



G-Cloud 15

Microsoft Copilot, Virtual Agent and Chatbot Services

Service Definition

Service Overview

Ceox Copilot Services empowers public sector organisations to exploit Artificial Intelligence by delivering intelligent conversational agents to interact with citizens. Chatbots can be built with AI and Machine Learning including the Microsoft Azure AI Foundry and Copilot Studio functionality within Power Platform.

Based on Microsoft's Power Platform, Ceox enables public sector organisations to modernise legacy systems, automate processes, improve user experience and deliver policy outcomes efficiently. Our services help teams fully exploit Power Apps, Power Automate, Power BI, Power Pages and Copilot Studio, using low-code and AI to accelerate delivery and improve customer satisfaction.

We support organisations to adopt all or just the essential parts of the Power Platform, ensuring secure, compliant and scalable solutions aligned with government standards.

Our service enables organisations to use all or parts of Microsoft's Power Platform which is made up of the following components:

- **Power Apps** – a low-code development environment for building custom applications through an intuitive drag-and-drop interface. Power Apps enables structured data capture, reusable components and scalable design, supporting everything from simple workflow tools to strategic business platforms. Organisations can use Power Apps to:
 - Rapidly transform ideas into working digital services
 - Replace or rearchitect legacy applications to reduce technical debt
 - Respond quickly to new legislation or policy changes
 - Build intuitive cross-device apps aligned with accessibility standards
 - Use AI-assisted development to speed up solution design and build
- **Power Automate** – Microsoft's automation and RPA platform for secure, scalable workflow orchestration across systems. Power Automate enables organisations to standardise and accelerate operations by connecting line-of-business apps, legacy platforms and modern cloud services through governed, auditable automation:
 - Reduce manual effort and administrative burden
 - Automate repetitive processes, notifications and approvals
 - Build intelligent workflows using pre-built connectors
 - Integrate with legacy systems via RPA bots and screen automation
 - Improve compliance by enforcing consistent, auditable processes
- **Power BI** – **Power BI** – Microsoft's business analytics service that provides rich reporting, dashboards and deep insight across organisational data. Power BI

enables organisations to turn dispersed information into a single, trusted view—unlocking meaningful analysis, operational visibility and evidence-based decision-making. With Power BI, organisations can:

- Connect to multiple systems to create a single source of truth
 - Visualise performance, demand, risk and operational trends
 - Enable better policy and operational decisions through high-quality insight
 - Use AI-powered analytics for pattern detection, forecasting and anomaly highlighting
 - Deliver accessible dashboards for leadership, operational teams and frontline staff.
- **Power Pages** – Microsoft’s platform for creating secure, public-facing websites and portals, including GOV.UK-aligned experiences and integrated payment options. Power Pages enables organisations to deliver modern, accessible digital services that engage citizens and businesses while ensuring compliance, security and operational resilience:
 - Citizen and business engagement portals
 - Case submission, licensing and application services
 - GOV.UK-aligned user journeys and accessibility compliance
 - Secure authentication, authorisation and integrated payments
 - Scalable, standards-aligned platforms built on Microsoft’s secure infrastructure
 - **Copilot Studio** - Microsoft’s no-code platform for creating intelligent chatbots and virtual agents that engage customers and staff through a simple graphical interface. Copilot Studio enables organisations to rapidly build AI-powered conversational experiences that handle enquiries, answer common questions, and reduce demand on customer service and operational teams all within a secure, compliant Microsoft cloud environment:
 - Provide customer and citizen self-service
 - Answer common queries and reduce service-centre workload
 - Support staff with internal knowledge and triage tools
 - Use AI to interpret intent and improve user satisfaction
 - Handle high-volume demand securely and consistently
 - **Quick Build Applications** - Many departments require fast, cost-effective solutions whether replacing spreadsheets, responding to urgent policy changes or modernising outdated systems. With Power Apps and Ceox’s delivery approach, organisations can:
 - Build apps quickly using reusable components
 - Create structured, auditable replacements for informal tools
 - Deliver small tactical solutions or strategic multi-team platforms
 - Ensure accessibility, security and compliance from day one
 - Adapt rapidly as requirements evolveThis approach reduces delivery risk while increasing agility and responsiveness.

- **Robotic Process Automation** - Power Automate's RPA capabilities support automation across modern and legacy systems. Common scenarios include:
 - Automated email processing and categorisation
 - Document generation from templates
 - Data entry into older systems
 - Cross-system orchestration with AI-powered logicThese automations reduce operational costs and improve service quality.
- **Insight and Analytics** - Power BI helps organisations unlock the value of their data. Ceox supports organisations to:
 - Consolidate scattered datasets
 - Improve reporting accuracy and transparency
 - Deliver policy dashboards, performance frameworks and trend analysis
 - Implement AI-driven insights across internal and external services
- **Chatbots** – Copilot Studio enables quick, secure deployment of virtual agents. Organisations can use chatbots for:
 - Front-door triage
 - Frequently asked questions
 - Status updates
 - Internal IT or HR support
 - Citizen enquiries and complaints

Chatbots free staff time while improving service responsiveness.

- **Artificial Intelligence** - AI is embedded across all parts of Power Platform:
 - Power Apps supports AI-assisted app creation
 - Power Automate enables AI-driven workflow logic
 - Power BI uses AI for insights and forecasting
 - Copilot Studio delivers intelligent conversational experiences

Ceox ensures all AI use is safe, ethical and compliant with government guidance such as the **AI Playbook** and **Secure by Design** principles.

- **Centre of Excellence** – Ceox helps organisations establish a secure, well-governed Centre of Excellence, including:
 - Environment strategy and security model
 - Governance guardrails and best practice adoption
 - AI and Copilot usage policy
 - Support for citizen developers
 - Managed connectors and reusable components
 - Training, coaching and adoption support

We enable safe scaling from first app to enterprise-level adoption while growing internal capability.

Ceox supports public sector organisations at every stage of their Power Platform journey, from designing and delivering targeted tactical solutions through to replacing legacy systems with modern low-code applications that are secure, accessible and aligned with government standards. We help organisations scale their capability through robust governance, training and reuse, while empowering citizen developers with secure, managed connections and providing specialist developers for more complex integrations.

Our teams deliver end-to-end digital services from discovery to live service operation ensuring organisations can innovate safely, adapt quickly to policy or operational change, and maximise long-term value from their Power Platform investment. By partnering with Ceox, organisations reduce cost, improve user experience, accelerate innovation and achieve measurable operational efficiencies.



Our Features

Our service includes:

- This service is designed to deliver Microsoft 365 as a core capability.
- It enhances organisational performance by providing Office 365.
- Teams benefit from the inclusion of Copilot Studio, improving day-to-day outcomes.
- The solution strengthens service delivery through agent.
- Public sector users gain greater efficiency thanks to Agentic AI.
- It supports modern operational needs by enabling integration.
- A key advantage of this service is its ability to offer chatbot.
- The approach ensures seamless access to artificial intelligence when required.
- Organisations see immediate value from intelligent automation.
- Finally, the service elevates digital capability by incorporating next-gen AI.

Benefits for You

Our Service provides many benefits including:

- This service helps organisations achieve power virtual agents as a meaningful benefit.
- It further supports public sector outcomes by delivering implementation partner.
- Teams experience improved results thanks to consulting.
- The solution enhances operational effectiveness through accelerator.
- Users gain measurable value from templates.
- It strengthens organisational capability by enabling retrieval augmented generation rag.
- Another key benefit is the service's ability to provide multi-agent systems.
- The approach ensures consistent delivery of workflow automation.
- Organisations appreciate the impact of custom agent development.
- Finally, the service boosts performance by incorporating user training.

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 3rd 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 3rd 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





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

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**

