

ceox

G-Cloud 14

Citizen Facing Services with Power Pages Development

Service Definition



Service Overview

Ceox's Citizen Facing Services with Power Pages Development enables Public Sector Organisations to build engaging digital services to serve external users.

Our service allows organisations to make use of Power Pages (formerly Power Apps Portal) which provides a Content Management System for building online transactional websites. The portal is perfect for Enterprise applications and quick start scenarios as it provides a lot of functionality out of the box.

Power Pages is perfect for scenarios like licence applications, case submission or online accounts. The portal can use external Authentication Providers including Facebook, Google, and Microsoft. The flexible service can be configured in several ways including:

- Only allowing pre-authorised authenticated users.
- Allowing all external users to sign-up for an account.
- Allowing external users to request an account but then requiring authorisation before they can get access.
- Allowing anonymous access to information.

Power Pages provides a responsive design which tailors itself to any device. Create engaging websites tailored to mobiles, tablets, and PCs.

Storing data within Dataverse means systems can be standalone or easily integrated with other services. Dataverse can use Power BI for comprehensive Business Insight and Reporting. Integration with other services leads to single sources of data and can provide full CRM capabilities.

Power Pages enables organisations to use all or parts of Microsoft's Power Platform. Empower your workforce, automate tasks, streamline processes, and deliver better customer satisfaction. Power Platform consists of the following components:

- **Power Apps** – A low-code development environment for building custom apps with a simple to use drag and drop interface. Power Apps can:
 - Rapidly transform ideas into Apps
 - Refactor, Rearchitected and Replace legacy applications
 - Swiftly build Apps for new initiatives or events
 - Produce a quick solution for an urgent issue or legislative change

- **Power Automate** – A platform for creating automated workflows between applications and services. Power Automate can be used to build secure automated solutions that can reduce manual effort and modernise processes through intelligent automation.
- **Power BI** – A Business Analytics service to provide analytics and insight on an organisation's data with reports and dashboards.
- **Power Pages** – Create customer facing websites and portals including GOV.UK compliance and payment options.
- **Copilot Studio** - Create chatbots and virtual agents using a no-code graphical interface to engage with customers, answering common queries and reducing customer representative workload.

Our Features

Our service includes:

- Make use of Microsoft's Power Apps Low-Code Application Platform (LCAP) to build business applications.
- Includes Power Pages for external access.
- Use Power BI for Data Insights, Analytics, Reporting, Dashboards, Visualisation and connecting multiple Data Sources.
- Use Power Automate for Robotic Process Automation (RPA) including Business Process Flows.
- Integration with many business systems including Dynamics 365, Office 365 and SharePoint Online.
- Create an organisational Centre of Excellence with help for Governance & Administration, Nurturing Citizen Developers and Support & Operations.
- Managed Service for supporting built Business Applications.
- Refactor and Rearchitect existing applications.
- Customisation and Configuration of existing platform.
- Connect to existing connectors or use Premium Custom Connector. Access the Common Data Model through Dataverse.
- Build Canvas Apps and Model Driven Apps.
- Empower your organisation with Artificial Intelligence (AI) Builder, AI Virtual Assistant, Chatbots, Azure OpenAI and Generative AI solutions.
- Full service to supply Planning, Setup, Migration, Quality Assurance, Performance Testing, Testing, Cyber Security and Ongoing Support.

Benefits for You

Our service provides many benefits to you and your organisation including:

- Empower Citizen Developers.
- Make use of Responsive Design to target, Web, Mobile, Tablets and PCs.
- Modernise Legacy Applications.
- ITIL based service management providing support via a service desk.
- Full support for any discovery, user research, design, develop, delivery, build, on-going support and live running activities undertaken.
- Experts in supporting Local, Central Government departments and other agencies.
- Supports Digital Transformation and delivers GDS Digital Service Standard and GDS Technology Code of Practice, open source compliant digital services.
- Support of Microsoft Partner with Certified Microsoft Dynamics Consultants.
- Reassurance of security cleared individuals from BPSS to SC clearance.
- Help with understanding licences and licensing and COTS selection.
- Skills transfer to internal staff including training.

About Us

At Ceox we work with Public Sector organisations to drive value and engage customers using Microsoft technology.

We work with Government Departments, Agencies and Public Bodies and the Social Housing Sector to deliver innovative solutions that help our customers provide better services for less money.



We specialise in helping organisations move to delivering services digitally. We ensure an engaging online experience available 24x7 as well as an optimised back office to provide operational excellence. As a Microsoft Partner with specialisations in Business Applications, Data & AI and Digital & App Innovation, we are experts in providing and supporting Power Platform, Dynamics 365, and Intelligent Automation.

The company was created when the founders, backed by years of public sector experience, identified a need for a smaller niche supplier who could deliver innovative technology solutions cost effectively. Ceox provides proven technical and industry expertise in a company that's agile, easy to deal with and helps organisations deliver cutting edge services efficiently.

Our Other Services

At Ceox we help Public Sector organisations create and deliver Digital Services.

We understand the needs of your users, design and develop digital services and provide on-going support.

Discover

Discovery Services – To help organisations better understand their users, strategy, and technology choices. Our implementation projects start with a Discovery phase.

Design & Develop

Digital Services – We provide Digital Capability, working in an Agile manner using the best tools, approaches, and technologies to support your digital service development.

Power Platform – Deploy Power Platform to deliver value. **Power Apps** enables rapid development of business apps, **Power Pages** deliver low-code websites, **Power Automate** improves productivity through automating workflows, **Copilot Studio** delivers Next Generation AI via a no-code interface and **Power BI** helps organisations analyse and visualise data.

Dynamics 365 – Exploit the capabilities of Dynamics 365, with the scale to deliver quick solutions for small teams or enterprise level systems, including line of business applications and Case Management.

Intelligent Automation – Use Artificial Intelligence and Robotic Process Automation to automate processes and deliver efficiencies and reduce errors.

Microsoft 365 – Harness Microsoft's productivity suite, including SharePoint Online, to deliver efficiencies in the workplace with better communication and collaboration.

Managed Microsoft Azure – Microsoft's cloud platform provides increased security, innovative features, scalability and reduce IT costs.

Optimise

Managed Services – We provide piece of mind for your organisation by looking after your business-critical applications, underpinned by an SLA backed guarantee and established tools and processes.

Our Experience

Our experience includes:

Government Departments

Department for Education

- Power Platform Grant Application and Management solution for Connecting Classrooms
- Power Apps Portal for Education Bodies to provide Reinforced Autoclaved Aerated Concrete (RAAC) information for schools

Department for Transport

- Dynamics 365 Public Enquiry Management solution to support Department's handling of Enquiries and Parliamentary Correspondence
- Development and support for a range of Corporate Power Apps deployed across DfT including Praise Management and Local Recognition, Declaration of Interests and Gifts and Hospitality

Foreign, Commonwealth and Development Office

- Intelligent Automation (RPA and AI) for Correspondence Management system using Power Apps and Power Automate

HM Treasury

- Utilised Power Platform to deliver RPA and AI for Correspondence Management

Welsh Government

- Leave Booking App (Cofnod) in Welsh and English to support cross government leave booking and management
- Power App based solution for managing Permits for Welsh Fisheries

Developed processes and procedures for a Power Platform Centre of Excellence

Public Bodies

Historic Royal Palaces

- Dynamics 365 development and support for marketing campaigns

Solicitors Disciplinary Tribunal

- Dynamics 365 Case Management System to support Tribunals
- Power BI development to provide Management Reporting with dashboards and reports

Transport for London

- Power Apps Development of Station Access App to manage safe access to London Underground stations by contractors and engineers
- Safe Track Power Apps Development to monitor on-going work and repairs on London Underground Tracks
- Microsoft Dynamics 365 portal for HGV safety registration solution
- Road User Charging system with Dynamics 365 and Azure

UKRI

- Power Platform Model Driven Application with SharePoint Integration to manage the bid process and store contractual documentation
- Power Pages solution to gather supplier details and internal Model Driven Application to manage the process of supplier proposals.

Valuation Tribunal Service

- Appeals Management System using Microsoft Dynamics 365
- Power BI Management Reporting solution

Social Housing

Stonewater Housing

- Power Pages Multistep Form, with authenticated access requesting information from applicants inquiring about properties

Network Homes

- Customer Service CRM solution utilising Dynamics 365
- Repairs Management system with Dynamics 365 portal
- Power Apps 'app' to improve employee engagement

Get in Touch

To learn more about Ceox and our services,
follow the links below or contact us directly.

<https://ceox.co.uk>

Feel free to drop us an email on:

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If you'd rather talk on the phone, then our number is:

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