

G-Cloud 15

Service Definition Document

Agentic Automation

January 2026



The better the question.
The better the answer.
The better the world works.



**Shape the future
with confidence**

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1. Service detail

1.1. Introduction to the Service

Agentic Automation is the next evolution of Intelligent Automation (IA), utilising additional tools such as AI & generative AI. This technology continues to permeate all walks of life, including public services. Automation can mean different things to different people. Automation can perform simple functions, such as delivering repetitive, rules-based processes and is also capable of performing more complex cognitive tasks, for example incorporating Artificial Intelligence (AI) to generate insight for professionals to understand the needs of citizens and communities and to make more informed decisions more quickly.

Leaders in the field of automation are now harnessing enhanced capabilities including Robotic Process Automation (RPA), analytics features and artificial intelligence (AI) to automate more complex business processes. Linking RPA with machine learning (ML) to process data from human speech (known as natural language processing or NLP) is just one example of how analytics-powered chatbots can interact with people in real time, replicate human conversation and make effective, human-like decisions. Leveraging generative AI's ability to understand context and generate human-like text further expands the scope and capabilities to enable the automation of processes that require understanding of natural language and complex decision making.

Agentic Automation is more than just the deployment of digital tools. It represents a new way of enabling strategic transformation, enabling organisations to meet their business objectives and the changing customer needs through the combination of skilled people and 'digital workers', focusing on holistic process improvement to capture the full benefits of emerging technologies. This truly enables Agentic workforce delivery through the integration of people, process and technology into new ways of working.

Agentic Automation collectively represents a range of technologies: process automation, mobile, analytics, cloud and artificial intelligence-driven automation and integrates them and with the human workforce to deliver value across the enterprise. A traditional IT programme might choose a vendor, buy the tools and cascade the rollout. Agentic Automation requires a different way of thinking as it supports a business strategy and is not just a technology roll-out. It can also be delivered at a significantly greater pace.

EY has trusted partner relationships with the leading Agentic Automation providers such as Microsoft, UiPath, Automation Anywhere, Blue Prism, Celonis and PEGA to name a few. We are the first triple Platinum Partner for Blue Prism and are a top-tier platinum UiPath Partner and the first Global UiPath Service Network (USN) Certified Partner for Professional Services and Process Mining. We are an AA Platinum Partner and global PEGA Alliance Partner.

EY is also a Microsoft Gold partner for Data Analytics and holds Microsoft Advanced Specialisations for Analytics and AI and Machine Learning on Microsoft Azure. EY has been named 2023 Global Advisory Services 'Partner of the Year' for the fourth year in a row and is a Microsoft Gold competency collaborator. Microsoft's Global Partner Development Director wrote: "EY is one of our highly capable partners and is a member of the 'Inner Circle', we recommend you consider EY for your project based on their combination of deep business and industry expertise and technical capability related to the Microsoft cloud platform."

EY is named the Leader in Forrester's evaluation: "The Forrester Wave™ Automation Fabric Services, Q4 2024". The Forrester recognition is both a testament to EY's data,

automation and AI capabilities, cross-teaming strengths, and abilities to operationalise its agentic workforce.

We provide services for Government, Government Departments and Local Public Sector Bodies spanning policy areas including education, healthcare, sustainability, HR and talent development, finance, law and order, supply chain, transport and mobility.

1.2. Service Description

EY's Agentic Automation (AA) services are structured under five key categories of support:

1. AA Programme Enablers

- ▶ Programme management and governance
 - Coordinate delivery and ensure global standards are followed
 - Track/report on programme metrics and benefit realisation
- ▶ People and change
 - Align and engage leadership, key stakeholders and end-users
 - Determine IA processes' impact on people
 - Implement a disciplined and sustainable change approach
 - Humans at Centre Approach to Transformation
- ▶ Risk and compliance
 - Identification and management of risk and compliance issues
 - Contribute to solution design and implementation by embedding risk SMRs across demand generation, automation and run phases

2. AIA Strategy & Planning

- ▶ Discover: Opportunity assessment and demand management
 - Identify and prioritise opportunities/processes and levers
 - Use Microtransformation approach to identify automation opportunities which will create measurable impact on key KPIs
 - Identify operating model changes required to realise benefits
 - Develop benefits target and business case
 - Finalise the development roadmap
- ▶ Optimise
 - Future state process considering automation potential
 - Review current state processes in detail, including related systems, exceptions, controls, etc.
 - Detailed design for automation components of future state design leveraging IA team
 - Plan future state optimisation, impacts on process and organisation with business sponsors

- Process redesign using lean principles including decisions of human in the loop.
- Provide ongoing support to ensure processes changes are realised

3. AA Technology Development

- ▶ Implement: Agentic Automation {Agents} (build, test and release)
 - AA Infrastructure design, stand-up and support
 - Hub and spoke - centralised development team to ensure consistent quality and standards
 - Build processes leveraging hub resources and process analysts at spoke/local sites
 - Undertake user acceptance testing (UAT) at sites
 - Work back with client teams for 'Go Live'
 - Run: Bot Monitoring and Support (hyper care, long term managed service support)
- ▶ Mobilise run operating model for implemented processes
 - Centre of Excellence design and implementation
 - AI Factory design, implementation and scaling
 - Industrialise processes and tools
 - Scale up team as per roadmap
 - Transition into BAU rhythm
 - AA process maintenance and continuous improvement

4. Managed Services

- Implement: Agentic Automation {Agents} (build, test and release)
- Set up the AA programme managed services team across hub and spoke sites
- Set up AA managed services programme management office

5. Operating Model Playbook

- Agree opportunity assessment principles, demand generation, ROI calculation and standardisation
- Agree design, build and test methodology to be leveraged consistently across the programme
- Agree long term BAU automation support principles including change management
- Design and establish technical architecture
- Design governance and risk management principles

Our approach is underpinned by our Analytics Operating Model that has been proven to deliver transformational outcomes and enable effective operations across Government.

► **Value led; Insight driven**

- Value-oriented prioritisation for developing analytics
- Iterative improvement to quickly reach proof-of-value
- Iterative development to build on existing findings
- Value driven automation selection and build

► **Assurance and quality**

- Quality and assurance roles and processes for the delivery of Agentic Automations
- Strategies to retain quality when producing analytics and insight under rapid response

► **Governance, auditability & ethics**

- Reproducible analytics and effective versioning of code and models
- Reproducible research best practice and documentation
- Auditable production of agents, processes, analytics and tools
- Ethical standards for models

► **Delivery standards**

- Standards applied to all aspects of delivery: from code to visualisation and branding
- Rigorous checks to ensure data suitability
- Best practices to ensure confidence in results and analytical tools
- Comprehensive testing to ensure performance aligned to expectations

1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. 'Ordering and Invoicing' and 'Termination' are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

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