



SERVICE GUIDE · 2026

Model Context Protocol

A cleaner, standard way to connect AI to the tools and data of your business.

INSIDE THIS GUIDE

- 01 What it is
- 02 What it can do
- 03 Industry use cases
- 04 A closer look
- 05 What we build
- 06 Oversight & Governance
- 07 Hosting & Deployment
- 08 Consulting & Advisory
- 09 Training & Support
- 10 Our Delivery Process

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WHAT IS MCP

A universal plug for AI

MCP — the Model Context Protocol — is a **shared standard for connecting AI models to your tools, data, and systems**. Instead of building custom integrations every time, MCP gives you one consistent way to plug AI into anything — and swap models or tools without rebuilding from scratch.

THINK OF IT LIKE THIS

*Before USB, every device needed its own cable and driver. Plugging anything in was a project. USB changed that — one standard, every device, no fuss. **MCP is the same idea, for AI.** One way to connect your AI to your tools, your data, and your future.*

01**How It Works**

A plain-English overview

• Your Tools Speak MCP

Each tool or system you want AI to use is connected through a small, standard MCP adapter — built once, used everywhere.

• The AI Discovers What It Can Do

Through MCP, the AI automatically learns what tools are available, what they do, and when to use them.

• Models & Tools Stay Independent

Swap AI models or change tools without rebuilding integrations — everything keeps working through the same standard.

02**What It Can Actually Do**

Real-world examples

• Cleaner Integration

One standard way to connect AI to your CRM, database, email, files, or any other tool — instead of custom code each time.

• Easier Vendor Swaps

Swap AI providers or models without rebuilding integrations — your tool connections stay the same on either side.

• Better Governance

Every AI tool call goes through MCP, giving you a single place to log, audit, and control what AI is allowed to access.

• Lower Maintenance

When your tools change, only the small MCP adapter is updated — the rest of your AI setup keeps working unchanged.

• Reusable Across Projects

An MCP connector built for one AI use case can be reused across every other AI project — saving time and cost.

• Future-Proofing

As the AI landscape evolves, MCP keeps your investments portable — protecting you from vendor lock-in and rework.

INDUSTRY USE CASES

Real scenarios, real outcomes

Below are examples of how Model Context Protocol (MCP) is being applied across different sectors and departments. Each one replaces hours of manual work or unlocks insight that was previously out of reach.

A**Integration Use Cases**

Connecting AI cleanly to your existing systems

- **Internal Data Access**

An MCP connector gives your AI controlled, auditable access to databases, document stores, or knowledge systems — without raw access.

- **Email & Communications**

MCP connectors for email, chat, and calendar systems let AI read, schedule, and draft through a clean, governed interface.

- **Business Tool Integration**

AI can query your CRM, ERP, ticketing system, or finance tools through MCP — the same way for every tool, with consistent access controls.

- **File & Document Access**

Standardised AI access to your file stores, document management systems, and shared drives — with full audit trails.

B**Platform & Architecture Use Cases**

Building a sustainable AI foundation

- **Model Swapping**

Switch between AI providers as the market evolves — MCP keeps your tool integrations and workflows unchanged on either side.

- **Shared Connector Library**

Build an internal library of MCP connectors — every team can plug into the same governed pool of AI tools and data.

- **Multi-Model Routing**

Different AI models can use the same MCP tools — letting you route tasks to the best model for each job, transparently.

- **Cross-Project Reuse**

An MCP integration built for one project automatically becomes available to future projects — compounding ROI over time.

C

Governance & Future-Proofing

Control, audit, and adapt — without rebuilding

- **Centralised AI Access Control**

MCP gives you a single place to define what AI is allowed to access, what it can do, and under what conditions — across every tool.

- **Vendor Independence**

Avoid lock-in. MCP keeps your AI stack portable — your investments survive changes in providers, models, or platforms.

- **Audit & Compliance**

Every AI action through MCP is logged with timestamps, parameters, and outcomes — meeting compliance and regulatory needs.

- **Sector Standards**

As AI standards mature in your sector, MCP positions you to adopt new tools and frameworks without rebuilding what you already have.

A CLOSER LOOK

How MCP actually works

MCP creates a clean separation between AI models and the tools they use — making each side simpler, easier to govern, and easier to change.

- **1. Tool Registration**

Each tool or system exposes itself through a small MCP adapter that describes what it does and how to use it.

- **2. Discovery**

When AI needs to do something, it queries MCP to see what tools are available and what they can do.

- **3. Authorisation**

Before AI uses a tool, MCP checks whether the request is allowed — applying your access rules consistently.

- **4. Invocation**

The AI calls the tool through MCP with a structured request — no custom code, no bespoke integration logic.

- **5. Response**

The tool replies through MCP in a standard format — the AI processes it the same way regardless of which tool replied.

- **6. Audit**

Every step is logged — what the AI asked, what was returned, what action was taken — for full visibility.

05

What We Build For You

The key components of your system

- **Custom MCP Connectors**

Adapters that let your AI safely interact with your specific systems — databases, internal tools, third-party services, or legacy apps.

- **Access & Permission Layers**

Fine-grained access controls baked into every connector — ensuring AI only sees and does what it's authorised to.

- **Migration & Modernisation**

Where you have legacy AI integrations, we can migrate them to MCP — simplifying your stack and lowering maintenance cost.

- **Connector Libraries**

A curated, reusable library of MCP integrations for your organisation — so every new AI project starts with what's already built.

- **Logging & Audit Pipelines**

Centralised logging of every MCP call — feeding into your existing compliance, monitoring, and audit systems.

- **Strategy & Architecture**

Advice and design on how MCP should fit into your overall AI architecture — for the short term and the long term.

06

Oversight, Governance & Responsible AI

Built-in accountability — always included

- **Full Visibility**

See exactly what your Model Context Protocol (MCP) system is doing — every action, decision, and outcome — through a clear activity log.

- **Audit Trails**

Every action recorded with timestamp and reason — a searchable record for compliance and review.

- **Continuous Improvement**

Your system gets better over time. We review outcomes, identify improvements, and update it.

- **Guardrails & Boundaries**

Clear rules for what your system can and cannot do. Sensitive actions always require human sign-off.

- **Ongoing Monitoring**

We monitor performance over time, flagging anything unusual and ensuring continued accuracy.

- **Data Privacy & Security**

Your data stays yours. We follow rigorous practices and work within your security policies.

07

Hosting & Deployment

We handle the technical side — you focus on the results

Once your Model Context Protocol (MCP) system is built, it needs somewhere to live and run reliably. We take care of all of that for you.

- **Cloud Hosting**

Hosted on secure, enterprise-grade cloud infrastructure. Your Model Context Protocol (MCP) runs 24/7, scales with usage, maintained by our team.

- **Hybrid Setup**

Hybrid deployments combining cloud convenience with on-site control, tailored to your requirements.

- **On Your Own Systems**

If data must stay on-premises for compliance or security, we deploy your system entirely within your environment.

- **Ongoing Management**

Managed packages include monitoring, updates, performance tuning, and ongoing support as your system matures.

08

Consulting & Advisory

We help you figure out what you actually need

Not sure where to start? Most organisations know Model Context Protocol (MCP) could help — but not where, how, or what to prioritise. We work through that with you honestly, without jargon.

- **Discovery & Scoping**

We understand your operations, challenges, and goals — then identify where Model Context Protocol (MCP) delivers the most value first.

- **Roadmap Planning**

A phased plan — starting with a focused pilot that delivers early results, then expanding as confidence and ROI grow.

- **Feasibility & Risk Assessment**

An honest view of what's achievable, the risks involved, and a realistic timeline. No overpromising, no jargon.

- **Stakeholder Alignment**

We help communicate the plan internally — leadership, operations, compliance, IT — with materials for non-technical audiences.

09

Training & Adoption Support

Making sure your team feels confident

The best system only creates value if your team knows how to use it, trust it, and get the most from it. We provide tailored training and support to make adoption smooth.

- **Team Onboarding**

Practical, jargon-free sessions for people working alongside the Model Context Protocol (MCP) system every day — what it does and when to step in.

- **User Guides & Playbooks**

Clear, plain-English documentation tailored to your system — a reliable reference whenever your team needs it.

- **Leadership Briefings**

Focused sessions for senior stakeholders covering outcomes, governance, risk, and measuring success.

- **Ongoing Support**

As confidence grows and workflows evolve, we're available for follow-up sessions, Q&A, and improvements.

10

Our Delivery Process

From first conversation to live system

- **01 — Discovery Call**

We learn about your business, challenges, and where we can help most.

- **02 — Scoping & Proposal**

We map the solution, confirm feasibility, and agree on clear outcomes.

- **03 — Build & Test**

We build your system, test it thoroughly, and refine it with your input.

- **04 — Deploy & Integrate**

We go live — connecting it to your tools on your chosen infrastructure.

- **05 — Train Your Team**

Onboarding sessions and documentation so your team is ready to use it.

- **06 — Monitor & Improve**

We track performance, maintain governance, and keep improving over time.



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NEXT STEP

Ready to put AI to work in your business?

Let's start with a conversation. We'll listen to where you are, what you're trying to achieve, and show you what's possible.



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GET IN TOUCH

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