



Microsoft AI Business Solutions – Copilot Studio Configuration and Implementation Services

Microsoft AI Business Solutions

we commit. we deliver.

Delaware public sector cloud services

Delaware delivers outcome-led cloud services across the **Microsoft and SAP ecosystems**, with the assurance, governance and delivery discipline public sector organisations expect. Whether you need stable BAU support, a safe migration, or a change programme to unlock value, we provide a consistent, repeatable approach designed to reduce delivery risk and improve service performance over time.

With **5,000 professionals across 38 offices in 20 countries**, our **UK & Ireland teams** combine local delivery confidence with global capability for scale and specialist reach.



At a glance



Assurance-led cloud services across Microsoft and SAP, shaped for public sector governance and audit needs.



Menu-style Managed Services and cloud support: choose what you need (from break/fix to proactive improvement), with coverage scalable as requirements change (including extended hours/ out-of-hours by agreement).



Delivery and change services across the lifecycle: discovery, design, implementation, migration, integration, testing, training, adoption and optimisation.



Responsible AI by design: where AI-enabled capabilities are introduced, governance and controls are treated as essential foundations (not optional extras).



UK delivery, with data residency options where supported by the underlying cloud service and buyer policy (for example, UK-hosted environments and UK-based operational processes where in scope).

How buyers engage with us

We support both **direct award and competitive selection**, depending on your requirement and the route you choose on G-Cloud. Services can be bought as discrete “outcome packages” or combined into an end-to-end plan → deliver → run → improve engagement.

Why Delaware



UK & Ireland delivery capability, backed by global delivery centres for resilience, continuity and specialist reach.



Deep SAP heritage, including being one of only **11 Global Platinum SAP Partners** and **RISE with SAP recognition** for cloud migration and modernisation pathways.



Microsoft credentials that support public sector assurance, including all six **Microsoft solution designations**, participation in the **Microsoft Portfolio FastTrack programme**, and recognition as an **Azure Expert MSP**.



Advanced Microsoft specialisations spanning areas such as Adoption & Change Management, Teams Calling, Azure Virtual Desktop, Analytics on Azure, AI, and SAP on Azure.



A consistent delivery method (PROMAR) that makes governance, risk management and quality controls repeatable across projects and Managed Services — giving buyers early visibility, clear decision points and a controlled path into BAU.



Always ahead of the crowd: we are one of the first UK organisations to achieve the new **ISO 42001 (AI Management Systems)**

Why Delaware

Managed Services: choose what you need

Delaware provides tailor-made Managed Services. Buyers can select only the components they require and **scale coverage as needs change** -helping avoid paying for unused capability while retaining a clear path to expand support as services become more critical.

Sustainability and social value

We align delivery to the Social Value Model and embed sustainability into how we work — including remote-first delivery by default and practical “green IT” improvements (for example, right-sizing non-production environments and retention/data lifecycle controls). Contract-specific commitments are agreed at mobilisation and reported through governance.



Assurance, security and responsible AI

We operate with an assurance-first mindset, with governance and evidence built into how we deliver and run services. Typical measures include security monitoring and logging aligned to platform tooling (where in scope), BCDR planning with tested runbooks, and responsible AI governance for any AI-assisted delivery.

Pricing and value for money

We aim for transparent, auditable pricing that maps clearly to roles and outcomes, with explicit assumptions and change control to prevent unplanned cost growth. Menu-style service design helps avoid paying for unnecessary coverage, and we use automation and repeatable accelerators to improve consistency and reduce BAU effort where possible.

About Delaware

5,000 professionals

38 offices in
20 countries

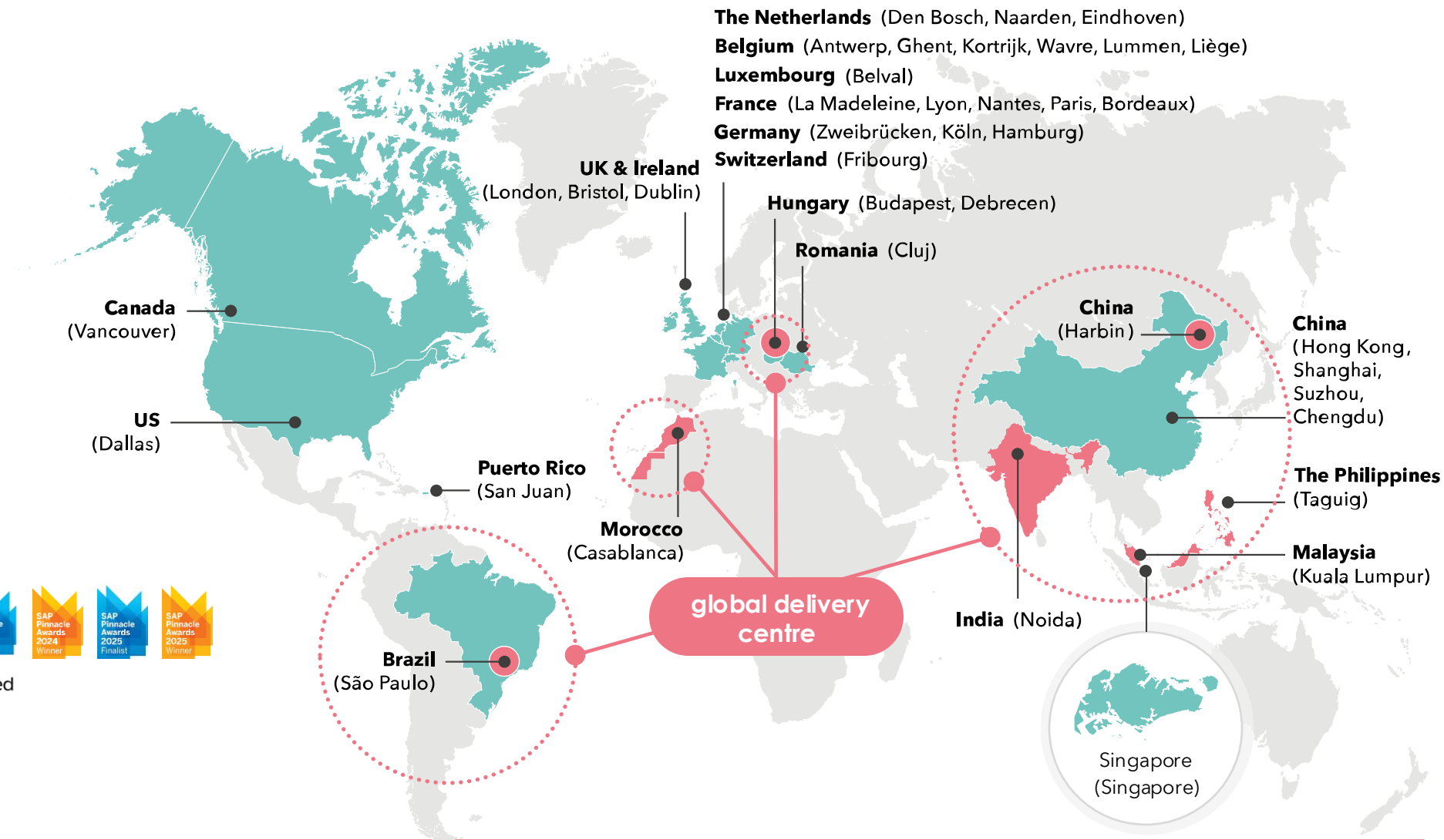
£485M
revenue

Global delivery network



Validated
Partner

Our partner ecosystem



Microsoft Applications and Copilot-Ready modernisation

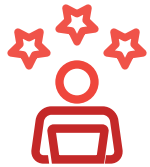
Helping public sector **Business** teams implement transformative digital solutions, automate safely, and adopt AI in a governed, accountable way.

All using cloud functionality provided within the Microsoft stack. As one of the first UK organisations to achieve the ISO 42001 (AI Management Systems) accreditation, we provide a unique guarantee: our AI implementations are not only innovative but inherently ethical, transparent, and fully governed. Our deliveries are characterised by repeatable, auditable advisory and delivery discipline, ensuring every outcome aligns with the highest standards of public trust.



What we help you achieve (outcomes)

Public sector organisations typically come to Microsoft platforms to standardise processes, improve service responsiveness, and create a data foundation for better decisions — without increasing risk or operational fragility. Our Microsoft practice focuses on outcomes such as:



Stable, reliable operations:

reducing disruption during change, and building support models that keep services running as your needs evolve.



Better case and service management:

bringing teams onto consistent processes with role-based experiences and auditable decisions.



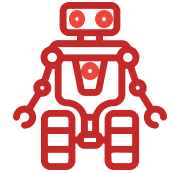
Improved data quality and reporting:

establishing clear structures, validation and governance so reporting becomes trusted and usable.



Faster, safer automation:

removing manual effort with low-code automation while maintaining proper controls, approvals and oversight.



Responsible AI adoption:

moving beyond experimentation to a practical, phased pathway for AI — with governance, ethics and security designed in from the start.

Practice capability overview (the “story”)

This practice brings together the capabilities required to **plan, deliver, and run** Microsoft business applications and automation platforms — including Dynamics 365, Power Platform and Copilot Studio — in a way that fits public sector assurance expectations.

At the front end, we work with buyers to clarify what “good” looks like: the operational outcomes you need, the processes that must be standardised, and the constraints that matter (security, governance, data handling, and service continuity). This typically includes discovery workshops, requirements shaping, and establishing a prioritised backlog and roadmap rather than attempting to do everything in one release.

During delivery, we focus on implementing and configuring the platform with an emphasis on **repeatability and controlled change**: designing information structures, configuring Dynamics 365 and Power Platform components, integrating with Microsoft 365, Azure and other systems where needed, and executing data migration with an approach designed to protect and preserve data integrity.

Alongside the technical build, we support the organisational changes that drive real adoption: training, onboarding, and change management to ensure the platform is used correctly, consistently, and safely.

After go-live, we provide **hypercare and ongoing application managed services** options, so delivery does not end at launch. The practice supports service monitoring, incident and request handling, continuous improvement cycles and optimisation to keep the platform healthy as the organisation and Microsoft services change over time.



How buyers typically engage with us

Buyers rarely start with a blank sheet. Common engagement patterns include:



Platform implementation or re-implementation:

where Dynamics 365 and/or Power Platform needs configuring around target operating processes, with integrations, data migration and structured testing.



On-premise to cloud migration:

moving legacy Dynamics estates to Dynamics 365 Online, including readiness assessment, migration planning, redesign of customisations, cutover and post-migration stabilisation.



Automation and “low-code at scale”:

enabling Power Platform in a way that balances speed with governance, reducing manual workload while protecting data and maintaining auditability.



Copilot Studio and intelligent assistants:

defining use cases, building and deploying Copilot agents, integrating with business applications, and establishing the governance needed for responsible AI usage.



AI readiness to pilot to scale:

assessing maturity, creating an AI roadmap, and delivering a proof of concept to validate early value before wider adoption.

Delivery approach (high level)

Our delivery approach is designed to be understandable to governance stakeholders and workable for delivery teams:



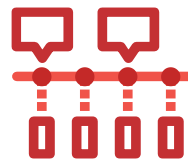
Readiness-led planning:

discovery and assessment to confirm goals, constraints, data readiness and dependencies before committing to timelines and scope.



Structured governance and control:

clear decision points, prioritisation, risk management and quality assurance built into delivery (not bolted on at the end).



Iterative delivery with defined outcomes:

delivering in phases where each release is testable, supportable and usable, rather than a single "big bang."



Assurance and testing discipline:

functional and integration testing aligned to the solution's risk profile, with security and compliance checks as part of the build and release process.



Adoption support:

training, onboarding and practical change support so teams can use the platform confidently and correctly.

Where relevant, we align to public sector best practice expectations (for example, GDS ways of working and the Technology Code of Practice) and help buyers evidence alignment where it applies to their context.

“Run and improve” thread (managed service / BAU)

Many buyers need more than implementation — they need confidence that the platform will remain stable and supported.

This practice includes options for **post-deployment support**, with defined service levels, incident handling, request fulfilment, and continuous improvement. Typical patterns include: a stabilisation period (“hypercare”) after go-live; a steady-state support model for incidents and service requests; and a regular cadence for optimisation, health checks and incremental improvements.

Where AI capabilities are introduced (for example, Copilot agents), “run” also includes monitoring, iteration and governance: ensuring assistants remain accurate, safe, and aligned to policy and user needs over time.



Credibility in practice



Our experience of working with Delaware throughout the project was that they were a very attentive organisation. They had great understanding of both the project life cycle and the types of issues that we would encounter along the way and were always there and ready to help to solve those issues for us and with us.



Nigel Scott,
Head of Finance Transformation, Visit Britain

Credibility for public sector buyers is about clarity and control as much as technical skill. This practice is built around:



End-to-end coverage

from early discovery through go-live and into ongoing support.



Public sector delivery

focus, including an emphasis on governance, risk management, and practical adoption support.



600+ Unique Certified Microsoft consultants

and implementation experience across Dynamics 365, Power Platform and related ecosystem services (Microsoft 365, Azure, integrations).



A modular, buyer-friendly engagement model

that supports both discrete outcomes (for example, a migration) and longer run-and-improve partnerships.



A QMS-driven governance regime supported by advanced certifications (including the new ISO 42001 - AI Management Systems) ensure outcomes align with the highest standards of public trust.

Client case studies

Our delivery approach is designed to be understandable to governance stakeholders and workable for delivery teams:

Dynamics 365

- i. Implemented Microsoft Dynamics 365 Finance & Operations to replace legacy systems that couldn't support multiple revenue streams.
- ii. Created a future-proof ERP foundation to streamline revenue management, automate processes, and improve the availability of financial insights.
- iii. Worked in a highly collaborative model with open communication and rapid issue resolution.
- iv. Delivered measurable efficiency gains, including significant reductions in back-office processing time.
- v. Completed the programme on an accelerated timeline with strong executive sponsorship and satisfaction.

Dynamics 365 + Power BI

- i. Standardised sales activity and reporting using Dynamics 365 Sales enhanced with Power BI dashboards.
- ii. Enabled real-time visibility into pipeline performance across multiple business units.
- iii. Harmonised CRM and reporting processes following a period of high organisational growth and acquisition.
- iv. Empowered sales teams with connected analytics and streamlined reporting workflows.
- v. Provided a scalable platform to support cross-selling, productivity improvements, and more consistent commercial decision-making.

Copilot Studio

- i. Delivered a Copilot Studio chatbot capable of interpreting complex process maps and document libraries using natural language.
- ii. Started with a targeted proof-of-concept and progressed to full implementation within months.
- iii. Significantly reduced time spent searching for policies, procedures, and templates.
- iv. Lowered demand on internal support teams by enabling self-service access to structured information.
- v. Tuned the AI model to reflect business terminology and ensure accurate, reliable responses for all employees.

Delaware hold all Microsoft partner designations including “Microsoft Solutions Partner badges” for:

Microsoft
Cloud

FastTrack

Business
Applications

Security

Modern
Work

Infrastructure -
Azure

Data & AI –
Azure

Digital & App
Innovation - Azure

Microsoft AI Business Solutions – Copilot Studio Configuration and Implementation Services

Lot: G-Cloud 15 — Lot 3: Cloud Support

Service type: Set up & implementation

Platforms: Microsoft Copilot Studio (Power Platform) and related Microsoft 365 / Dynamics 365 / Azure services (where in scope)

Service overview

Delaware provides **end-to-end delivery** to design, configure and implement **Copilot Studio agents** tailored to public sector needs. We run **discovery** to define priority use cases, set up **Copilot Studio/Power Platform environments and governance**, and build, test and deploy **custom agents and integrations**. We support adoption with **training, onboarding** and **post-deployment improvement** options.

Buyer outcomes

- Faster delivery of priority Copilot agent use cases through a phased approach
- Improved productivity by automating routine queries and assisted tasks
- More consistent responses and improved access to organisational knowledge
- Safer AI adoption through configured security, governance and compliance controls
- A scalable foundation to extend agents across teams and services over time

What's included

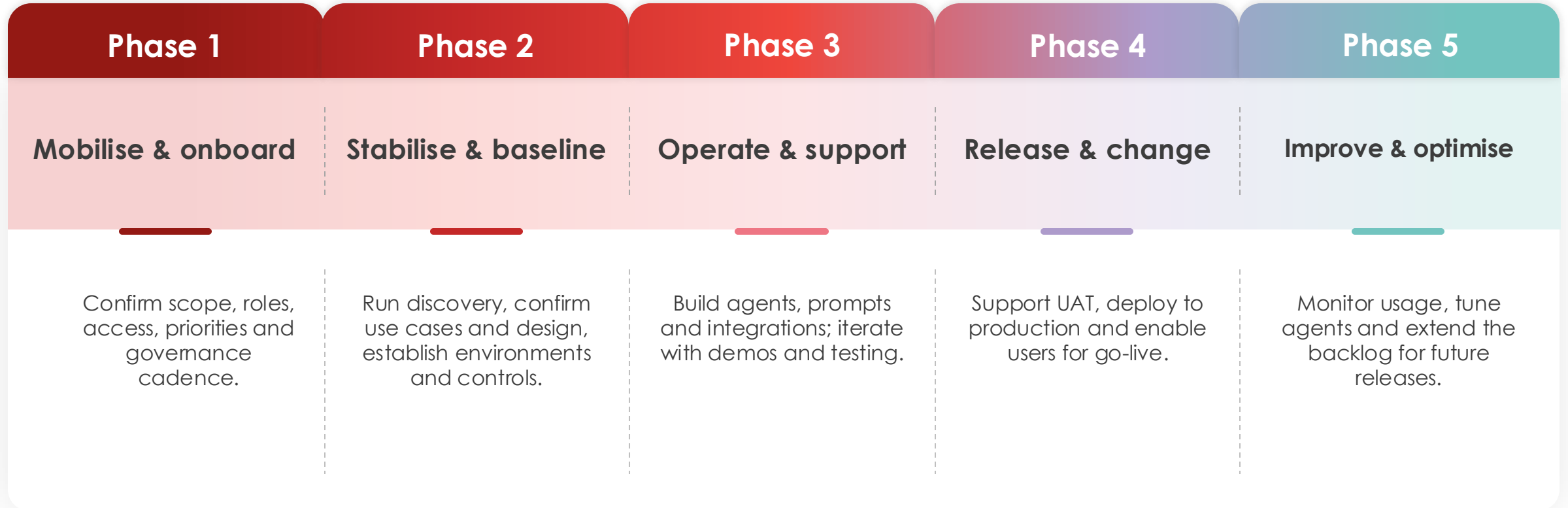
Run & support (BAU)

- Discovery and requirements workshops to define AI needs and use cases
- Use case backlog prioritisation into a phased implementation roadmap
- Copilot Studio environment setup and configuration (Power Platform integration)
- Copilot agent design and build (topics, actions, orchestration, prompts)
- Prompt engineering and guardrails for reliable agent interactions
- Security, governance and compliance configuration for responsible AI usage
- Testing and quality assurance support for custom Copilot solutions
- Deployment support and user onboarding

Improve, assure & optimise (optional modules)

- Integrations with Microsoft 365, Dynamics 365, Azure and external systems (where in scope)
- Additional agents / channels / rollout waves across teams
- Change management and adoption support (comms, champions, training)
- Monitoring and tuning of agent performance and user experience
- Continuous improvement backlog and iterative enhancements
- Managed support options post go-live (at extra cost)

Delivery approach (indicative)



Deliverables (typical)

- Discovery summary and prioritised use-case backlog
- Phased Copilot implementation roadmap
- Copilot Studio environment configuration record
- Security/governance configuration summary (as delivered)
- Copilot agent build pack (topics/actions, prompts, orchestration notes)
- Integration configuration notes (where in scope)
- Test and UAT support pack (scripts, evidence summary, defect log as agreed)
- Go-live and handover pack (training materials, admin guidance)



Support model and service levels



Support channels and hours (baseline)

- **Online ticketing:**
09:00–17:00 UK time, Monday to Friday
- **Phone support:**
09:00–17:00 UK time, Monday to Friday



Support levels (options)

- **Standard Support:** baseline hours and targets above (via online ticketing for service administration and tenant provisioning queries).
- **Extended hours / Out-of-hours support:** by agreement for defined periods or priority incidents only.



Response targets (baseline)

- Ticket acknowledgement: **within 1 business hour** (during service hours)
- Initial response: **within 4 business hours** (during service hours)
- Tickets raised outside service hours are acknowledged by **09:00 UK time next business day**, unless enhanced/out-of-hours support is agreed.



Governance

We provide a named **Service Delivery Manager (SDM)** to oversee service governance, reporting, escalation and continuous improvement.

If you have any questions,
please contact:

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delaware
we commit. we deliver.