

AI Cost Recovery Engine

Service Definition

G-Cloud 15



Contents

1	Overview	1
2	Service Features	4
3	Service Benefits	5
4	Service Scope	6
5	Disclaimer	8

1 Overview

Provide a short word plain-English summary describing what the service is, who it is for, and the problem it solves. Avoid marketing language and use terminology that buyers are likely to recognise (i.e. not overly technical).

Advice from CCS is for this to cover:

- what the service is
- the levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans
- any onboarding and offboarding support you provide
- service constraints like maintenance windows or the level of customisation allowed
- service levels like performance, availability and support hours
- after sales support
- any technical requirements
- outage and maintenance management
- hosting options and locations
- access to data (upon exit)
- security
- any ancillary services

What is the Challenge

Due to resource constraints, procurement teams within the public sector have not prioritised investment in contract management to the extent necessary. For long-standing contracts involving significant expenditure and change, there is often insufficient capacity to manually verify that actual spend aligns with contractual terms or to ensure all commercial obligations are fulfilled. As a result, this may lead to billing discrepancies, unauthorised price increases, unrealised financial benefits, and potential declines in service quality.

What is the Service?

To help solve this challenge in the public sector, Capita have developed an AI-driven cost recovery service for public sector buyers, which systematically analyses invoices and management data to check compliance with contractual terms, identify payment discrepancies, and then recover monies owed. This innovative solution is backed by a team of procurement specialists who support clients in identifying discrepancies and securing reimbursement of any funds owed, maximising value recovery without additional system integration.

The Result

The AI tool and our procurement specialists facilitate the recovery of one-off amounts owed to the customer. Once outstanding funds have been identified, they will be confirmed with the customer prior to initiating negotiations with the supplier to recover the monies owed.

The sections below outline our approach to delivering the service:

Onboarding and offboarding support

We provide a structured onboarding process to ensure a smooth start. At the kick-off meeting, we outline the service approach, confirm scope, and address any queries. Customers receive clear guidance on data requirements, including invoice, management information, and contractual documentation, and we assist in preparing and submitting this data in the correct format.

To build understanding, we deliver at least one workshop, onsite or virtual, covering the service workflow, objectives, and expected outcomes. We also provide user documentation, including data templates and process guides, to support accurate and timely engagement.

Throughout onboarding, a dedicated Account Manager acts as a single point of contact, offering phone and email support during UK business hours (Monday–Friday, 9:00–17:00). Additional training sessions can be arranged upon request to ensure stakeholders are confident in the process.

This approach ensures customers have the knowledge, resources, and support needed to begin using the service effectively.

Outage and Maintenance Management

Our service will maintain 99.9% availability during core business hours, supported by resilient Azure infrastructure and proactive monitoring. The service is designed for high availability through redundant components, automated failover, and continuous health checks. Scheduled maintenance will be communicated in advance, and downtime will be minimised.

We will assign an Account Manager for each engagement, a single point of contact for any customer's queries. The Account Manager will oversee the project day-to-day and be responsible for all deliverables, as well as for any escalation.

Our Account Managers are available to support customers via phone or email Monday to Friday, 9 to 5 (UK time).

Hosting Location

The solution is hosted in secure UK-based cloud environments, supported by ISO 27001-certified data centres.

Access to Data (upon exit)

All data will be shared and can be requested via email, after which all relevant customer data and outputs will be sent securely to the provided address. Additionally, upon completion of the contract, all outputs generated from the analysis will be shared with the customer, ensuring full access to their information. This process upholds security best practices and data protection regulations.

Security

All data transfers are conducted in accordance with industry best practices for security and compliance, including encryption and adherence to relevant data protection regulations. Our processes are designed to safeguard sensitive customer information throughout the transfer and delivery stages.

Capita's information security framework is built on a robust set of policies and processes aligned with ISO 27001 and industry best practice. The Information and Cyber Security Policy underpins all activities, ensuring confidentiality, integrity, and availability of data. Supporting standards include IT Security, Cloud Security, and Data Management, which govern secure system configuration, data classification, and retention. The Acceptable Use Policy enforces responsible use of IT assets, while the Threat and Incident Management Standard defines detection, response, and recovery procedures for security events.

Customisation

Our service offers flexible configuration to meet customer and project-specific needs. Users can customise:

- The suppliers the AI tool will analyse

- The types of data; while there are no restrictions on data type, commonly submitted materials include invoice data, management information, and contractual documentation
- The period over which the analysis is carried out.

Customisation is carried out during deployment and can be adjusted later through configuration settings or by submitting a request to the customer's dedicated Account Manager. Types of requests include:

- Additional suppliers to be reviewed and analysed
- new data sets to be reviewed.

This approach ensures customers maintain control while benefiting from expert guidance for complex requirements.

System Requirements

There are no system requirements, buyers simply need to share the requested data with our team (e.g. invoice data, contract change notices).

Support Levels

As part of our standard support, we assign an Account Manager for each project, a subject matter expert acting as a single point of contact for any customer's queries. The Account Manager will oversee the project day-to-day and be responsible for all deliverables, as well as for any performance issues and escalations.

Our Account Managers are available to support customers via phone or email Monday to Friday, 9am–5pm (UK time).

We also provide category procurement specialists to carry out the recovery of the monies owed by customers. The provision of the Account Manager and the category procurement specialists are both included in the subscription cost.

Ancillary Services

As a procurement consultancy and delivery partner for our customers, we also deliver a wide range of other ancillary procurement and commercial services. Our procurement and commercial experts specialise in the delivery of end-to-end public sector compliant procurements, opportunity assessments, business case development, category management, procurement and commercial strategy development, contract management, procurement analytics, savings delivery and procurement transformation.

2 Service Features

List factual capabilities of the service using bullet points. Avoid benefits or sales claims. You can use the same list of 10 given in the Service Level Response Document.

Our key service features are listed below:

1. Use AI to compare invoices, MI and contractual obligations
2. Use AI to identify where customer have been overcharged
3. Use AI to identify contract compliance issues
4. Use AI to identify unfulfilled contractual obligations
5. Procurement experts facilitate recovery of monies owed by customers

3 Service Benefits

List the buyer-facing outcomes your service delivers. Each benefit should be supported by a corresponding feature. You can use the same list of 10 given in the Service Level Response Document.

Our key service benefits are listed below:

1. Deliver scalable, customisable solutions across all suppliers with configurable scope
2. Detect payment discrepancies quickly using automated invoice and contract comparison
3. Resolve contract compliance issues efficiently through embedded checks and reporting
4. Recover monies owed faster through prioritised workflows and rapid detection
5. Validate invoice accuracy against agreed pricing and contractual obligations consistently
6. Compare invoices, management information, and contracts using AI-driven cross-referencing
7. Enhance contract management capability through dashboards and compliance tracking tools
8. Enable easy deployment without integration; simple data upload process provided
9. Reduce commercial risk using pure gainshare model without upfront cost

4 Service Scope

Explain what is included in the service subscription: functionality, hosting, updates, support, licence model. Make sure this is aligned to the pricing document.

Our service is an AI-driven cost recovery service for public sector buyers. It analyses invoices and management data to check compliance with contractual terms, identify payment discrepancies, and then recover monies owed. Supported by procurement category specialists, the service helps organisations maximise value and ensure accurate, compliant payments without additional system integration.

Scoping Process

We provide a structured onboarding process to ensure a smooth start. At the kick-off meeting, we outline the service approach, confirm scope, and address any queries. Customers receive clear guidance on data requirements, including invoice, management information, and contractual documentation, and we assist in preparing and submitting this data in the correct format. To build understanding, we deliver at least one workshop, onsite or virtual; covering the service workflow, objectives, and expected outcomes. We also provide user documentation, including data templates and process guides, to support accurate and timely engagement.

Service Scope & Deliverables

Once the customer has shared the relevant data with our team, we will identify potential monies owed and then lead the recovery process. Customers do not directly access our service; instead, all interactions with the system are managed by our internal team.

Upon completion of the contract, all outputs are shared with the customer. During the engagement, we will provide a comprehensive report outlining our findings regarding payment discrepancies and offering recommendations for the recovery of funds. This report will require customer approval prior to Capita implementation. Following the successful recovery of monies as agreed with the customer, we will issue a final report specifying the amounts recovered and approach taken. All of the above is included in the price of the contract, and the customer will not incur any additional cost.

Further detail on what is included in our service description can be found below:

Functionality

The service identifies payment discrepancies, validates contractual compliance, and facilitates recovery of monies owed. Outputs include detailed reports with findings, recommendations, and final recovery summaries.

Hosting

The solution is hosted in secure UK-based cloud environments, supported by ISO 27001-certified data centres.

Updates

Continuous improvements and updates are applied during engagement without impacting service availability.

Support

As part of our standard support, we assign an Account Manager for each project, a subject matter expert acting as a single point of contact for any customer's queries. The Account Manager will oversee the project day-to-day and be responsible for all deliverables, as well as for any performance issues and escalations.

Our Account Managers are available to support customers via phone or email Monday to Friday, 9am–5pm (UK time).

We also provide category procurement specialists to carry out the recovery of the monies owed by customers. The provision of the Account Manager and the category procurement specialists are both included in the subscription cost.

Licence Model

The service operates under a pure gainshare model, with no upfront cost.

Technical Requirements

There are no system requirements; customers simply provide accurate data (e.g., invoices, management information, contractual documentation).

Business Continuity and Disaster Recovery

Daily backups, geo-redundant storage, and tested disaster recovery plans ensure resilience.

Onboarding and Offboarding

Onboarding includes a kick-off meeting and data transfer support. To build understanding, we deliver at least one workshop, onsite or virtual, covering the service workflow, objectives, and expected outcomes. We also provide user documentation, including data templates and process guides, to support accurate and timely engagement.

5 Disclaimer

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