

Artificial Intelligence in the Public Sector

G-Cloud 15 - Service Definition





Navigating the Cloud to deliver modern digital public services

The UK is experiencing an exceptionally disruptive period, facing challenges and opportunities of unprecedented scale and complexity. Digital transformation has never been more essential to help the public sector simultaneously rise to meet new challenges whilst improving the quality and efficiency of business-as-usual citizen services.

Digital technology can help governments to:

- Understand citizens better and engage with them more effectively, in line with their evolving expectations of services
- Make better decisions more quickly
- Provide services more effectively and efficiently
- Improve the security, resilience and sustainability of government service delivery
- Find new solutions to policy challenges

Cloud computing and digital transformation go hand in hand. Cloud services are fundamental to digital transformation as they enable ubiquitous access securely, backed by infrastructure that can quickly scale to support changing business priorities and user needs or where needed to support intensive use case eg Artificial Intelligence.

Thoughtworks has global experience delivering cloud-based services and leading digital transformations across the public and private sectors. We bring thought leadership to help you get your strategy right, and we support you all the way through outcome delivery with cross-functional teams of Digital, Data and Technology experts that provide exceptional value for money.

End-to-end services for your digital transformation



Strategy, Advice and Assurance



Enterprise Modernization,
Platforms & Cloud



Customer Experience,
Product and Design



Data
and AI



Digital Applications Management
and operations (DAMO™)

Unify technology, policy and operational change to gain deeper user insight, increased speed to market, new citizen value, and increased efficiencies

Evolve your organisation and deliver digital transformation that increases your agility, resilience, and ability to compete

- Cloud Transformation Strategy & Roadmap
- Innovation in the Cloud
- Cloud Technical Assessment
- Building Responsible/Ethical Cloud Services

Modernise your operation, platforms, development and delivery practices to quickly seize opportunity from disruption

- Scaling & Optimising Cloud Platforms
- Identity Management
- Cloud Open Source Technology Evaluation
- Cloud Platform Cost Optimisation
- Cloud Security Management

Rapidly drive value through extraordinary customer experiences powered by integrated tech and design

- Cloud Implementation Management
- Cloud Service Design
- Discovery

Maximise the business value and enable better decisions with pragmatic data strategies, culture and technology ecosystems

- Artificial Intelligence in the Public Sector
- Cloud Data Mesh and ML Ops Services
- AI-Assisted Software Development

Progress toward making your digital products 'zero' maintenance by applying new ideas in SRE, product evolution and data

- Cloud Project Delivery
- Managed Cloud Services
- Cloud Test Strategy & Execution
- Cloud Infrastructure as Code
- Application Architecture for Cloud
- Cloud Software Supply Chain
- Cloud Migration

Frictionless operating model

Engineering culture/delivery mindset

Platform strategy

Experience design & capability

Intelligence driven-decision-making

Underpinned by Software Engineering Excellence & Agile Practices

Service definition, Features, Benefits and Experience

Artificial Intelligence in the Public Sector

We help you evaluate, plan and migrate the right Artificial Intelligence (AI) solution by:

- Managing risks and governance approach.
- Helping you navigate ethical concerns so you build transparency, trust and privacy to meet user needs.
- Help evaluate to pick the right model for you.
- Build, run and manage your implementation.

Features

- Building production quality models that go beyond proof of concept
- Aligns data, technology and capabilities to better meet user needs
- Discovery based approach to understand needs and existing landscape
- Our repeatable process understands risk, ethical and responsible technology needs
- Privacy and transparency first approach
- Identifies the optimal approach to deliver outcomes (LLM, ML etc).
- Leverages Product ownership to deliver continuous data governance and quality
- Outcome based Incremental delivery backed by data and insights
- Agnostic expertise across data cloud services, tools, languages and practices
- LLM Model evaluation and measurement

Artificial Intelligence in the Public Sector

Benefits

- Reduce your risk by quickly building responsible, ethical solutions quickly
- Empower users by building tools that meet user needs
- Identifies data and technology to deliver the right solution
- Identifies data quality issues that can reduce effectiveness of models
- Reduces upfront investment risk, with delivery through incremental value/benefits
- Work together with user research to
- Incrementally evolve human - AI interactions to optimise outcomes and needs
- RAG/Model evaluation and assessment
- Continuous Integration approach - automation and deployment reducing cost of change
- Goes beyond proof of concept with production models and data

Experience

Globally, Thoughtworks has delivered thousands of cloud engagements across all major cloud stacks. We have worked with UK public sector clients such as GDS, NHS, DWP, Cabinet Office, Home Office and DfT. Our corporate clients include Tesco, BP, and British Airways.

Who we are

Thoughtworks is a leading global technology consultancy that integrates strategy, design and software engineering to help our clients thrive.

For over 30 years, we've been at the forefront of digital innovation and have vast experience creating adaptable technology platforms, designing world-class digital products and harnessing the power of data and AI to unlock new sources of value.

Since helping GDS shape and deliver the Gov.UK digital transformation, we've worked extensively across the UK Public Sector to deliver some of the most critical and challenging initiatives in Government.

We're laser-focused on transforming your digital journey so you can make extraordinary impact today, tomorrow and beyond.



Experienced cloud partner across providers



Premier Partner

Public Sector
Partner Programme

*2024 Champions Club Award
Winner for UK Public Sector*



Premier Partner

Public Sector
Industry Programme

*2023 Global Diversity, Equity
and Inclusion Partner of the
Year*



Gold Partner

Government
Industry Programme

We look forward to working with you

Customer Care

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