



iThink³⁶⁵

Microsoft 365 Custom Development & Integration

Service Definition

Microsoft 365 Custom Development & Integration

A cloud-hosted SaaS platform for building, running, and managing custom applications, workflows, and integrations within Microsoft 365. The service enables organisations to extend Microsoft 365 capabilities securely, creating scalable solutions using Power Platform, APIs, and native cloud components.

iThink 365's Microsoft 365 Custom Development & Integration service allows teams to embed business systems, automate workflows, and surface integrated data directly within Teams, SharePoint, and other Microsoft 365 tools. Administrators can monitor performance, control environments, and apply governance and security best practices while delivering reliable, connected experiences for users.

Whether implementing cross-system workflows, connecting third-party services, or delivering custom apps, this service ensures integrations are secure, governed, and optimised for efficiency and productivity.

Microsoft 365 Custom Development & Integration Platform

Extend Microsoft 365 with secure, scalable, and governed integrations.

Why Choose This Service?

- Configure reusable integration components across Microsoft 365 services
- Connect securely to third-party systems using APIs and connectors
- Surface integrated business data within Teams and SharePoint
- Run automated workflows across Microsoft 365 and connected platforms
- Apply role-based access and governance controls via Microsoft Entra ID

What You'll Gain

- Faster user access to embedded business data
- Reduced manual effort through automated cross-system workflows
- Consistent, reliable processes using reusable integration components
- Increased productivity via connected system experiences
- Secure, governed integrations with clear audit and compliance trails
- Faster change delivery through controlled environments
- Better decision-making using integrated business insights
- Reduced data duplication and streamlined workflows

Platform Highlights

- Cloud-hosted SaaS solution within Microsoft 365
- Automated workflows and integration monitoring
- Configurable dashboards and logs for visibility and troubleshooting
- Role-based access and secure authentication
- Governance, auditing, and compliance built into the platform

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.