



G-Cloud 15

# Microsoft 365 Support Services

Service Definition

## Service Overview

Ceox helps Public Sector organisations with full spectrum of Cloud Support Services including discovery, design and implementation. Our support services help organisations seeking to move their organisation forward with cloud-based Microsoft Dynamics 365. Transition to a digital organisation by enhancing user experience and delivering operational excellence alongside increased efficiency savings.

Microsoft 365 (formerly Office 365) replaces aging file shares, creates team sites for collaboration and provides a digital workplace solution with business productivity tools. Office 365, part of the Microsoft 365 suite, delivers services more efficiently, reduces costs, meets user needs and increases staff happiness.

Many organisations are seeing the benefits of moving to Microsoft 365 which delivers a Digital workplace Solution based on the Microsoft Online Services including Exchange Online, Microsoft Teams, SharePoint Online (“Sites”), Skype, OneDrive, Delve, Sway, and the Office Desktop Tools (Web Apps or Office Professional Plus).

Government organisations often use Microsoft 365 to get the latest desktop tools and then introduce the cloud tools that effectively come free with them. Ceox can help organisations make use of the other features that come for free in Microsoft 365 including:

- SharePoint as an alternative to older EDRM systems which often aren’t used as much as they should be because of their usability.
- Microsoft Teams for internal video conferencing and external calls when combined with a suitable PBX.
- OneDrive for individual cloud-based document storage.
- Power BI for organisation business intelligence and reporting functionality.
- Microsoft Teams for team collaboration and to create a working space for a project

Ceox helps organisations use Microsoft 365 to deliver digital services, simplify IT management and access best practice security features, performance and reliability.

Using Microsoft’s productivity tools to focus on productivity, collaboration and communication organisations can enhance staff satisfaction, reduce costs and improve efficiencies.

# Our Features

## Our service includes:

- This service is designed to deliver Microsoft Dynamics 365 as a core capability.
- It enhances organisational performance by providing Power Platform.
- Teams benefit from the inclusion of Dynamics 365, improving day-to-day outcomes.
- The solution strengthens service delivery through Dataverse.
- Public sector users gain greater efficiency thanks to Dataverse.
- It supports modern operational needs by enabling integration support: Microsoft 365.
- A key advantage of this service is its ability to offer Office 365.
- The approach ensures seamless access to Office 365 when required.
- Organisations see immediate value from SharePoint.
- Finally, the service elevates digital capability by incorporating migration from CRM online.

# Benefits for You

## Our Service provides many benefits including:

- This service helps organisations achieve ITIL service management processes as a meaningful benefit.
- It further supports public sector outcomes by delivering tools.
- Teams experience improved results thanks to support service desk website Dataverse.
- The solution enhances operational effectiveness through full support.
- Users gain measurable value from discovery.
- It strengthens organisational capability by enabling user research.
- Another key benefit is the service's ability to provide design.
- The approach ensures consistent delivery of develop.
- Organisations appreciate the impact of delivery.
- Finally, the service boosts performance by incorporating build.

## About Us

We are a certified B-Corp, on a mission to help UK Public Sector organisations use Microsoft technologies to deliver world-class digital services.

We work with Government Departments, Agencies and Public Bodies to drive efficiencies, create engaging citizen services and enable modern digital government.

As a Microsoft Solutions Partner with designations in Business Applications, Data & AI and Digital & App Innovation, we are experts in Agentic AI, Power Platform, Dynamics 365 and the Azure Data Platform. Our team brings extensive public sector experience, from large government departments to mid-size agencies and smaller non-departmental public bodies.

Ceox combines proven technical expertise with an agile, straightforward approach that makes it easy for organisations to use Microsoft technology and deliver world-class digital services.



Cert no: 24565

## Our Other Services



Ceox offers a comprehensive suite of services to public sector organisations, all accessible via G-Cloud and other procurement frameworks. Our expertise spans several key areas, each designed to support the delivery of efficient, citizen-centric modern digital government.

### Agentic AI

Our Agentic AI services are tailored to enable the transformation of public sector organisations, providing advanced AI agent solutions that drive significant efficiency gains whilst maintaining quality of service and delivering world-class digital services.

### Citizen Facing Services

We specialise in building engaging and compliant citizen-facing digital services. Each service is aligned with the Government Digital Service (GDS) Service Standard, ensuring that organisations can deliver world-class public services that are both user-friendly and effective in meeting the needs of citizens.

### Business Applications

Ceox designs, builds, and supports best-in-class business applications leveraging the Power Platform and Dynamics 365, focused on improving operational efficiency. We also provide strategic guidance and empower citizen developers to create and manage their own digital tools.

### Data & Analytics

We enable organisations to extract valuable insights from their data by utilising the robust suite of data tools available on Microsoft's Azure cloud platform. Our services include the construction of enterprise-grade data warehouses and analytics solutions, allowing organisations to make informed decisions, optimise their operations and deliver world-class digital services.

# Our Experience

Our Public Sector experience includes:

## Department for Education

Power Platform Grant Application and Management solution for Connecting Classrooms

Power Apps Portal for Education Bodies to provide Reinforced Autoclaved Aerated Concrete (RAAC) information for schools

## Department for Transport

Dynamics 365 Public Enquiry Management solution to support the Department's handling of Enquiries and Parliamentary Correspondence

Development and support for a range of Corporate Power Apps deployed across DfT including Praise Management and Local Recognition, Declaration of Interests and Gifts and Hospitality.

Power Platform Centre of Excellence provision including training and empowering Citizen Developers.

## Department for Energy Security and Net Zero

Take-on and support of a Dynamics 365 case management system

## Foreign, Commonwealth & Development Office

Intelligent Automation (RPA and AI) for Correspondence Management system using Power Apps and Power Automate

Design and development of an Agentic AI solution to handle finance and HR queries and processing.

## Genomics England

Take-on and support of a 3<sup>rd</sup> party developed Dynamics 365 system

## Historic Royal Palaces

Dynamics 365 development and support for marketing campaigns

## HM Treasury

AI Agent for correspondence handling

## **Homes England**

Delivery of a major funding programme service.  
Architecture and delivery of a Data Platform.  
Supporting in the modernisation of digital and data capabilities

## **Human Fertilisation & Embryology Authority**

Replacement of a legacy regulatory licence management system into Dynamics 365.  
Build and development of a clinic portal using Power Pages  
Creation of a new data model and migration from existing repositories

## **Labour Relations Agency**

Development and support of a Power Platform conciliation case management solution  
Data transformation and migration from a legacy platform into the cloud

## **Legal Ombudsman**

Take-On and support of a 3<sup>rd</sup> Party Dynamics 365 based case management solution

## **Solicitors Disciplinary Tribunal**

Dynamics 365 Case Management System to support Tribunals  
Power BI development to provide Management Reporting with dashboards and reports

## **Transport for London**

Development of a Power App to manage safe access to London Underground stations by contractors and engineers  
Power App development to monitor on-going work and repairs on London Underground Tracks  
Microsoft Dynamics 365 solution with a portal for HGV safety registration  
Road User Charging system with Dynamics 365 and Azure

## **UK Export Finance**

Development of a Model Driven Power App for case handling including complex calculations and user configuration

## UK Research and Innovation

Power Platform Model Driven Application with SharePoint Integration to manage the bid process and store contractual documentation

Power Pages solution to gather supplier details and internal Model Driven

Application to manage the process of supplier proposals.

## Valuation Tribunal Service

Appeals Management System using Microsoft Dynamics 365

Power BI Management Reporting solution

Agentic AI solution for handling evidence submission

## Welsh Government

Leave Booking App in Welsh and English to support cross government leave booking and management

Power App based solution for managing Permits for Welsh Fisheries

Delivered a Power Platform Centre of Excellence with training



# ceox

## Get in Touch

To learn more about Ceox and our services, follow the links below or contact us directly.

<https://ceox.co.uk>

Feel free to drop us an email on:

[hello@ceox.co.uk](mailto:hello@ceox.co.uk)

If you'd rather talk on the phone, then our number is:

0333 987 4495

If you want to send us something in the mail, our address is:

**Ceox Services Ltd  
Broadford House  
Guildford  
GU4 8EP**

