



AI Innovation & Solution Engineering

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

AI Innovation & Solution Engineering

An innovation-driven service that helps organisations identify, prioritise, and deliver AI use cases with measurable business impact. Leveraging proven methodologies, accelerators, and best practices in AI productionisation, MLOps, AIOps, LLMOps, and governance, we guide customers from opportunity discovery to deployment. Our approach fosters creative thinking, practical execution, and adoption of autonomous agents, ensuring each initiative aligns with strategic objectives, delivers quantifiable value, and sparks continuous innovation -keeping organisations ahead in a rapidly evolving digital landscape

Features

1. Structured use case identification aligned with business goals and KPIs
2. Prioritisation framework for high-impact, value-driven AI opportunities
3. AI solution engineering with rapid prototyping and validation
4. KPI-based measurement and transparent reporting of outcomes
5. Responsible AI governance embedded throughout delivery lifecycle
6. Data & AI platform assessment for scalable, AI-ready architecture
7. Modular engagement model tailored to customer maturity and needs
8. Human-AI partnership design for optimised workflows
9. Comprehensive training and enablement for customer teams
10. Continuous optimisation based on feedback and performance metrics

Benefits

1. AI investments directly linked to measurable business outcomes and ROI
2. Identification and delivery of AI use cases using our accelerators
3. Enhanced decision-making through data-driven insights and automation
4. Improved operational efficiency and reduced costs
5. Increased compliance and trust via responsible AI practices
6. Scalable solutions adaptable to evolving business needs
7. Empowered teams with upskilled AI and data expertise
8. Transparent value realisation through KPI tracking and reporting
9. Reduced risk with proven frameworks and governance
10. Continuous improvement and sustained competitive advantage

AI Innovation & Solution Engineering

AI Innovation & Solution Engineering is a value-driven service designed to unlock measurable business outcomes through AI-powered innovation. Our approach is built on the principle that true value from AI comes not just from technology, but from identifying the right use cases, designing human-centric solutions, and ensuring seamless deployment into real business workflows.

To deliver outcomes at speed and scale, we apply the **Kainos AI Agile Delivery Method (KAAD)**, combining agile principles with AI-assisted engineering. This approach uses an **agent collaboration model** spanning analysis, design, architecture, product ownership, development, and quality assurance to streamline delivery. Each stage is supported by AI-driven accelerators for faster decision-making, automated workflows, and continuous quality checks. Together with our **data platform blueprints, AI landing zones, AI Solution blueprints** and **AI-augmented workshops**, this method ensures rapid identification of high-value use cases and accelerated solution development in a repeatable, proven way.

High-Impact AI Use Case identification

AI Innovation at the Core is central to how we partner with organisations to foster a culture of innovation, using structured frameworks & workshops to surface, assess, and prioritise AI opportunities that align with strategic objectives. To ensure every initiative is both innovative and grounded in business value, we follow a structured, multi-step process with clear KPIs and success metrics defined from the outset.

- **AI Launchpad Workshop**
Collaborative sessions to explore opportunities, align stakeholders, and define objectives. Example use cases include agentic workflows, AI-driven optimisation, and intelligent orchestration
- **'As-Is' Process Analysis**
Deep dive into current workflows to identify inefficiencies and automation potential.
- **Business KPI Analysis**
Mapping AI opportunities to measurable business outcomes and strategic priorities.
- **Agent Capability Mapping**
Assessing where AI agents can augment or transform existing processes.
- **Risk & Harms Assessment**
Evaluating potential risks, unintended consequences, and mitigation strategies.
- **Ethical Framework Assessment**
Ensuring compliance with ethical standards and responsible AI principles.

Human-AI Centred Design

Our methodology places people at the heart of AI adoption. We co-create solutions with stakeholders, ensuring AI augments human capabilities and optimises workflows rather than simply automating tasks. Through workshops, journey mapping, and iterative prototyping, we design intuitive, trusted solutions that drive adoption and deliver measurable business outcomes. Whether you need help identifying high-value use cases or applying Human-AI centred design to a selected initiative, we provide the expertise to turn ideas into outcomes with clear, quantifiable value.

AI Innovation & Solution Engineering

How we deliver it

Our delivery is structured into four key phases, each focused on driving measurable value:

1. Discovery & Use Case Identification

- Collaborative workshops and interviews to understand business challenges, strategic goals, and operational realities.
- Systematic identification and prioritisation of high-impact AI use cases using a proven value assessment framework.
- Definition of clear business outcomes and KPIs for each opportunity.

2. Design

- Human-centred design sessions to map user journeys and optimise AI integration into existing workflows.
- Rapid prototyping and validation with end-users to ensure solutions are practical, ethical, and aligned with business needs.
- Responsible AI governance embedded from the start, addressing security, compliance, and ethical considerations.

3. Develop

- Agile, iterative development of AI solutions, leveraging reusable blueprints and accelerators for speed and reliability.
- Continuous stakeholder engagement and feedback loops to refine solutions and maximise value.
- Data platform assessment and enhancement to ensure scalability, security, and AI readiness.

4. Deploy

- Seamless deployment of AI solutions into live business environments, with robust change management and user enablement.
- Automated performance monitoring and transparent reporting against defined KPIs.
- Ongoing optimisation and support to ensure sustained value and continuous improvement.

Measurable Outcomes

Every engagement is anchored in delivering tangible business results. We track and report on KPIs such as efficiency gains, cost reductions, revenue growth, and user adoption rates. Our approach ensures that AI investments are justified by real, quantifiable outcomes, and that organisations are equipped to scale innovation sustainably.

Customer Enablement and Knowledge Transfer

We deliver comprehensive training and ongoing support to empower customer teams, equipping them with the skills and confidence needed to collaborate effectively with AI technologies. Our expertise in change management accelerates adoption, builds trust, and cultivates a culture where innovation can thrive.

Our proven track record demonstrates our ability to help clients develop and sustain their own capabilities, enabling them to deliver business-as-usual services efficiently and cost-effectively. We achieve this through a balanced blend of:

- **Formal training:** Structured learning programs tailored to specific roles and needs.
- **Social learning:** Collaborative knowledge sharing and peer-to-peer engagement.
- **Experiential learning:** Hands-on experience and real-world application to reinforce skills.

This holistic approach ensures that teams are not only prepared for today's challenges but are also equipped to drive continuous improvement and innovation in the future.

AI Innovation & Solution Engineering

Why Choose This Service?

- AI innovation embedded at every stage, from ideation to deployment.
- Human-AI centred design ensures solutions are adopted and deliver value.
- Use case identification and prioritisation maximises ROI and business impact.
- KPI-driven delivery with transparent, measurable outcomes.
- Ongoing optimisation and support for sustained competitive advantage through AI Productionisation and AgentOps service

Where AI Innovation can add value in Public Services

Example problem spaces where AI Innovation can drive impact often involve complexity, scale, and the need for adaptive decision-making, making them ideal for leveraging AI to deliver transformative solutions and optimise outcomes:

1. Complex Case Handling and Information Overload

- Problems: Large volumes of cases or documents that require prioritisation, routing, and interpretation.
- Why AI helps: Automates triage, extracts insights from unstructured data, and supports faster, more consistent decisions.

2. Predictive Policy and Scenario Modelling

- Problems: Understanding the potential impact of policy changes, costs, and unintended consequences.
- Why AI helps: Simulates outcomes under different scenarios, enabling evidence-based decisions.

3. Citizen Interaction and Personalisation

- Problems: High demand for accessible, personalised services and guidance through complex processes.
- Why AI helps: Provides conversational interfaces and adaptive support, improving engagement and satisfaction.

4. Fraud, Risk, and Compliance Challenges

- Problems: Detecting anomalies in transactions or claims, managing systemic risks.
- Why AI helps: Identifies patterns and irregularities at scale, reducing fraud and error.

5. Governance, Assurance, and Responsible AI

- Problems: Ensuring fairness, transparency, and security in AI adoption.
- Why Agentic AI helps: Supports governance frameworks, bias detection, explainability, and compliance monitoring.



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

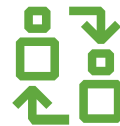
Central Europe

Gdansk
Helsinki
Paris
Wommelgem

What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



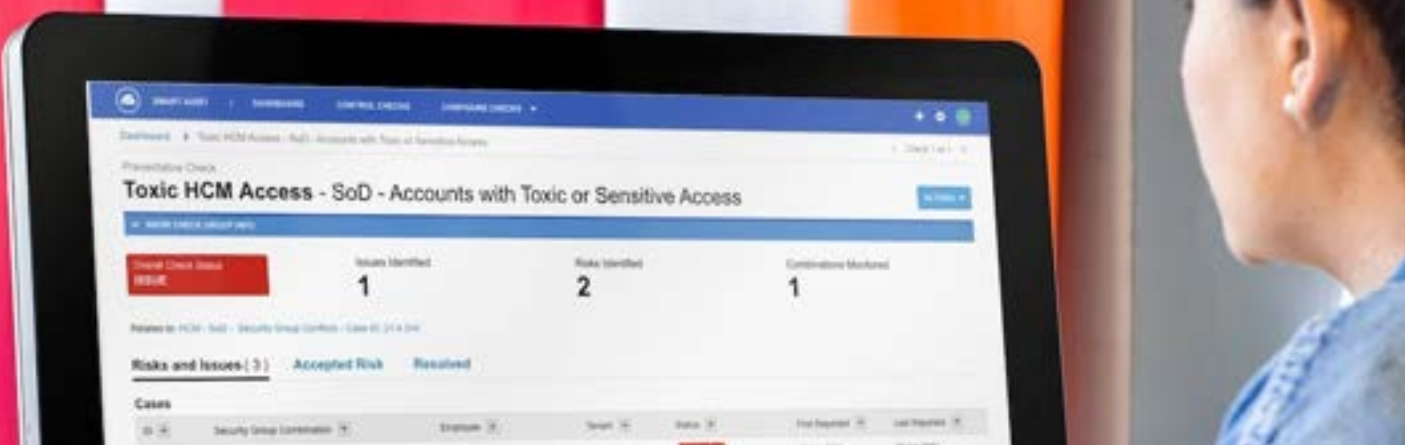
Key partners

Working closely with
Microsoft and AWS to
deliver results



Award-winning

90+ industry awards



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



Workday Services

Full range provider from pre-deployment consulting, implementation and support.



650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.



900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted
by services **built by Kainos**
for the UK Government



Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

Our Social Values and commitment to HM Government strategy



Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



The Code of Ethics

We are guided by our 6 ethical principles.



Wellbeing

We protect the wellbeing of our staff, customers and communities.



Equality

We improve access and inclusion and minimise bias.



Transparency

Our decisions are traceable and accountable.



Integrity

We hold ourselves and others to ethical standards.



Environment

We act responsibly towards the Earth and its resources.



Initiative

We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

Confidentiality and copyright

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Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.