

# **Artificial Intelligence (AI) Strategic Consulting Service**

G-Cloud 15 Service Description

## About Exception

At Exception, we are dedicated to transforming organisations through the power of digital technology and data. Our mission is to strike a transformation balance between innovation, transformation, and continuity, ensuring that organisations realise the benefits of cloud solutions and cutting-edge technology while seamlessly delivering business-as-usual.

## Our Expertise

**Digital Services:** From initial readiness assessments to full-scale implementation, our experience spans the complete digital journey. We provide a robust framework and accelerators to guide successful, right sized, and achievable transformations.

**Cloud Adoption:** Cloud technologies are pivotal in today's landscape. We guide organisations in adopting cloud solutions effectively, optimising costs, and enhancing agility.

**Artificial Intelligence (AI) Strategy:** We focus on enabling organisations to harness the potential of AI technology to improve operational efficiency, enhance service delivery, and achieve strategic goals.

**Adoption and Change Management:** We recognise that adoption and culture change are critical factors in successful transformation. Our expertise lies in facilitating smooth transitions, ensuring that organisations and individuals are equipped and supported to embrace new tools, processes, and ways of working.

**Architecture and Technical Design:** We architect solutions that are robust and scalable drawing on the latest technology and best practice. We are adept at working as part of blended teams or as a standalone service.

**Data, Analytics & Insights:** Data is the very foundation of transformation, creating insights, unlocking obstacles, and creating a common view. Our expertise from data foundations to data modelling and migration to analytics and insights provides a roadmap to harnessing data opportunities.

**Service Design & Business Analysis:** From working across the organisation to gather and translate requirements to developing use cases and designing services, our holistic approach is both inclusive and comprehensive.

**Programme & Agile Delivery:** We specialise in outcome-driven programme/project management and agile delivery, ranging from end-to-end enterprise programmes/projects to running efficient Scrum teams.

**Agile Software Development:** Our agile approach ensures rapid development cycles, iterative improvements, and responsiveness to changing requirements.



**Application Modernisation:** As part of our commitment to right-sized, cost-effective transformation we assist customers to modernise by moving to the Cloud but also to modernise legacy on premise applications.

## **Convenient Involvement – a better way to engage**

We respect and value our customer's time. We are committed to maximising the opportunities for engagement while minimising disruption. Using our Convenient Involvement model, stakeholders can be informed and contribute when it is convenient for them.

- **Recorded Meetings:** When appropriate, we record meetings, allowing stakeholders to revisit discussions and decisions.
- **Online Consultations:** Leveraging digital platforms, we engage in real-time consultations, ensuring efficient communication and collaboration.
- **Open and Collaborative Sessions:** Our sessions are inclusive and open, encouraging drop-ins from busy stakeholders. Every voice matters.



## Artificial Intelligence (AI) Strategic Consulting Service

Our AI Strategy and Implementation Consulting Service is specifically designed to assist public sector organisations in the strategic planning/AI readiness, strategy creation and effective execution of AI strategies. We focus on enabling these organisations to harness the potential of AI technology to improve operational efficiency, enhance service delivery, and achieve strategic goals.

This service provides expert guidance in crafting robust AI strategies, from initial concept through to successful implementation. Our team of specialists works closely with public sector clients to understand their unique challenges and opportunities, ensuring that the AI strategies we develop are not only realistic but also aligned with the specific needs and regulatory environment of the public sector.

### Service Features

Assistance in defining clear AI objectives and developing a comprehensive strategy that aligns with organisational goals and public mandates.

Structured processes to ensure stakeholder involvement and buy-in at all stages of AI strategy formulation and execution.

Ensuring AI solutions adhere to relevant regulations and ethical standards specific to the public sector.

Guidance on the deployment of AI technologies, including selection of suitable AI tools, vendor management, and technical integration.

Support in managing the organisational change required to integrate AI, focusing on culture, skills, and processes.

Tailored training programs to build AI literacy and technical skills across the organisation.

Commercial options – Fixed Price, Time and Materials

### Service Benefits

- Ensures that AI initiatives are in complete alignment with strategic objectives and public sector values.
- Empowers leaders with AI-driven insights for more accurate and timely decision making.
- Streamlines processes and enhances service delivery through intelligent automation and data management.



- Encourages innovative approaches to public service delivery, leveraging AI to meet the needs of the community.
- Builds a foundation for sustainable and ethical AI use that supports ongoing improvement and scalability.
- Identifies and addresses potential risks and challenges associated with AI adoption in the public sector.
- Convenient Engagement model ensures your convenience maximising input and minimising disruption.

## **Our Values**

Our ethos and values define our organisation and drive our teams as we share in our customers success.

### **Trust**

Our focus is to empower our customers to derive optimal value from our services & their technology investments. We always operate with integrity, sensitivity & respect. Our established culture of delivering successful outcomes places customer success at the core of our mission, and we remain committed to always doing what is right.

### **Collaboration**

We actively encourage curiosity and participation to maximise skills and knowledge transfer, self-sufficiency, and inclusion; helping drive collaboration through blended teams and outcome driven delivery. Our Convenient Involvement model facilitates collaboration and participation, maximising input, and minimising disruption.

### **Ethical**

Our size and ethos ensure that every customer is our priority, we are committed to their success. We are fiercely independent, and supplier agnostic we will always do the right thing.

### **Quality**

We are dedicated to delivering quality and driving value through every engagement with our customers, their success is important to us.

### **Innovation**



We believe in the power of creative thinking and new ideas to meet the ever-changing needs of our customers. Our industry expertise & thought leadership puts our knowledge & learning in the hands of our customers.

## **Social Value**

Exception is committed to delivering impactful social value at every opportunity, collaborating closely with our communities delivering targeted results and support. We fully embraces the goals of the Social Value Act and is dedicated to economic fairness, environmental responsibility, inclusivity, and stakeholder wellbeing. Our strategy is shaped around the five core Social Value themes, and our commitment to delivery and effectiveness transparency is upheld through independent assessments and verification. We pride ourselves on this significant ethical stance.

## **Economic Equality**

We procure 60% of our operational supplies from SME organisations. We will grow this to 70% by 2027. As an SME ourselves, we guarantee prompt payments, currently within a 14-day window. This significantly exceeds the UK Government's best payment practice of 30 to 60 days. We are signatories to the Prompt Payment Code, and our compliance is monitored by the Office of the Small Business Commissioner.

## **Climate Action**

Our strategy targets net-zero emissions, incorporating sustainable facilities, renewable energy, waste reduction, and supply chain enhancements. Progress is tracked bi-annually at Board of Directors' level, and independently assessed by EcoVadis every year. In the latest assessment cycle, EcoVadis awarded us a silver accreditation and placed us in the top 25% of companies.

## **Equal Opportunity**

We exceed standard equal opportunity practices. As a Disability Confident organisation, we offer proactive support, accessible facilities, and tailored accommodations. We value neurodiverse talent, encouraging disclosure for inclusive environments, and support ex-service members through our Armed Forces Covenant commitments. In all cases, we prioritise, and in some cases fast-track, our recruitment processes for individuals in these communities.



As an SME, we are not legally mandated to produce a modern slavery statement, however we adhere to best practice by producing a statement and robustly review it every year, ensuring complete compliance throughout our supply chain.

## Wellbeing

We prioritise stakeholder wellbeing with comprehensive benefits, including private healthcare, mental health support, critical illness aid, and family assistance.

## Our Customers

Our customer base spans both the public, private and third sectors. This allows us to add value to our engagements and enhance our knowledge sharing capability by bringing examples of cross sector best practice where appropriate.



## Contact Details

We encourage potential customers to contact us to discuss their specific needs and to explore how Exception can help you to achieve your objectives.

Please contact:

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0131 313 2960

