Valto

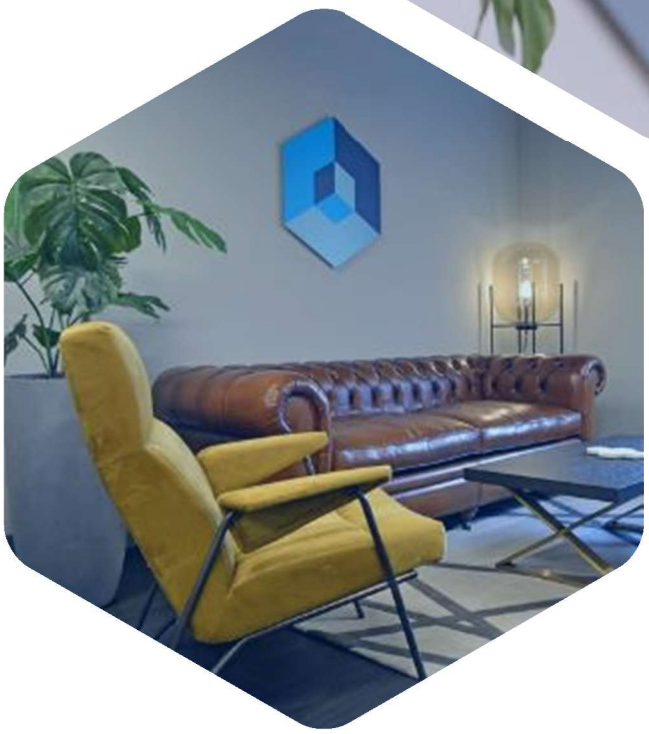
Copilot Studio Health Check & Support

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 Health Check and Support service helps organisations assess, stabilise, and improve their current Copilot Studio solutions. We identify risks and issues, provide clear recommendations, and deliver ongoing expert support to maximise value and reliability.

Service Details

The Copilot Studio Health Check and Support service is designed to help organisations maintain effective, reliable Copilot Studio agents. It begins with a health check to understand objectives, current usage, and challenges across existing Copilot Studio solutions.

Valto conducts a detailed assessment covering agent configuration, data connections, security, governance, performance, and user experience. We identify issues that may impact accuracy, reliability, scalability, or compliance, and assess alignment with Microsoft best practices.

Alongside the health check, Valto provides ongoing support to resolve issues, refine agents, and optimise performance. This includes guidance on conversation design, integrations, knowledge sources, and responsible AI considerations.

Following the assessment, Valto delivers a clear report with prioritised recommendations. These can be implemented by internal teams or supported by Valto through a flexible or fixed price support arrangement to meet agreed objectives.

Service features

- Objectives-led discovery and health check
- Review of Copilot Studio agent configuration
- Data source and integration assessment
- Security and governance review
- Conversation design and accuracy evaluation
- Performance and reliability analysis
- Identification of risks and improvement actions
- Ongoing Copilot Studio support and guidance
- Alignment with Microsoft best practices
- Prioritised recommendations and next steps

Service benefits

- Improves reliability of Copilot Studio agents
- Reduces risk from misconfiguration
- Enhances accuracy and user experience
- Supports responsible and secure AI usage
- Increases value from existing agents
- Resolves issues quickly with expert support
- Improves confidence in AI solutions
- Enables continuous improvement over time
- Aligns agents with business objectives
- Improves return on Copilot investment

Service constraints

The Copilot Studio Health Check and Support service is typically delivered remotely but can be delivered onsite by agreement. The service includes assessment, recommendations, and support activities but does not include new agent build unless separately agreed. Access to Copilot Studio environments, data sources, and stakeholder input is required. Support availability and response times depend on the agreed engagement model.

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.