

A DIAGNOSTIC TOOL FROM DEFINIA, POWERED BY NOVIFORM

The AI MOT for higher education

Universities rarely struggle to start with AI and automation. The hard part is making it stick — choosing the right processes, keeping AI safe and governed, giving Finance numbers it will stand behind, and keeping delivery moving once the novelty wears off. Together we build that capability: the governance, the benefits case and the delivery engine, proven inside UK higher education.

Where the pressure builds



Admissions and recruitment

Offer letters, applicant checks and decision backlogs that swell every cycle.



Registry and academic administration

Deferrals, withdrawals, record changes and letters produced at scale, by hand.



Student services

Enquiries triaged manually, the same questions answered again and again.



Finance and fees

Fee assessments, invoicing, reconciliation and chasing that eat whole weeks.



International office

Compliance checks, document verification and immovable deadlines.



Professional services

Onboarding, access and approvals queuing behind busy people.

Anyone can sell you the technology. We build the capability that chooses it, governs it and proves it — and we stay vendor agnostic by design, working alongside whatever platforms you already run.

THE PROOF Built and proven inside UK higher education

£7.6m

three-year benefits case

£1.97m

investment behind it

£3.85

back for every £1 invested

Plus a Finance-endorsed benefits methodology and live automations in service across student-facing and administrative services.

The path to greater efficiency

Campus AI MOT

Two weeks · Fixed fee

A 12-point diagnostic across the six areas above, scoped to one school, directorate or service. A number on every finding and a clear read on where AI is safe to start.

The automation playbook

Scoped · Typically four to six weeks

We stand up the operating model: governance that covers AI as well as automation, a gated discovery pipeline and a benefits methodology your Finance team will endorse.

Delivery sprints

Scoped · Price per sprint

AI and automation built into live workflows, on your existing platforms or ours, each with a 30-day warranty and an ROI gate.

Embedded automation lead

Fractional · Monthly

A senior lead runs the function — the council, the pipeline and the benefits reporting — until your own hire takes it over.



The honest mechanic. We only recommend automations where the numbers stack up. If it will not pay for itself within twelve months we tell you, and we do not build it.

What each stage actually means

Four stages. Start at the beginning and stop whenever you like. Each stage stands alone, and each one earns the next.



1• Campus AI MOT Two weeks • Fixed fee

WHAT HAPPENS

A short pre-work pack, then four to six interviews of 45 minutes with the people who own each area: admissions, registry, student services, finance, international and professional services including IT. We score what we heard and put a number on every finding.

WHAT YOU WALK AWAY WITH

A red, amber and green scorecard: 12 points across the six areas, the cost of every red flag, a prioritised 90-day fix list and a live demonstration of the kind of automation we would build first. The report is yours to keep.

YOUR COMMITMENT

A fixed fee, agreed up front, scoped to one school, directorate or service. About half a day of your team's time, plus the interviews.



2• The AI and automation playbook Scoped • Typically four to six weeks

WHAT HAPPENS

We stand up the operating model that makes automation stick: a council that meets monthly and actually decides, a staged discovery pipeline with gates and off-ramps, and a benefits methodology designed with your Finance team, so the numbers get endorsed, not disputed.

WHAT YOU WALK AWAY WITH

A working automation function — a prioritised pipeline, the discovery and benefits machinery, a governance cadence in flight and the first processes moving through it. Built as your capability, not our dependency.

YOUR COMMITMENT

A scoped piece of work at a fixed price, typically four to six weeks. Your people are in the room throughout, because they will be running it.



3• Delivery sprints Scoped • Price per sprint

WHAT HAPPENS

The fixes get built one at a time in short sprints, into live workflows, starting with the highest payback. Where the work involves documents, language or judgement, that means AI agents; where it is structured and rule-based, straightforward automation. Every sprint is scoped and priced before it starts.

WHAT YOU WALK AWAY WITH

Working automation in day-to-day use, tested with the people who use it, with a 30-day warranty on every build. We only build where it pays for itself within twelve months.

YOUR COMMITMENT

You approve each sprint individually. No long contract, and you can stop after any sprint.



4• Embedded automation lead Fractional, two to three days a week • Monthly

WHAT HAPPENS

A senior automation lead runs the function part time, chairs the governance, manages the pipeline, owns the benefits reporting and keeps Finance, sponsors and delivery aligned. The same role we perform inside a UK university today. Where you do not have an internal build team, we can run and support the live automations too.

WHAT YOU WALK AWAY WITH

An automation function that keeps moving without a full-time hire, monthly benefits reporting your board can trust, and a capability deliberately built to be handed over.

YOUR COMMITMENT

A monthly arrangement, no long tie-in. As the function grows the role grows with it, and when it justifies a full-time hire we help you recruit and hand over. Our exit is designed in from day one.