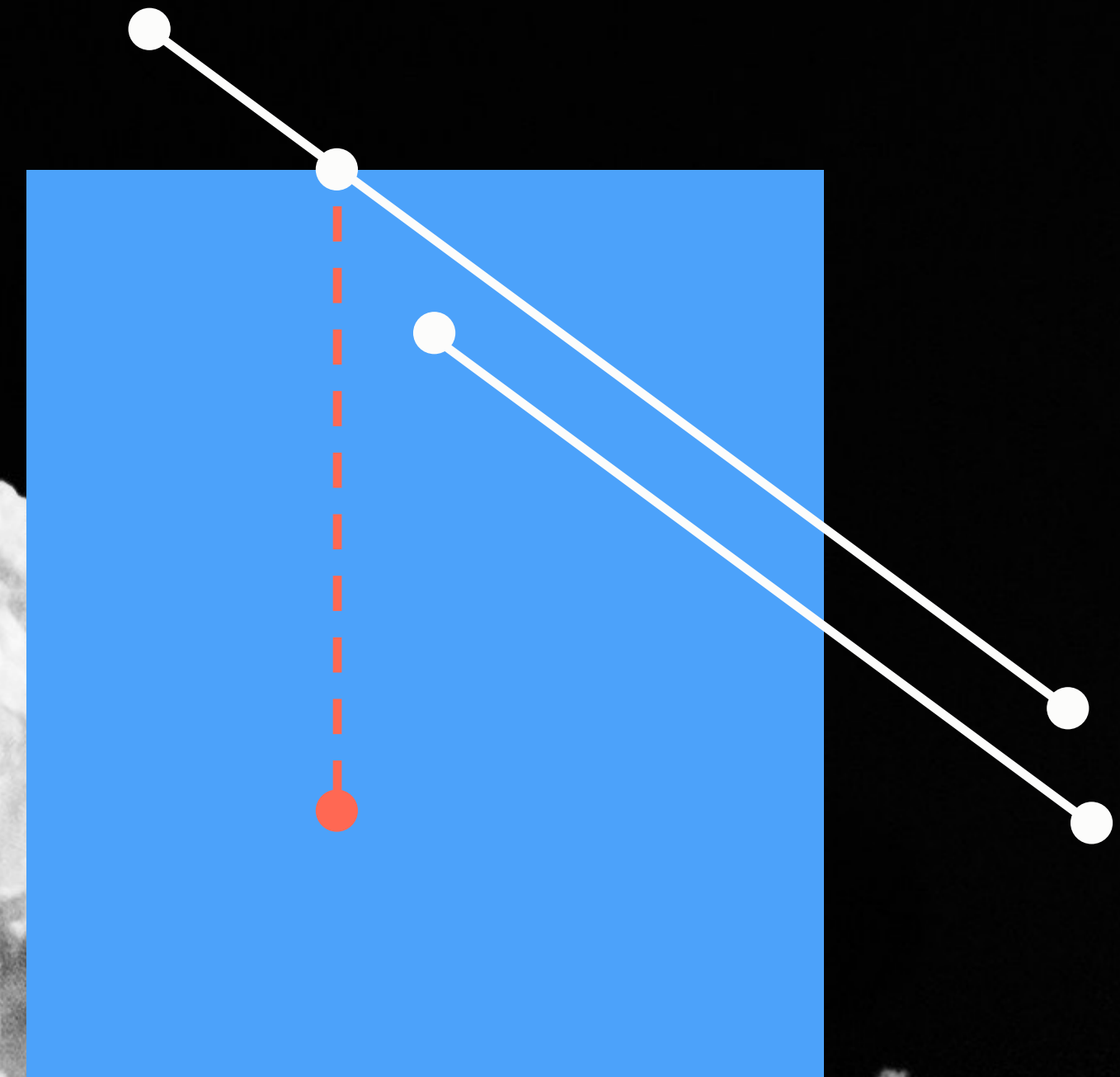


Softwire



Agentic AI

G-Cloud 15 Services

Service overview

Agentic AI

Designed for organisations that want to apply AI to automate and support operational workflows involving multiple steps, decisions, and systems.

This service focuses on coordinating AI components using agent-based patterns, enabling defined tasks to be executed within clear policy, governance, and approval constraints. Solutions are designed for use in regulated environments, and fully compatible with the AI Playbook for UK Government, supporting safe, auditable, and controlled adoption of AI within existing operations.

Who this service is for

This service works well for organisations that:

- Have complex operational workflows involving data, decisions, and actions
- Want to automate defined tasks while retaining human oversight and control
- Operate in regulated or high-risk environments
- Need AI systems to integrate with existing platforms and processes
- Are looking to move beyond isolated models towards coordinated AI systems



What the service includes & excludes

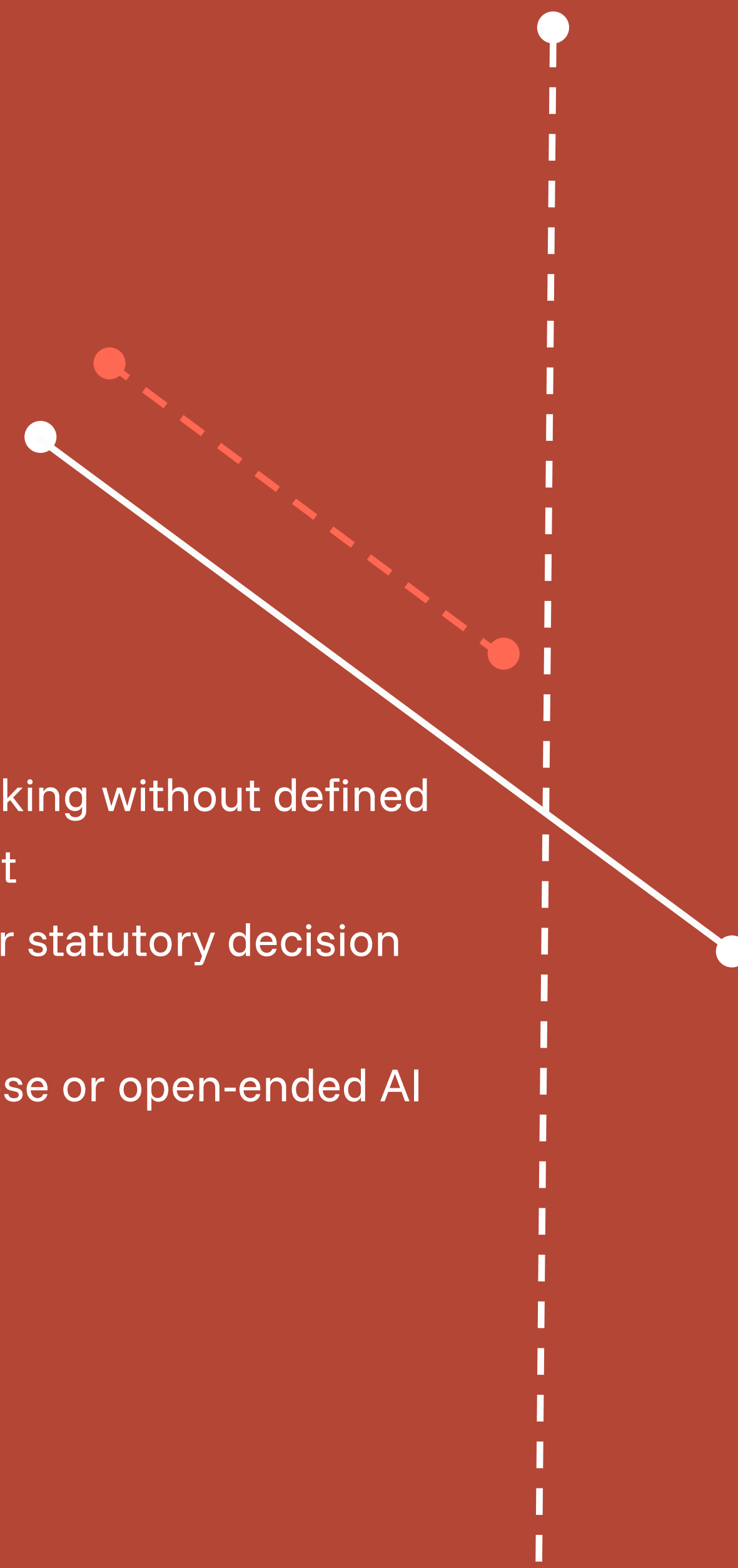
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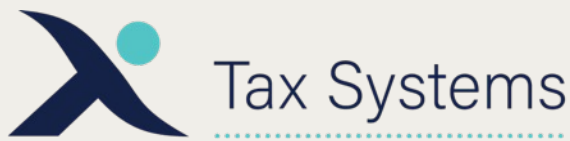
In Scope

- Scoping and design of agent-based use cases and workflows
- Design and configuration of AI agents and roles
- Orchestration of multi-step operational workflows
- Decision support and task automation within agreed parameters
- Integration with existing systems and processes
- Human approvals, escalation, and manual override controls
- Monitoring, auditability, and traceability of AI actions

Out of Scope

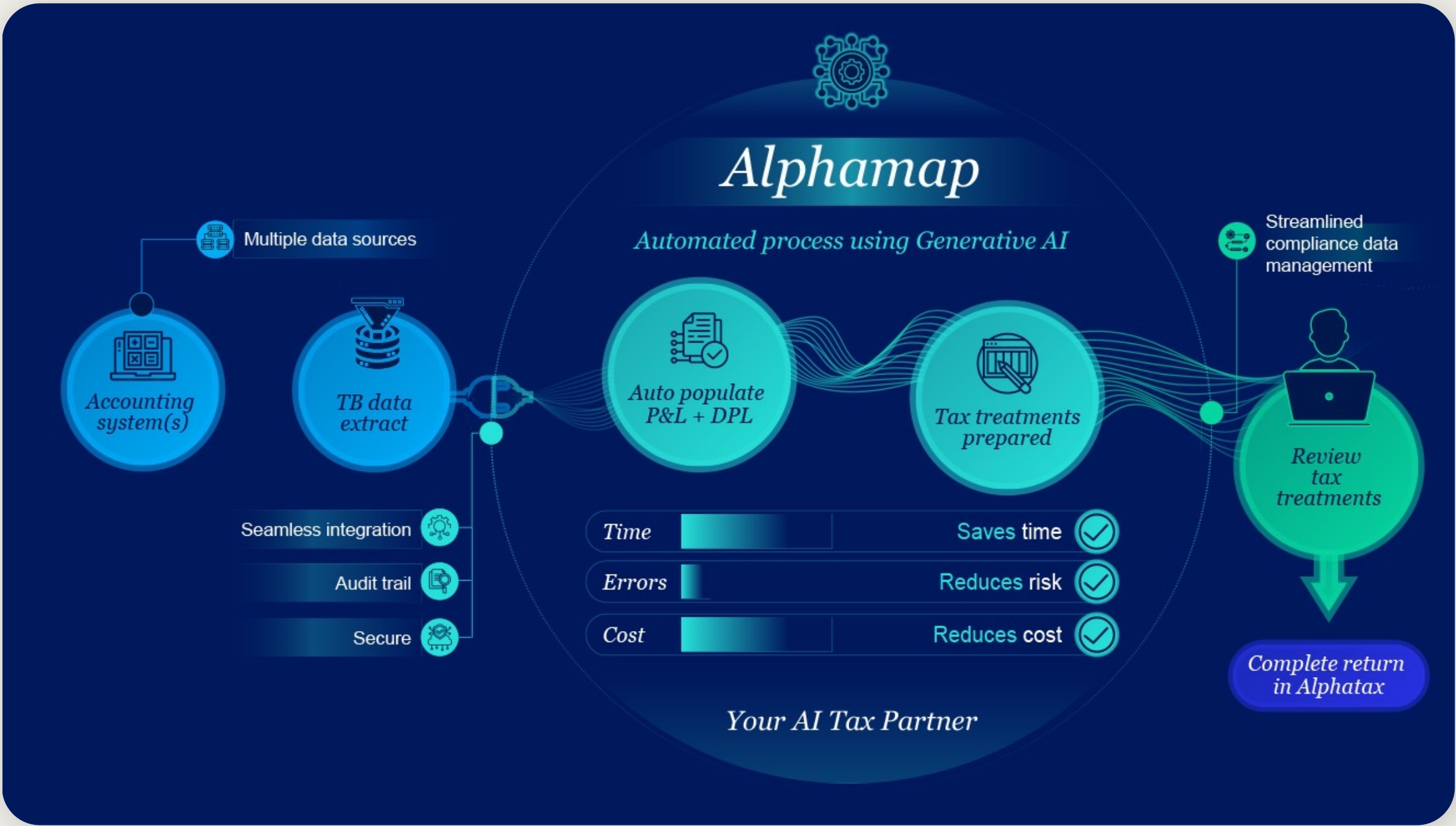
- Fully autonomous decision-making without defined constraints or human oversight
- Replacement of accountable or statutory decision makers
- Development of general-purpose or open-ended AI agents





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.



Case Study: BBC
GenAI

CGTN Arabic

12:00 - 12:30 GMT

31 July 2025 | Transcribed in Arabic | [Check source clip](#)

AI generated summary

Not to be used directly in output. Find out more: [AI Editorial Guidelines](#)

Headlines [12:00 - 12:01] [1]

- Chinese Foreign Minister met with a high-level American business delegation.
- Canada announced its intention to recognize the State of Palestine, similar to France and the United Kingdom.
- The Lebanese Hezbollah party refused to disarm.

1: Chinese-American Relations [12:01 - 12:05] [2]

Overview:

During a meeting with a high-level American business delegation in Beijing, Chinese Foreign Minister Wang Yi emphasized that China is willing to develop relations with the United States based on mutual respect, peaceful

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.

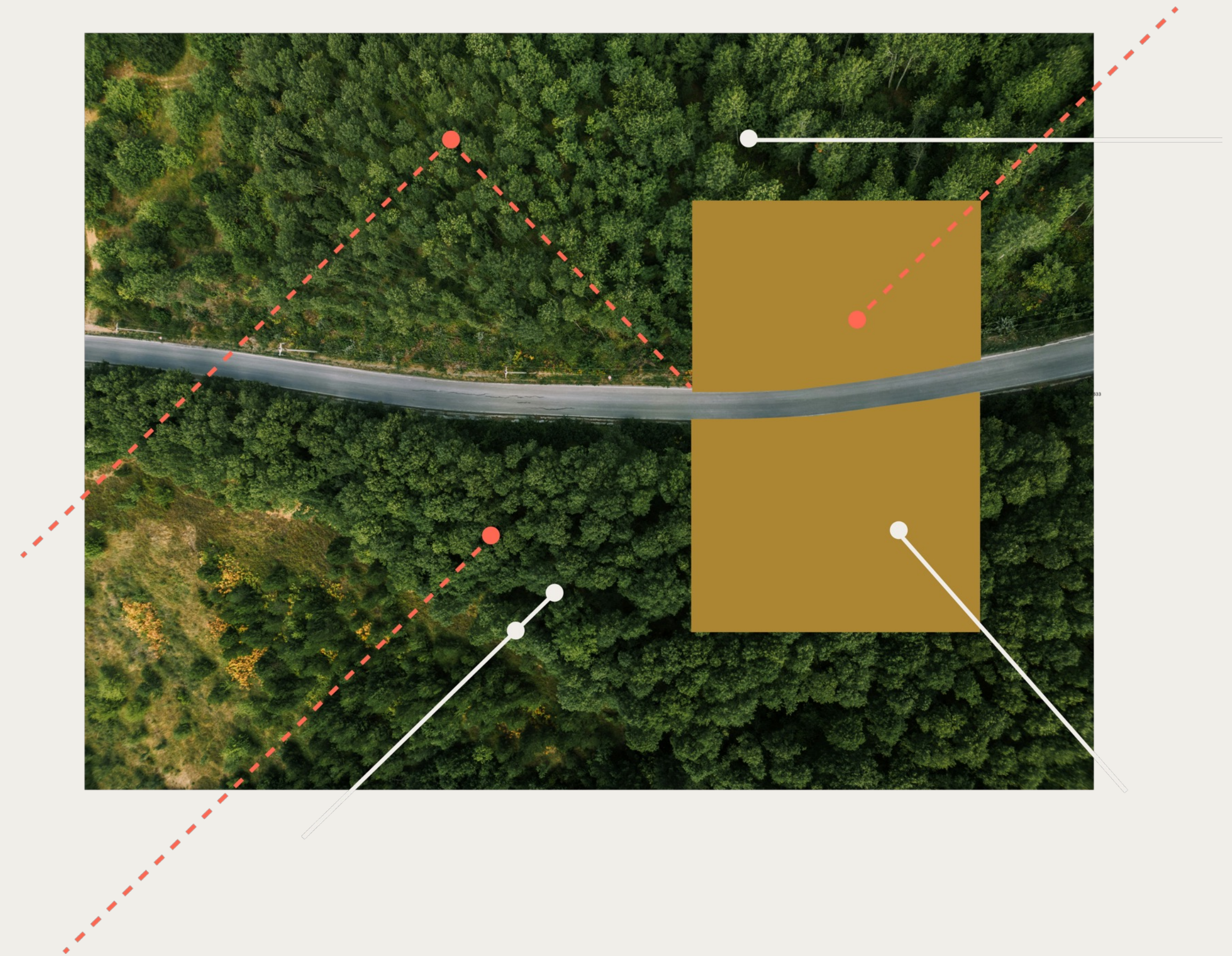
The project established BBC best practices for AI evaluation, validation, and deployment, feeding into wider organisational efforts to adopt generative AI responsibly.

Time scales and effort

Engagements typically range from a few weeks to several months, depending on the complexity of the work and scope of AI capabilities sought.

The service can be delivered as:

- A short scoping or health check engagement
- A build & integration phase
- Ongoing optimisation and AI refinement



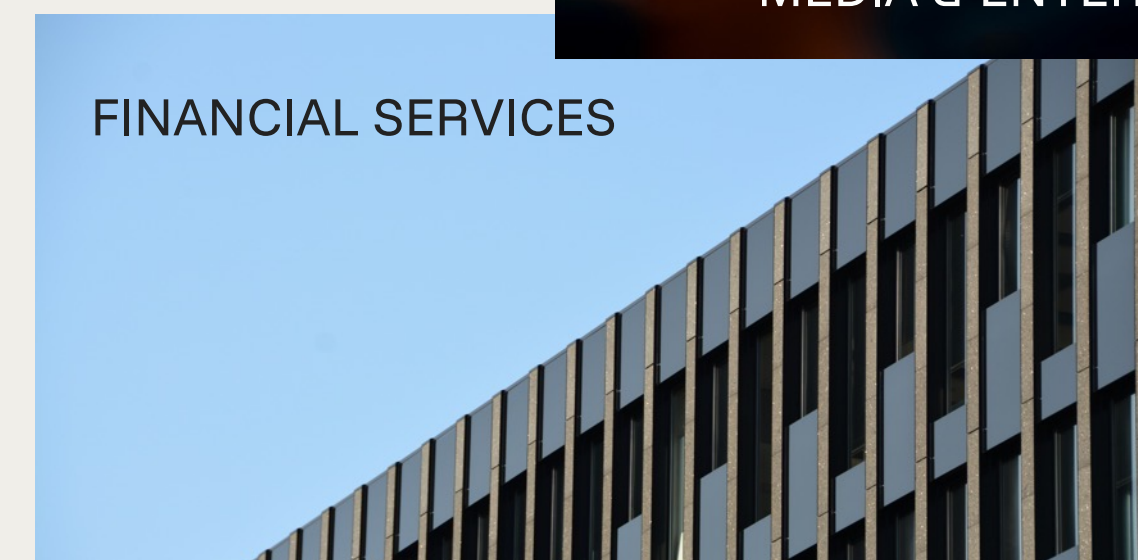
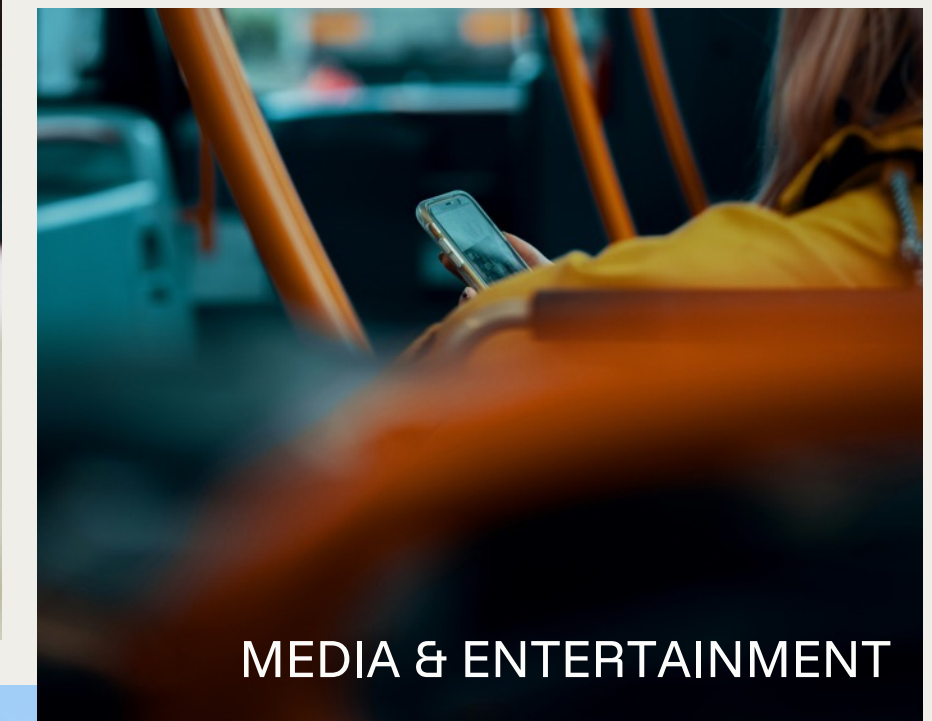
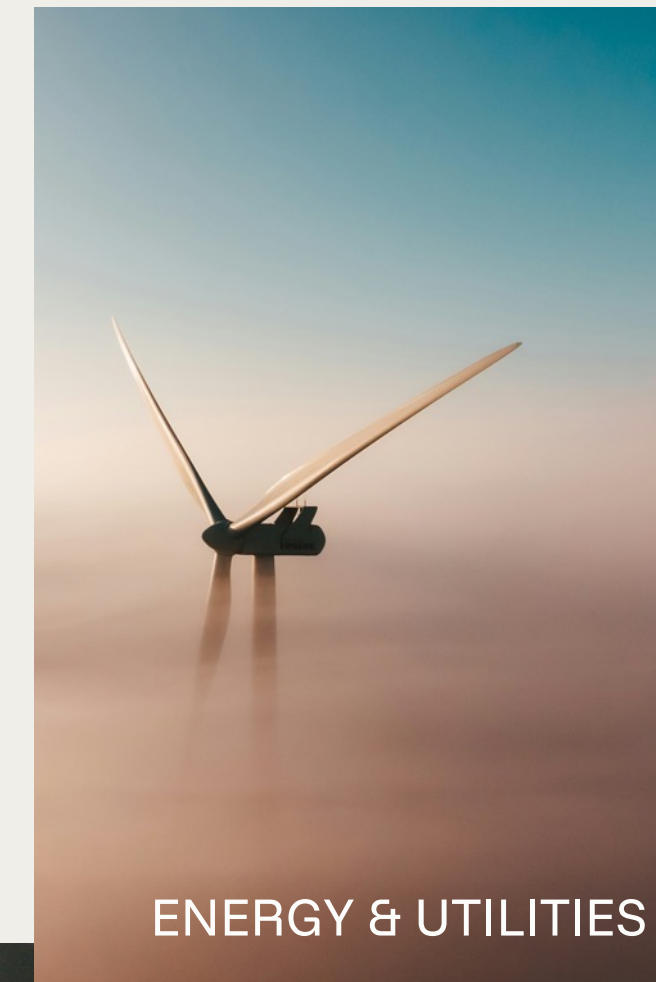
About Softwire

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

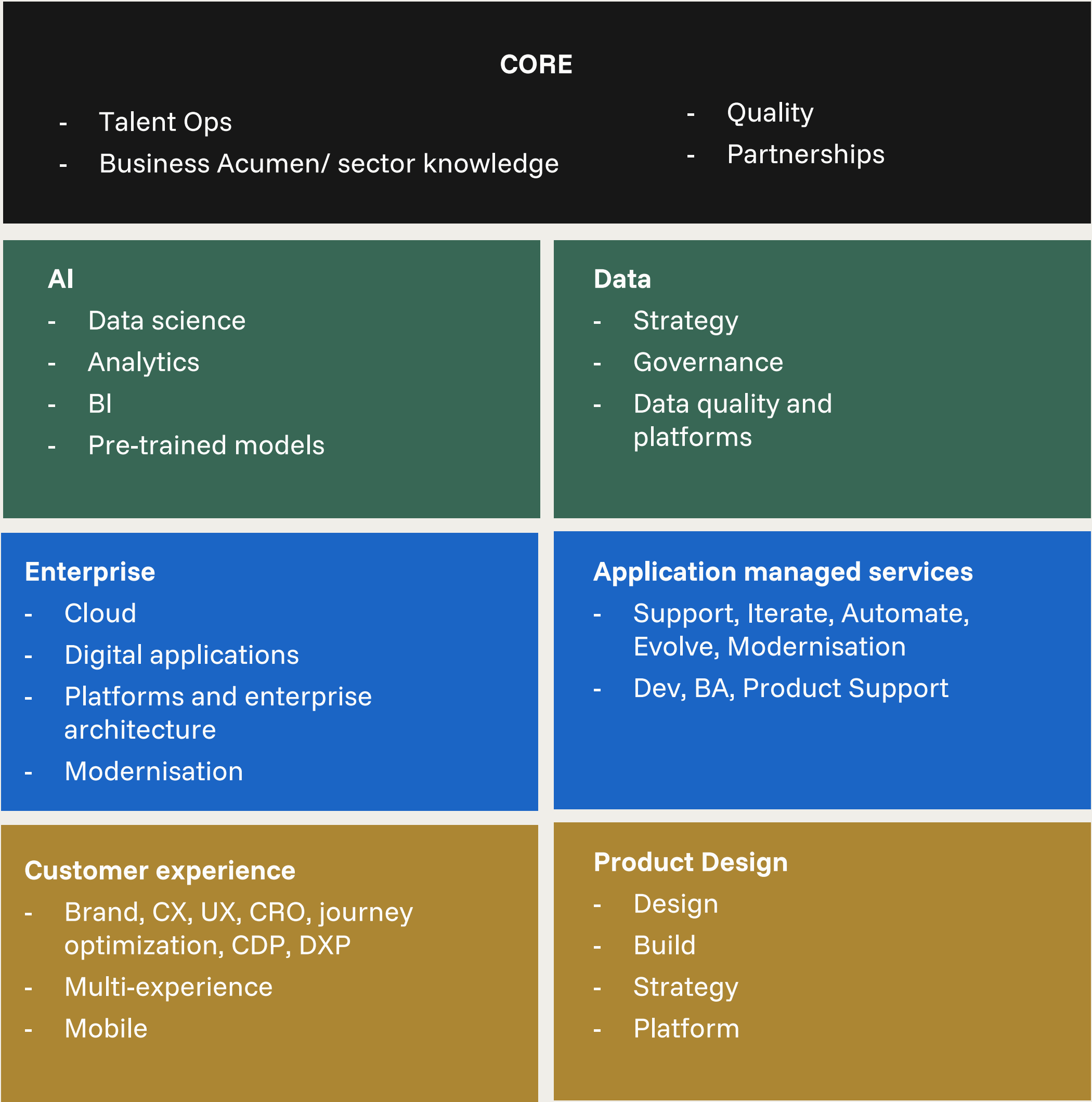
We have expertise across multiple sectors

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

Contact us

Email: info@softwire.com

Phone number: +44(0)207 485 7500

Address: 315 Highgate Studios, 53-79 Highgate Road, London, NW5 1TL