



G-Cloud 15

AI Integration and Implementation

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Transforming Business Using AI and Cloud

The challenge of integrating AI solutions into 'business as usual' operations is becoming critical for organisations to draw out the touted benefits and value that many say the systems can provide. Despite the opportunities and building corporate knowledge, scaling AI within operational systems can still be a challenge. PwC has long been a leader in the field of Artificial Intelligence (AI), boasting a rich history of expertise and pioneering contributions that predate the surge in popularity of Large Language Models (LLMs). Our involvement in AI's evolution allows us to offer a robust suite of solutions, including proprietary software and comprehensive frameworks designed to manage the lifecycle of AI technologies from discovery to operationalisation. This proficiency in AI complements our strategic insight into cloud technology, which is increasingly becoming a fundamental foundation for public sector strategy to complement and enable AI technologies.

As Departments navigate the transition to Scaled AI across different cloud providers, our role has been pivotal in helping our clients leverage cloud strategies to achieve their AI objectives. Our services balance cost management and optimise cloud usage, fostering rapid adaptation to new operational methods. We provide opportunities to harness complex datasets, drive new use case opportunities through innovative cloud applications, and provide robust security and compliance features that are embedded in the infrastructure used.

PwC offers customised frameworks that draw on our extensive experience across the private and public sectors, enabling safe and effective exploitation of cloud technology for AI. Our approach includes a blend of Business, Customer Experience, and Technology (BXT) strategies, tailored to each client's unique needs. We support clients throughout the entire strategy and execution lifecycle, address specific business challenges during implementation, and provide trusted advisory services to manage risks and programme success.

Our service offering is designed to integrate advanced Artificial Intelligence (AI) technologies with existing cloud infrastructures and systems, enhancing operational efficiency, scalability, and innovation for public sector entities. With extensive experience working with both Central and Local Government clients, we are well-equipped to support the implementation of business objectives using AI enabled technology transformation programmes. Our solutions leverage the latest in AI and cloud advancements, ensuring that government departments can effectively meet their goals and adapt to rapidly evolving technological landscapes.

AI Integration and Implementation Services

This section describes in more detail the service features and benefits included within this service definition document.

G-Cloud AI Integration and Implementation

Our service offering is designed to integrate advanced Artificial Intelligence (AI) technologies with existing cloud infrastructures and systems, and to help scale AI solutions by designing effective architectures across cloud platforms. The services we offer helps organisations better understand the value scaled AI can provide for them.

AI Integration and Implementation Service Features	AI Integration and Implementation Service Benefits
• Build confidence in scaling emerging technologies • Development of operating models for scaled AI solutions • Integration of AI services into cloud infrastructures • Develop scalable delivery modules for AI solutions • Drive innovation using AI as the catalyst • Create scalable framework for future AI delivery • Tailored AI solutions scaled across given infrastructure • AI programme design and implementation planning • AI implementation strategies and technology delivery roadmaps • Customise scalable AI solutions for specific governmental needs.	• Track benefits from business cases through implementation to realisation of the value • Upskill workforce and transfers knowledge to boost organisational capability • Increases productivity and efficiency in manual tasks without needing additional staff • Formal framework to manage AI investment across cloud platforms • Accelerate development cycles and achieve faster return on investment • Augments services with AI for innovative problem-solving • Frameworks to continually assess the value of AI within your organisation.

Our Experience - How can we help?

Cloud computing significantly enhances AI services by providing the infrastructure, scalability, and efficiency necessary for developing, deploying, and managing AI applications. The evolution of technology and the emergence of new innovative and potentially disruptive technologies is accelerating. Organisations are working out how and when they should deploy new cloud services to make sure they can take advantage of AI and other emerging technology solutions.

We have developed several tested approaches to help our clients in both private and public sectors deploy and get scaled value from their AI solutions. Our goal is to help them make the best use of the cloud environments they are based on and ensure usage is monitored through life. We apply our expertise, methods and tools to objectively review the challenges organisations face, analyse these and provide insights based on our scaling AI frameworks, drawing in expertise as required through the different life cycles stages of deploying AI.

Our view on the service features within this service definition document are:

1. Scaling Artificial Intelligence

The challenge of integrating AI solutions into 'business as usual' operations is becoming critical for organisations to draw out the touted value of AI. Scaling artificial intelligence (AI) within an organisation goes far beyond simply adding more AI tools and technologies. It involves a strategic approach to deepen the integration of AI into core business processes, enhancing both their efficiency and effectiveness. This strategic integration ensures that AI isn't just an added layer but a fundamental component that transforms operations.

- **AI Proof of Value:** Definition and assessment of the business case behind your AI initiative to demonstrate return on investment, a coherent benefits case and support to build and measure your benefits realisation
- **Operationalising AI:** We provide a framework that addresses foundational areas such as data management, public perception, skills and training, and ensuring reliable end systems. We assist in building a compelling investment case, identifying effective delivery structures, and considering key factors for scaling AI across different themes. Our goal is to maximise the business value derived from AI integration
- **AI Transformation and Operating Model:** PwC will guide your organisation in harnessing Artificial Intelligence (AI) to revolutionise your operating model. We will identify principles and options for restructuring your organisation's strategies, processes, and workflows by integrating AI into key business areas. Our approach will also define the envisioned medium to long-term outcomes of your AI-enabled transformation, to align it with your strategic goals for sustained growth and

efficiency. PwC will support you throughout this transformative journey, helping you realise the full potential of AI to drive significant and lasting change.

2. Embedding AI efficiencies to existing Cloud infrastructures

Our AI Integration and Implementation Services are designed to help public sector organisations seamlessly integrate AI technologies with existing cloud infrastructures and systems. We understand the unique challenges faced by government entities when adopting AI and cloud technologies, and our services are tailored to address these challenges and provide successful integration and transformative impacts on public services.

Our service enhances existing cloud infrastructure with AI to improve efficiency, reduce costs, and enable smarter decision-making. We:

- start by assessing your cloud set-up to identify opportunities to integrate AI and understand what needs to be put in place to be ‘AI Ready’
- then create a customised integration strategy and delivery roadmap
- select and tailor AI tools to your specific needs, focusing on automating processes and enhancing data analytics to achieve seamless integration without operational disruptions.

Comprehensive training and ongoing support helps guarantee smooth adoption and optimisation.

3. Managing structured AI implementation across Cloud environments

Our AI Integration Strategy and Consulting services begin with a comprehensive evaluation of current cloud set-up to identify integration points and opportunities for AI enhancements, ensuring alignment with business and technology objectives.

We engage stakeholders in AI Readiness Workshops to align AI integration strategies with departmental goals, regulatory compliance, and the unique needs of public sector organisations. We also develop a strategic roadmap that outlines key initiatives, milestones, and expected timelines, considering the strategic importance of adopting and refining cloud services.

Key Features:

- Comprehensive evaluation of current cloud setups to identify integration points and opportunities for AI enhancements
- AI Readiness Workshops to align AI integration strategies with departmental goals, regulatory compliance, and the unique needs of public sector organisations

- Development of a strategic roadmap that outlines key initiatives, milestones, and expected timelines
- Design and training of AI models tailored to specific departmental needs
- Seamless integration of AI models with existing cloud platforms like AWS, Azure, Google Cloud, OpenAI
- Implementation of strict data governance practices to comply with regulations such as GDPR
- Integration of advanced security measures, including AI-driven threat detection and automated risk assessments
- Comprehensive training sessions for government employees on new AI tools and technologies
- Continuous support and maintenance services supporting AI systems to remain efficient and effective.

Why Choose Us

Our expertise and AI and cloud technology experience are backed by a proven track record in the public sector, understanding the complexities of enterprise and business transformation using cloud technology. We have a commitment to tailoring our solutions for our clients and understand that there is no one-size-fits-all answer. This comprehensive service offering is designed to address the specific challenges faced by government entities when adopting AI and cloud technologies, facilitating successful, responsible and safe integration and transformative impacts can be seen in front line public services.



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