

Capita AI Catalyst Stack

Service Definition

G-Cloud 15



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1 Overview

Capita's AI Catalyst Stack is a next-generation digital delivery and transformation service that embeds artificial intelligence into the core of how organisations operate. Drawing on Capita's proven track record in delivering complex, regulated digital programmes for itself and UK public sector clients, the Stack provides a modular, scalable foundation for safe, accelerated, and repeatable AI adoption. By embedding AI into service delivery, Capita helps organisations achieve:

- Faster change — shifting from bespoke builds to repeatable AI products, reducing delivery cycles by 60–70%.
- Lower cost-to-serve — through evidence-led automation and shared data insights.
- Smarter decisions — enabled by a governed semantic data layer that converts raw data into trusted intelligence.
- Empowered people — with employees augmented, not replaced, by AI tools that improve judgement, empathy, and service quality.

The AI Catalyst Stack brings together discovery, design, build, deployment, integration, and in-life optimisation into one coherent service framework. Its architecture leverages cutting-edge AI capabilities from Capita's major hyperscaler partners, enabling the safe deployment, scaling, and orchestration of AI across regulated environments.

Key architectural components include:

Process Observability (Discovery & Diagnostics)

- Forms the foundation of every engagement. Capita creates a living digital twin of business operations — mapping workflows, surfacing inefficiencies, identifying compliance risks, and pinpointing AI and automation opportunities. This evidence-led discovery phase ensures every initiative is grounded in real business need.

AI Build & Deployment Platforms

- A blended environment that supports both rapid low-code innovation and robust pro-code engineering for complex workloads. All development is underpinned by Capita's responsible-AI guardrails, ensuring security, transparency, and safe adoption at scale.

Orchestration & Integration Layer

- A secure multi-cloud fabric that connects legacy systems, modern SaaS platforms, and AI agents using event-driven APIs and emerging protocols such as MCP (Model Context Protocol) and A2A (Agent-to-Agent). This enables seamless interoperability and future-proof integration patterns.

Data Management & Intelligence

- A governed semantic layer providing unified MI/BI, real-time analytics, machine-learning pipelines, and enriched data products. This layer enables organisations to turn raw information into actionable, trusted intelligence.

An End-to-End Service for Measurable AI Transformation

- Capita's AI Catalyst Stack covers the entire lifecycle of AI-enabled transformation, including:
- Strategy & Opportunity Discovery (powered by process observability and data-led diagnostics)
- AI & automation design
- Build, testing, and deployment of AI agents, models, and applications
- Integration across multi-cloud and hybrid environments
- Workforce enablement & training, ensuring adoption and value realisation
- In-life support, optimisation, and ongoing evolution
- The result is a repeatable, secure, and measurable approach to AI-enabled transformation that accelerates delivery, reduces operational cost, and enhances service quality for customers and citizens.

2 Service Features

1. Modular AI architecture supporting discovery, design, build, and deployment.
2. Process observability creates digital twins for evidence-led optimisation.
3. Hybrid low-code and pro-code platforms for scalable AI development.
4. Event-driven orchestration connecting legacy, cloud, and AI agents.
5. Semantic data layer enabling unified analytics and trusted intelligence.
6. Agentic workflow enablement across operational and citizen-facing services.
7. Responsible-AI guardrails ensuring safe adoption in regulated environments.
8. Workforce enablement through tailored AI literacy and skills training.
9. Flexible delivery models supporting hybrid, remote, and onsite engagement.
10. Continuous optimisation with proactive monitoring, insight, and in-life support.

3 Service Benefits

The AI Catalyst Stack leverages Capita's operational expertise and hyperscaler partnerships to embed AI in mission-critical services, driving faster transformation, reducing costs, and improving outcomes for citizens and customers.

For decades, BPO has been powered by people; The AI Catalyst Stack transforms it into a human plus agent partnership model. AI agents can now coordinate end-to-end workflows, while human experts oversee quality, compliance, and empathy-driven interactions.

This "agentic BPO" model, pioneered within Capita's own operations as client zero, is already delivering AI-enabled value and measurable results in live operations:

- Accelerates AI adoption using proven, repeatable Capita transformation frameworks.
- Deploys skilled teams rapidly to meet immediate programme demands.
- Delivers agentic automation improving speed, quality, and operational efficiency.
- Builds client resilience through comprehensive AI and digital upskilling.
- Reduces organisational risk through governed, secure by design delivery.
- Enhances service outcomes using data driven insight and optimisation.
- Drives innovation and improvement through continuous analytics and learning.
- Integrates seamlessly with existing systems and complex technology estates.
- Aligns fully with public sector standards, assurance, and compliance needs.
- Provides flexible, highquality support from Capita's expert delivery teams.

As the UK government moves from "AI optional" to "AI expected," The AI Catalyst Stack provides the safe, auditable foundation required by public-sector standards. Its embedded policy packs, data-handling controls, and human-in-the-loop oversight enable Capita to deliver AI outcomes that are transparent, ethical, and compliant by design.

The AI Catalyst Stack aligns with the UK Government's recent announcement on AI Growth Labs, which will enable faster innovation and reduce bureaucracy safely.

4 Service Scope

Functionality

The service provides the foundational layers required to implement AI safely and at scale, including orchestration, integration, observability, data pipelines, governance, and agent-readiness. It includes platform configuration, accelerators, technical guardrails, and operational blueprints.

Hosting & Platform Model

The Stack is deployed into the customer's cloud environment and integrated with existing systems, SaaS platforms, and data sources in accordance with agreed architecture. Capita does not host production data unless separately contracted.

Updates & Roadmap

Capita continuously updates Stack components, guardrails, patterns, accelerators, and integration templates in line with evolving AI and cloud standards. Customer-specific implementations can be enhanced under ongoing support agreements.

Support

Support includes deployment assistance, onboarding, training, documentation, observability set-up, and optimisation. Extended support for continuous improvement, expansion, and agent enablement is available.

Licensing Model

The Catalyst Stack is delivered as a professional service. Any underlying cloud, integration, or data-platform licensing remains the responsibility of the customer.

Standard Requirements Statement

All architecture choices, integration points, data flows, use cases, and governance controls are defined collaboratively with the customer through structured exploration and detailed requirements elicitation.

5 Disclaimer

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