



GCloud 15

Driving Secure Digital Transformation

Azure AI & Cognitive Services Enablement and Support

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Summary

Provides specialist design, implementation, integration, and ongoing support for Azure AI and Cognitive Services, enabling UK public sector organisations to adopt artificial intelligence capabilities safely, securely, and effectively within their existing cloud environments.

Features

- Discovery and advisory support for identifying appropriate AI use cases
- Design and configuration of Azure AI and Cognitive Services
- Integration of AI capabilities into existing applications and workflows
- Support for natural language processing and text analytics solutions
- Configuration of speech recognition and translation services
- Advisory support for computer vision and image analysis use cases
- Knowledge mining and information extraction solution support
- Chatbot and conversational AI design and implementation support
- Security, privacy, and assurance guidance for AI-enabled services
- Ongoing optimisation, monitoring, and operational support

Benefits

- Enables safe and responsible adoption of public sector AI
- Accelerates delivery of AI-enabled digital services
- Improves operational efficiency through intelligent automation
- Enhances user experience and accessibility through speech and language services
- Supports evidence-based decision-making using AI insights
- Reduces delivery risk through experienced specialist support
- Ensures alignment with public sector governance and assurance requirements

Service Description

Azure AI & Cognitive Services Enablement and Support is a professional cloud support service that helps public sector organisations plan, implement, and operate artificial intelligence solutions using Microsoft Azure AI and Cognitive Services.

The service supports buyers throughout the full lifecycle of AI adoption, from early discovery and use-case definition through to technical configuration, system integration, assurance, and ongoing optimisation. Services are delivered by experienced cloud and AI specialists, working collaboratively with client teams to ensure solutions are aligned to organisational objectives, regulatory requirements, and public sector best practice.

The service covers a broad range of Azure AI capabilities, including natural language processing, speech recognition, translation, computer vision, knowledge mining, and conversational AI. Support is provided for integrating these capabilities into existing digital services, applications, and business processes, ensuring AI solutions are practical, maintainable, and secure.

The service is designed to be flexible and scalable, allowing organisations to engage for short-term advisory support, discrete implementation activities, or longer-term managed support and optimisation. All work is delivered within the buyer's Azure tenancy, with the buyer retaining ownership and control of all data, configurations, and cloud resources.

Service Scope

This service includes:

- Professional advisory, delivery, and support services
- Configuration and integration of Azure AI services within the buyer's environment
- Knowledge transfer and documentation to support buyer capability

This service does not include:

- Provision of Azure licences or subscriptions
- Development of proprietary AI models outside Azure services
- Ownership or hosting of buyer data or systems

Onboarding and Setup

Onboarding begins with a discovery and planning phase to confirm objectives, scope, dependencies, and success criteria. A delivery plan is agreed with the buyer, including timelines, responsibilities, and engagement model. Services are delivered remotely by default, with on-site support available by agreement.

Ongoing Support

Ongoing support can be provided on a flexible basis, including:

- Advisory and technical support
- Incident and issue resolution related to configured services
- Performance optimisation and enhancement activities
- Periodic reviews and recommendations

Support hours, response times, and service levels are agreed as part of the call-off contract.

Exit Management

At contract end or on request, the supplier will support a structured exit, including:

- Handover of documentation and configurations
- Knowledge transfer to buyer teams or replacement suppliers
- Assistance to ensure continuity of service

No proprietary dependencies are introduced that would prevent exit.