



G-Cloud 15

Case Management Agents in Copilot Studio

Service Definition

Service Overview

Ceox's Case Management Agents equip customers of public sector organisations with self-service tools, significantly lowering case traffic by interrogating disparate knowledge sources to tailor instant, effective and context-specific responses. As a result, the internal teams can focus on the more complex cases which are logged by the agent.

Ceox's Agentic AI Services are designed to deliver transformative outcomes for public sector organisations, combining advanced artificial intelligence technology with deep sector expertise to drive better results, improved efficiency, and robust compliance. Our suite of services is tailored to meet the unique challenges faced by government bodies and public agencies, supporting their mission to serve citizens more effectively in a rapidly changing digital landscape.

Comprehensive Compliance and Security

Navigating the stringent regulatory environment of the public sector, Ceox ensures all solutions adhere to the GDS Service Standard, Generative AI Framework, and Artificial Intelligence Playbook. Our commitment to security is evidenced by our ISO27001 certification. This guarantees that your data and operations are protected to the highest standards.

Driving Efficiency and Value

Our Agentic AI Services are engineered to maximise return on investment while delivering tangible value. By reducing errors, streamlining processes, and fostering continuous improvement, we help public sector teams enhance productivity, consistency, and reliability. The integration of AI-driven automation, with automated testing and process mining for continual improvement, allows an organisation to refocus resources on high-impact initiatives.

Expertise You Can Trust

We bring leading-edge expertise in prompt engineering, training, and skills transfer to empower your staff. We manage licensing and token & credit usage, ensuring your teams are fully equipped to harness the potential of AI. Our focus on upskilling and knowledge sharing ensures a sustainable adoption of technology across your organisation.

Uncompromising Quality and Governance

Quality assurance is at the core of our offering, with robust performance testing, evaluation, and automated testing regimes in place. Our governance frameworks

ensure that all AI deployments are transparent, auditable, and aligned with best practice standards, including Well Architected Framework and AI Workload management.

Advanced Functionality for Modern Needs

Our Agentic AI Services encompass a wide range of intelligent capabilities, such as transcription, classification, categorisation, summarisation, extraction, generation, and process automation. These tools unlock new insights and efficiencies, enabling public sector organisations to improve service delivery and respond dynamically to citizen needs.

Reliable Support and Agile Delivery

We provide end-to-end support through ITIL-aligned service management, utilising platforms like Azure DevOps and Freshdesk to ensure robust incident response and service continuity. Our agile delivery approach, spanning discovery, design, delivery, and optimisation phases, guarantees that solutions evolve in step with your organisation's goals.

Trusted Partnerships and Best Practice

As a Microsoft Data & AI Solutions Partner, Ceox leverages deep industry alliances to bring cutting-edge solutions to the public sector. Our Centre of Excellence fosters continual innovation and knowledge-sharing, ensuring your organisation benefits from the latest advancements and proven best practices.

Choose Ceox's Agentic AI Services to unlock smarter, faster, and more secure ways of working—empowering your public sector organisation to deliver world-class digital services.

Our Features

Our service includes:

- This service is designed to deliver Microsoft Foundry as a core capability.
- It enhances organisational performance by providing Copilot Studio.
- Teams benefit from the inclusion of Microsoft 365 Copilot, improving day-to-day outcomes.
- The solution strengthens service delivery through Microsoft Agent 365.
- Public sector users gain greater efficiency thanks to OpenAI.
- It supports modern operational needs by enabling GPT.
- A key advantage of this service is its ability to offer Anthropic.
- The approach ensures seamless access to Claude when required.
- Organisations see immediate value from Meta.
- Finally, the service elevates digital capability by incorporating Llama.

Benefits for You

Our Service provides many benefits including:

- This service helps organisations achieve intelligent – frontier firm as a meaningful benefit.
- It further supports public sector outcomes by delivering maturity.
- Teams experience improved results thanks to human assistant.
- The solution enhances operational effectiveness through human-agent team.
- Users gain measurable value from human-led.
- It strengthens organisational capability by enabling agent-operated.
- Another key benefit is the service's ability to provide compliance – GDS Service Standard.
- The approach ensures consistent delivery of Generative AI Framework.
- Organisations appreciate the impact of Artificial Intelligence Playbook.
- Finally, the service boosts performance by incorporating security – SC Clearance.

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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