

G Cloud - Support

Service Definition Document

Power Platform Execution



SERVICE DESCRIPTION

There are many low/no-code systems with the aim of helping business users solve their own problems. Although these tools have very low barriers to entry, often users need either a bit of a helping hand initially, or support to get the systems and solutions that are being built up and running quickly. Working with a technical partner, like Quorum, allows the “citizen developers” in the organisation with their business expertise, to work with confidence and without any technical impediments, in improving their processes and systems.

As part of this service, Quorum works alongside business users of the Power Platform, whether you need to automate workflows, build simple applications, or build dashboards and reporting capability on existing data. With the combination of your business knowledge, and our technical capabilities, we can help build a more-rounded solution, even more quickly than working alone to address any technical challenges. Effectively, our aim is to turbo charge business users in their developments.

We do this through providing a deep technical insight together with the business’s own “citizen developers” to help them get off the starting blocks more rapidly, and building and refining existing or new data views, apps or processes that can scale and be refined. Through all of this we aim to continually empower the organisation’s own users to build their skills and create solutions that fit their business exactly.



Power Apps

Application development



Power BI

Business analytics



Power Automate

Process automation



Power Virtual Agents

Intelligent virtual agents



Power Pages

Low code website builder

SERVICE DESCRIPTION (cont.)

The Microsoft Power Platform provides the means of making data-driven insights available to everyone through Power BI, quickly building organisational solutions that solve business challenges through Power Apps or automating business processes with Power Automate.

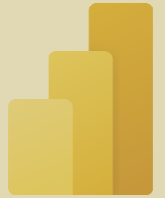
There are also numerous connectors, not just for classic data such as Azure SQL, MySQL, and Oracle, but also for SaaS offerings such as SharePoint, Dynamics 365, Salesforce, SAP and Zendesk. These connectors even allow for automation and connection to social and media platforms, such as Twitter, Instagram, Slack and many more.

Through the use of Azure AD, the identity and access of individuals in the organisation can be tightly managed, such that the right people have the right permissions and ensuring a secure solution.



Power Apps

Application development



Power BI

Business analytics



Power Automate

Process automation



Power Virtual Agents

Intelligent virtual agents



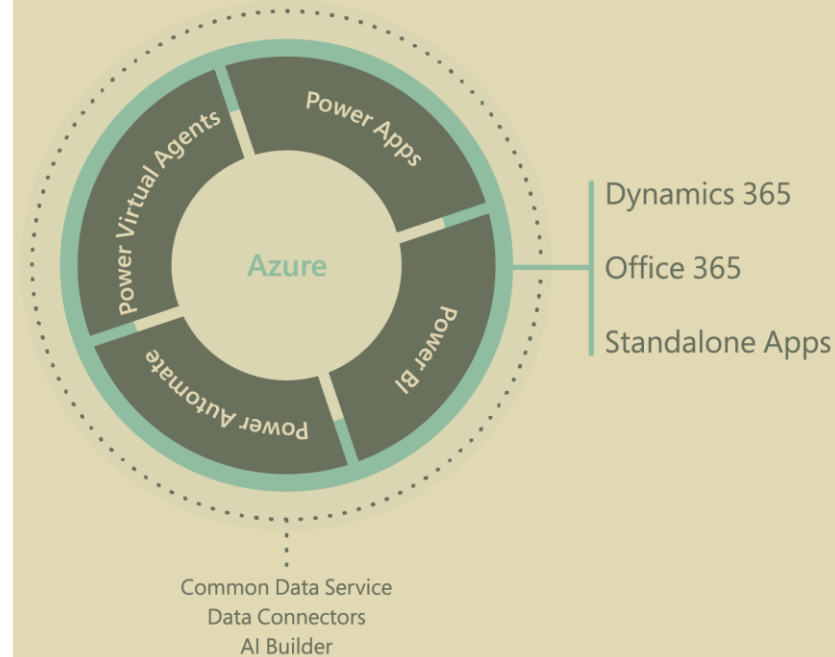
Power Pages

Low code website builder

SERVICE FEATURES

The Power Platform has many connectors available to integrate to existing SaaS products, together with comprehensive Microsoft 365 integration. If you already have 365, then making use of the Power Platform to streamline your business processes is easy. We can also help with this initial cloud or 365 adoption.

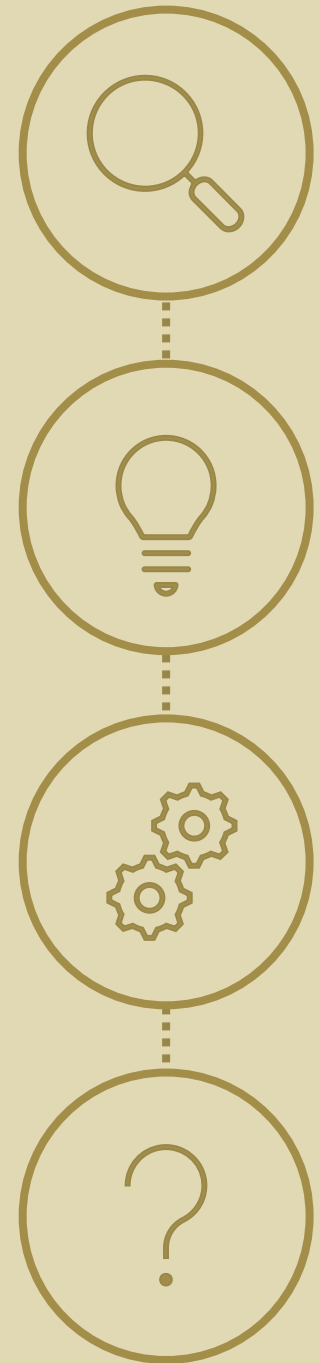
There are no service constraints, other than those associated with the platform itself, which is constantly being expanded.



SERVICE PROVISION

Onboarding:

- Quorum provide a full and bespoke on-boarding process with a view to taking on the role of providing the relevant technical assurance and providing learning on the job for the organisation's own business specialists. As the organisation provides the business expertise, the onboarding process can be as simple and rapid as simply getting our consultants talking to your business experts.
- In terms of offboarding, the aim at the end of any engagement is that the organisation can support, maintain and enhance their own power platform developments. As such, no specific offboarding should ever be necessary.
- Cloud Services can be ordered by emailing a summary of the requirements to tenders@quorum.co.uk, including details such as:
 - Organisation and contact details
 - Number of users
 - Any optional requirements
 - Any specific security and information assurance requirements



SERVICE PROVISION (cont.)

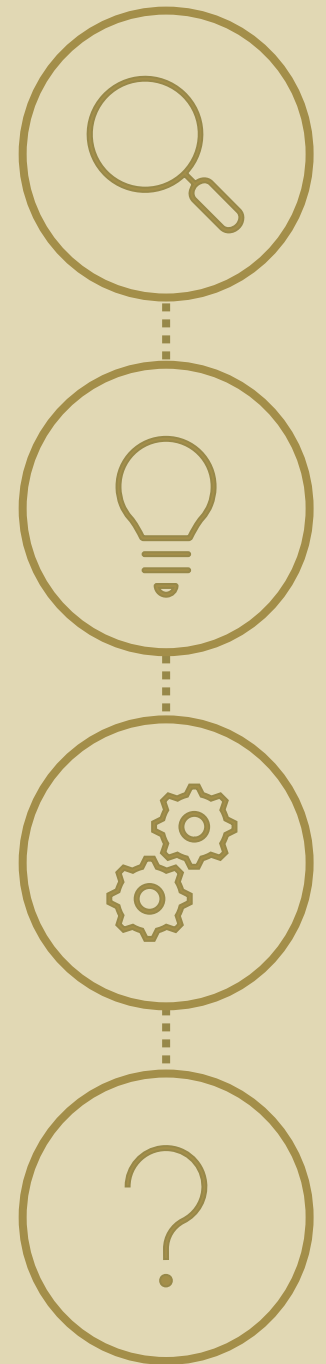
Key Roles:

Quorum is a Microsoft Solutions Partner in Data and AI and Digital and App Innovation and has Subject Matter Experts certified to the most up to date Azure Data Platform credentials. For engagements of this nature, the likely resources would be:

- Power Platform Consultant – The power platform consultant works alongside the business users to help understand their business problem, provide technical support, and ensure the users can deliver their own solutions in the best way possible. Depending on the solution being developed, this could be an expert in Power Apps, Power Automate (Flow) or Power BI.
- Data Platform Expert – Sometimes the problem involves complexities of data, not just a business problem. Where this is the case, Quorum will supply the necessary data expertise to provide a solution.
- Project Management – In larger engagements, project management can be provided, although typically the Power Platform developments have a lighter approach to project management, and a risk management-based approach to implementation and testing.
- The key role is the business user, or users, that the organisation themselves provide. They bring the knowledge that we help build on, technically, to deliver the solution.

Approach:

Typically, due to the nature of the Power Platform, and the business processes being improved and fixed, an agile approach will be taken. The aim is quick and iterative development.



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

- Any longer-term support and SLAs can be negotiated as required; however, we'd expect the business to typically take ownership of the solutions developed, and we would typically only provide second or third-line support.

Maintenance and outage

- Outage and maintenance management of the platform is taken care of by Microsoft, and by any third parties connected to.
- The Power Platform itself allows for deployment without downtime.

Account Management

- Quorum can provide full after sales account management. Through working in an iterative and responsive fashion, we aim to continually add value to the low-code/no-code development process. Where we can't add value or speed, there is no need to engage.

