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Service Definition: AI Copilot Accelerator

Lot 3 Cloud Support

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Summary

Our AI Copilot Accelerator enables organisations to deploy custom Microsoft Copilot solutions that work effectively with their internal data, systems, and processes. Built on Azure OpenAI and Microsoft Copilot Studio, this service overcomes the limitations of out-of-the-box copilots by applying Retrieval-Augmented Generation (RAG), enterprise-grade security, and tailored workflows. It includes discovery, integration, configuration, and post-deployment optimisation.

This service enables Microsoft Copilot Studio to access and work with enterprise data sources that would not ordinarily be available out-of-the-box. We can connect to cloud-based, hybrid, or on-premises systems, enabling organisations to integrate legacy data or secure internal systems into their AI-powered workflows.

1. Scope of Service

We help organisations configure and deploy Microsoft Copilot experiences that:

- Connect to internal systems and structured/unstructured content
- Utilise RAG for contextually accurate responses
- Align to organisational policies and information governance
- Include Copilot Studio extensions

This includes:

- Use case discovery and scoping
- Knowledge grounding and system integration
- Copilot Studio configuration and extension
- Evaluation and optimisation

2. Deliverables

Depending on the engagement, deliverables may include:

- Discovery outputs and scoped use cases
- RAG pipeline design
- Custom plugins and connectors

- Secure integration with non-cloud, on-premise, or hybrid data systems
- Deployed copilots in Copilot Studio
- Test results and evaluation reports
- User onboarding materials and documentation

3. How the Service is Delivered

Delivery typically follows a structured waterfall approach. We begin with a 3-day embedded discovery to align on scope and objectives. Workstreams are delivered through a joint backlog with transparent progress updates and collaborative decision-making. Development and testing use Microsoft tooling, including Azure DevOps and Teams.

Our IP includes accelerator components used to ingest and format organisational content. These reduce implementation time.

4. Project Initiation

We initiate each engagement with a kickoff workshop and define the workstreams, governance, and delivery cadence. A Delivery Manager leads the engagement and provides:

- Project objectives and timeline
- Data access and integration plan
- Governance and compliance considerations
- Roles and responsibilities
- Communication plan

5. Service Levels

We aim to meet all agreed milestones and scope. Timelines and service expectations are defined at contract start. We provide contingency planning at initiation and adjust capacity as needed. Changes beyond agreed scope follow standard change control.

6. Post Go-Live and Hypercare

Following go-live, we provide 2-week hypercare. Support includes:

- Monitoring of copilot usage
- Incident management

- Content updates as required
- Minor configuration fixes

7. Technical Approach

We follow Microsoft's Copilot Studio development framework, enhancing it with our own RAG pipeline configurations and tooling. Our solution supports:

- Real-time content retrieval from trusted sources
- Custom prompt flows and rules
- Plugin integration (Power Automate, Azure Functions)
- User-level telemetry and feedback capture
- Integration with both cloud and on-premise systems using secure connectors
- Support for hybrid infrastructure and non-Microsoft data sources
- Custom connectors to unlock access to structured and unstructured data that is not natively supported by Copilot Studio
- Responsible AI practices

8. Onboarding and Offboarding

Onboarding begins with collaborative discovery and planning. This includes:

- Discovery and planning sessions
- Access setup and tenant alignment
- Data source evaluation and ingestion

Offboarding ensures a smooth transition and includes:

- Knowledge transfer sessions
 - Documentation handover
 - Removal of any client-specific data from our tools
- Detailed pricing is included in the Pricing Document.

9. Team and Delivery Model

Our delivery team includes:

- Solutions Architect
- Software Engineer
- Delivery Manager

Team members are experienced in Microsoft 365 and AI integration. Delivery is typically remote-first with in-person workshops as required.

10. Roles and Responsibilities

Responsibility	Talk Think Do	Buyer
Approve project goals		☒
Provide access to systems/data		☒
Design, configure and test	☒	
Validate copilot configurations		☒
Attend project meetings	☒	☒

11. Security, Privacy, and Standards

We are ISO 27001 and Cyber Essentials Plus certified. All copilots are developed under secure-by-design principles. We ensure:

- Data stays within client's Azure tenant
- Access control follows least privilege
- Audit logs are retained
- Models are not fine-tuned with customer data
- GDPR and UK data protection compliance

12. Accessibility

We ensure any end-user outputs (e.g. web-based copilots or Teams integrations) meet WCAG 2.2 AA standard.

13. Dependencies

This service depends on:

- Microsoft 365 tenancy with Copilot Studio access
- Client-side availability for discovery
- Data source availability and permissions
- Access to security and compliance stakeholders
- Access to target on-premise or non-cloud systems must be granted and may require additional security configuration or VPN access

14. Service Constraints

- Only available on Microsoft Azure
- Content sources must be approved by client security team
- Support available UK business hours unless otherwise agreed

15. Exit Planning

We ensure continuity and minimal disruption in the event of contract completion or termination. Our exit planning includes:

- Export of knowledge base and configurations
- Transfer of Azure assets or resources
- Final usage report and recommendations

16. Pricing

Available in the associated pricing document. Pricing is transparent, based on day rates for defined roles, and aligned to SFIA levels.

17. Ordering and Invoicing

This service can be ordered via G-Cloud. Invoicing terms are defined as per contract and based on deliverables and timeframes.

18. Case Studies

We delivered an AI Copilot Accelerator for a leading enterprise in a highly technical industry with extensive internal documentation and strict data governance requirements. The client's objective was to make internal knowledge - particularly millions of archived technical documents - accessible via a secure, domain-specific AI assistant built on Microsoft Copilot Studio.

To enable this, we designed a bespoke Retrieval-Augmented Generation (RAG) architecture using Azure OpenAI, Azure AI Search, and Azure Document Intelligence. We ingested over 5 million pages of content from structured and unstructured formats (PDF, Word, Excel, images, and more), extracting both metadata and document semantics.

Key elements included:

- Customised document ingestion and chunking workflows.
- AI-powered Named Entity Recognition (NER) for tagging key business entities (e.g. components, teams, locations).
- Vector-based search index enabling semantic querying and relevance filtering.
- Robust governance and explainability features, ensuring results were traceable and bias-mitigated.
- A dashboard and search interface built for speed, auditability, and user-friendly filtering across thousands of document types.

Our pilot was delivered within weeks, validating the Copilot integration against real use cases. The client can now scale AI-assisted knowledge retrieval across their organisation, enabling faster onboarding, reduced duplication, and higher-value use of historic IP.

19. Accreditations and Technology Partnerships

- ISO 27001 Certified
- Cyber Essentials Plus
- Microsoft Solutions Partner
- **GitHub Enterprise Partner**