

Resource4u Ltd

Service Specification Document

Contents

1. Service Title	3
2. Service Definition	3
3. Service Features and Benefits	3
4. Service Scope	4
5. User Support	5
6. Microsoft Power BI	5
7. Microsoft Fabric	9
8. Microsoft 365 CoPilot	10
9. Training	11
10. About Us	12

1. Service Title

Business Intelligence Dashboards (Microsoft Power BI)

2. Service Definition

A dedicated cloud-hosted Business Intelligence service with advanced analytics and data visualisation capabilities, enabling widespread distribution of content without individual licenses, ensuring consistent performance and dedicated hardware managed by Microsoft.

3. Service Features and Benefits

Service Features

- Advanced analytics capabilities.
- Widespread content distribution without individual licenses.
- Consistent performance.
- Auto-refresh data up to 48 times a day.
- Large datasets support above 10 GB.
- Deployment pipelines for development stages.
- Paginated reports.
- AI and ML integration.
- Advanced dataflow and storage options.

Service Categories

- Archiving, backup and disaster recovery
- Compute and application hosting
- Content delivery network
- Data warehousing
- Other database services
- Infrastructure and platform security
- Load balancing
- Logging and analysis
- Platform as a service (PaaS)
- Other storage services

Service Benefits

Accelerated decision-making processes.

Enhanced collaboration and sharing capabilities.

Ability to store and analyse large scale data.

Simplified data management.

More frequent data refreshes.

Low-code data marts for self-service.

Improved performance with dedicated resources.

Unlocking big data potential.

Simplified access to Microsoft Fabric workloads.

Autoscale to handle overage spikes.

4. Service Scope

Planning	Planning service: Yes How the planning service works: The digital transformation program is planned on the case by case. Typically, this includes: Need based analysis is carried out to establish a baseline, Evolutionary transition plan, Migration, Transition management, On-boarding and training, Business as usual (BAU) transition or on-going support options available. Planning service works with specific services: Yes Hosting or software services the planning service works with • Microsoft Azure 365 • Microsoft Fabric • Microsoft Power BI • Microsoft SharePoint
Setup and migration	Setup or migration service available: Yes How the setup or migration service works: The migration is carried out by conforming to the best practices laid out by Microsoft. Part of the migration Key elements to consider - Internet Speed (Bandwidth) - Cyber Security / IT Security - Cost-Analysis / Total cost of ownership (TCO) Setup or migration service is for specific cloud services: Yes List of supported services • Microsoft Office 365 • Microsoft Azure • Microsoft Fabric
Security services	Security services: Yes Security services type • Security strategy • Security risk management • Security incident management

Ongoing support	Ongoing support service: Yes Types of service supported: Hosting or software provided by a third-party organisation How the support service works Our trained consultants are hands-on with Microsoft Office 365 suite act as point of contact to resolve your support needs immediately or seek next level support lines to assure satisfactory cloud support services are offered to the clients.
-----------------	---

5. User Support

Email or ticketing support	Email or online ticketing support: Yes Support response times Critical Incident: 1 hr response time, then regular updates till resolution. Medium Risk Incident: 3 hours response time, then regular updates till resolution General Support: Within 24 hours, Monday to Friday. Weekend service can be provided at additional cost on case-by-case basis
Phone support	Phone support Yes Phone support availability 9 to 5 (UK time), Monday to Friday

6. Microsoft Power BI

Power BI consists of software services and apps that work together to convert various documents and sources into data that can be easily visualised and understood. It also supports interactive features where users can view a more detailed version of their data.

Our team can help you set up a system that can be used to analyse trends and outline abnormalities in data as well as enabling staff to predict future changes in trends.

Interactive Dashboards: Power BI has been designed to be compatible with many platforms so data can be easily read and a visualisation can be created for users. Whether it's from excel or a cloud based system it can visualise and outline features that are important to your organisation

Key Features:

- Excel spreadsheets, cloud services and on-premises databases; no matter where your data lives, you get a holistic view of the key metrics for your business.
- 1. Instantly know when your business needs your attention with real-time Power BI dashboards. Solve problems as they occur and seize opportunities as soon as they arise.

2. Your Power BI apps include dashboards, reports, and datasets that provide every user with a personalized view of their business metrics that matter most.
3. Use the open, standards-based REST API to integrate your application or service with Power BI.

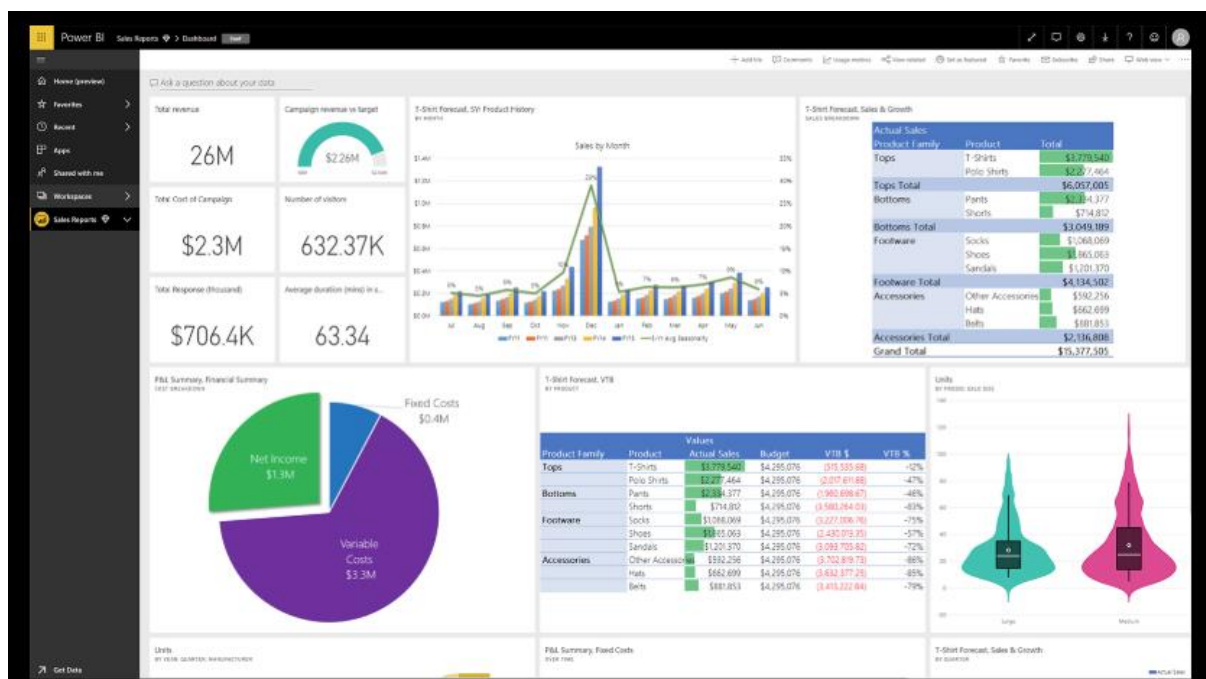
Analytics at your Fingertips:

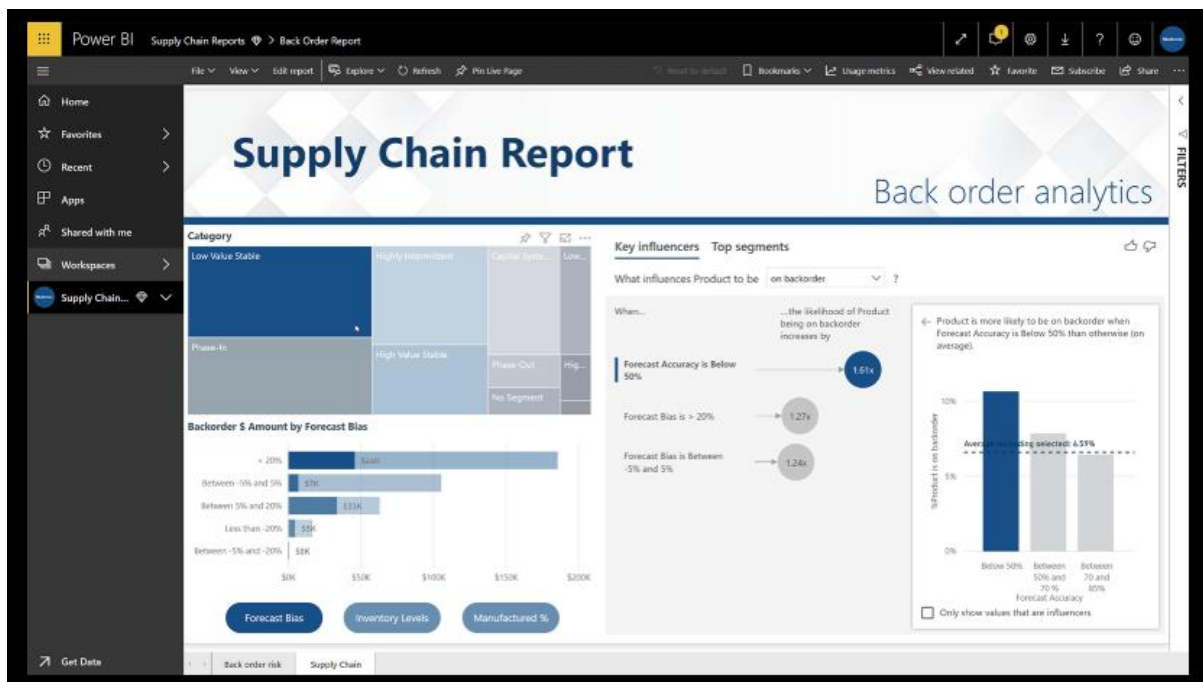
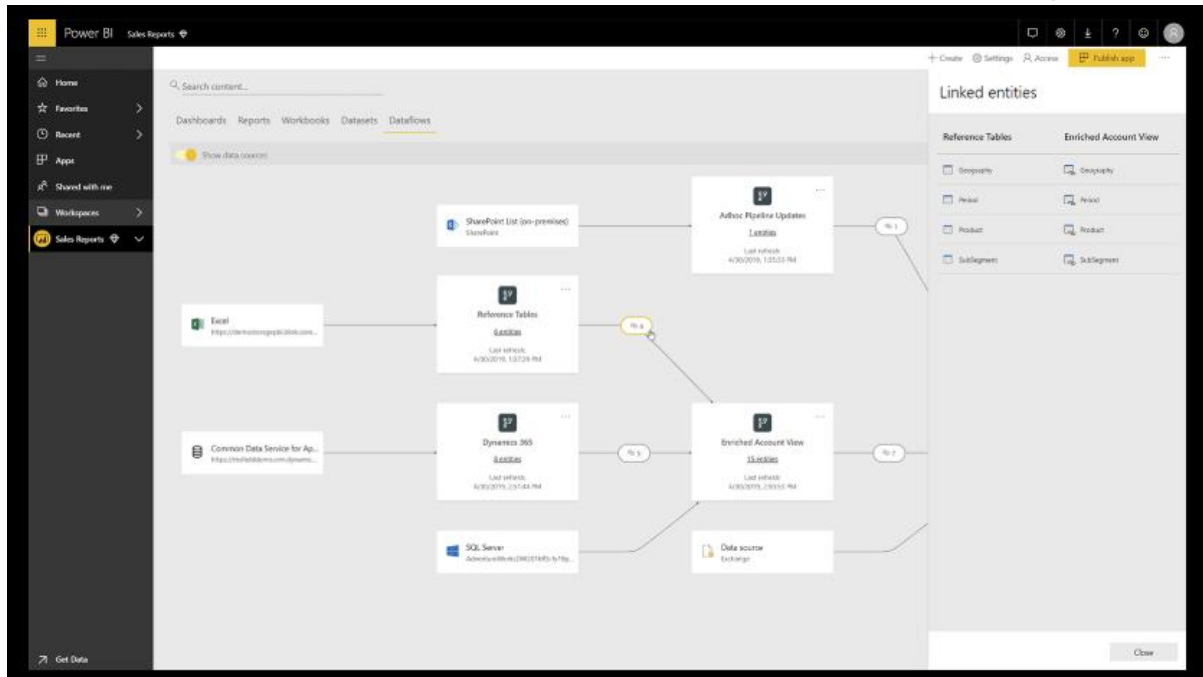
Get Data: With Power BI you can obtain data from nearly anywhere. Whether it's on premise or on a cloud system.

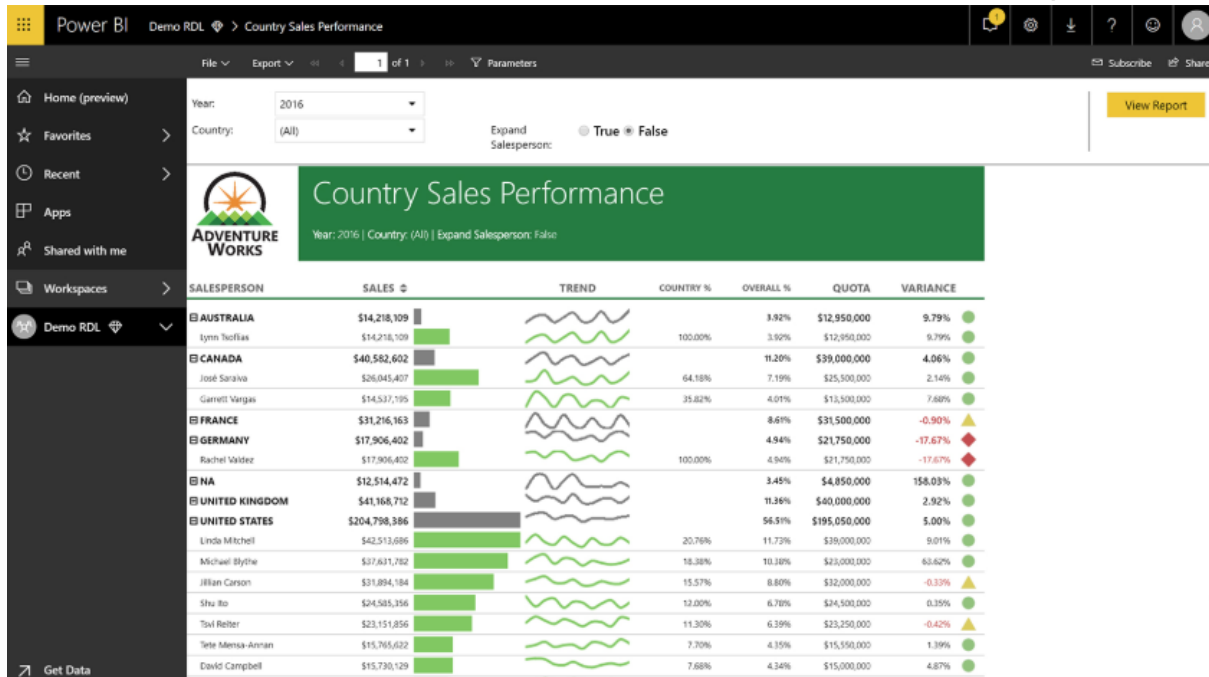
Custom Visualisation: Diagrams and visual tools will be tailored to your organisation's specific needs thus all the data presented to you is relevant and useful.

Intelligent responses: Power BI allows users to ask simple questions in normal language and in return get detailed responses.

Personalised Content: Power BI apps include dashboards, reports and datasets which provide users with a detailed view of their business metrics.







7. Microsoft Fabric

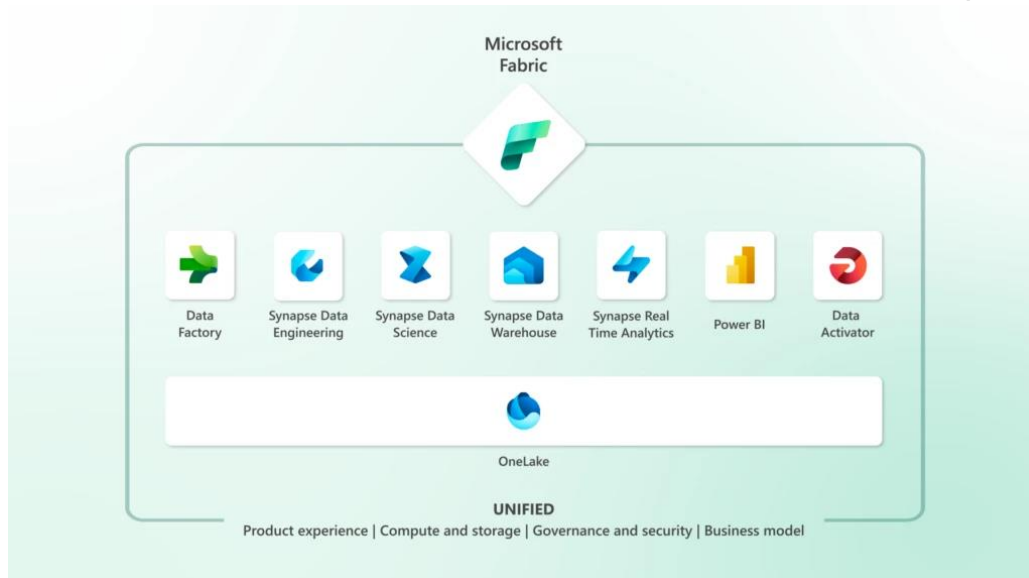
Microsoft Fabric is an end-to-end, unified analytics platform designed to simplify how organisations manage, analyse, and derive value from their data. Built on **OneLake**, a single, secure, multi-cloud data foundation, Fabric brings together key workloads including Data Engineering, Data Factory, Data Science, Real-Time Analytics, and Power BI into one integrated environment.

Key Capabilities:

- A unified SaaS experience across all analytics workloads
- Centralised storage through OneLake, eliminating data silos
- Fully managed compute with scalable and cost-efficient processing
- Native integration with Power BI for advanced visualisation and reporting
- Real-time analytics for high-volume streaming and event-based data
- Built-in governance, security, and compliance consistent with Microsoft Azure

Benefits for Clients:

- Simplifies the entire data estate and reduces integration complexity
- Accelerates insights by enabling teams to collaborate across shared data
- Enhances governance and security with a single control plane
- Reduces total cost of ownership by consolidating disparate tools into one platform
- Enables rapid development of analytics solutions using low-code and no-code experiences



8. Microsoft 365 Copilot

Introducing Microsoft Copilot Studio at Ignite, a low-code tool tailored for Microsoft 365's Copilot and standalone copilots. It unifies potent conversational features: custom GPTs, AI plugins, and manual topics. Customize Copilot for Microsoft 365, build, test, and publish copilots and GPTs. Manage and secure customizations and standalone copilots, ensuring proper access, data security, and analytics. Copilot Studio streamlines the complete lifecycle within one web experience—build, deploy, analyse, and manage. Connect Copilot to various data sources like SAP, Workday, and ServiceNow via plugins or GPTs. Copilot Studio is now available, with integration in preview for Copilot in Microsoft 365.

New Capabilities in Copilot for Microsoft 365



01 Microsoft Teams

Next year, Copilot in Teams becomes a meeting assistant, taking collaborative notes and transcribing specific content. Users can leverage Copilot's power in meetings without creating recordings, enabling real-time information sharing without retention. It extends its support to Teams channels, aiding in summarizing posts, managing tasks, and reviewing decisions.

02 Microsoft Outlook

In early 2024, Copilot in Outlook streamlines meeting preparation by summarizing invitation details, emails, and documents for a quick review. It assists in navigating email threads,

extracting key information, and suggesting follow-up actions like additional meetings. When selected, Copilot aids in drafting agendas, creating meeting titles, and suggesting attendees.

03 Microsoft Loop

Copilot in Loop offers intelligent page creation, suggesting and adapting pages from past work or crafting new ones tailored to your project's goals. Loop's workspace status acts as a dashboard, utilizing team knowledge to track progress, highlight crucial information like upcoming deadlines, and aid in focusing on priorities.

04 Microsoft Word

Coming soon, you can use catchup and comments in Copilot in Word to quickly get up to speed on document revisions by asking questions like, "How do I see what has changed in this document?" to reveal changes and revisions made by anyone who has accessed the document.

05 Microsoft PowerPoint

With the new brand asset and image library (coming soon), you can ask Copilot in PowerPoint to use your corporate brand assets and leverage Microsoft Designer to reimagine them using AI-generated visuals—no photo shoot required.

9. Training

Learn how to get more work done, from anywhere on any device with Microsoft 365 and Windows 10. Discover how industry professionals leverage Microsoft 365 to communicate, collaborate, and improve productivity across the team and organisation.

- Learn the basics
- Training templates
- Save time with tips Collaborate
- For admins and IT Pros

10. About Us

Resource4u is specialised in providing consulting services, technology solutions and managed services to both public and private sectors.

Our consultants have many years of experience delivering a multitude of projects including cost reduction programmes, performance improvement projects, health service redesign, post-merger consolidations, restructuring exercises as well as financial and activity modelling.



Healthcare Solutions

We have business analysts, project managers, board-level executives as well as clinicians in several medical specialties.



Office 365 - Managed IT

Services

We provide a complete and reliable managed IT infrastructure service leveraging Microsoft technologies on the Office 365 platform.



Technology Solutions

We have a team of technology specialists able to design, develop and implement a wide range of technology solutions.



Consulting Services

Over the years we have built up a team and extensive network of professionals across many industry sectors.

We're not all talk ... we make things happen!

We're not like other consulting organisations, at Resource4U we concentrate on delivering bottom-line benefits. We don't just write reports and give advice, we implement and make things happen.

We understand that often it's not about knowing what needs to be done but having the time and resources to get it done. This is how we're different. We have the right mix of skills and staffing to execute the implementation and make a real difference - within rapid timescales.

Resource4u has a proven track record of assisting Integrated Care Boards (ICB), Integrated Care Services (ICS), NHS Trusts and General Practices, PCNs to set out the most effective plans by providing business systems and technology solutions, support business process automation resulting in service efficiencies.

For further information about Resource4u please visit <http://www.resource4u.co.uk>
enquiries@resource4u.co.uk