



Scrumconnect G-Cloud 15 Service description

AI-Driven Chatbot Solutions



**At Scrumconnect, we deliver
user-centric digital solutions
that transform public services.**

**Our team of expert consultants
excels in full lifecycle
development, turning complex
challenges into actionable
results that drive real impact.**



Our mission is to make digital services and products easy to use for our clients and their customers, creating great user experiences for everyone.

What we do

Revolutionizing Engagement with AI-Driven Chatbots

Our AI-Driven Chatbot Solutions leverage cutting-edge artificial intelligence technologies to deliver personalized and efficient interactions across various digital channels, enhancing user satisfaction and driving business growth. With customizable features and integration capabilities, our solutions cater to diverse industry needs, empowering organizations to automate routine tasks, streamline processes, and deliver exceptional customer experiences.

Service Features



Natural Language Processing (NLP)

Natural Language NLP algorithms to accurately understand and respond to user inquiries, ensuring seamless interactions.



Machine Learning Algorithms

Employ machine learning techniques to continuously improve chatbot in user interactions and adapting responses over time.



Personalization Capabilities

Personalized responses and recommendations based on user team historical interactions, enhancing user satisfaction.



Multi-Channel Integration

Seamlessly integrate chatbots across various digital channels, multi media platforms, and messaging apps, ensuring consistent user experiences.



Analytics and Reporting

Analytics and Reporting: Providing analytics and reporting capabilities, user engagement metrics, and conversational trends strategies



What we do

Service Benefits



Enhanced Customer Engagement: AI-driven chatbots provide personalized and efficient interactions, improving customer satisfaction and loyalty.



Increased Operational Efficiency: Automate routine tasks and streamline processes, reducing manual effort and operational costs.



Scalability: Easily scale chatbot capabilities to meet growing user demand, ensuring consistent and reliable performance.



Valuable Insights: Gain valuable insights into user behavior, preferences, and conversational trends, informing strategic decision-making and optimization efforts.



Competitive Advantage: Deliver exceptional customer experiences, driving brand loyalty and differentiation in the market.

Service Delivery



Consultation and Requirement Gathering: Engage with clients to understand their business objectives, target audience, and chatbot requirements.



Design and Development: Design and develop chatbots tailored to client specifications, incorporating advanced AI technologies and personalized features.



Integration and Deployment: Seamlessly integrate chatbots into existing digital channels and systems, ensuring compatibility and smooth implementation.



Testing and Quality Assurance: Conduct rigorous testing to validate chatbot functionality, accuracy, and performance, identifying and resolving any issues or inconsistencies.



Training and Support: Provide comprehensive training and support to clients and users, ensuring successful adoption and ongoing optimization of chatbot performance.

DATA PARTNERS

We work alongside you to harness the full potential of your data ensuring it drives meaningful outcomes and business success.

Data Engineering

Data Operations

Data Science and AI

Data Analytics and Insights



DESIGN PARTNERS

We understand the unique challenges you face in delivering exceptional design and research. We've been there and done it and delivered positive impact.

Service Design

Interaction / UX Design

User Research

Content Design

Design Strategy

Design Leadership



TECHNOLOGY PARTNERS

We partner with you to harness the latest technologies ensuring your systems are efficient, scalable and future-proof.

Software engineering

Cloud and architecture

Service management

Legacy code modernisation

Automation

Artificial intelligence



STRATEGY PARTNERS

We collaborate with you to create and implement strategies that ensure sustainable growth and competitive advantage.

Product strategy

Data strategy

Technology strategy

UCD strategy

Digital strategy



Why us?

Track record

Experienced delivery partner for private and public sector clients.

UK Govt trusted partner

We've been working in the UK Public Sector for 10 years.

Cross-sector delivery experience

DWP, MoJ, HMPO, DfE, GDS, SITA, Cora, Bank of England and ASOS.

Value for money

Clear vision for improvement, TCO benefits, competitive rates & experienced team.

Hand picked team

10+ years experience of picking bespoke digital teams to meet customer demands.

Delivery mindset

Delivered 40+ projects over Discovery, Alpha, Beta and Live.

Quality

Meeting user needs as default.

Standards

Adherence to GDS and Industry SDLC and Designs, tech community participation. Certified to Cyber Essentials Plus, ISO 9001/27001.

**Delivering over 20% of
the top 75 UK
citizen-facing public
services and a number
of private sector
customer facing
programmes.**



68 user-centred digital
services across 14
major clients.

350 people currently
deployed on client
projects.

50m UK citizens user
our solutions.

Our Digital Transformation for the UK Public Sector

Transforming pension experiences at the Department for Work and Pensions

Scrumconnect transformed pension experiences with our award-winning Get Your State Pension service for DWP. Serving 12 million UK citizens, we achieved an 80% digital adoption rate and over 95% satisfaction, managing £101 billion annually. Welcome to the new era of pension management.

Building the Ministry of Justice exemplar service

Scrumconnect pioneered one of the Ministry of Justice's earliest exemplar services, spearheading the adoption of a cloud-first approach and modernizing their organizational structure. Based in Manchester magistrates' court, our team developed a product aimed at minimizing unnecessary visits, driving efficiency and effectiveness.

Digital Transformation of HM Prison and Probation Service

Scrumconnect consultants are at the forefront of addressing major challenges within prisons and probation systems. With issues spanning across the board, timely access to pertinent data can be lifesaving for prison officers. Our consultants are dedicated to developing cutting-edge products and services tailored for a modern prison system, ensuring efficiency and effectiveness at every step.



Our Digital Transformation for the Private Sector

Expanding capacity and capabilities with speed at Cora

Cora aimed to expand its IT capacity for delivering more features to customers efficiently. Scrumconnect assembled a team of 30 FTEs, enabling experienced staff to focus on client engagement, yielding a 10x return on investment. Let's explore further opportunities to deepen our partnership.

eCommerce programme for international airline

We managed the development of three distinct E-Commerce solutions for a global airline undergoing extensive integration. Our responsibilities included overseeing site development, maintaining release schedules, sprint and release planning, and complete stakeholder management. We provided thorough reporting on deliverables and outcomes throughout the process.

Revolutionising the Bank of England's Cloud Migration: From Days to Minutes

In a groundbreaking initiative, Scrumconnect facilitated the seamless transition of the Bank of England to the cloud, slashing analysis time from 20 days to a mere 30 minutes. Our approach, which included secure landing zones, application on-boarding mechanisms, containerization, and extensive training, has not only streamlined operations but also laid the foundation for a resilient, forward-thinking cloud strategy.

We're guided by our values at all times

Collaboration

We believe that we are stronger as a team than as individuals. We create and solve problems together.

Early Value Creation

We find the quickest route from idea to product because that is where our business value is. Customers rely on us to impact their business and we always deliver.

Learning

The future belongs to those that can adapt fast. We do this by continuously learning, sharing and growing as individuals and as teams.

Integrity

Teamwork requires trust with everyone that we work with. We can always be relied upon to behave with the highest standards.

Commitment

No matter what, we always give our 100% to achieving our goals. Our focus and motivation is always the highest.

Any questions? Please contact:

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