

G-Cloud 14 Service Description

Microsoft Copilot Chatbot, & Power Virtual Agent (PVA) Services

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1. Scope of services

Graph helps forward-thinking organisations deliver Microsoft Azure and Power Platform applications with improved performance, improved scalability and reduced technology risks

Focused on the Microsoft stack, our consulting and architecture teams help organisations overcome complex technology and migration challenges, and to make the most of their cloud investments. Offering a unique portfolio of market-leading services, we enable organisations to achieve significant cost and operational benefits.

Our Digital Services for Microsoft Copilot Chatbot, & Power Virtual Agent (PVA) provides organisations with a complete set of strategic planning, architecture, implementation, deployment, integration, migration, testing, transition and support services for organisations looking to deliver chat-based applications through Microsoft Azure and Power Platform.

The services include chatbot solutions and digital assistants to improve customer experience and automate time-consuming and repetitive business processes.

Features

- Improve customer experience, customer journey and optimise support
- Strategic expert-led digital and technology consultancy
- Service design strategy, user experience design and journey mapping
- Technical architecture and design
- Rapid prototype development
- Leverage Azure, Open AI, Generative AI, GPT and Natural Language Processing models
- Integration with Azure, Dynamics 365, third-party cloud and on-premise data

Benefits

- Benefit from hands-on and expert-led consultancy
- Rapid implementation - go from initial exploration and discovery workshops to testing with users in as little as two weeks
- Certainty of outcome from a 20+ year strategic global Microsoft consultancy
- Deep understanding and experience of the UK public sector
- Experienced with delivering Government Digital Service (GDS) compliant services
- Support extensive integration with Azure, OpenAI, Dynamics 365, Copilot, Power Platform, Power BI

- Strong DevOps/SecOps culture with automated testing, deployment
- Access a full stack team of digital expertise when you need it — strategists, architects and engineers all working cohesively to amplify your outcomes
- Knowledge and skill transfer to build internal Azure, OpenAI, Dynamics 365, Copilot, and Power Platform capabilities
- Expert-led coaching (via our Academy programmes)
- Post-implementation support and direct access to our team
- Accelerate time to value and maximise ROI

2.Pricing

Please refer to the associated SFIA Rate Card for this Service.

3.Contact Details

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