



AI MANAGED SERVICES

Your AI, running and improving

THE CHALLENGE

Why AI needs ongoing ownership

Models go stale.

Trained on past data, they lose accuracy as the world moves on.

The cost is in running it.

Token consumption grows with usage, long after the build is paid for.

Compliance doesn't stop at launch.

The AI Act requires high-risk systems to be monitored for life.

The work doesn't stop.

New data, models and use cases keep changing what "good" looks like.

OUR ANSWER

We keep your AI delivering

A managed service for AI in production — we take accountability for keeping your models, agents and platforms reliable, compliant and continuously improving, so your teams stay focused on the business.



We run it

We operate your AI systems and agents in production day to day, so they stay reliable and available.



We watch it

We monitor accuracy, drift, cost, usage and risk continuously, and act before issues reach users.



We improve it

We retrain, optimise and ship new agents and use cases on a steady cadence.

What a managed service includes

Production operations

Running and supporting your AI systems, agents and pipelines in production.

Monitoring & observability

Tracking accuracy, drift, latency, cost and usage, with alerting and reporting.

Model lifecycle

Retraining, fine-tuning, versioning and prompt management as your data evolves.

MLOps & platform

Deployment, scaling, reliability and the platform that keeps everything running.

Governance & compliance

Living AI Act evidence, responsible-AI controls, access and data governance.

Continuous improvement

New use cases and agents delivered on a regular, prioritised cadence.

1

Onboard

We take over your AI estate with a clear runbook and shared ownership.



2

Operate

We run and support it in production against agreed ways of working.



3

Optimise

We tune accuracy, cost and reliability, and keep governance current.



4

Evolve

We add new agents and use cases as your priorities change.

Selected references



Service desk agent

What we did:

Designed, built and integrated an AI agent with MS Teams to collect issue details, auto-create and prioritize tickets, connect with ServiceNow, and resolve recurring incidents without human intervention.

Benefits for the client:

Reduced service desk costs by 20%, increased throughput by 30%, and automated resolution of 85% of recurring incidents.



Inquires answering

What we did:

We mapped the business process for handling wholesalers' inquiries and replaced it with an AI agent integrated with an MS Exchange server, which provides precise email responses to customer inquiries.

Benefits for the client:

Nearly fully automated handling of wholesalers' correspondence, with only critical inquiries routed to human experts.



Ministry of Justice
Republic of Poland

Legal Search

What we did:

Developed and fine-tuned a Polish legal language model, built a scalable hybrid search engine for 400k+ documents, and automated review and summarization of key information.

Benefits for the client:

Delivered over 2x more accurate search results than the previous system and significantly reduced time spent finding and extracting case-relevant data.



How to Get Started

Marcin Mosiołek

AI Competency Center Lead

mmosiolek@sii.pl