

Resource4u Ltd

Service Specification Document

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1. Service Title

Business Solutions and Process Automation

2. Service Definition

Bespoke cloud software solutions for business processes and automation using efficient no-code or low-code building blocks in Microsoft 365, Azure, SharePoint, Power Platform, Power Automate with scope for integrations such as AI and Copilot.

3. Service Features and Benefits

Service Features

- Low-code tools for rapid app development.
- Pixel-perfect control over app design and navigation.
- Scalable solutions that grow with your business.
- Connected, secure data across Microsoft's platforms.
- Custom code development for tailored business solutions.
- Enterprise-grade governance for data security and compliance.
- Custom GPTs and AI plugins with Copilot Studio.
- Cloud-native RPA with Power Automate for process automation.
- AI-powered development with Copilot in Power BI.

Service Categories:

Collaborative Working

- Content storage and sharing
- Project collaboration
- Task management

Customer Relationship Management (CRM)

- Contact management
- Forms and surveys
- Partner relationship management (PRM)

Information and Communications Technology (ICT)

- Forms and surveys
- IT asset management
- Other information and communications technology (ICT) services

Marketing

- Forms and surveys

Operations Management

- Applications

Project Management and Planning

- Task management

Sales

- Sales and operations planning

Service Benefits

- Streamlines processes, saving time and resources.
 - Enhances productivity with familiar tools and workflows.
 - Reduces manual efforts through automation.
 - Improves data management and analytical capabilities.
 - Facilitates real-time collaboration among team members.
 - Lowers costs by reducing technical debt.
 - Boosts operational efficiency with scalable apps.
 - Promotes efficient data sharing within organisations.
 - Supports digital transformation goals for businesses.
- Customisable to meet specific business needs.

4. Service Scope

Add-ons and extensions	Software add-on or extension: Yes
	What software services is the service an extension to Microsoft Cloud Services such as Microsoft 365
	Cloud deployment model: public cloud
	System requirements • Microsoft 365 Licensing • Azure AD for identity and access management

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. Onboarding and offboarding

Getting started	By offering diverse support options to aid users in getting started efficiently. Users access online training resources like videos and webinars, while detailed user documentation serves as a reference. Optional onsite training is available for personalized guidance. Our responsive support team assists promptly via email, phone, or chat.
Documentation	Service documentation: Yes Documentation formats: HTML, PDF Documentation accessibility standard: WCAG 2.1 AA or EN 301 549
End-of-contract data extraction	Use built-in data export tools provided by the platform. Access data programmatically through APIs, suitable for complex or large
End-of-contract process	Off Boarding scope via statement of works based on complexity and volumes.

Business Intelligence Suite

AI, Automation & Data



Copilot AI

Copilot AI powered by the latest OpenAI large language model (LLM) technology

Copilot AI Assistant available across Microsoft services on the SAIU Portal, providing generative AI capabilities across **files, email, Teams** and more with **Copilot Studio**.

 [Microsoft 365 Copilot](#)



Microsoft Power Automate

Automate a broad range of Business Processes

Power Automate can reduce time spent on repetitive tasks and enable entirely new workflows, and is deeply integrated with Microsoft services such as **Power BI, NHS.net emails, documents** as well as **Azure AI Tools**.



Copilot in Microsoft Power BI

Next generation of AI with Copilot in Power BI

With **Copilot in Power BI**, Microsoft are infusing the power of **large language models (LLM's)** into Power BI at every layer to help users get more done and create more value from their data.

 [Copilot in Power BI](#)

 [Copilot in Power BI Demo Video](#)



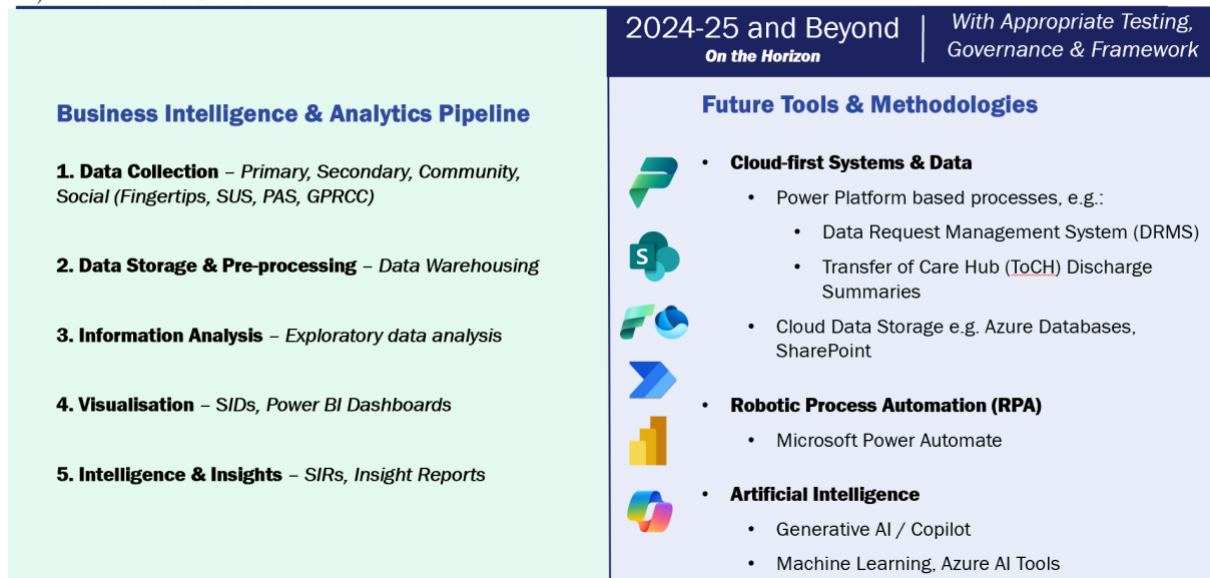
Cloud-First Storage

Unlocking the full potential of Generative AI with OneDrive, SharePoint, Fabric & OneLake

Storage that can pull data across Microsoft's platforms, including Power BI, Synapse data engineering, Data warehouse, Data science, real-time analytics experiences all hosted on a lake-centric SaaS solution.

Digital Maturity Journey

AI, Automation & Cloud



7. 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