



iThink³⁶⁵

AI and Microsoft 365 Copilot Solutions with iThink 365

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iThink 365 provides cloud-hosted Microsoft 365 AI and Copilot solutions that help organisations transform the way they work. These platforms enable businesses to adopt Copilot, configure intelligent agents, integrate AI into core systems, and apply responsible governance, all without the complexity traditionally associated with enterprise AI.

By leveraging scalable, low-code AI tools, organisations can automate manual processes, enhance decision-making, and unlock productivity gains across Microsoft 365. Whether empowering staff with Copilot, deploying agentic AI workflows, integrating AI with HR or CRM systems, or applying governance and compliance features, the platform provides capabilities designed for real-world impact.

iThink 365 solutions are secure, compliant, and configurable, allowing organisations to adopt AI that scales with their business, delivers faster workflows, smarter insights, and measurable productivity improvements all through the self-service capabilities of the Microsoft 365 ecosystem.

Microsoft Agentic AI Agents for Business Processes

(Microsoft AI, Microsoft Foundry, Copilot Studio & Agent 365)

Automating real work with intelligent, multistep AI agents.

Agentic AI Agents enable organisations to automate complex, multistep business processes through AI-driven task orchestration. Using Microsoft Copilot Studio, Microsoft Foundry, and Agent 365, organisations can configure intelligent agents that perform actions, retrieve data, trigger workflows, and support business operations across HR, finance, operations, and customer service.

Why Choose Agentic AI Agents

- Automate multistep processes using AI
- Connect agents to real business data for meaningful impact
- Reduce departmental workload with intelligent task execution
- Boost business and team productivity with context-aware assistance
- Configure secure, governable agents using Microsoft Copilot Studio and Microsoft Foundry

Benefits for Your Organisation

- AI agents that execute tasks, not just answer queries
- Streamlined processes with fewer errors
- Faster response times for teams and service desks
- Scalable automation aligned with governance
- Improved employee experience through task automation

Platform Highlights

- Cloud-hosted, low-code configuration of AI agents
- Secure, role-based permissions and configurable boundaries
- Integration with Microsoft 365, Copilot, and line-of-business systems
- Scalable deployment for strategic workflows and everyday team efficiency

Microsoft 365 Copilot Enablement and Adoption Services

Secure Copilot setup and AI-powered productivity across Microsoft 365.

iThink 365 provides Microsoft 365 Copilot enablement services which help your organisation implement and adopt Microsoft 365 Copilot to boost your team everyday work processes using this personal productivity tool. Through a series of workshops your teams will learn how to prompt effectively, understand how Microsoft 365 Copilot can be used to enhance personal productivity, then discover the ways that the organisation works and provide approaches to transform your ways of working with Microsoft 365 Copilot. This service creates a roadmap for your organisation that dovetails with the Microsoft Agentic AI Agents for Business Processes to enable your organisation to transform business and team productivity.

Why Choose Enablement and Adoption

- Your organisation wants to embed AI into your everyday workflow.
- Your organisation wants to understand where AI can be used in the business.
- Your organisation wants to do this in a safe, secure but time efficient way.

Benefits for Your Organisation

- Your organisation learns how to effectively use Microsoft 365 Copilot.
- Boost productivity, efficiency and confidence in your team using Microsoft 365 Copilot.
- Your teams will learn how they can apply Microsoft 365 Copilot and AI with their specific use cases.
- Your organisation will discover the use-cases for Agentic solutions and Microsoft 365 Copilot
- Faster document and presentation creation
- Instant summaries of emails and meetings
- Automation of repetitive tasks to save time
- AI-driven content suggestions and insights
- Streamlined workflows for improved collaboration

Platform Highlights

- Implement secure and responsible AI that is grounded on your work data.
- Copilot Integration with Microsoft 365 apps and services for seamless productivity
- Configurable governance and security features
- Customisable AI experiences through the Copilot Extensibility frameworks.

Microsoft 365 AI Integration and Custom Development Tools

(HR, CRM, LOB Systems)

Connecting AI to the systems your organisation relies on.

iThink 365 provides cloud-hosted Microsoft 365 AI integration solutions that enable organisations to connect AI tools across HR, CRM, finance, and specialist business systems. Using Microsoft 365, Copilot, Power Platform, and pre-configured connectors and APIs, organisations can automate workflows, unify data, and enhance processes securely and at scale.

Why Choose AI Integration Services

- Connect Microsoft 365 Copilot, Copilot Agents and Power Platform to core business systems
- Reduce duplication and inefficiencies across HR, CRM, and LOB applications
- Gain AI-enhanced insights from integrated organisational data
- Apply governance and compliance with consistent integration patterns
- Access configurable APIs, connectors, and automations for business processes

Benefits for Your Organisation

- Seamlessly bring your business system data into your flow of work in Microsoft 365
- AI-enhanced processes across HR, finance, CRM, and operations
- Reduced manual entry and improved data accuracy
- Scalable, secure architecture aligned with governance and compliance
- Configurable automation and integration tools that can adapt as needs evolve

Platform Highlights

- Extensible and secure integration with existing Microsoft 365 tools.
- Pre-built connectors for Microsoft 365, Power Platform, and third-party apps
- Extensible APIs and automation for business process optimisation

Microsoft 365 AI Governance Solutions

Ensuring safe, compliant and responsible AI adoption across Microsoft 365.

iThink 365 provides cloud-hosted Microsoft 365 AI governance solutions that enable organisations to implement Copilot and AI tools securely and responsibly. The platform supports configuration of permissions, data protection, security policies, and compliance frameworks in line with organisational and regulatory standards.

Why Choose AI Governance Solutions

- Establish clear governance for compliant AI use
- Identify and mitigate risks in data access and security
- Align AI adoption with legal and regulatory requirements
- Apply Microsoft Responsible AI principles
- Maintain controlled and auditable Copilot and AI tool usage

Benefits for Your Organisation

- Visibility of risks and required mitigations
- Structured AI governance framework
- Safe AI adoption with reduced compliance exposure
- Stronger data and permission controls
- Confidence in secure, appropriate AI access

Platform Highlights

- Cloud-hosted tools to monitor and enforce AI governance
- Configurable policies for permissions, DLP, and Conditional Access
- Built-in frameworks for Responsible AI alignment
- Secure, scalable, and auditable environment for AI adoption

Microsoft AI Builder Services

Bring AI into your apps and workflows – automate, predict, and scale with ease.

AI Builder brings low-code AI to the Microsoft Power Platform, enabling organisations to embed intelligence into Copilot Studio, Power Apps and Power Automate. The platform supports document processing, predictions, text classification, and object detection, allowing businesses to automate tasks, improve data accuracy, and drive smarter decisions without complex development.

Why Choose AI Builder?

- Embed practical AI into everyday processes
- Automate document and data handling
- Add intelligence to apps and workflows
- Enable teams to leverage low-code AI tools
- Scale securely within Microsoft Cloud

What You'll Gain

- Greater efficiency through automation
- Improved accuracy with AI predictions
- Faster development using reusable models
- Data-driven insights for better decisions
- Flexible, scalable AI in apps and flows

Our Approach

- Cloud-hosted, low-code AI integration into apps and workflows
- Pre-built templates and reusable models for rapid deployment
- Supports secure data preparation, governance alignment, and integration with Power Apps and Power Automate
- Scalable and configurable AI capabilities for apps and flows without complex development

Microsoft 365 Copilot Studio Solutions

Create, customise, and manage AI-powered copilots tailored to your organisation.

Microsoft 365 Copilot Studio enables organisations to design and configure AI assistants that automate queries, tasks, and routine processes. These AI-powered copilots streamline workflows, enhance productivity, and deliver personalised experiences across Microsoft 365, Teams, SharePoint, Outlook, and connected business data.

Why Choose Microsoft 365 Copilot Studio?

- **Custom Copilot Creation: Build** tailored AI assistants using intuitive low-code tools
- **Seamless Microsoft 365 Integration:** Connect Copilots to Teams, Microsoft 365 Copilot, SharePoint, Outlook, and business data
- **Intelligent Responses:** Use generative AI, plugins, and enterprise data grounding for accurate outputs
- **Automated Processes:** Combine Copilots with Power Automate and Dataverse for deeper workflows
- **Secure by Design:** Leverage Microsoft enterprise security, governance, and AI safety controls

What You'll Gain

- Copilots that automate queries, tasks, and routine processes
- Improved employee and customer experiences through intelligent interaction
- Reduced workload on teams by deflecting repetitive requests
- Accurate, grounded responses with controlled data access
- Scalable AI capabilities across departments quickly and safely

Platform Highlights

- Cloud-hosted, low-code configuration of AI copilots
- Pre-built templates and connectors for rapid deployment
- Secure, role-based permissions and enterprise governance
- Configurable, scalable AI solutions aligned with organisational goals

About iThink 365

iThink 365 helps organisations succeed with Microsoft 365 by strengthening the core pillars that modern businesses rely on: collaboration, communication, business processes, knowledge management, and data-driven decision-making.

We deliver secure, cloud-hosted solutions and services that make it easier for teams to work together, share information consistently, and reduce day-to-day friction, so people spend less time on admin and more time on the work that moves the business forward. Through practical workshops and roadmap-led guidance, we help leaders understand what's possible across Microsoft 365 and prioritise the initiatives that will deliver the most value, quickly and safely.

Our portfolio brings these pillars to life across the Microsoft Cloud, from AI and Microsoft 365 Copilot services (enablement, governance, Copilot Studio solutions, and agentic AI agents for business processes) to Power Platform solutions (Power Apps, Power Automate, Power BI and AI Builder), intranet and digital workplace accelerators, and Teams/SharePoint business system integration that connects HR, CRM, finance and other line-of-business systems into the flow of work.

We also provide Microsoft 365 analytics and reporting to measure adoption and uncover improvement opportunities, plus Microsoft 365 and SharePoint migration services to modernise collaboration safely with minimal disruption.

Where customers want ready-to-use capability, our iThink Connect product range, including SmartFlo, adds practical, people-first automation inside Microsoft 365 to reduce manual effort and keep work moving. Everything we offer is designed to be scalable, configurable, and governed, helping organisations build a secure, future-ready foundation for productivity and growth.