

G-CLOUD 15 SERVICE DEFINITION

AI integration and support

Cloud Support



AI integration and support

Overview

Artificial intelligence is becoming central to how organisations optimise, plan, and deliver their services, processes, and user experiences. Azure Open AI Services, Cognitive Services, Azure AI Search, and Microsoft's Copilot in its various forms all offer new ways to extract insight, enrich content, and streamline digital operations. Our AI Integration and Support service helps organisations to adopt these technologies in a controlled, secure and value driven manner.

Aspire Systems has strong expertise across the AI ecosystem, including:

- Natural language processing
- Document understanding
- Retrieval-augmented generation (RAG)
- Semantic search
- Vector indexing
- Knowledge mining
- Classification
- Intelligent automation

Beyond integrating third-party services, Aspire has also invested in developing its own in house AI tooling to enhance and streamline the

software development lifecycle. This includes solutions such as codespell.ai, our proprietary AI-powered assistant that supports our development across the full SDLC. By building our own AI products, we have gained a much deeper understanding of how modern AI models behave, how they can be optimised, and how they can be safely embedded into real world workflows, giving us a significant advantage when advising our clients.

We integrate AI into existing workflows through popular platforms like SharePoint Online, Power Platform, CRM systems as well as bespoke customer portals. Our team supports the full lifecycle of AI adoption, from early experimentation and proof of concept work, through to production ready AI solutions running at scale.

We've delivered custom, ground-up AI solutions for a number of organisations requiring features like automated content processing, full multilingual support, document summarisation, conversational interfaces, AI-enhanced search, and full workflow automation built on both structured and unstructured data. This experience enables us to guide and support your organisation at every stage of its AI journey, regardless of direction or maturity.

Our focus is always on practical, safe, and measurable outcomes. We can help identify viable AI use cases, or support the implementation and maintenance of established ones. All AI-enabled solutions are delivered

gcloud@aspiresys.co.uk
029 2066 5947



with appropriate governance, auditability, and responsible AI controls, ensuring your organisation can adopt AI confidently, securely, and sustainably.

Our clients



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru
Her Majesty's Inspectorate for Education and Training in Wales



Our approach

We believe that technology should enable business goals not drive them. That's why we offer services and support tailored to the way you work. We use best of breed processes and industry standards, combined with our own unique methodology to ensure you receive the very best in quality and value for money.

Experience

The extensive experience of our staff in real world application development means that we provide the right technology for your requirements, and our rigorous testing procedures ensure quality assurance throughout. Aspire Systems employs rigorous coding standards to facilitate the readability and maintainability of source code. All development is reviewed against these standards throughout the project lifecycle.

Methodology driven

Our agile approach to software combines commonly accepted best practices, such as an iterative, user-focused development process and use of industry standard design patterns. Aspire Systems has employed this approach successfully on many development projects.

Reuse

Our application development framework and suite of products allow us to increase productivity by spending more time on meeting the business requirements of our clients, rather than the low level nuts and bolts of the system.

The benefits

- Systems that reduce effort and increase the efficiency of processes
- More timely, accurate data from which valuable analysis and reporting can be conducted
- Cost savings by reducing the time taken to capture, validate and report on your organisations key data
- An agile collaborative approach to the design, delivery and management of your system implementation
- A highly qualified team with experience in delivering complex systems
- Lightweight, reusable components ensure cost effective rapid delivery

Our Services

- Innovative cloud solutions and cloud adoption consultancy
- Analysis, design, and development of bespoke applications
- Database development and integration
- Secure application delivery through web technology
- Multilingual applications including bilingual Welsh / English interfaces
- Business intelligence and flexible reporting solutions (Including Power BI)
- Automated data validation
- Systems integration
- Technical project management

- Secure data exchange
- Comprehensive support and maintenance
- Social media integration
- Mobile Web and Apps
- Azure App Service, Azure Functions, Azure AI Search
- Responsive web design and user experience (UX) design
- Geographical and mapping solutions (including Google and Bing maps integration)

Technologies

Web and Windows based solutions

- Microsoft .NET
- Microsoft Azure
- Web services and API (REST, SOAP, OAuth authorisation)
- XML, XSLT, JSON
- React, Angular, HTML5 , CSS, JavaScript, JQuery, AJAX
- Microsoft SQL Server

Business Intelligence

- Microsoft Power Platform (Power BI, Power Apps)
- Business Objects
- Microsoft SQL Server Analysis Services (SSAS)

- Microsoft SQL Server Reporting Services (SSRS)

Content and Collaboration Platforms

- Microsoft (Office) 365
- Umbraco
- Microsoft SharePoint Online

Government and Industry Standards

- Government Open Standards principles
- W3C Web Content Accessibility Guidelines (WCAG 2.2)

Standards and accreditations

ISO

Aspire Systems operates to the ISO 9001:2015 standard as a business and on individual projects. The project manager and team members have all worked within ISO 9001 accredited environments and have had individual projects audited as part of accreditation renewal. Aspire Systems first acquired accreditation in September 2006.

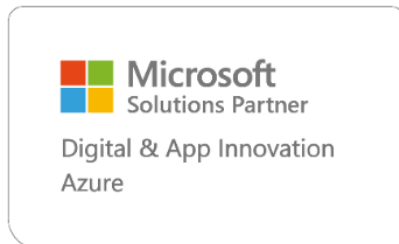
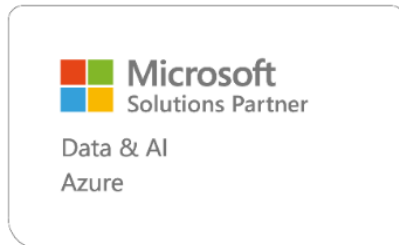
Aspire Systems operate in accordance with the ISO 27001:2022 standard and first acquired accreditation in March 2015. A number of our systems process sensitive data and frequently undergo penetration testing by external security experts. We have a solid understanding of security in web applications and develop all of our systems according to the recommendations of OWASP (open web application security project) and other industry best practise.

Cyber Essentials Plus

Cyber Essentials is a Government-backed and industry supported scheme to guide businesses in protecting themselves against cyber threats. Aspire Systems is fully accredited against the Cyber Essentials and Cyber Essentials Plus schemes.

Technical Accreditation

The following Microsoft accreditations are held by Aspire Systems and its staff:



The following Umbraco accreditations are held by Aspire Systems and its staff:



Umbraco Partner



The following Scrum accreditations are held by Aspire Systems and its staff:



Experience

Aspire's Data & AI division has delivered over 75 AI/ML projects, trained over 50 production ready models, and processed over 50TB of mission critical data across global markets. For more of our work please take a look at our website <https://www.aspiresys.com/uk/insights>

Automated Document Processing

Aspire has delivered a number of enterprise grade document intelligence solutions using Azure Document Intelligence, GPT-4, GPT-5, and custom models. These include high precision extraction engines capable of processing invoices, policies, purchase orders and other unstructured documents across hundreds of layouts with minimal retraining.

Clients have seen extraction of over 120 parameters, processing speeds of hundreds of documents in minutes, and up to 50% cost savings through the elimination of manual data entry. Our document processing solutions exemplify this, combining Azure OpenAI with template agnostic extraction to deliver accurate and scalable document workflows.

'Autonomail' - Email Triage and Response

Aspire has implemented intelligent email-handling systems that use Natural Language Processing, Generative AI, and classification models to automatically read, categorise, and route large volumes of incoming emails. These systems are capable of a variety of features:

- Generating automated replies

- Requesting missing information
- Answering claim or service queries.

Our 'Autonomail' solution has delivered 30-40% faster turnaround, improved SLA adherence, and enabled customers to manage high volume communication channels with significantly reduced manual involvement.

Conversational AI Assistants

Across sectors such as education, financial services and public administration, Aspire has developed a range of Generative AI powered virtual assistants designed not to replace human expertise, but to directly support the teams who provide services.

Rather than focusing on external end-users, these assistants act as "co-pilots" for staff, enabling them to retrieve complex information quickly, understand policy or procedural detail, and provide consistent, accurate responses. Built using Azure OpenAI, Azure AI Search, Azure AI Document Intelligence and custom orchestration, these solutions deliver context aware guidance in natural language.

Examples include an internal enrolment assistant for a university, which achieved 90% answer accuracy and reduced handling time by 40%, and an AI-supported underwriter assistant for an insurance provider, which supplies real time policy and coverage insights to staff, improving decision quality while significantly reducing processing time. These projects

gcloud@aspiresys.co.uk
029 2066 5947



demonstrate how Generative AI employed correctly can enhance the capability, confidence, and productivity of teams across large organisations.

G-Cloud details

Information Assurance

Since we offer specialist consultancy, development and support services we are able to comply with any Impact Level accreditation required when developing the solution.

Backup / Restore / Disaster Recovery

A robust backup and maintenance plan will be supplied where required. Should a failure occur the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to project management allows us to evaluate and identify suitable responses to risks, set tolerances for risks and ultimately select risk responses that will ensure project delivery is achieved. We have experience of creating many varied and tailored plans for our existing SharePoint customers.

On-boarding and Off-boarding processes/scope

On-boarding and Off-boarding process will be discussed and confirmed with a Aspire Systems Account Director during initial engagement. Typically there would be no cost associated with entry to the service.

Pricing

Please see pricing document.

Service management details

For Support projects or projects that contain a support element the following service management procedures will be followed.

Enquiries will be received via email or telephone.

All communication and associated actions will be logged in the Issue Log, which will be accessible 24/7 via the project Extranet (SharePoint).

Enquiries that result in changes to the system will be communicated to the client prior to work commencing. Changes to systems will be transferred to the live and/or staging environment by Aspire Systems (as applicable) directly upon acceptance and all relevant documentation will be updated. Aspire Systems will advise the client of completed changes to the live environment.

Service Levels

All calls will be categorised by Aspire Systems as follows:

- Category 1
These are problems with the system for which there are no workarounds and have a serious impact on the processes of the system and the ability of the users to perform essential tasks. The problems may relate to data or the software itself.

- Category 2

These are problems which affect part of the system but do not prevent continued use but do limit the effectiveness of the system. Processes can continue and workarounds are available.

- Category 3

User generated queries requiring no modifications to the system or data, but will require guidance to arrive at a satisfactory conclusion.

The SLAs offered would depend on the type of support being provided and would be agreed at the start of the support period. The following response times would typically be offered:

Category	Response time	Investigation time
1	30 minutes	3 hours
2	1 hour	7 hours
3	7 hours	15 hours

Under our existing frameworks, 100% of calls have been actioned within the agreed SLA.

Change control

Issues that result in changes to the system will be subject to formal change control and communicated to the client for agreement prior to work commencing. Changes to the system will be transferred to the live environment directly upon acceptance and all relevant documentation

will be updated. We will advise the client of completed changes to the live environment.

System monitoring

During a busy support period, system performance and activity would be monitored to identify any potential problems before they occur. This typically includes:

- Monitoring event logs
- Checking that backups have completed successfully
- Monitoring storage space

We recognise that at critical times such as the day new functionality goes live, additional system monitoring should take place. This will ensure that unexpected issues can be identified and resolved with minimum impact to users.

Resources

The support service team will partly be provided by the same consultants who undertake project work. All consultancy staff will be trained in the implementation of the helpdesk service to ensure a uniform service is provided.

We will establish and maintain a test environment to allow support requests to be identified and resolved in an efficient manner.

Financial recompense model for not meeting service levels

The details of any financial recompense model would be determined based upon the size and scope of the project and the level of technical or

organisational uncertainty on the side of the client. This will be decided during final contract negotiations.

Training

Our approach is one of flexibility and we seek to work in an integrated collaborative manner with the client, fostering an environment that promotes knowledge transfer throughout the project.

In order for the client staff to support software applications it is important for us to pass on knowledge of the systems and technologies used. We always aim to develop software that can be administered as far as possible by the client.

Both formal and informal tailored training and mentoring can be provided maximising the benefits of training time.

Examples of training could include:

- Prompt engineering fundamentals
- Using AI assistants in day to day workflows
- Responsible AI usage
- Interpreting and validating AI outputs

Ordering and invoicing process

Ordering

The ordering process generally constitutes the client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

Invoicing

Aspire Systems payment terms are 30 calendar days from the date of invoice. Invoicing will be based on the type of the project. For development projects this is typically 10% on specification signoff, 70% on delivery for User Acceptance and 20% on final signoff.

Termination terms

By consumers (i.e. consumption)

- Time and Materials projects

Termination terms will vary depending on the service offered, and will be agreed at the time of service commencement. Our termination notice for consulting, development and deployment activities is 2 calendar weeks (Termination Period). Any actual days worked, (according to timesheets) up to the end of the Termination Period will become immediately payable by the client. Any finalisation of deliverables will need to be performed at that time.

- Fixed Price projects

For fixed price/fixed scope projects the client will be liable for the full cost of the fixed price projects if it is terminated early. Aspire Systems will be prepared to examine whether / how clients' costs can be minimized if larger / longer term projects are terminated early.

- Resale of 3rd party Cloud services

Where Aspire Systems is reselling 3rd party services to the client as part of our cloud services, clients will be required to comply with the standard terms of service offered by 3rd party suppliers. These will be clearly communicated prior to service commencement. Should early termination

by the Consumer attract contract penalties from any 3rd party, Aspire Systems will pass these penalties to the Consumer. Any such penalties will be payable in accordance with any terms expressed by the 3rd party.

By the Supplier (removal of the G-Cloud Service)

The G-Cloud termination terms are agreed within the framework agreement. In general, all services purchased under this framework can continue to be supplied to consumers should the framework be withdrawn by the Supplier.

Consumer responsibilities

The proposal from Aspire Systems to the client will make clear the contribution required from the client. Generally this will include providing business knowledge during workshops, reviewing outputs and involvement in user acceptance testing.