



G-Cloud 15

# Correspondence Handling with Intelligent Automation Services

Service Definition

## Service Overview

Ceox's Correspondence Handling & Intelligent Automation enables a public sector organisation to use AI and RPA to route enquiries and ministerial correspondence. Compatible with any correspondence management system, including Fivium eCase, the solution automatically extracts key information, creates cases, removes spam and identifies appropriate standard lines from a repository.

We use Microsoft's Power Automate, part of Power Platform, to enable users to quickly build secure and scalable workflows, enabling the automation of mundane tasks, freeing team members up to perform higher-value activities.

Intelligent Automation is based upon using elements of Artificial Intelligence (AI) and Robotic Process Automation (RPA). AI involves a computer making a decision based on a known scenario which has previously been trained. For instance, it might read the contents of an email and decide whether the email is a complaint or a request for information. RPA, involves training the computer to complete a repeatable set of tasks. By combining these two, complex workflows involving several decision steps can be built and automated. This makes organisations more efficient and removes tedious tasks from people's daily lives.

Intelligent Automation can be used for several scenarios across public sector, including but not limited to:

- Application processing workflow
- Enquiry processing and categorisation
- Reducing administration in customer service contact centres
- Improving processing time for invoices
- Personnel onboarding and IT assignment
- Background checks
- Managing documents
- Offering improvements in operational processes

Power Automate provides an easy to use interface with the ability to fast build automation. The suite includes Power Automate Desktop which enables the automation of legacy applications by recording step-by-step actions including mouse presses and keyboard entry to create a workflow. One example is to avoid re-keying information by taking the input from a new digital system and automatically entering it into a legacy application.

Power Automate can be run in Attended or Unattended modes. In Attended mode, the automation runs on a worker's computer to automate cumbersome or repetitive processes, allowing the worker to correct any errors as needed. This approach achieves many benefits of automation while allowing for human intervention when

human intelligence or business experience is required. In unattended mode, the automation runs with no user logged in. Workflows trigger in the background based on events that happen, and then run at any time in the cloud. It is used to accelerate automation of high-volume, repetitive tasks without lifting a finger.

Power Automate can also leverage other parts of the Power Platform including Power Apps, the Low-Code Business Application Platform, and the in-built Artificial Intelligence (AI) and Machine Learning capability, AI Builder. AI Models are provided which, amongst other things, enable users to easily:

- Predict yes/no outcomes based on historical data.
- Extract text from an image.
- Identify and counting objects from an image.
- Categorise text by its meaning.

Intelligent Automation enables organisations to do more with less. Automation liberates team members from completing mundane tasks, reduces administration, improves productivity, and accelerates Digital Transformation.



# 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 Power Automate.
- It supports modern operational needs by enabling Power Automate desktop.
- A key advantage of this service is its ability to offer robotic process automation.
- The approach ensures seamless access to intelligent automation when required.
- Organisations see immediate value from next generation AI.
- Finally, the service elevates digital capability by incorporating Generative AI.

# 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 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





## 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:

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