



Agentic AI for Document-Heavy Operations

G-Cloud 15 – Lot 2 (Cloud Software)





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Agentic AI Automation for Document-Heavy Operations

Service Definition G-Cloud 15 – Lot 2 (Cloud Software)

1. Service overview

Adappt's Agentic AI Automation for Document-Heavy Operations is a cloud software service that enables organisations to automate, validate, and govern document-centric workflows using AI-driven agents. The service supports document ingestion, rule-based and AI-assisted checks, workflow orchestration, and auditability for regulated, document-heavy environments.

2. Service classification

This service is provided as cloud software under G-Cloud Lot 2. It is accessed via web interfaces and APIs. Configuration and onboarding activities are limited to enabling use of the software and do not constitute managed services, consultancy, or bespoke software development.

3. Intended users

- Public sector data and analytics teams
- Public sector teams managing regulated documents
- Policy, compliance, and assurance functions
- Operational teams handling high document volumes
- Digital and automation teams
- Governance and audit stakeholders

4. Core platform capabilities

4.1 Document ingestion and workflow orchestration

The platform provides software components to ingest documents from repositories and systems, map document workflows, and orchestrate authoring, review, approval, and publication stages. Workflows are configurable to reflect organisational roles and controls.

4.2 AI-assisted validation and quality checks

AI-driven agents perform configurable checks against defined rules, standards, and policies. These checks support consistency, completeness, and quality assurance across document sets, with human-in-the-loop controls where required.

4.3 Governance, auditability, and traceability

The service maintains audit logs and traceability of document changes, decisions, and approvals. This supports governance, assurance, and regulatory audit requirements.

4.4 Integration and APIs

Secure APIs enable integration with identity services, document repositories, and downstream systems. Role-based access controls govern user and system interactions.

5. Security and data protection

The service implements appropriate technical and organisational controls to protect buyer data, including encryption in transit (TLS 1.2 or higher), encryption at rest where supported, role-based access control, segregation of customer data, and logging of access and processing activities.

6. Deployment model

- Public cloud
- Private cloud (buyer-controlled)
- Hybrid cloud

The service may be deployed within Adappt-managed software environments or into buyer-controlled cloud environments, subject to buyer security, data residency, and governance requirements.

7. Onboarding and configuration

Standard onboarding is included to configure document sources, workflows, rules, and access controls. Onboarding enables buyers to use the software as intended and does not include bespoke development or operational management unless separately agreed.

8. Support and service management

Support is provided via email or online ticketing during Working Hours (09:00–17:30 UK, Monday to Friday). Requests are prioritised by severity. Enhanced support options, including extended hours or 24/7 support, may be agreed at additional cost.

9. Service constraints

Service effectiveness depends on document quality, defined standards, and workflow configuration. AI-assisted checks rely on the accuracy of input data and rules. Planned

maintenance for software updates may be required and will be communicated in advance.

10. Offboarding and data export

During an agreed offboarding period, buyers can export documents, metadata, configurations, and audit logs using available tools or APIs. Data can be provided in commonly used, machine-readable formats. Secure deletion of buyer data is supported following contract termination.

11. Benefits to buyers

- Reduced defects in critical documents
- Improved consistency and quality assurance
- Faster review and approval cycles
- Clear audit trails and traceability
- Reduced manual effort for subject matter experts
- Support for regulated and assured processes
- Scalable automation for document-heavy operations
- Improved governance and compliance confidence

12. Alignment to G-Cloud Lot 2

This service is offered as cloud software under Lot 2. It does not include managed services, consultancy, or bespoke development. Buyers requiring implementation, migration, or operational support may procure additional services separately under G-Cloud Lot 3.