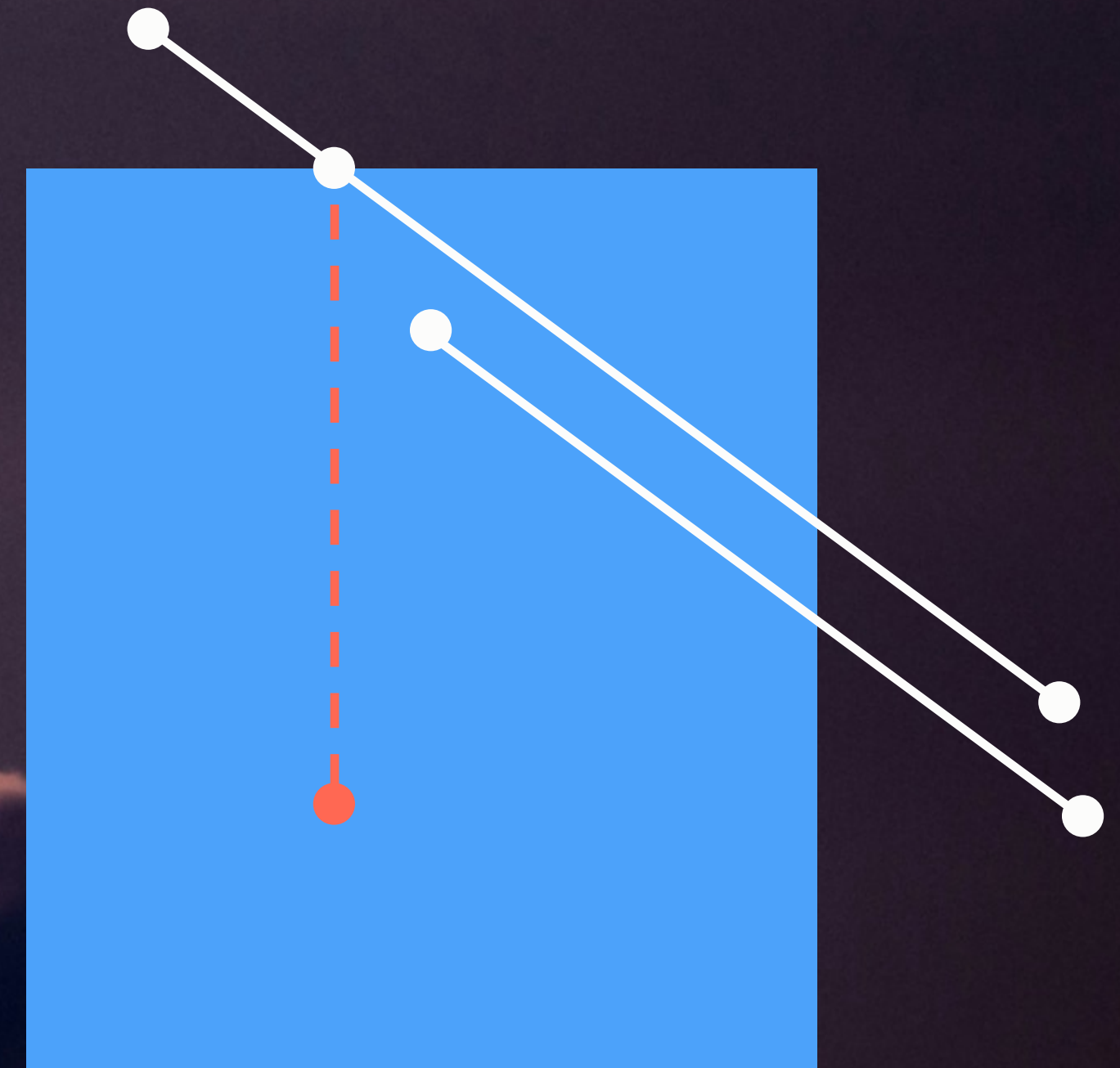


Software



AI/ML Innovation Service

G-Cloud 15 Services

Service overview

AI/ML Innovation Service

Designed for organisations that want to explore, prove, and deliver practical AI solutions, this service supports the end-to-end design and delivery of AI and machine learning capabilities, including Generative AI and LLM-based systems.

The focus is on turning ideas, prototypes, or early experiments into live services that are secure, usable, and fit for real operational environments. Work covers discovery, solution design, engineering, integration into existing applications and workflows, and the setup of monitoring and improvement practices.

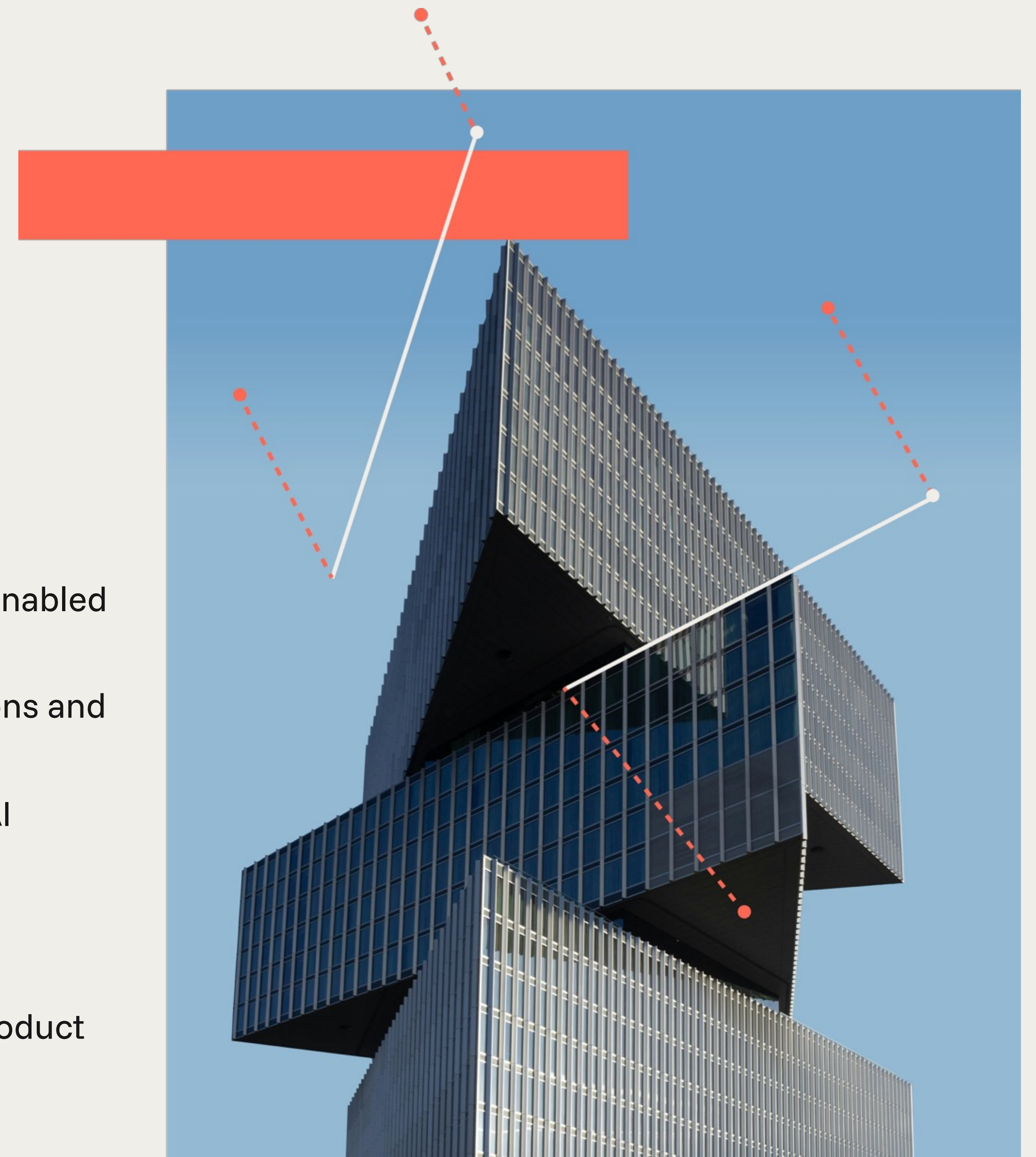
It is particularly useful where teams need to move quickly from concept to delivery, while building the right governance and cost controls to run AI services sustainably.

Who this service is for

This service works well for organisations that:

- Want to explore and validate AI/ML opportunities in real service contexts
- Have prototypes or proof-of-concepts they need to take into production
- Need support designing and engineering Generative AI or LLM-enabled services
- Want to automate workflows or embed AI into existing applications and platforms
- Need confidence around operating, monitoring, and improving AI systems over time
- Want to build organisational capability alongside delivery, not outsource it entirely

It is commonly used by digital, data, technology, innovation, and product teams responsible for improving services and operations.



What the service includes & excludes

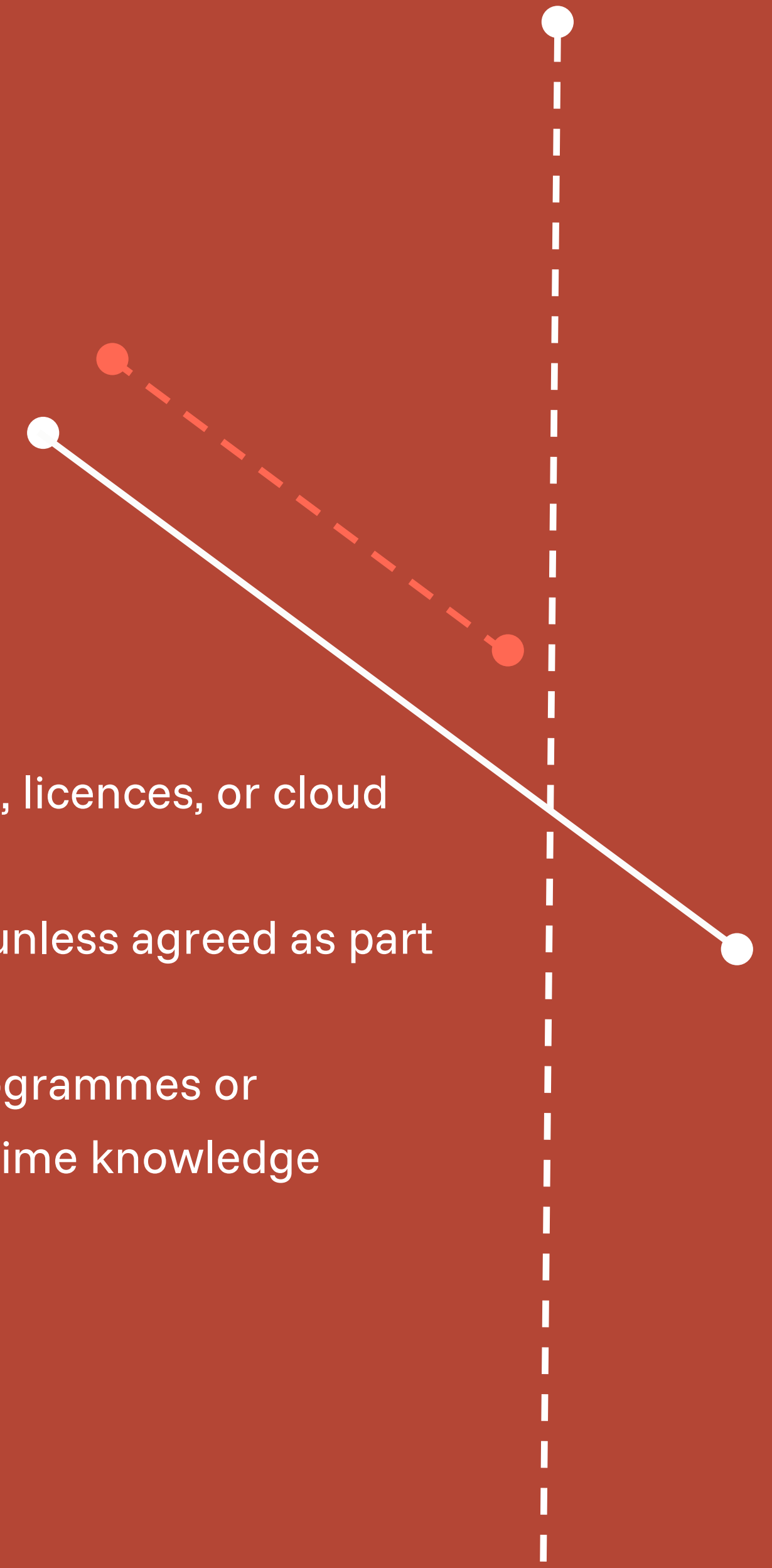
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In Scope

- Discovery and definition of AI/ML use cases and success measures
- End-to-end delivery from design through to live service
- Generative AI and LLM solution design and engineering
- Secure integration and workflow automation within existing systems
- Monitoring, governance, and continuous improvement
- Documentation, knowledge transfer, and enablement

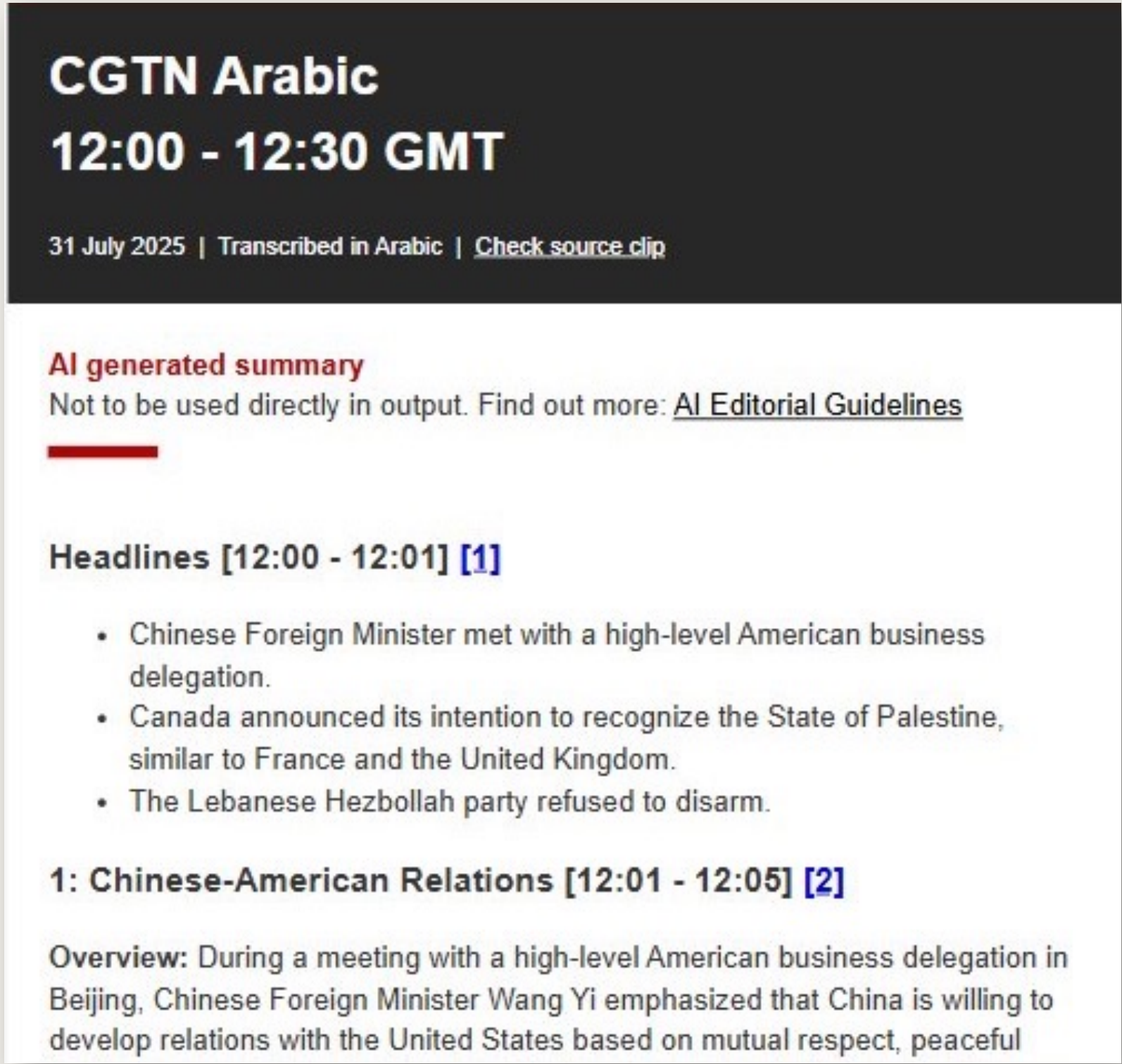
Out of Scope

- Procurement or resale of tools, licences, or cloud services
- Business-as-usual operations unless agreed as part of the scope
- Organisation-wide training programmes or certification (beyond delivery-time knowledge transfer)





Case Study: BBC
GenAI



Solutions Delivered

Softwire helped bring GenAI, responsibly and securely, to BBC News journalists.

BBC VOLT aids journalists in monitoring television channels from around the world. It ingests ~1500 clips/day, transcribes ~3000 hours/week, and processes ~50TB/month of TV clips. Users can search through transcripts, and in multiple languages.

We have used generative AI to deliver product outcomes that were previously not feasible:

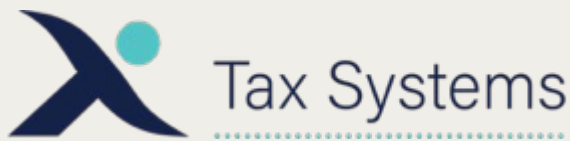
- Summarising long transcripts into clear, digestible bullets
- Generating daily digests and sending key highlights to users
- Allowing natural language search across transcript content to find semantically similar topics
- Improving the accuracy of video transcriptions with the Whisper model

We worked directly with BBC editors and journalists to co-design grading criteria to benchmark AI output on coherence, factual accuracy, completeness, and trustworthiness, ensuring editorial standards were met. Summaries included verifiable references with timestamps, ensuring trust and transparency.

Results & ROI

VOLT has evolved from a search-and-transcribe tool into an intelligence platform, empowering BBC journalists with near real-time analysis, cross-channel comparisons, and digestible daily tailored insights. This has saved their time wading through 3,000+ hours of weekly content and manual searching.

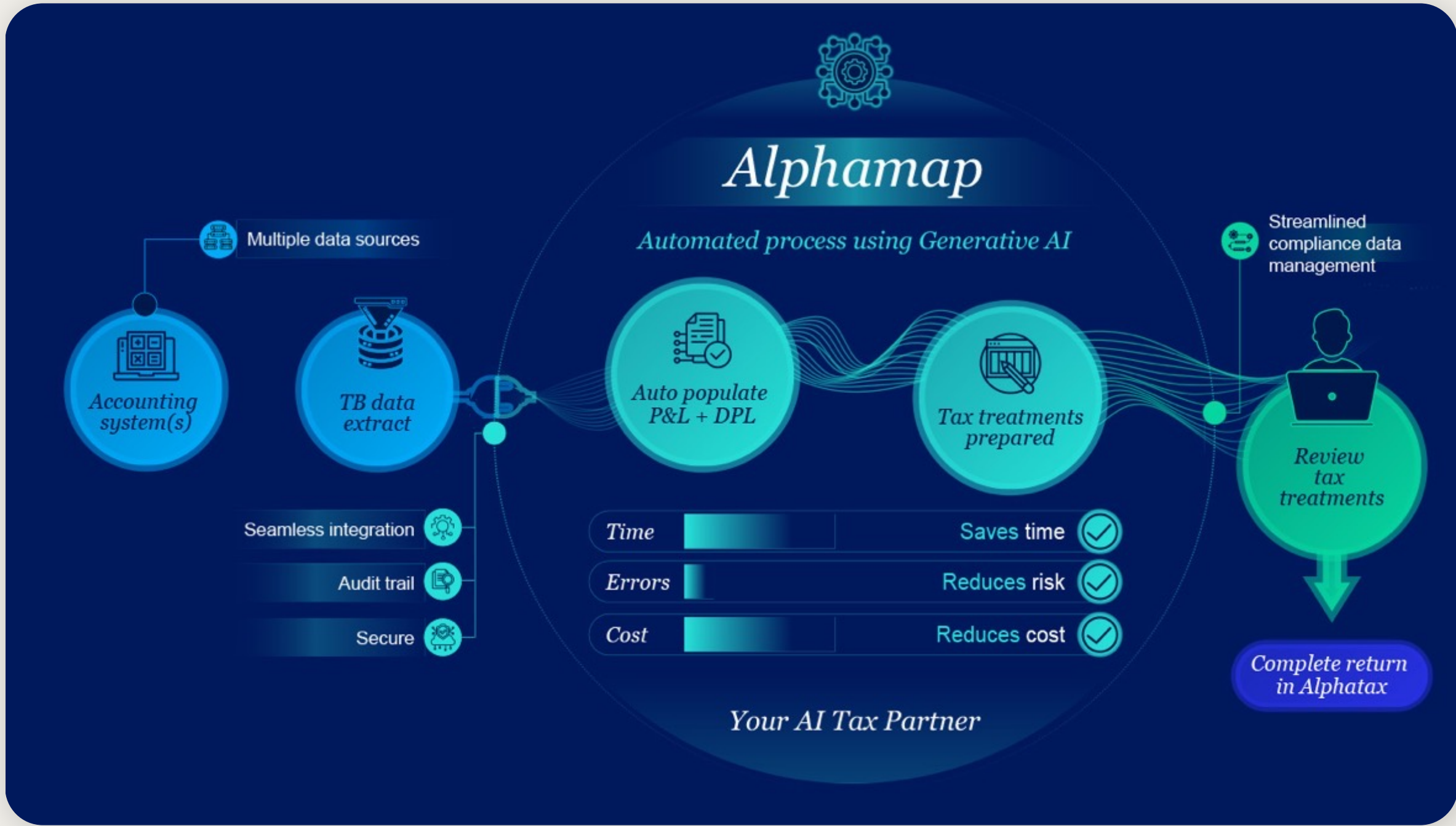
The project established BBC best practices for AI evaluation, validation, and deployment, feeding into wider organisational efforts to adopt generative AI responsibly.



Case Study: Tax Systems

AI-powered Automation of tax computations

G-Cloud 15 Services



AI Powered Accounting Intelligence

We helped Tax Systems revolutionize tax computation for the UK's leading accountancy firms through AI.

Our solution automates the complex task of categorizing revenue and expenditure items according to HMRC requirements, achieving 93% classification accuracy through custom-trained language models.

The platform has transformed a process that typically took accountants 5 hours into a 15-minute task, with real-time processing and intelligent confidence scoring helping users quickly identify entries needing review.

Results

Now used by 80% of the UK's top accountancy firms, the system demonstrates how AI can dramatically improve efficiency while maintaining the high accuracy demands of financial services.

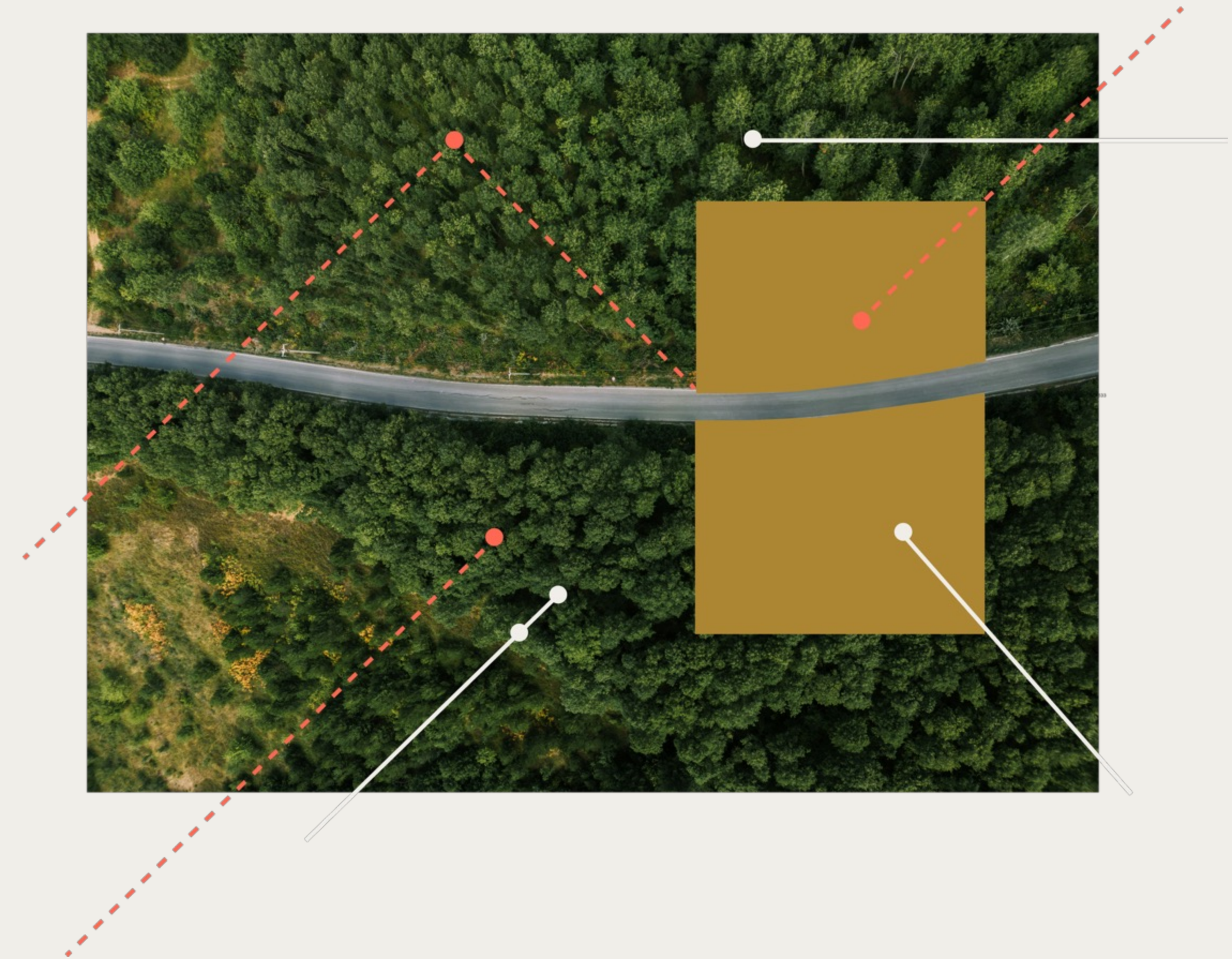
Time scales and effort

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Engagements typically range from a few weeks to several months, depending on the complexity of the service, the stage of delivery, and whether migration or ongoing support is required.

The service can be delivered as:

- A short scoping or health check engagement
- A migration or build phase
- Ongoing engineering support for live services
- Access to systems, environments, and relevant stakeholders is needed to support delivery



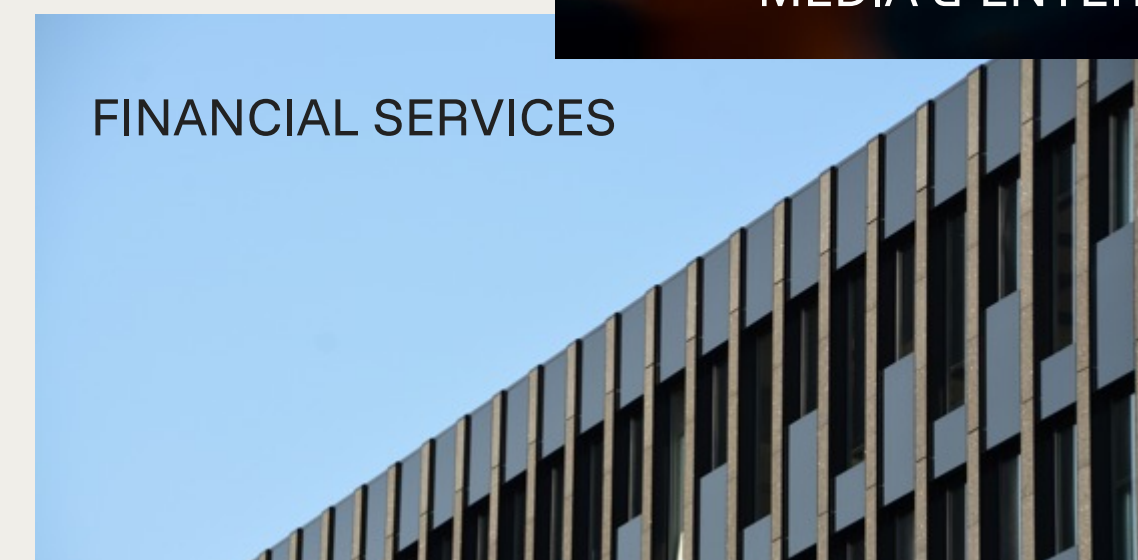
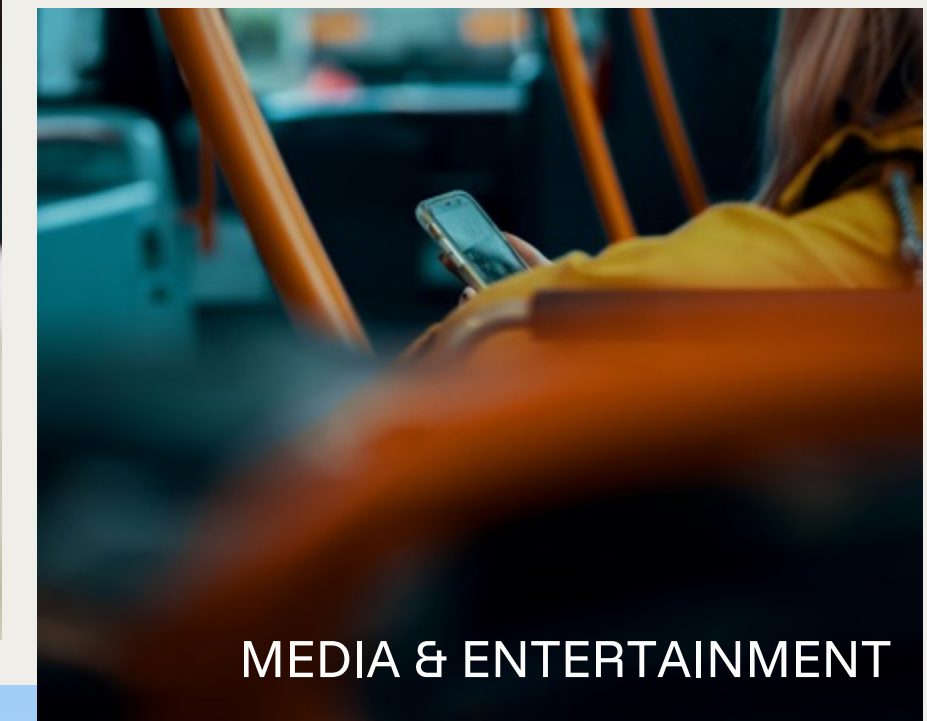
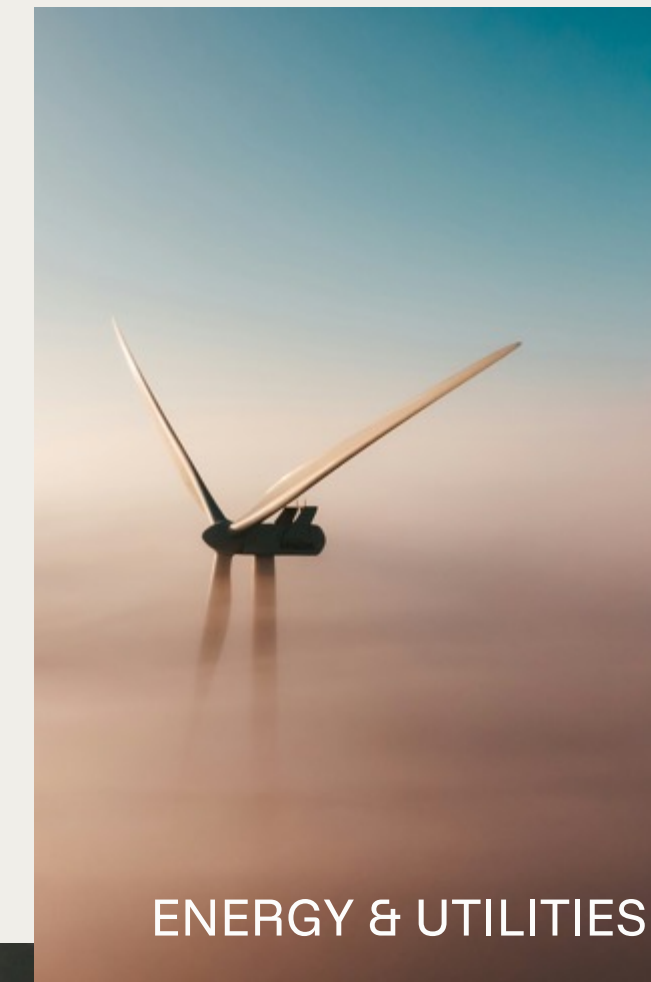
About Softwire

Softwire is a digital and technology consultancy that works with organisations to design, build, and improve digital services.

We support teams across the public sector with work ranging from discovery and delivery through to data, cloud, and AI-enabled services. Our focus is on solving real problems, working collaboratively, and delivering work that stands up to scrutiny.

We take a pragmatic approach to AI, helping organisations explore where it can add value, put appropriate controls in place, and integrate it safely into existing services and ways of working.

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Our Capabilities

We have expertise across multiple sectors

Our multi-skilled cross-functional teams offer full-lifecycle management and ownership of outcomes across a range of domains, using a range of specialisms.



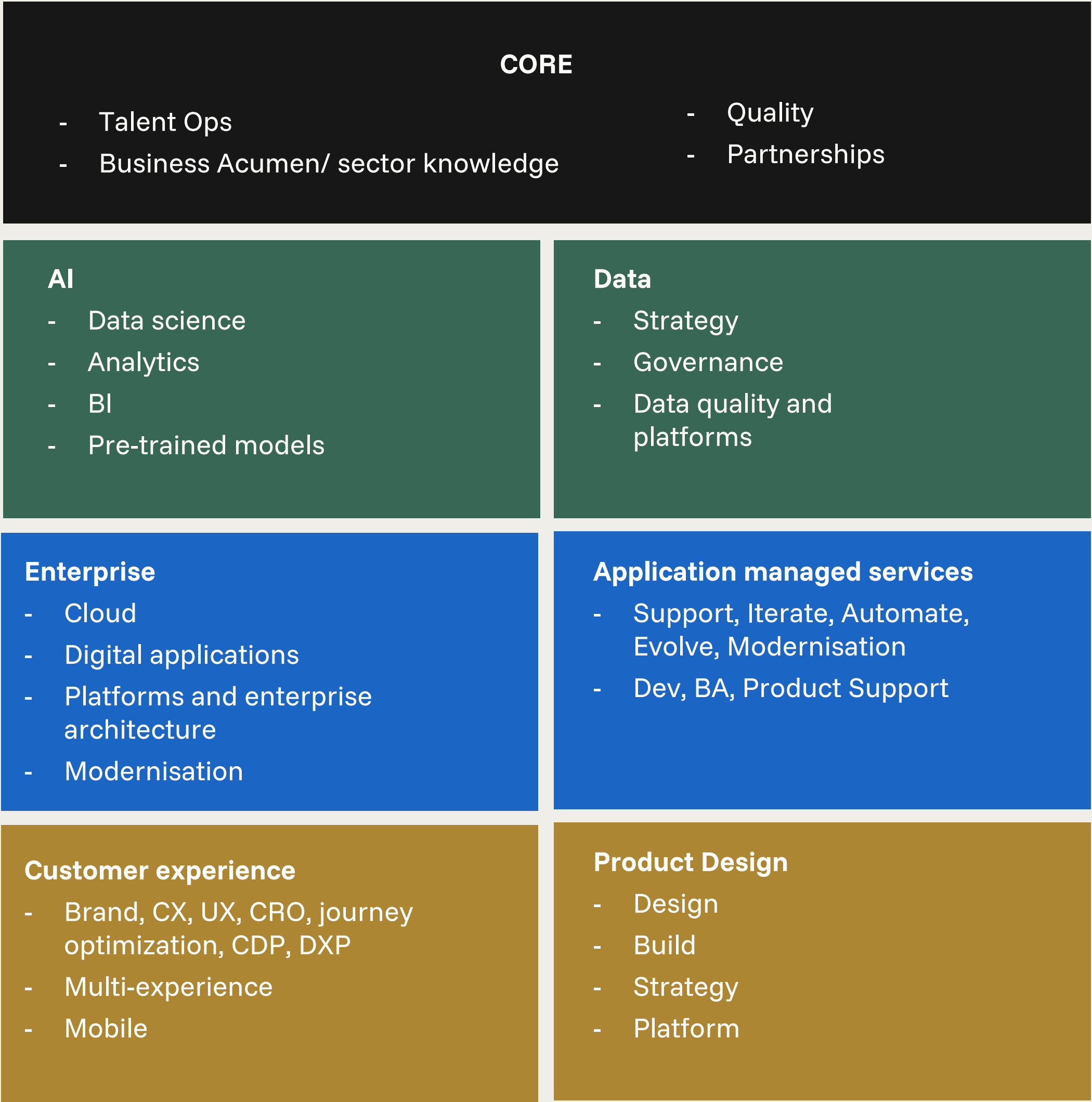
Enablers



Brand, Differentiated Experience, Engagement Revenue



Optimisation, Modernisation, Continuous improvement



Working in the the public sector

We have experience delivering work across central government, arm's length bodies, and the wider public sector.

Our teams are used to working within public sector constraints, including governance, assurance, procurement, and delivery standards. This includes supporting the responsible use of data and AI, with appropriate oversight, transparency, and risk management.

We work closely with policy, operational, and delivery teams, adapting our approach to fit existing processes, capability, and levels of confidence with emerging technologies.

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Thank you for reading

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