
- Lower short-term costs than full system replacement
- Better evidence for future transformation decisions
- Stronger internal capability in automation design
- Ability to pilot AI-assisted automation safely
- Smoother transition towards modern digital service



Smarter use of data and responsible AI

CASE STUDIES



Border Force

Digitising and transforming port scanning operations with ScanApp

CASE STUDY



THE CHALLENGE

Border Force relies on freight scanning at UK ports to identify high-risk vehicles, trailers and containers.

Existing processes were heavily manual and paper-based, making it difficult to share data across ports or monitor operational performance.

The service needed to modernise scanning operations while prioritising the needs of frontline officers working in challenging environments.

The solution has landed well with our users, which demonstrates the work put in to understand user needs. ScanApp will be the foundation we build future capability on.

Senior Border Force official



OUR APPROACH

Zaizi delivered a user-centred digital service through Discovery, Alpha and Beta.

We embedded researchers, designers and product specialists to work closely with officers and stakeholders, ensuring the service reflected real operational needs.

The solution combined service design, automation and secure engineering, including offline capability to support ports with unreliable connectivity.

What this enabled next

A secure digital platform that supports future capability, including deeper data integration and the safe adoption of AI in port operations.

WINNER

of the Global Customs Innovation Award for ScanApp

PASSED

Home Office internal service standard assessment

RESULTS

- Standardised and digitised port scanning workflows across sites
- Automated examination processes with a full audit trail
- Secure, role-based access to real-time scan data shared across ports
- Operational dashboards providing performance metrics and reporting
- Positive feedback from frontline officers on usability and reliability
- A strong foundation created for future technology, including AI integration

Border Force

How Border Force explored AI for freight scanning in just 12 weeks

CASE STUDY



THE CHALLENGE

Border Force needed to improve the speed, consistency and accuracy of freight screening as volumes and complexity at UK ports continued to grow. Manual inspection of X-ray images was time-intensive and increasingly unsustainable, creating operational pressure and potential security risk.

Building on Zaizi's earlier work modernising port scanning operations through ScanApp, Border Force wanted to understand whether AI could safely and ethically support officers.

I think it's fair to say that this was one of my first projects which, despite all the challenges, was absolutely delivered to time, cost and quality – a feat many project professionals are unable to claim.

Chino Nwachukwu, Former Assistant Director, Border Transformation, Border Force



OUR APPROACH

Through the ACE Framework, Zaizi joined a multi-supplier consortium to explore AI and machine-learning techniques using Border Force's indexed and standardised X-ray image dataset. Working in short, agile cycles, we focused on real operational use cases, user needs, and governance from day one.

Zaizi ensured the work balanced rapid prototyping with security, ethics and operational reality, while also shaping a clear roadmap from proof-of-concept to live trials.

What this enabled next

Created a funded, governed pathway to progress from AI proof-of-concept into live operational trials and future integration with Border Force's ScanApp service.

12 weeks

to deliver a working AI proof-of-concept

3 AI use cases

Tested on real Border Force X-ray data

RESULTS

- Demonstrated AI vision models highlighting suspicious areas and threat probabilities in freight X-ray images
- Tested AI tools with frontline officers for the first time in an operational setting
- Validated three high-value use cases: construction anomalies, high-risk cargo and high-density material detection
- Delivered an AI implementation roadmap aligned to Home Office and ACE governance

Central Government Organisation

Creating more efficient operations for a central government organisation

CASE STUDY



THE CHALLENGE

A major central government organisation relied on paper-based processes and ageing IT systems to run critical operational activity.

Frontline staff were required to re-enter the same information multiple times across different systems, slowing response times and increasing the risk of error.

Leadership also lacked consistent, reliable data to support operational oversight and decision-making.

Working on the frontline is a very high-pressure environment – a new process mustn't slow us down.

Frontline officer (research insight)



OUR APPROACH

We worked in partnership with frontline staff, delivery teams and senior stakeholders to co-design a secure, mobile-first platform that captured data at source and shared it across systems in real time.

Using an agile, user-centred approach, we combined service design, engineering, process automation and product strategy to simplify workflows, improve data quality and support long-term adoption across the organisation.

What this enabled next

A scalable, secure and open platform foundation that continues to support new capabilities, integrations and operational improvements across the organisation.

60–78%

time savings achieved across key operational processes

Multi-year

delivery partnership supporting continuous improvement

RESULTS

- Paper-based processes replaced with secure mobile data capture
- Reduced duplication through single data entry feeding multiple systems
- Improved data quality via standardised categories and validation rules
- Increased stakeholder confidence, securing further funding and programme expansion
- Reduced training and support demand through consistent design and clear guidance

Department for Business, Energy & Industrial Strategy, now DSIT

A modernised records management platform for a new government department

CASE STUDY



THE CHALLENGE

BEIS was formed by merging two government departments, inheriting fragmented, outdated records systems with unclear ownership and limited searchability.

As a Public Records Act body, BEIS also needed to manage retention, review and release of records securely and at scale.

The existing platform could not support modern collaboration or compliance needs.

The new platform gives BEIS a clear system of ownership, improved searchability and a secure foundation for collaboration across the department.

BEIS programme outcome



OUR APPROACH

We designed and built a new cloud-based electronic document and records management (EDRM) platform, working closely with BEIS to modernise information governance while enabling flexible, secure access.

Alongside platform delivery, we planned and executed a large-scale data migration to consolidate records from across multiple organisations without disrupting day-to-day operations.

What this enabled next

This enabled DSIT to inherit a scalable, compliant information management foundation, supporting future policy delivery, cross-government collaboration and long-term records governance.

14 million items

into a single cloud-based source of truth

4.6TB of data

moved from siloed core departments and agencies

RESULTS

- A single, cloud-based EDRM platform supporting secure collaboration
- Clear ownership and retention rules managed by departmental records officers
- Improved search, access and document lifecycle management
- Better handling of FOI and subject access requests
- Flexible, mobile-enabled working for staff across BEIS and partner bodies

Department for Education (DfE)

Transforming a critical funding process into a digital service

CASE STUDY



THE CHALLENGE

The Department for Education needed to modernise a critical service used to manage schools funding across England and Wales.

The existing process was manual, spreadsheet-based and prone to errors, delays and inconsistent formats.

This made it difficult to understand budgets, track funding accurately and manage reporting at scale.

Our work has achieved customer satisfaction scores of 80%+ in official government supplier performance monitoring, and we've helped the Department reduce manual processing time by 400 hours.



OUR APPROACH

Zaizi designed and delivered a secure, cloud-based digital portal using open source and open standards.

We replaced fragmented manual processes with a single, standardised online service accessible to all users.

The solution was designed to improve governance, accuracy and transparency without increasing operational burden.

What this enabled next

DfE established a foothold in cloud-based delivery and created the foundations to better use data to improve workflows and decision-making across the department.

6 MONTHS

Delivery against an 18-month target

35,000 USERS

Supported, including 152 authorities and 4000+ schools

RESULTS

- Manual, error-prone processes replaced with a single digital service
- Standardised reporting across authorities and schools
- Improved governance, accurate accounting and full audited treasury reporting
- No increase in staff headcount required
- A strong foundation established for future cloud and data-led transformation

Pegasus

Enhancing care quality through data-driven insight and responsible AI

CASE STUDY



THE CHALLENGE

Pegasus captures large volumes of care data every day through its Bloom platform, but managers struggled with fragmented information, inconsistent data quality and time-consuming manual reporting.

Pegasus also wanted to explore how AI could safely support future forecasting, insight and care planning without compromising trust or ethics.



OUR APPROACH

Zaizi ran a focused discovery bringing together AI readiness, user research, data analysis and technical architecture expertise.

We worked directly with care home managers, analysed anonymised Bloom datasets and designed high-fidelity prototypes to show how improved data foundations and AI-enabled insight could work in practice.

A huge thank you to the Zaizi team for the depth and quality of the discovery work. Your genuine passion for the healthcare sector and understanding that goes beyond pure tech made a real difference.

Mark Busra, CEO, Pegasus

What this enabled next

A clear, trusted pathway for Pegasus to strengthen its data foundations and introduce responsible AI to reduce admin burden, improve insight and support higher-quality care.

Multiple care home

contributing daily operational care data

End-to-end AI

assessment covering data, governance and capability

RESULTS

- Clear recommendations to improve data validation, structure and consistency across Bloom
- Demonstrated how existing data could be transformed into actionable dashboards and alerts
- Early proof-of-concept modelling showing feasibility of automated reporting and predictive insight
- Defined a practical, ethical roadmap for introducing AI into care analytics and planning

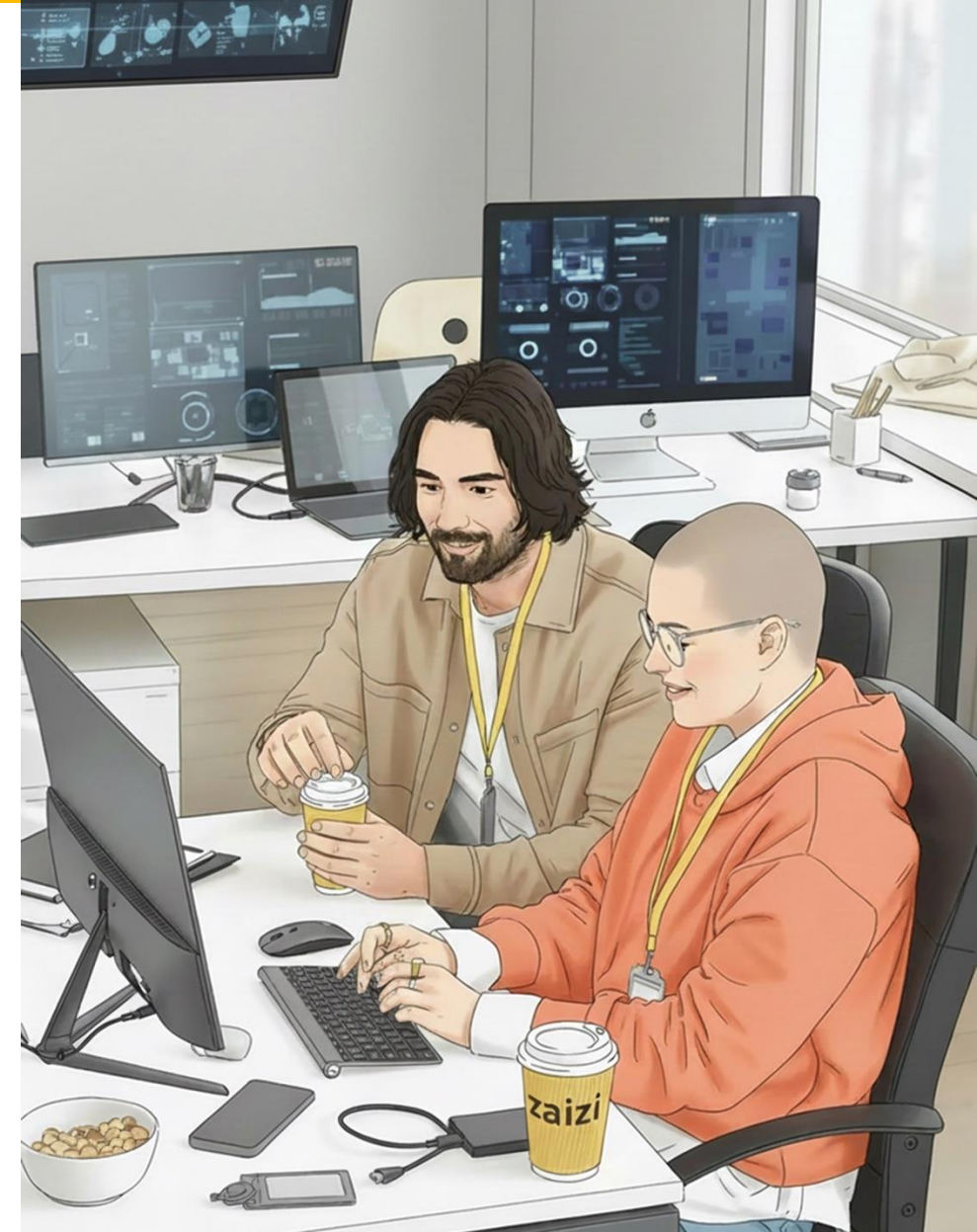
What technology we use

Zaizi uses trusted, open-standards, cloud-first technologies that comply with government service standards, security requirements, and accessibility guidelines. Wherever possible, we use open-source tools to avoid vendor lock-in. Our teams work across AWS, Azure and GCP, with experience in secure environments and on-premise deployments.

Depending on the service, we may use:

- Open-source frameworks, coding languages, and design systems
- Government digital service standard (GDS), GOV.UK Prototype Kit, WCAG-aligned tools
- Automation, workflow and case-management platforms
- Cloud-native services and containerisation technologies
- Data pipelines, analytics platforms, and responsible AI tooling
- DevSecOps, CI/CD tooling and monitoring platforms

Every technology choice is made collaboratively with the customer, ensuring long-term flexibility, value for money, and compliance with government policy.



Security



Security is embedded into every aspect of our work. Zaizi operates with a minimum of SC-cleared staff, with some holding DV clearance. We work across all classifications and have significant experience working in S and TS environments.

We follow:

- NCSC cloud security principles and cyber assessment framework (CAF) in all our customer delivery
- Government security classification principles
- NCSC, cyber-essentials plus, and zero-trust approaches
- NSCS, software security code of practice ambassadors
- DevSecOps pipelines with automated testing
- Secure coding practices and vulnerability management
- Access control using least-privilege and MFA
- Data protection aligned with GDPR
- Hold ISO27001, ISO9001 & ISO14001 certification.

We only use approved tools and processes for sensitive government work and adapt to department-specific security requirements.

Clear Intentions, Big Results

At Zaizi, our vision is bold but simple:

Beyond 2030, we want every person in the UK to feel the impact of better public services – simpler, safer and built to last.

We believe everyone deserves services that just work. Whether you're sending or receiving goods, travelling across borders, or relying on public services that keep you safe.

That's why we work with the people who keep this country running, helping them replace broken processes or systems, connect disconnected services, and build digital foundations that will stand the test of time.

We're not here to chase the latest trends or short-term gains. We're here to help the public sector make real, lasting change, and to leave it stronger than we found it.



Aligning Our Mission

“We exist to make the UK safer and stronger by building better public services — together.”

At Zaizi, our mission is simple:

To help make the UK a safer, stronger and better place to live, for everyone.

We do that by working side by side with public sector teams, fixing the processes and systems that aren't working, and building better ways of delivering vital services.

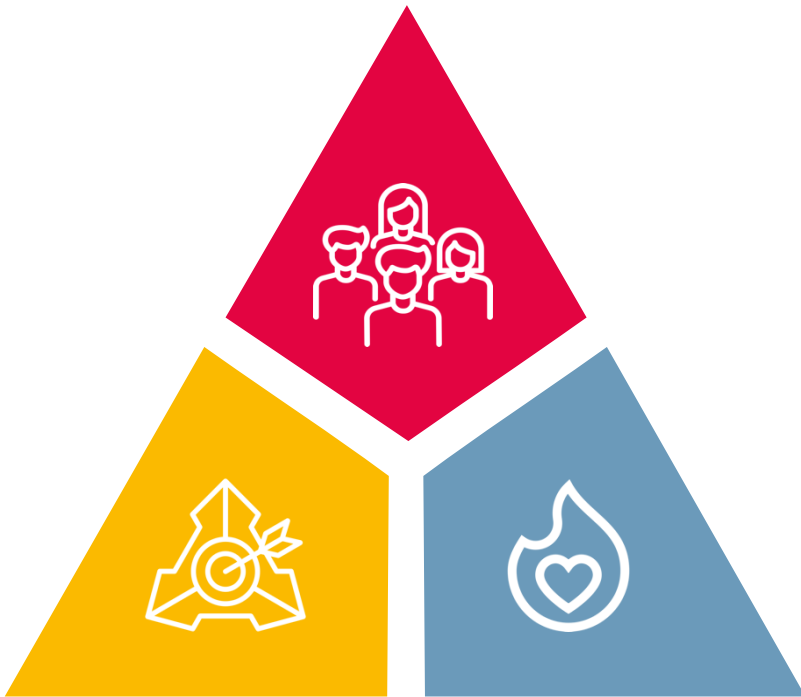
From safeguarding national security and protecting the public to supporting border services, we work behind the scenes to strengthen what matters most. Not just through technology, but through understanding, partnership and capability that lasts.

We're here to support the people who serve the public, so they can do their jobs with more confidence, more clarity, and more impact.



VALUES

Our Ethos



People

Inclusive and principled. Caring and respectful, fun and friendly. We put people at the heart of everything we do — our teams, our clients and the people who use the services we help to build.

"We put people first."

Purpose

We serve and support, realise potential, make a difference. We work in partnership with the public sector to solve real problems and deliver change that makes a difference to people's lives.

"We are proud to deliver Impactful outcomes."

Passion

We enthuse and inspire, love what we do, always want better. We care about doing great work, never settle for average, and aim to leave things better than we found them.

"We do exceptional things."

If you'd like to find out more about how we can help your organisation, **get in touch...**

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