

Microsoft Copilot Studio Services

G-Cloud 15 — Lot 3 (Cloud Support)

Supplier: Inetum Digital Services UK Ltd

Services overview

Design, build and operate custom Copilot agents that extend Microsoft 365 and line-of-business systems. The service covers discovery, secure data grounding, plugin/actions development, multichannel deployment (Teams/web), governance, adoption, and managed support—delivered using low-code Copilot Studio under enterprise controls.

Service scope and activities

- Discovery & value framing: use-case identification, prioritised backlog, KPIs.
- Security & governance: tenant/DLP alignment, environment strategy, admin controls.
- Build: conversational topics, plugins/actions, connectors to CRM/ERP/LOB.
- Data grounding: knowledge sources and policies for generative answers.
- Testing & ALM: environments, pipelines, versioning, release notes and rollbacks.
- Deployment: Microsoft Teams, web/portals, and channel configuration.
- Adoption & change: training, playbooks, champions, communications.
- Run: monitoring, incident/request handling, improvements backlog.

Data backup, restore and disaster recovery

Copilot Studio is SaaS; platform-level backups and environment restores are provided by Microsoft per tenant capabilities. We document and rehearse restore procedures in non-production and evidence outcomes. Where Azure components are used (e.g., Functions/Logic Apps), we apply Azure-native backup/DR runbooks.

Onboarding and offboarding

- Onboarding: kick-off, RACI, access controls, toolchain setup (admin center, pipelines, ticketing), discovery/baselining.
- Offboarding: artefact and configuration handover, documentation, knowledge transfer, access revocation and exit report.

Service constraints

[inetum.com](https://www.inetum.com)

Microsoft platform limits and licensing apply; no customer-managed infrastructure. Integrations may be constrained by third-party systems or non-functional requirements. Buyer SMEs, timely decisions and access are required to meet targets.

Service levels (performance, availability, support hours)

- Essential: UK business hours; L2/L3 engineering; incidents/requests via portal/email/Teams; monitoring and monthly reporting.
- Enhanced: adds L1 triage, extended hours, release management, test-env support; named Service Manager; weekly stand-ups, monthly reviews.
- Premium: 24x7 P1/P2; on-call engineering; telemetry-driven alerts, runbooks; quarterly roadmap and AI-safety reviews; optional co-managed CoE.

After-sales support and governance

A named Platform/Service Manager runs governance, KPI reporting, risk/issues, roadmap and continual service improvement. Includes release notes, knowledge updates and enablement refreshers.

Technical requirements

- Buyer tenant and Copilot Studio/Power Platform licences; DEV/TEST/PROD environments; DLP policy model.
- Access to data sources and service connections; optional pipelines (Azure DevOps/GitHub) for ALM.
- Integration with buyer ticketing/CMDB for traceability.

Outage and maintenance management

Planned changes follow change control and maintenance windows with defined rollback. Emergency changes use expedited approvals with post-implementation review. Microsoft service advisories are monitored; regressions are tested in non-prod before phased release.

Hosting options and locations

Service is Microsoft-hosted SaaS; no infrastructure to manage. Data residency is set at tenant creation; commercial and government cloud options available.

Access to data (upon exit)

Buyer retains ownership of data and solutions. We provide structured exports (solution packages, content, configurations) and hand over pipelines, runbooks and documentation; all Inetum access is revoked with evidence.

Security

- Least-privilege RBAC and MFA; segregation of admin roles.
- DLP/connector governance and tenant isolation patterns where required.
- Auditing via Power Platform admin center and Microsoft 365 compliance tooling.
- Encryption in transit/at rest; Customer Lockbox available.
- Personnel screening aligned to buyer requirements.

Roles, responsibilities and support levels

Support delivered by Platform Administration & Enablement, L2 Functional/Technical Engineering and L3 Architecture/ALM, with a named Service/Platform Manager. Responsibilities are captured in the onboarding RACI.

Service reporting and continual improvement

Monthly/quarterly reviews covering SLAs, incidents, change success, adoption/usage, risks/issues and a prioritised improvement backlog (automation, resilience, usability, value realisation).

Accessibility

Buyer-facing artefacts are available in accessible formats. Our templates follow WCAG 2.1 AA guidance where applicable.

Assumptions and dependencies

- Timely buyer decisions/approvals and SME availability.
- Access and licences granted on schedule.
- Non-functional requirements agreed per solution and reviewed annually.

Pricing model

Projects: fixed-price based on scope/deliverables/timeline. Managed services: time & materials against the G-Cloud rate card, with optional reserved capacity and SLAs. Expenses and VAT follow Framework rules.

Contact and ordering

Available via the Digital Marketplace under G-Cloud 15. Framework Agreement and Call-Off govern, with service-specific terms applied as applicable. For queries, contact your Inetum account manager or the assigned Service/Platform Manager.