



Managed AI Service Definition

G-Cloud 15

Work Smarter

Engage Personally

Stay Secure

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Who We Are

01

We're a global technology group
that help organisations

thrive through change



“Change will be the only constant
in the next decade”

Sir Demis Hassabis
CEO, Google DeepMind

Our Core Capabilities

Cloud & Data Transformation

Accelerating growth with strategic cloud migration, FinOps optimisation, and robust data architecture on Google Cloud and AWS.

- **Cloud Infrastructure:** Google Cloud and AWS Infrastructure & Engineering, Google Cloud Partner-Led Premium Support, and 24/7 Managed Services.
- **Strategic Migration:** Cloud Migration (Legacy apps, VMware, Data Warehouse) to Google Cloud (GCP, BigQuery, Gemini, Workspace).
- **Data & Optimisation:** Data Architecture and Infrastructure Design, Cloud FinOps & GreenOps (Cost Reduction/Sustainability), and BI Dashboard Development.

Digital & AI Engineering

Building the future through custom application development, intelligent AI agents, and exceptional user-centric design.

- **Custom AI & ML:** Custom Vertex AI Agent Development, Gemini Enterprise AI Agents, and Data Science/ML/AI for Healthcare.
- **Digital Product Design:** Service Design, User Experience (UX), Customer Portals, and Mobile/Web Application Design & Build.
- **Platform Development:** Frontend Engineering, Agentic Software, Knowledge Tools, and eCommerce/eLearning Platform Development.

Cyber Security & Resilience

Protecting your business with proactive managed services, expert strategy, and immediate incident response. We embed security across your entire digital footprint.

- **Managed Defense:** Managed Detection and Response (MDR/SOC) and Vulnerability Management as a Service (VMaaS).
- **Security Strategy:** Cyber Security Strategy and Transformation, Cyber Resilience, and Security in Supply Chain.
- **Trust & Compliance:** Data Protection Consultancy (One Trust, Inquiry Support), Cyber Security Frameworks, and Cyber Incident Response.

We deploy **frontier** technology to help our customers:

01

Work
Smarter

02

Engage
Personally

03

Stay
Secure

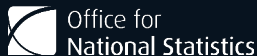
01

Work Smarter

We build the secure, modern, scalable infrastructure, apps and workflows that boost bottom lines.

Key Outcomes

- Increased profitability
- Scalability, reliability & Uptime
- Resilient, "secure by design" architecture
- Trusted, timely, self-serve insights & analytics
- Predictable, optimised cloud spend
- Collaborative, digital workspaces
- Carbon footprint reduction
- Reduced total cost of ownership



Enabling the UK's National Data Transformation via Google Cloud (Integrated Data Service)

Secure Data

UK

Government

National Data Transformation

Google Cloud

Challenge The ONS needed to build the Integrated Data Service (IDS) – a secure, national data platform on Google Cloud. The critical obstacle was the lack of predictable, SC-cleared technical capacity to build, maintain, and scale the complex, secure environment.

Solution We provided a dedicated, SC-cleared Google Cloud Managed Support Service (MSP) team. The solution delivered flexible Platform and Application Development engineering capacity, uniquely supporting the rapid, agile needs of the IDS Hub.

Outcome Our support ensured the IDS successfully moved through three Public Beta phases and achieved stable operation. The result is transformed analytical use of government data, enabling national policy-makers and decision-makers to make better, faster decisions affecting citizens' lives.

02

Engage Personally

We create delightful digital touch points that capture attention, convert sales, and keep customers coming back.

Key Outcomes

- Delightful, intuitive, frictionless digital experiences
- Improved customer experience & intelligence
- Conversion rate optimisation
- Revenue uplift
- Increased loyalty
- Pricing & discount optimisation
- Improved paid media performance

Google

Building immersive digital products and experiences for billions of global users.

Engage Personally

Global

Tech

Customer Platforms

Google Cloud

Challenge Google wanted to create a platform that would help people learn and adopt the digital skills they needed to find a job and grow in their career, or boost their own business.

Solution Since 2017 we've designed, built and maintained three platforms; the Digital Workshop platform, the AI for Business tool, and the Grow with Google marketing site.

Outcome The platforms host 153 courses in 53 markets and 31 languages. There are 11 million + users globally and 1 million + have seen a positive impact in the EU.



03

Stay Secure

We establish and maintain the systems that protect businesses from threats, fines, and downtime.

Key Outcomes

- Improved cyber resilience
- Proactive threat detection and response
- Threat noise reduction & prioritisation
- Data governance, trust and reportability
- Regulatory compliance

[dstl]

Secure by Design for Mission-Critical Defence Systems

Defence

Government

Assurance

Cyber Security

Secure by Design

Challenge Dstl (part of UK MOD) needed to deploy a new system onto Royal Navy warships. This highly sensitive project required expert support to implement a Secure by Design (SbD) approach, manage high operational risk, and adhere to deep MOD security policy knowledge (JSP 440/453) in a highly classified environment.

Solution A multi-disciplinary, security-cleared team was deployed for a two-phase engagement. This included detailed threat modelling, SbD policy alignment, and developing a technical roadmap. The solution focused on the rigorous implementation and testing of robustness controls, including encryption and OS hardening.

Outcome Dstl received a robustly secured system component and a compelling Security Assurance Report, providing clear evidence for accreditation support. This successful, risk-managed delivery enabled the client to securely proceed with deploying the critical naval capability.



Public Sector Focus

02

We provide the creative approaches and specialist knowledge needed to build a cyber resilient public sector and transform services from end-to-end

Core Public Sector Challenge	Qodea's Multi-Disciplinary Focus	Supporting Capabilities
Maximising Public Value and Efficiency	Delivering accessible and efficient services that secure citizen trust and deliver better value for public money.	Digital & Application Services (UX/CX, Web/App Development), Cloud & Infrastructure Engineering (Cost Reduction, Optimisation), Data, AI & Analytics (BI, Prediction Modeling).
Strategic Resilience and Compliance	Operating securely and compliantly amid global uncertainty and changing regulations. Aligning with the Government Cyber Security Strategy 2022-2030.	Cyber Security & Governance (DSPT, NCSC CAF, Supply Chain Assurance), Cloud & Infrastructure Engineering (Security, Support), Data, AI & Analytics (AI Security/Governance).
Data-Driven Policy and Service Design	Leveraging data, ML, and AI to improve citizen outcomes and policy effectiveness through innovation at scale.	Data, AI & Analytics (Custom AI, Data Science, Data Architecture), Digital & Application Services (Service Design, Knowledge Tools).

Service Definition

03

Managed AI: Definition

Delivering Value to the Public Sector

Public sector organisations are increasingly turning to Artificial Intelligence to enhance citizen services and improve operational efficiency. However, maintaining sophisticated AI environments requires specialised expertise and constant vigilance. Our Managed AI for Google Cloud provides the essential stability required for high-stakes public services. By offloading the complexities of Vertex AI management—including model retraining, inference monitoring, and automated deployments—departmental IT teams can focus on innovation rather than infrastructure maintenance. Our service ensures that AI-driven applications remain reliable, secure, and performant, all while adhering to rigorous SLA-backed response times. We help mitigate the risks associated with model decay and system downtime, ensuring that public sector digital transformations deliver consistent, long-term value to the taxpayer through robust, Google-native technical management.

Service Overview

Our Managed AI service is designed for organisations that require a high-performance, resilient AI environment on Google Cloud.

We provide a comprehensive support framework that goes beyond simple troubleshooting; we act as a collaborative extension of your technical team.

Our deep expertise in the Vertex AI ecosystem allows us to manage the end-to-end lifecycle of your machine learning workloads. From proactive component monitoring to the investigation of complex inference failures, our engineers ensure your platform remains stable.

By blending reactive incident management with proactive platform maintenance and automated deployments, we provide a seamless operational experience that allows you to scale AI initiatives with total confidence.

Service Benefits and Features

04

Service

Benefits

- 01 Rapid Incident Resolution: Minimises downtime through strictly defined SLAs and expert intervention.
- 02 Maximised System Uptime: Reliable 24/7 support for critical outages ensures services are always available to citizens.
- 03 Optimised Model Performance: Regular retraining ensures that AI outputs remain accurate and relevant over time.
- 04 Reduced Operational Overhead: Automation of deployment cycles frees up internal resources for higher-value tasks.
- 05 Enhanced Infrastructure Visibility: Proactive alerting provides early warnings of potential system degradations.
- 06 Streamlined Service Management: Personalised oversight via a dedicated CSM ensures the service evolves with your needs.
- 07 Enhanced Platform Stability: Rigorous maintenance of tools and modules prevents technical debt.
- 08 Expert Risk Mitigation: Professional investigation of inference failures reduces the risk of incorrect AI outputs.
- 09 Access to Deep Expertise: Immediate assistance for complex AI infrastructure challenges from Google Cloud specialists.
- 10 Assured Compliance: Management practices strictly aligned with Google Cloud's best-practice frameworks and security standards.

Service

Features

- 01 Reactive Incident Support: Rapid response to AI-related incidents and service requests to maintain operational continuity.
- 02 Proactive Component Monitoring: Continuous oversight of Vertex AI and ML infrastructure to identify and resolve issues before they impact users.
- 03 Automated Model Deployment: Streamlined and automated deployment processes for updated machine learning models.
- 04 Inference Failure Investigation: Expert root-cause analysis and resolution for model inference errors.
- 05 Regular Model Retraining: Scheduled retraining services to prevent model drift and maintain accuracy.
- 06 Terraform & Utility Maintenance: Ongoing management of Infrastructure as Code (IaC) modules and platform utilities.
- 07 Dedicated Customer Success Manager: A consistent point of contact for service delivery reviews and strategic alignment.
- 08 24/7 Critical Support: Round-the-clock availability for P1 production outages to ensure high availability.
- 09 Rapid Response SLAs: A guaranteed 30-minute response time for all Priority 1 incidents.
- 10 GCP Platform Troubleshooting: Expert resolution of Google Cloud Platform issues affecting the managed AI environment.

Qualifications and Certifications

Qualifications and Certifications



Note on the ERS Gold Award: The Gold Award under the Armed Forces Covenant Employer Recognition Scheme (ERS) is held by tmc3.

Our Google Experience: Accreditations and Certifications

Data modernisation



Generative AI
Modern data platform
Data analytics & Machine learning

Cloud training



Google Cloud and AWS
Training – for engineers by
engineers.

Cloud security



Chronicle and Mandiant
Consulting
Managed security services

Google Workspace



Migration and deployment
Complex change management
Insights as a service
Training and Managed Services

Infrastructure modernisation



VM migration
High performance
Compute

Managed services



Value-Add operational
Services

Cloud foundations



Cloud centre of excellence
Secure Landing Zones
Cloud Assure/Finops

Application modernisation



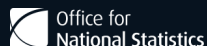
App modernisation
Apigee
Anthos

Our Customers

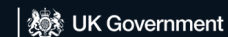
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Entrusted by Government
to Deliver Compliant,
Citizen-Centric Change,
and Solve Complex
Challenges

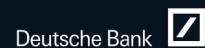
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nationalgrid



The world's biggest brands
trust us with their biggest
problems



Why They Keep Coming Back

07

Partnership Focus

01

People Centric

We embed with your team, acting as an organic extension. Your success is our sole measure of achievement.

02

In Your Language

We translate technical complexity into clear business terms, ensuring alignment and informed decision-making across all levels.

03

Laser-Focused

Every solution is custom-designed based on your unique context, needs, and strategic objectives. No 'one-size-fits-all' templates.

Drive and Excellence

01

Relentless Drive

We challenge the status quo and push boundaries, ensuring the best possible, highest-value outcomes are achieved, every time.

02

Adaptive Expertise

Our consultants maintain an unwavering commitment to continuous learning, keeping you at the forefront of emerging technologies and best practices.

03

Total Accountability

We own our decisions and commitments. The buck stops with Qodea – we deliver on our promises, and we learn from every experience.

Outcomes at pace

We fill the void between niche boutiques and bloated GSIs.

We're agile experts with the scale to deliver full-stack solutions on enterprise-grade infrastructure.

We're called in when competitors say it's impossible, or have already failed.

We ship tangible outcomes into production, fast.



Social Value

Environment

The Qodea Group is deeply committed to achieving Net Zero emissions by 2030, well ahead of the UK Government's 2050 target. Since our 2022 baseline, we have achieved a reduction equivalent to 51% of our total emissions (487.7 tCO₂e reduction). Our Carbon Reduction Plan is completed in accordance with PPN 06/21 guidance and has been formally reviewed and signed off by a Director. Our commitment is integrated into our strategic plans to deliver long-term, verifiable sustainability.

Wellbeing

As a modern business, which operates in complex environments, we know the importance of health and wellbeing. We provide an Employee assistance Programme including access to an online platform and 24hr confidential helpline. This provides counselling support and a library of wellbeing information, ensuring all staff have practical support for all aspects of physical and mental wellbeing.

Economic Inequality

The Qodea Group is committed to addressing economic inequality through community support and skills transfer. Our employees are entitled to paid time off to engage in volunteering activities, supporting both company-endorsed initiatives and charities of their personal choosing. This flexibility ensures maximum social impact while being managed via robust internal governance to maintain service delivery standards.