Valto

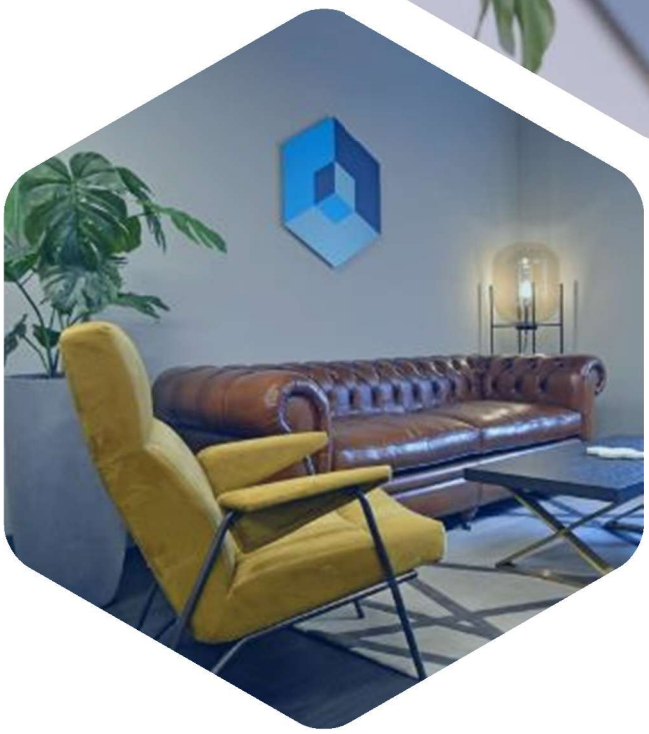
Copilot Studio Agent Development

G-Cloud 15 Service Description











Valto

Valto build the intelligent workplace of the future

Powered by Microsoft

Microsoft 365 · SharePoint · Power Apps · Teams · Azure · Intune · Copilot · Viva

Valto is a Microsoft specialist committed to helping customers get more from Microsoft.

As a Microsoft Solutions Partner, we are experts in Microsoft Technologies including Modern Workplace, Microsoft 365, Azure, Business Applications, Data & AI.

One of our primary goals is to help "Change the World" by Impacting 1 million lives positively through social initiatives and working with non-profits.

Our Vision

- Best place to work
- Biggest and best projects
- Happiest Customers
- Change the World
- Best Culture
- Best Talent

MODERN WORKPLACE

DEVELOPING INTRANET, DOCUMENT MANAGEMENT AND HYBRID WAYS OF WORKING SOLUTIONS USING MICROSOFT TEAMS, SHAREPOINT, VIVA, AND OTHER MICROSOFT 365 SERVICES

MICROSOFT 365 & AZURE

ASSISTING ORGANISATIONS MANAGING DEVICES INCLUDING DESKTOPS / MOBILES AND MIGRATING TRADITIONAL SERVERS INFRASTRUCTURE TO THE AZURE PUBLIC CLOUD

BUSINESS APPLICATIONS

PROVIDING DEVELOPMENT SOLUTIONS AROUND THE MICROSOFT POWER PLATFORM INCLUDING POWER APPS, POWER BI AND POWER AUTOMATE

DATA & AI

PROVIDING AI SOLUTIONS INCLUDING FABRIC, POWER BI, AZURE PRO CODE DEVELOPMENT AND COPILOT

MANAGED SERVICES

PROVIDING MANAGED SERVICES FOR ALL THE PILLARS OUTLINED INCLUDING IT SUPPORT FOR ORGANISATIONS.

Microsoft Solutions Partners



Microsoft Solutions Partner in Modern Work

Modern Work Solution Partners have demonstrated the capabilities to deploy for SMB & Enterprise based on performance, skilling and customer success.

We also hold the less common Microsoft Adoption and Change Management Advanced Specialization, which, in short, means that our projects stand an extremely high chance of successful adoption.

Microsoft Solutions Partner in Digital & App Innovation

As a Solutions Partner for Digital & App Innovation we have demonstrated our broad capability to help customers build, run, and manage applications across multiple clouds, on premises, and at the edge.

Additionally, we hold the Low Code Application Development Advanced Specialization which includes Microsoft Power Apps and Microsoft Power Automate, to rapidly develop custom and flexible low-code line-of-business solutions.

Service Description

Summary

Valto's Copilot Studio Agent Development service designs and builds intelligent Copilot Studio agents that support users and automate interactions. We deliver secure, reliable agents aligned to business needs, data sources, and responsible AI principles via a fixed priced project.

Service Details

The Copilot Studio Agent Development service is designed to help organisations create tailored AI agents using Microsoft Copilot Studio. Valto works with stakeholders to understand user needs, scenarios, and success measures before development begins.

We design and build Copilot Studio agents that integrate with Microsoft 365, SharePoint, Dataverse, and other data sources. This includes conversation design, topic structure, integrations, and configuration to ensure accurate, helpful, and consistent responses.

Our delivery approach is structured and iterative. Agents are tested and refined with stakeholders to ensure they perform reliably, handle edge cases, and align with governance, security, and responsible AI requirements.

Following development, Valto provides documentation, knowledge transfer, and recommendations for ongoing optimisation. Additional enhancements and support can be provided as needs evolve.

Service features

- Copilot Studio agent design and development
- Conversation and topic modelling
- Integration with Microsoft data sources
- Power Platform and API connectivity
- Security and governance configuration
- Responsible AI and compliance alignment
- Testing and accuracy validation
- User experience optimisation
- Deployment and go-live support
- Documentation and knowledge transfer

Service benefits

- Delivers tailored AI agents for business needs
- Improves user support and self-service
- Reduces manual handling of enquiries
- Improves response consistency and accuracy
- Supports secure and responsible AI usage
- Integrates AI with existing systems
- Improves productivity through automation
- Enables scalable digital assistance
- Improves return on Copilot Studio investment
- Supports continuous agent improvement

Service constraints

The Copilot Studio Agent Development service is typically delivered remotely but can be delivered onsite by agreement. The service focuses on agent design and build and does not include ongoing support unless separately agreed. Access to Copilot Studio environments, required data sources, and stakeholder availability is required. Delivery timelines depend on agent complexity, integrations, and data readiness.

Case Studies



Chester Zoo Case Study

Reducing waste through an efficient uniform ordering app to save money.

Chester Zoo staff members needed a way to keep track of previous orders and collections and an easier way to approve or reject any uniform related requests.

Click here to read.

City of London Case Study

The City of London previously managed its gardens with pen and paper.

Their goal was simple: build a Microsoft Power App solution that would streamline garden management for London's fieldworkers and administrators alike. The solution would have to be easy to use, scalable, and securely available on employee mobile devices.

Click here to read.





North Wales Fire and Rescue Services Case Study

NWFRS enhances emergency response with secure intranet deployment.

NWFRS needed to upgrade their on-premises information systems. By leveraging existing Microsoft 365 licenses, NWFRS achieved streamlined workflows and improved communication without incurring extra costs.