

Agentic Core Managed Service

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's **Agentic Core Managed Service** enables organisations to accelerate innovation and operational efficiency by providing a managed capability that supports the full lifecycle of AI, automation, data and application solutions.

The service addresses the modern challenge of rapidly evolving AI technologies, fragmented tooling and the overhead of traditional project funding cycles — ensuring organisations can continuously identify, prioritise and deliver high-impact digital enhancements.

Built on Microsoft's Power Platform, Copilot Studio, Fabric and Azure AI Foundry, Agentic Core provides a centrally governed, fully managed environment that supports ongoing innovation without placing additional strain on internal IT teams. Customers benefit from a dedicated pod of AI, data engineering, automation and application development specialists who work as an extension of the business, bridging the gap between ideation, prioritisation, development and operational management.

Agentic Core combines continuous innovation with structured governance, proactive monitoring and a monthly development capacity model. This allows organisations to respond quickly to changing business needs, modernise processes, and safely adopt new AI capabilities — all while maintaining platform stability, compliance and operational resilience.



2 What Does the Service Include?

2.1 Agentic Core Managed Service Overview

Modern organisations increasingly depend on AI, automation, data insights and custom applications to remain competitive. However, keeping pace with fast-moving technologies, balancing innovation with operational stability, and securing the skills required across multiple disciplines presents a significant challenge.

Agentic Core solves this by providing a unified, structured and proactive managed service that spans the full lifecycle of AI, data, automation and application development. It integrates seamlessly with a customer's existing IT service model, offering both innovation capacity and enterprise-grade operational management.

The service combines governance, development capacity and lifecycle management into a single operating model, delivered by Nasstar's Data, AI and Automation team. Key service elements include:

- **Development Units (Required)**

A monthly allocation of flexible development capacity used to deliver enhancements, fix defects, support innovation, run ideation sessions and progress new solutions through the pipeline.

- **AI Ideation & Adoption Days (Optional)**

Facilitated sessions that help organisations identify high-value AI use cases, explore tooling, plan adoption roadmaps, and align stakeholders around governance and change enablement.

- **Innovation Backlog & Pipeline Management (Required)**

Regular structured reviews to assess solution usage, prioritise new ideas, triage defects, allocate Development Units and manage an innovation pipeline aligned to strategic business goals.

- **New Solutions & Major Feature Development (Optional)**

Planning, delivery and agile project management for significant enhancements or net-new digital solutions, consuming Development Units as the mechanism for commercial delivery.

- **Centre of Excellence & Governance (Optional)**

Governance tooling and oversight to ensure consistent configuration, compliance, usage insights, security and administrative best practice across Power Platform, Copilot Studio and Foundry.

- **Defect Management & Minor Enhancements (Required)**

Rapid remediation of issues and small-scale improvements to keep existing solutions performant, secure and aligned to business needs.

- **AI Agent / Application Monitoring & Management (Optional)**

Operational monitoring, alert triage, patching and release management for AI agents and applications deployed on Power Platform, Copilot Studio or Microsoft Foundry.

- **Custom Application Monitoring & Management (Optional)**

Proactive oversight of bespoke applications, including scheduled releases, performance monitoring, incident response and governance alignment.

- **Data Pipeline & Power BI Management (Optional)**

Operational support for Microsoft Fabric workloads including data engineering pipelines, real-time analytics, BI artefacts, capacity usage and performance optimisation.



- **Agentic Core Backup & Restore (Optional)**

Configuration, monitoring and remediation of backup processes across Power Platform, Copilot Studio, Azure and Fabric production environments.

Underpinning these service components are the foundational operational elements included across Nasstar managed services: incident, request, change and problem management; runbook creation; CMDB and service architecture maintenance; and governance delivered through Nasstar's Next Generation Engagement Model.

Nasstar brings together deep expertise across AI, data, cloud engineering and application development — enabling customers to benefit from a single partner capable of designing, enhancing and operating modern digital solutions at scale. With Agentic Core, organisations can innovate continuously, respond faster to business demands, and adopt AI safely and confidently.

