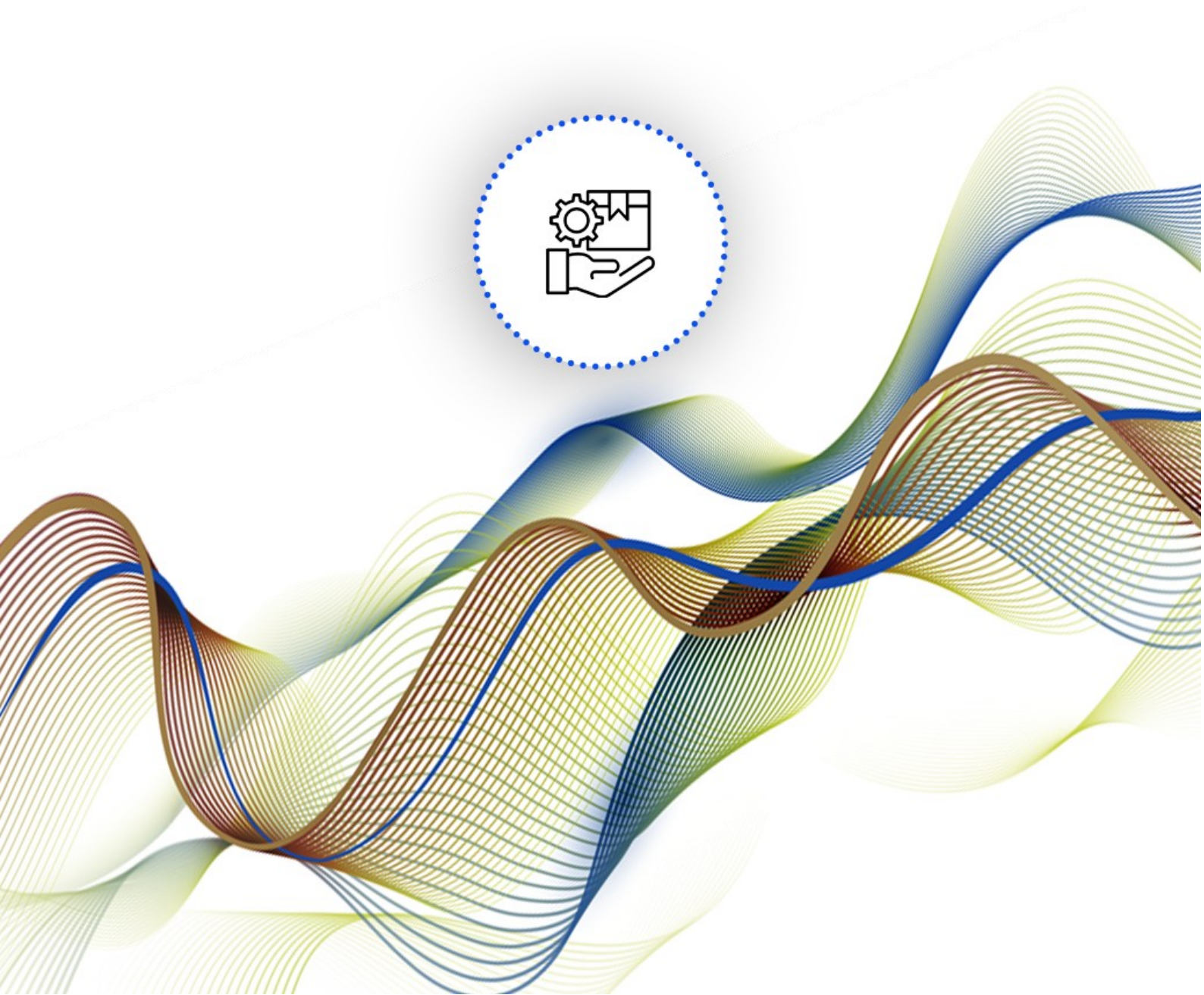


TCS AI Implementation and Delivery Services

G-Cloud 15: Lot 3
Service Definition



Service Description

TCS is pioneering transformation initiatives with an action-driven approach beyond experimentation. We help organisations revolutionise their data landscapes and infuse AI across customer value chains with solutions combining enterprise-grade AI platforms, model engineering, and human-centric design to rapidly deliver measurable impact with transparency.

Service Features

This service provides end-to-end support for the design, delivery, and operation of Artificial Intelligence (AI) solutions within enterprise environments. It is intended for organisations seeking to move from exploratory AI use cases to production-ready, scalable implementations aligned to business objectives.

The service supports customers across the full AI lifecycle, from early advisory and option evaluation through solution design, development, deployment, and ongoing operation. It focuses on establishing robust data and architectural foundations that enable AI solutions to be embedded into existing business processes and value chains.

The service covers the implementation of AI solutions across multiple categories, including:

- Custom AI solutions tailored to specific business problems or edge-case scenarios
- Agentic AI solutions tuned to defined domains and tasks
- Cloud-native AI implementations designed to scale using hyperscaler platforms
- AI-led modernisation initiatives that support reduction of technical debt and acceleration of transformation
- On-Premises AI implementations leveraging data centre infrastructure.

Advisory & Evangelisation

The service is designed to support human-centric AI adoption. It recognises that enterprise workflows were not originally designed for intelligent systems and it therefore focuses on re-architecting processes to enable effective collaboration between people and AI-based systems. This is primarily done by the establishment of an AI office along with customer stakeholders to drive the adoption of AI solutions with clearly defined KPIs.

AI Foundation

As part of the service, customers are supported in evaluating AI technologies and components relevant to their needs. This includes models, data stores (such as relational, document, knowledge, and vector databases), infrastructure for inference, platforms for

model training and fine-tuning, and orchestration platforms required to integrate AI components into a coherent solution.

Design & Architecture

The service includes design and architecture activities to establish an AI foundation aligned to enterprise standards. This typically involves the creation of secure landing zones, reference architectures, shared infrastructure, data pipelines, prompt and content engineering assets, and reusable service components. These elements are used to create a consistent and repeatable delivery framework for AI solutions.

Development & Testing

Development and testing are delivered through an AI factory model aligned to the customer's AI Office or Centre of Excellence. This model supports the structured intake of ideas and use cases, accelerated development using standardised accelerators, and testing across multiple stages including unit, integration, performance, and user acceptance testing prior to release into production environments. Deployment is supported through the establishment of automated delivery pipelines aligned to the organisation's platform engineering and operational standards. This enables controlled and repeatable promotions across environments.

TCS will leverage various accelerators to infuse AI to enable customers to rapidly build and deploy solutions. This includes a vast library of pre-built agents and capabilities to build custom agents across hyperscalers and on-premises ecosystems.

AI Operations

TCS believes in automating operations with AI infusion of symbiotic and human agents across the incident management, resolution and reporting. Ongoing operation of AI solutions is supported through LLMOps and MLOps capabilities. This includes operational observability covering model performance, ethical and technical behaviour, latency, drift, and cost consumption. Monitoring and alerting mechanisms support early identification of issues and enable remediation activities such as retraining or data updates.

Service Benefits

1. Accelerated development and deployment of AI solutions leveraging TCS platforms and toolsets.
 - a. TCS Application Reliability Framework library of agents to deploy across different stages of business and IT processes.

TCS has built over 300+ agents for the IT services scenario, from ideation to the operationalisation of the services. These agents can be readily deployed with minimal configurations to the customer environment to accelerate the delivery of AI solutions. This approach helps customer achieve faster time to market with significant reduction in development efforts.

- b. Platforms and toolsets enabling rapid experimentation, development and operations of AI solutions.

In scenarios where the pre-built agents do not fit the customer environments, TCS platforms enable development of custom agents with low code / no code capabilities. This helps visual building of complex solutions to address customer needs across IT Services.

In cases of business solution, TCS platforms have prebuilt solution templates for various domains and archetypes. This accelerates rapid building and prototyping across various providers and services, while enhancing the developer experience, enabling productivity gains, and uplifting customer experience.

- c. Frameworks and solution constructs to ensure solutions are ethical and free from bias.

TCS has frameworks that ensure the adoption of AI solutions with a safety net. This ensures responsible AI practices are built in while delivering solutions, thereby avoiding bias in the data elements chosen and ensuring that any decisions made by AI are explainable and traceable. This also ensures any compliance requirements like GDPR, or industry requirements are met.

2. Intelligent Choice Architectures to enable enterprises evolve towards enterprise-wide orchestration of reimagined workflows and processes, context aware decisions.

- a. Intelligent Choice Architectures combine generative AI and predictive AI capabilities to actively create, refine, and present options to human decision-makers, rather than just providing data or automating tasks. They enable better decision environments and improved quality of decisions while reducing the cognitive load and increasing productivity.

Why TCS

The widespread adoption of technology by businesses has led people to expect similar experiences from the public sector. Governments across the world are harnessing digital innovation to respond to people's needs and empower them.

The vision is clear and compelling: a forward-thinking government that embraces innovation and is always a step ahead, ready to meet the future.

We ensure that technology and strategy work together to help governments meet people's needs, embrace innovation, and address complex issues – from climate change and public health to education and national security.

Our approach is to work in partnership with our customers, co-developing solutions to assist in digital transformation and re-imagination. TCS helps organisations handle the competing pressures that the shift to digital can bring; providing the skills and scale needed to react quickly to short-term concerns, while always ensuring that the focus remains on what is right for the client in the long-term.

The TCS Advantage:

- **Modernisation Expertise** - TCS works closely with several Public Sector agencies across the globe to help leverage digitisation to modernise services
- **Public Sector experience** - Extensive experience in solutions for governments, local agencies, municipal corporations, public-sector entities, and security establishments
- **Dedicated Centres of Excellence (CoE)** - Mature assets and accelerators
- **Leveraging strategic partnerships with product vendors** – Strategic alliances with industry leading and niche partners. We leverage the TCS Co-Innovation Network (COIN™) that brings start-ups, academia, customers, and research institutions together to create effective, innovative solutions to business problems.
- **Large pool of skilled resources** – The right blend of management, industry, and technology expertise.

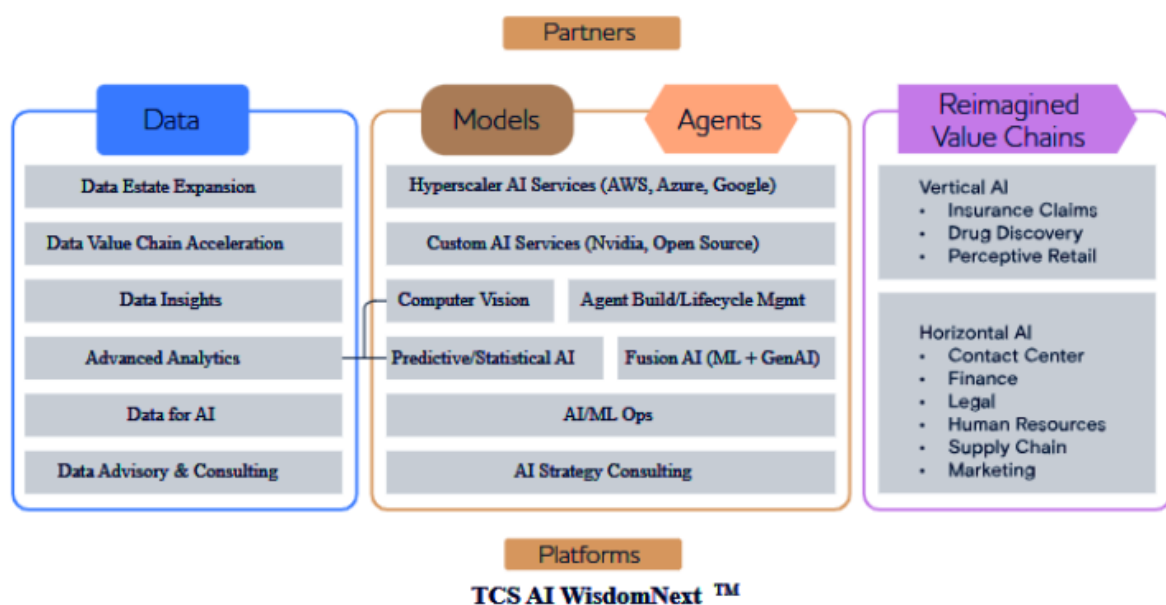
TCS AI services advantage

Our strategy is to move away from the foundational enterprise software paradigm of databases, algorithms and applications serving industry value chains powered by human employees, and switch to a paradigm of Data, Models and Agents used to serving reimagined value chains where humans are in the loop.

These AI-first platforms transform industries, empower businesses, and solve real-world challenges. Whether you're optimising a supply chain or building smarter customer experience, our approach moves AI from the lab to the field.

Our key enablers in this space are as follows:

- **TCS London PacePort™** – As a co-innovation hub, our London Pace Port will give businesses in the UK the right tools and expertise to create a refined digital and AI strategy and support the UK government's vision of being a front-runner in the AI race while accelerating innovation-led growth in the region.
- **TCS COIN™** - Our co-innovation network brings together experts from start-ups, research, academics, and the established corporate world to work on collaborative innovations for TCS' Fortune 1,000 customers.
- **TCS Strategic Partnerships** – TCS' premium partnership & strategic programmes with major hyperscalers and product vendors make available the latest offerings and services for customers to experiment even before they are rolled out to the market, with exclusive support.



- **TCS Research and Innovation** - Today's AI models can be made purposeful by infusing human ingenuity and contextual knowledge. Our inventions systematically integrate predictive intelligence, contextualised decision-making, and humanised semantic interactions in enterprise AI applications.

Pricing

Please refer to the TCS Pricing Document for this service.

Terms and Conditions

Please refer to the TCS Terms and Conditions for this service.

About Tata Consultancy Services

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce spread across 55 countries and 202 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of over US \$30 billion in the fiscal year ended March 31, 2025.

Visit www.tcs.com

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