



EMBARGOED till 10 July, 10:00 am SGT

Fact Sheet

INTELLIGENTISATION: NCS-UNIQUE TOOLS TO SPEED UP AI DEPLOYMENT **NCS unveils Sunshine.AI to Accelerate Enterprise Productivity**

Sunshine.AI is an in-house AI tool suite developed by NCS to accelerate AI adoption across delivery and operations. It is part of NCS' broader commitment to Intelligentisation - a structured, enterprise-grade approach to embedding AI deeply into organisational workflows.

Sunshine.AI is built for developers, IT operations teams, and corporate users. It comprises tools that are embedded with NCS-curated knowledge and designed to work within enterprise constraints - boosting productivity while aligning with security, data, and workflow governance.

Sunshine.AI comprises Sunshine.Coder, Sunshine.Operations and Sunshine.Productivity

1. Sunshine.Coder

An AI coding assistant that supports language conversion, test generation, and code analysis. Sunshine.Coder is embedded with NCS' coding standards and leverages a retrieval-augmented generation (RAG) engine for context-aware support grounded in proprietary documentation, best practices, and real project assets.

Key features:

- Embedded with NCS coding and cybersecurity standards
- Integrated with auditing, logging, and security tools
- From legacy codes to modern systems, Sunshine.Coder translates, generates and tests code at scale

2. Sunshine.Operations

Sunshine.Operations is an AIOps (AI Operations) platform designed to automate incident triage, system log analysis, and operational task flows.

Key features:

- Pre-trained, plug-and-play models for rapid deployment
- Integrated with existing IT systems management tools
- Key use cases include incident ticket analytics, system log monitoring, and alert automation



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3. **Sunshine.Productivity**

Sunshine.Productivity is a suite of tools that enhance day-to-day tasks such as summarisation, content retrieval, and secure document handling.

Key features:

- Powered by a custom Large Language Model (LLM) environment called NCSgpt, and connected to internal knowledge bases like SharePoint and wikis
- Built on a secure, ring-fenced architecture that ensures data is neither transmitted to nor used for training external LLMs
- Cost-efficient and scalable
- Flexible and customisable through AI agents tailored to specific use cases

NCS Also Announced AI Accelerators and Methodologies

AI Accelerators

To bring AI into production reliably and at speed, NCS is enabled by a suite of proprietary accelerators that serve as building blocks for real-world AI solutions. Our AI Accelerators comprise proprietary frameworks, code libraries and deployment toolkits to enable consistent, scalable build and deployment of AI systems. These accelerators mirror and augment a spectrum of human cognitive functions - from perception and pattern recognition to reasoning, decision-making, and action.

These accelerators:

- Have been used in over 100 real-world engagements across sectors ranging from transport to healthcare, defence and citizen services
- Enable scalable AI deployment across sectors
- Support best practices such as explainability, escalation design, performance tuning, and feedback integration

Methodologies

The development and deployment of Sunshine.AI is supported by NCS' structured approach to AI transformation.

At the discovery phase, the **AI+DR Matrix** helps organisations identify where AI, GenAI, or Agentic AI can drive the greatest value by aligning AI opportunities with real business intent. It provides a framework to scope use cases, prioritise entry points, and ground innovation in business intent - not experimentation.

Serving as an essential starting point for any organisation embarking on its AI journey, the AI+DR Matrix categorises organisations into four quadrants of AI Dust, Missed Opportunity, House of Cards, and Game Changers based on their maturity levels of AI adoption and digital resilience. This allows organisations to assess their AI and digital resilience readiness and calibrate key developmental steps as they move down the AI pathway.



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To better understand where organisations stand today, NCS has partnered with IDC since 2024 to conduct a global benchmarking study involving 870 organisations across 17 countries and 11 industries.

Key findings include:

- 82.9% of organisations were in the "AI Dust" quadrant, experiencing limited AI adoption and weak infrastructure
- 5.6% were in "House of Cards", experimenting boldly with AI but lacking the underlying governance, security or systems to support it
- Only 5.9% were "Game Changers", organisations which combine strong AI capabilities with robust digital resilience. "Game Changers" achieved up to 3.7x ROI from AI investments, which is 1.6x compared to peers
- These findings highlight that digital resilience is not just about mitigating risk - it's a force multiplier for effective AI adoption and long-term organisational success

NCS Drive, another cornerstone of our discovery method, is a structured approach that guides organisations to discover real needs, reframe challenges, ideate solutions, visualise them through prototypes, and evaluate with real feedback. It helps teams turn insight into action - quickly, collaboratively, and with purpose.

Once direction is established, the next phase focuses on designing the solution and evaluating its potential impact. This includes defining the features of the AI system, estimating both financial and operational value, and assessing technical feasibility across multiple dimensions - such as data availability, model fit, security, cost, and portability. **NCS AI Tech Radar** helps clients navigate these trade-offs with confidence, ensuring design choices are robust and investment ready.