G-CLOUD 14
SERVICE DEFINITION
DOCUMENT

MICROSOFT POWER PLATFORM DEVELOPMENT

IMPLEMENTATION SERVICES FOR POWER PLATFORM
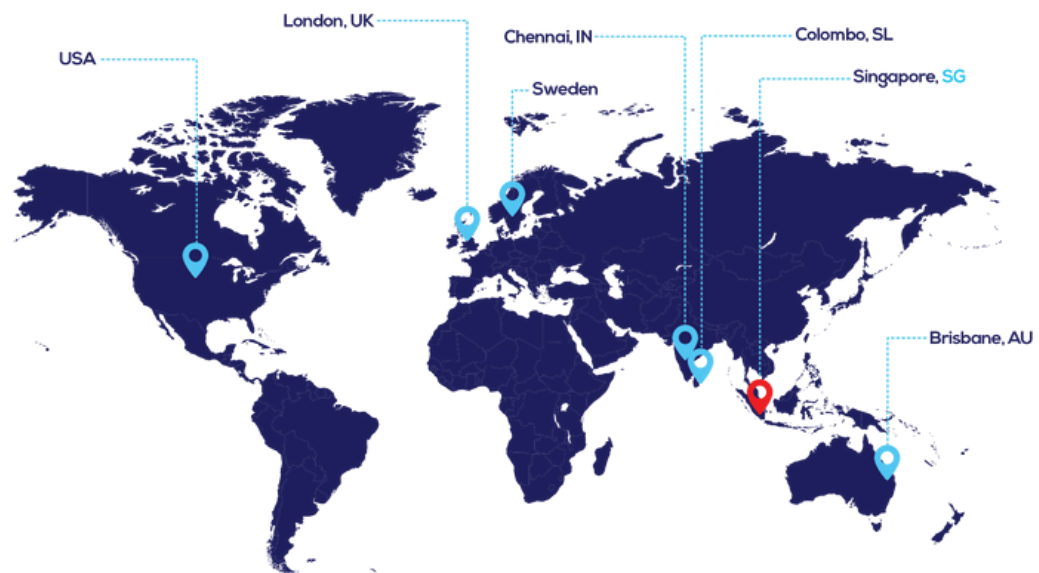
CONTENTS

1. EXECUTIVE SUMMARY

Lowcodeminds presents the G-Cloud 14 Service Definition Document for designing, developing, and implementing an AI and automation-powered case management system built on the Appian low-code platform - recognised as a leader in the Gartner® Magic Quadrant™. Renowned for enhancing operations with unified data, process automation, customer success, and advanced Generative AI .

Lowcodeminds is a global technology services provider and official partner of Appian. Our skilled low-code developers design, build, and deploy Appian solutions for rapid development and seamless efficiency. We help to tackle immediate challenges while setting the stage for organisational success.

Our expertise lies in connecting knowledge, people, processes and systems to boost productivity for the public sector - Local Authorities and Central Government, Non-Profit organisations, Housing Associations, and Universities. As case management experts, our technology helps clients optimise their processes, showcase value, securely share information, build resilient work practices, maximising software ROI, and ultimately, increasing efficiency and productivity.

Our solutions are highly adaptable, allowing us to tailor solutions to meet the specific needs of different teams from a range of public sector areas, including Legal Services, HR, Finance, Debt Recovery, Collections, Debt Management, Information Governance, Special Educational Needs, Community Engagement, Trading Standards, Property & Estates, and Social Care, etc.

We are Cyber Essentials certified, and listed on the Crown Commercial Services frameworks for Automation and AI.

LOWCODE MINDS

2. **LOWCODE MINDS**

Our commitment is to elevate customer operations, offering not just efficiency but a strategic advantage in our customer's business sector.

Our Core Value Proposition

Lowcodeminds, a Microsoft partner provides provides a comprehensive implementation service that harnesses the full potential of Microsoft Power Platform's automation capabilities, including design, implementation, and adoption of Power Platform for customers.

We help organisations accelerate solution delivery using the Microsoft Power Platform - creating applications, automating processes, digitising workflows with remarkable speed, and accelerating productivity, resulting in significantly reducing development costs

Our team of certified Microsoft consultants and developers collaborates with you to create high-quality solutions tailored to your business needs. We offer advisory, implementation, support, and training services focused on adding value and ensuring strong governance - with the skills and resource to deliver both tactical and large-scale transformation projects within Local Government and Central Government as well as Non-Profit organisations, Universities, and Housing Associations.

Streamlined Processes: Automate and streamline workflows, reducing manual effort and improving operational efficiency.

Enhanced Collaboration: Facilitate communication and collaboration enabling improved team coordination and faster resolution of cases.

Improved Decision-Making: Leverage access to data and analytics to make more informed decisions, identifying trends to optimise processes.

Enhanced Customer Service: Enable faster response times and more personalised interactions, leading to improved customer satisfaction.

Compliance and Governance: Ensure regulatory adherence to internal requirements/policies, reducing non-compliance and associated penalties.

Better Resource Allocation: Track progress and optimise resource allocation, improving overall efficiency.

Scalability: Enjoy true scalability, handling increasing volumes of activities and cases without sacrificing performance or quality of service

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3. WHAT YOU CAN DO WITH POWER PLATFORM

- **Build Apps Fast:** Create web and mobile applications quickly, using templates and drag-and-drop tools, without any technical limitations.

- **Automate Processes:** Streamline business operations by automating workflows and integrating services.

- **Enterprise-Grade Security:** Benefit from robust security and governance to protect your data.

Additional Capabilities

- **Advanced Security**: Identity is managed through Azure Active Directory, offering multi-factor authentication and rich security policies. The Admin Center provides audit logs, usage analytics, and data loss prevention features.

- **Extensive Connectivity:** Connect to over 270 cloud services, files, databases, and web APIs. You can also integrate with on-premises systems via the On-Premises Data Gateway.

- **Microsoft Ecosystem Integration**: The Power Platform seamlessly integrates with Office 365, Dynamics 365, Azure, and Windows, ensuring your organization can leverage the full Microsoft ecosystem.

Whether you need to build custom applications, automate business processes, or gain actionable insights from your data, our solutions based on the Microsoft Power Platform can help you achieve your goals.

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4. POWER PLATFORM COMPONENTS

Power Apps: Build custom applications in hours instead of months. Connect to your existing data and systems to solve problems more quickly and boost efficiency. You can use drag-and-drop or custom code to build simple to complex applications, with IT oversight.

Power Automate: Automate and integrate business processes, from basic automations to complex scenarios involving branches and loops. Trigger actions, grant approvals, and receive notifications, all within your workflow.

Power BI: Gain insights from your data, regardless of where it resides. Connect to all your data sources to create a unified view of your business. Build interactive reports and live dashboards that can be accessed via web or mobile devices.

Power Virtual Agents: A platform for building chatbots and virtual agents without requiring coding skills. Power Virtual Agents can be integrated into websites, applications, and messaging platforms to provide automated customer support and answer common queries.

Power Pages: A secure, enterprise-grade, low-code software as a service (SaaS) platform for creating, hosting, and administering modern external-facing business websites. Whether you're a low-code maker or a professional developer, Power Pages empowers you to rapidly design, configure, and publish websites that work across web browsers and devices.

Microsoft Dataverse: The foundational data platform for Power Platform. It enables cloud-based, low-code data management with secure connectivity and integration with other Microsoft services. Dataverse simplifies data management, allowing you to define relationships between tables and columns easily. This platform is designed to support scalable and powerful solutions.

5. LOWCODEMINDS SERIVCES

Lowcodeminds works collaboratively with our customers to design, build and support enterprise-wide systems for organisations that wish to improve operational performance by leveraging the Microsoft Power Platform within their Microsoft Power tech stack.

The Services Provided by Lowcodeminds Include:

- **Solution Architecture**
- **Project Management**
- **Technical Assurance**
- **Migration Consultancy**
- **System Review & Recommendations**
- **Software Development**
- **Quality Assurance/ Test Strategy**
- **Training and User Adoption**

Please enquire for further services

6. FEATURES & BENEFITS

Features

- We deliver mobilisation strategies; empowering users across organisational tiers.
- Delivering integration with the entire Power Platform and Microsoft Cloud tooling.
- Seamless Power Platform deployment and implementation: discovery and build.
- Providing streamlined integration of Power BI for data visualisation analysis.
- User autonomy delivered through automated workflows, providing increased efficiency.
- Holistic approach for Microsoft Power Platform.
- We create data-driven Power Apps for diverse business needs.
- Power Automate delivered for Mobile, Web and Desktop automation.
- Provision of ongoing training and support: maximises Power Platform utilisation
- Connect with wider Microsoft stack using Power Automate.

Benefits

- Rapid delivery of Power Platform certified consultants, with security clearance.
- Streamlined processes, boosting operational efficiency.
- Realise Power Platform and Automate potential, revolutionise business performance.
- Aids digital transformation, by leveraging Power Platform capabilities.
- Power Automate reduces administrative burden, by enhancing automation.
- Employs AI for intelligent automation, augments decision-making processes.
- Achieves data-driven decisions through Power BI insights, for actionable intelligence.
- Harnesses connected apps, data and services; boosts productivity.
- Delivers accelerated automation with visual designer.

7. ONE TEAM - ONE VOICE

"Focused on your business outcomes."

To ensure rapid, tangible results, we operate with complete trust and transparency. You know your business best, so we collaborate closely to minimise risks and leverage our strengths. By combining your expertise with Lowcodeminds' resources, we create a synergy that drives transformation and meets our shared objectives. Together, we lay the groundwork for your future success, positioning you to become a market leader.

Firstly, the Right solution

By leveraging the market-leading low-code platform, Appian, in conjunction with the Lowcodeminds, solution capabilities and accelerators, you can develop and implement various solutions quickly and efficiently. This powerful combination offers the speed, capability, and expertise needed to meet current and future business needs with ease.

Secondly, the right partnership model

Aligned with our values and commitment to partnership, we'll work alongside you to ensure you receive the best support at every step, from initial planning to final delivery and ongoing managed services. We believe in clear accountability and ownership throughout the process.

We'll be more than just a vendor—we'll be a true business partner, helping you smoothly implement our solutions across your organisation. Our support extends beyond delivery, offering training, forums, and FAQs to ensure you get the most out of your technology investment. We're here to help you grow and succeed

Finally, the right mindset

At Lowcodeminds, we're all about fostering a growth mindset and putting our customers first. You're at the center of everything we do, and we're here to help you achieve your goals. Our mission is to support your ambitions, whether that means empowering your team, exploring new opportunities, challenging the status quo, or embracing innovation. We want to be the partner that helps you move forward and make the most of every chance to succeed.

Our values, culture, and our desire to set our customers up for long-term success, is integrated into every nuance of our collaborations and at the heart of every engagement with you

Our guiding principles

We embrace diversity and champion women's empowerment. A large proportion of our senior team are women, and we support initiatives that help women return to the workforce.

BE INCLUSIVE

We value humility and strong leadership in both personal and professional contexts, fostering a culture of quiet confidence and constant improvement at work and at home.

BE MINDFUL

We are committed to turning ideas into impactful solutions, focusing on tackling the most challenging business problems.

BE INNOVATIVE

We harness the power of low-code platforms to transform everyday customer and employee experiences into something extraordinary.

BE CUSTOMER FOCUSED

Lowcodeminds look forward to working with you to demonstrate our commitment to meeting your business process optimisation and low-code development needs.

Thank you

www.lowcodeminds.com

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