



G-Cloud 15

Power Apps Management, Control and Maintenance

Service Definition

Service Overview

Ceox helps organisations manage, control, and maintain their Microsoft Power Platform estate. Implementing a Centre of Excellence model, organisations can build line of business Power Apps with the reassurance they will be managed, controlled, and maintained. Deliver modern applications using Power Apps, Power Automate, Power BI and Copilot agentic AI.

Organisations will be able to exploit the capability of Microsoft's Power Platform by establishing and supporting a Centre of Excellence.

Overview

The solution ensures that organisations have the building blocks in place to establish their Power Platform community. The Centre of Excellence overcomes common challenges and provides a way of nurturing and supporting the community. Users will be able to use and exploit all parts of Microsoft's Power Platform which includes the following components:

- **Power Apps** – A low-code development environment for building custom apps with a simple to use drag and drop interface. Power Apps can:
 - Rapidly transform ideas into Apps
 - Refactor, rearchitect and replace legacy applications
 - Swiftly build Apps for new initiatives or events
 - Produce a quick solution for an urgent issue or legislative change
- **Power Automate** – A platform for creating automated workflows between applications and services. Power Automate can be used to build secure automated solutions than can reduce manual effort and modernise processes through intelligent automation.
- **Power BI** – A Business Analytics service to provide analytics and insight on an organisation's data with reports and dashboards.
- **Power Pages** – Create customer facing websites and portals including GOV.UK compliance and payment options.
- **Copilot Studio** - Create Copilots, Virtual Agents and chatbots using a no-code graphical interface to engage with customers, answering common queries and reducing customer representative workload.

Business Need

Microsoft's Power Platform offers organisations the opportunity to innovate and improve their applications and deliver value. Power Apps enables rapid development of custom apps, Power Automate can improve productivity through

automating workflows, Power Virtual Agents can build intelligent bots with a no-code interface and Power BI helps you analyse and visualise data.

Organisations are looking to realise the benefits of using the Power Platform, particularly Power Apps which enable a new generation of modern apps along with the modernisation of existing business applications. Microsoft's Low-Code Application Platform (LCAP) means that users can become citizen developers, building solutions for their organisation. This is especially relevant as research shows that the demand for applications is going to grow faster than the pool of pro-developers can produce them.

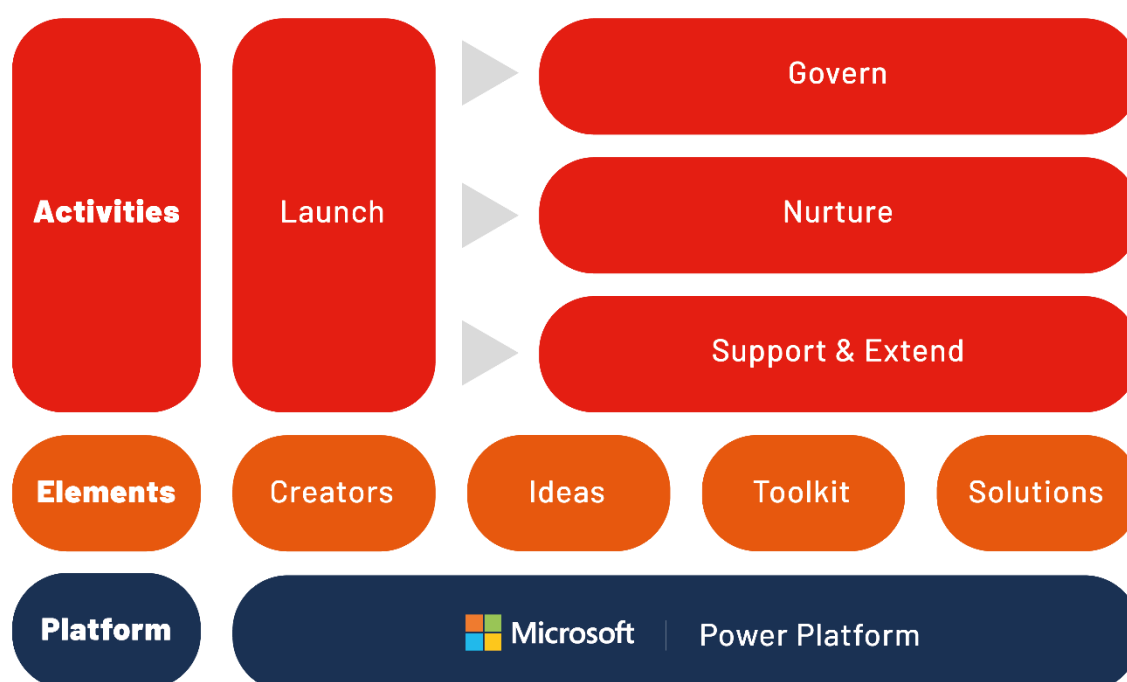
Organisations implementing a Low-Code platform often face the following challenges:

- **Control** - How to control the increasing numbers of apps so that the numbers don't balloon out of control and IT know what apps are being produced.
- **Data Security**- How to ensure that access to data is secure and that Citizen developers cannot bypass authentication mechanisms and expose sensitive data.
- **Empowerment** - Empowering users within the organisation and turning them into citizen developers so that they can build the new generation of modern apps.
- **Scalability** - Making sure that the Low-Code platform is robust and scalable enough to meet the needs of the organisation.
- **Limitations** - Ensuring that whilst the platform is Low-Code it doesn't provide functionality limits which minimises its usefulness.
- **Awareness** - Making users aware that the applications exist and using them to deliver value for the organisation.

Our Solution

Ceox Power Platform Centre of Excellence is designed to give organisations the assistance they need in setting up a community to build and use the Power Platform for their benefit.

The capability to be innovative and rapidly build highly customized apps and processes needs to be balanced with a need to ensure that from launch there is a clear vision, established governance, and the Power Platform community have access to the support and knowledge they need. The Ceox Power Platform Centre of Excellence provides a complete solution.



The Centre of Excellence contains four activities, underpinned by four elements all built upon the Microsoft's Power Platform. These items combined help ensure your organisation nurtures Business Application development whilst maintaining governance and control.

Activities

The Centre of Excellence is made up of the following four activities:

Launch

Launch is a short, one-off activity to develop and plan a strategy for adopting Microsoft Power Platform and the supporting Centre of Excellence. During Launch we work together to define the goals (and how we will measure them), scope and ground rules of how the Centre of Excellence will operate and support your organization. We will also identify and agree the key people who are going to govern and nurture the internal community.

On completion of Launch the organization will have a vision, Roadmap and plan for the Power Platform Centre of Excellence.

Govern

The aim of the Centre of Excellence is to provide a coordinating function which ensures change initiatives are delivered consistently through standard processes and competent staff. Govern focusses on implementing and running the Centre of

Excellence processes ensuring organisational standardisation, consistency and governance. As part of Govern, we will install the Toolkit, which is a collection of components and tools designed to assist in the adoption and support of Microsoft Power Platform. The Toolkit enables the monitoring of usage and instances of Power Apps and helps IT keep track of what applications are available. We will also provide template processes for App development and release to ensure a consistent and standard approach across the organisation.

Nurture

Nurture includes establishing and encouraging the Power Platform community and sharing knowledge and success to the wider organisation. Nurture focuses on innovation and improvement by developing a like-minded Community with a shared vision and goals willing to share lessons and develop knowledge. During Nurture we can assist by using team members experienced in organisational change to help the organisation adopt to the apps which the community are delivering. We do this by following our Attract, Onboard and Support model

- **Attract** – communicate the Centre of Excellence vision and attract and identify a committed community
- **Onboard** – encourage adoption and onboard with training to ensure the community are skilled to build enterprise-ready solutions
- **Support** – continual 1-1 support is available from Ceox's Power Platform practice along with a range of support resources including templates, tools and processes.

Support & Extend

Support and extend enables the community to access tools and resources to exploit and extend the Power Platform capabilities to continually deliver value to the organisation. Ceox provides timely support as part of the Centre of Excellence model including:

- Active monitoring of the Platform to ensure it's available and robust.
- Supplementing with development resource where teams have a solution in mind but lack the technical confidence to implement.
- Building extensions to the current platform where functionality is required which cannot be delivered using Low-Code.
- Building custom connectors to in-house systems and data to allow new apps to be built which leverage existing systems.
- Providing a Service Desk function so that built business applications are supported without risk to the business.
- Conducting periodic reviews into the Centre of Excellence and making recommendations on actions to improve value.

Elements

In addition to the activities, detailed above, there are four elements which help build the Centre of Excellence:

Creators

Creators are the individuals within your organisation who are going to design and build the next generation of Business Applications, Workflows and Reports. These Citizen Developers know the organisation better than anyone and know what solutions will help the organisation.

Ideas Hub

The ideas hub is an area for Creators to share ideas. This can be technical advice, ideas for new solutions which could deliver value or ideas for new components which help build full solutions. It's the main area where the community collaborates digitally.

Toolkit

The Toolkit provides pre-built Dashboards, Workflows and Guidance running on Power Platform, to ensure that it is easy to implement the required monitoring, governance and nurturing practices. The Toolkit also provides template security rules and reporting to support the development of the Centre of Excellence.

Solutions

The Solutions is the list of solutions which are available to the organisation. These can include Power Apps business applications, Power BI dashboards, Power Automate workflows and components which can be used to build any of the above.



Our Features

Our service includes:

- This service is designed to deliver Power Apps lowcode application platform LCAP as a core capability.
- It enhances organisational performance by providing power pages portals.
- Teams benefit from the inclusion of citizen developers, improving day-to-day outcomes.
- The solution strengthens service delivery through Power BI for data insights.
- Public sector users gain greater efficiency thanks to analytics.
- It supports modern operational needs by enabling reporting.
- A key advantage of this service is its ability to offer dashboards.
- The approach ensures seamless access to visualisation when required.
- Organisations see immediate value from data sources.
- Finally, the service elevates digital capability by incorporating center of excellence.

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 servicedesk tools.
- Teams experience improved results thanks to prototype mvp.
- The solution enhances operational effectiveness through roadmap demonstration.
- Users gain measurable value from full support.
- It strengthens organisational capability by enabling discovery.
- Another key benefit is the service's ability to provide user research.
- The approach ensures consistent delivery of design.
- Organisations appreciate the impact of develop.
- Finally, the service boosts performance by incorporating delivery.

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>

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