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G-Cloud 11

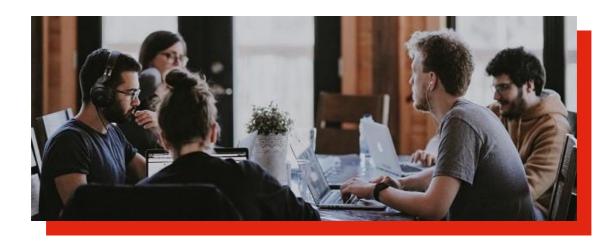# Microsoft Conversational AI

Service Definition

Service Overview

Ceox provides a service to help public sector organisations exploit Artificial Intelligence to deliver intelligent conversational agents to interact with citizens.

Ceox Conversational AI Services makes use of Microsoft's public cloud Artificial Intelligence and Machine Learning tools and services to deliver services which help end users. Our services cover discovery, design, implementation and on-going support to help organisations seeking to deliver services which users can interact with naturally.

The service allows organisations to offer multi-channel customer engagement with chat bots, mobile apps and websites with artificial intelligence (AI). Many organisations develop Chat bots or use natural language processing to understand voice commands. Typical use cases include enabling citizens to use a transactional public service or utilise FAQs. Ceox are experts in AI and bring an in-depth knowledge and experience of how public sector organisations can exploit AI. Ceox can provide individuals on a project basis to undertake Discovery, create AI services, implement technologies, transform supporting processes or undertake long-term support agreements.

Ceox's experts have knowledge of the full range of Microsoft's Artificial Intelligence and Machine Learning offerings and capabilities. Our team focus on user needs when designing and developing an AI solution and ensure the solution represents the needs of the user.

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Ceox can architect, design, configure, implement and deliver full projects either for specific services, call centres or all user facing services.

Ceox can also provide fixed price SLA backed support arrangements for AI services integrated with existing applications, services or websites.

We help organisations use AI services with the focus on enhancing user experience and deliver operational excellence alongside improved efficiency savings.

Ceox can also provide quality assurance activities to ensure that your newly deployed AI services meets your requirements including performance testing and functionality testing.

Ceox also provides on-going support for Cloud Services underpinned by ITIL Service Management processes and tools.

Ceox provides services to help Public Sector organisations and Housing Associations use cloud to deliver digital services. By transitioning to digital delivery, organisations can improve user satisfaction, reduce costs and improve efficiencies.

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Our Features

Our Conversational AI Service include:

- Enhancing digital services with Automated Intelligence, Machine Learning and Advanced Analytics

- Full service to supply Planning, Setup, Migration, Quality Assurance, Performance Testing, Testing, Cyber Security and On-going support

- Discovery raises awareness of opportunities, ethics, legal and policy, data maturity and develops AI roadmap

- Use platforms from Microsoft, Google, Watson, Amazon Web Services (AWS) to support Digital Strategy

- Create virtual assistants and virtual agents

- Use Cognitive Services to understand vision, speech, knowledge, search, language

- Access AI to predict trends, data-driven decisions, provide virtual assistants and improve customer experience

- Offer multi-channel customer engagement with chat bots, mobile apps and websites with artificial intelligence (AI)

- Deploy Robotic Process Automation (RPA) and use deep learning frameworks

- Ensure that tone of voice and persona reflects your organisation and reflect user-needs

- Ensure services meet the GDS Digital Service Standard and GDS Technology Code of Practice

- Use cloud AI services from Microsoft: Knowledge Mining, Azure Search, Form Recognizer, Azure Machine Learning, Azure Databricks, ONNX, Cortana, Cognitive Services, Azure Bot Service, IoT Edge and Compute.

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- Build upon Dynamics 365 with in-built AI capability

- Extend and develop in Open Source, Microsoft .NET, Java, PHP

- Build using agile, iterative, DevOps, open standards and user-centred methods

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Benefits for You

**Our service provides many benefits
to you and your organisation including:**

- Exploit the power of Machine Learning and Natural Language Processing

- Better understand the data your organisation collects with intelligent reporting

- ITIL based service management processes and tools providing support via a service desk

- Full support for any discovery, user research, design, develop, delivery, build and live running activities you're undertaking.

- Experts in supporting Housing Associations, Local Authority Housing Providers and Central Government departments and agencies.

- Assistance for regulated suppliers of Social Housing and those providing properties to leaseholders and under shared ownership.

- Help with understanding and optimising public cloud licences and licensing.

- Skills transfer to internal staff including training

- Automation of time-consuming manual processes

- Improve workflows and processes by integrating AI

- Deliver customer personalisation and recommendation with machine learning techniques

- Improve quality and reduce fraud with anomaly and fraud detection and predictive modelling

- Understand AI ethics, legal, GDPR and policy constraints for public-sector

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About Us

Ceox provides IT services to Central Government and the Social Housing Sector, our aim is to help organisations exploit technology for the benefit of society.

Our innovative solutions help our customers deliver better services for less money.

We specialise in helping organisations move to delivering services digitally. We ensure an engaging online experience available 24x7 as well as an optimised back office to provide operational excellence. As a Microsoft Partner since inception we are experts in providing and supporting Dynamics 365, Office 365 and Microsoft AI solutions.

The company was created when the founders, backed by years of public sector experience, identified a need for a smaller niche supplier who could deliver innovative technology solutions cost effectively. Ceox provides proven technical and industry expertise in a company that's agile, easy to deal with and helps organisations deliver cutting edge services efficiently.

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Our Other Services

Ceox provides a Digital Capability to help Public Sector organisations create and deliver Digital Services and undertake Digital Transformation.

Ceox researches the needs of your users, designs and develops digital services and provides on-going support to optimise service quality.

Research:

Discovery – Discovery services to help organisations better understand their users, strategy and technology choices. We exploit technology to support Digital Transformation.

Design & Develop:

Digital Services – We provide Digital Capability, including the best tools, approaches and technologies to support your digital service development. Platform agnostic, we utilise DevOps technologies to deliver working software in an Agile manner.

Dynamics 365 – Exploit the capabilities of Dynamics 365, with the scale to deliver quick solutions for small teams or enterprise level systems for thousands of users, including line of business applications, Case Management, Correspondence Management and Social Housing Management.

Microsoft AI – Use the power of artificial intelligence to make more informed decisions, provide virtual assistants and empower call centres to be more productive, improve user satisfaction and reduce costs.

Office 365 – Harness Microsoft's productivity suite to deliver efficiencies in the workplace with better communication and collaboration. We specialise in transitioning people from old EDRM systems and file shares to cloud based Office 365.

Managed Microsoft Azure – Microsoft's cloud platform provides increased security, innovative features, scalability and reduce IT costs. We can move your estate to the cloud and then manage it for you once it's there.

Optimise:

> *Managed Services* – We can provide piece of mind for your organisation by looking after your business-critical applications, underpinned by an SLA backed guarantee and established tools and processes.

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Our Experience

Our experience includes:

- Home Office
- DEFRA
- Valuation Tribunal Service
- APHA
- Homes & Communities Agency
- Environment Agency
- ACAS
- Sport England
- Transport for London
- Ministry of Justice.

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Get in Touch

To learn more about Ceox and our services, follow the links below or contact us directly.

https://ceox.co.uk

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Feel free to drop us an email on:

hello@ceox.co.uk

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If you'd rather talk on the phone then our number is:

0333 987 4495

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If you want to send us something in the mail, our address is:

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