



POWER VIRTUAL AGENTS IMPLEMENTATION SERVICE DEFINITION

Power Apps Implementation Service is the building of Business System Solutions utilising iCoTech's experience of delivering Power App Solutions

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About iCoTech

iCoTech are a Microsoft Gold Implementation Partner with specialist skillset and experience delivering Enterprise Portfolio Management Solutions. Working recently with Office for National Statistics, Intellectual Property Office, Companies House and The Department for Business, Energy and Industrial Strategy we help public organisations improve the way in which they deliver change.

iCoTech is a small but specialist team adept at delivering project portfolio management solutions to CIOs, heads of projects, government departments and large organisations. As a Microsoft Gold Implementation Partner, our skill lies in steering your business towards smarter ways of working, to deadline and with value.

Established in 2018 but with years of industry experience behind us, we've already carved a niche in the PPM sector – and there's so much more to come! A strong and agile company, we deliver in waves, enabling us to work flexibly to client requirements and adapt easily as these change. We pride ourselves on treating our customers like family, yet with a professional focus that gets you results.

Our fresh ways of thinking and down to earth approach add value to our clients, which include the Office of National Statistics (ONS), Intellectual Property Office (IPO), and the Department for Business, Energy and Industrial Strategy (BEIS). Rooted in Cardiff but working across the UK, the Microsoft products in which we specialise transform business processes, bringing your team together seamlessly to collaborate and achieve.

Experts in Microsoft 365

As experts and official Microsoft 365 Gold partner you know you're in safe hands when it comes to your implementation needs. With years of experience in Microsoft technology, iCoTech is a revolutionary solutions provider enabling growth and innovation for a range of clients. Delivering cost-effective services and value to customers across the UK, we are the outsourced Microsoft 365 solution provider of choice for public and private sector organisations.

iCoTech is a key support partner for:

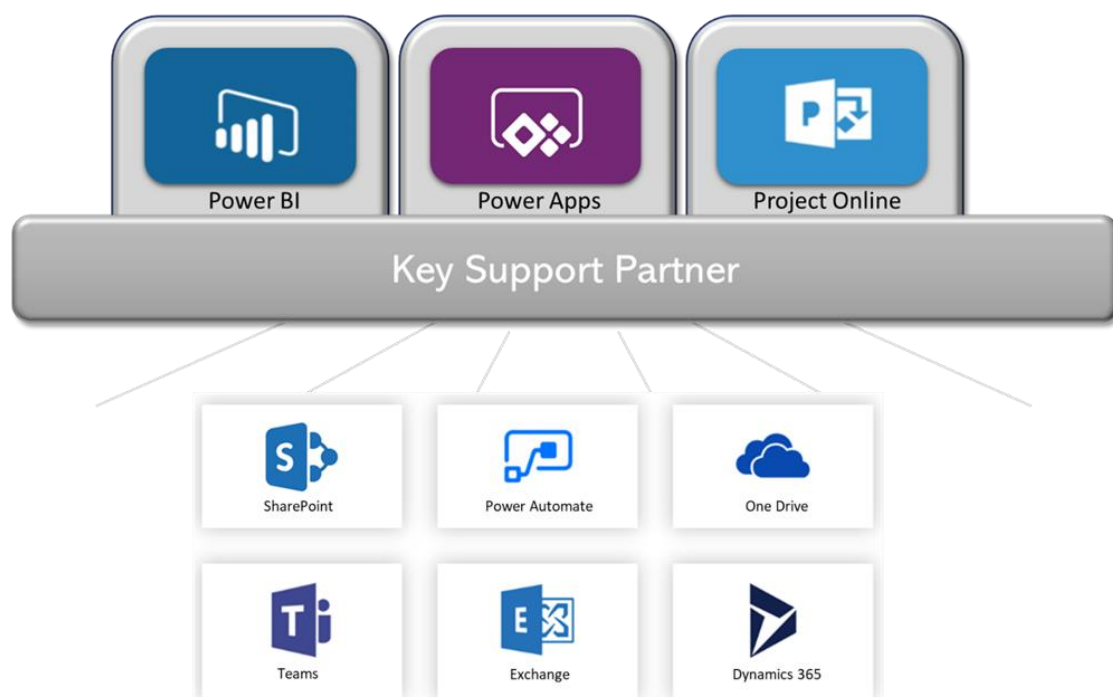
Portfolio Management – Project Online/Project for the Web

Data Visualisation – Power BI

Systems & Automation – Power Apps and Power Automation

Communication & Collaboration – Teams and SharePoint

These Microsoft solutions will underpin your continued business change and workflow improvement. We implement the right Microsoft Applications that deliver the best outcome for you.



About your service

Power Virtual Agents Implementation Service is the building of automated bots to engage with customers securely and effectively. Utilising iCoTech's experience of implementing Power Virtual Agents, engage with customers and employees in multiple languages across websites, mobile apps, Facebook, Teams, or any channel supported by the Azure Bot Framework.

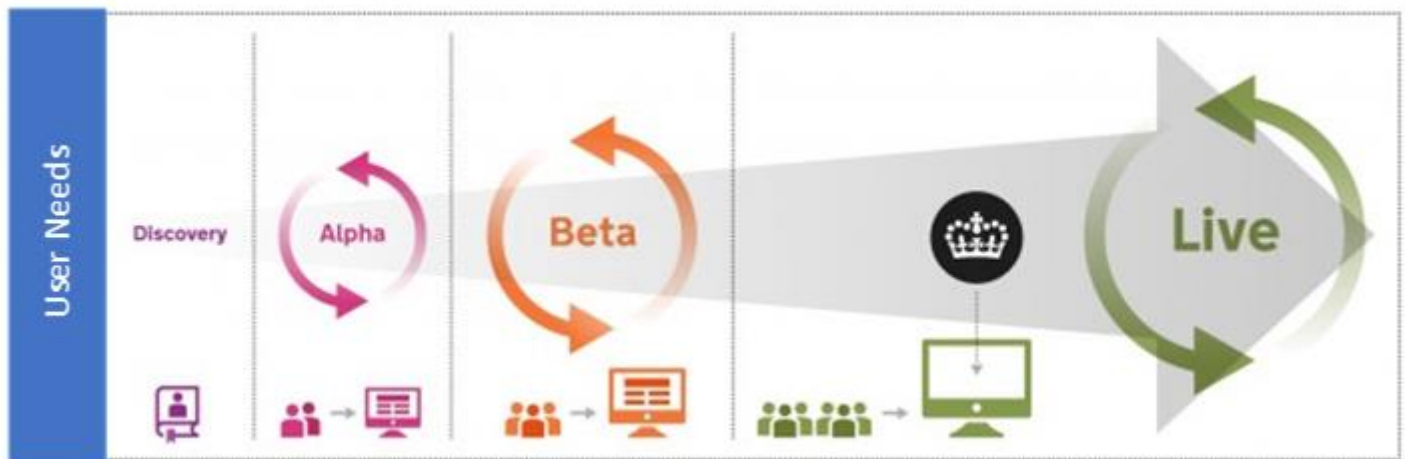
Planning

iCoTech are a Certified Microsoft Gold Implementation Partner, focusing on the delivery of Microsoft 365 applications. We are also PRINCE2 Practitioners and Agile Delivery Professionals, therefore well equipped with market leading capability to support our clients through technology & business change. We have adopted Agile as our Business Methodology and therefore we deliver initiatives in a series of waves, with each Wave being completed using the GDS Agile Process of Discovery, Alpha, Beta and Live. Within Alpha & Beta phases of the Lifecycle there are a series of Sprints that are pre-defined and have agreed outcomes. iCoTech help customers to implement cloud services by learning what organisational strategy has been agreed. Understanding what capability exists and how Microsoft 365 services are being used. Once this is established iCoTech senior consultants are able to recommend a roadmap to deploy functionality within Microsoft 365 such as Power Apps to ensure the most value is obtained from the customers investment as possible. Using the Waved approach, we are able to assess the strategic fit of each solution delivered very quickly.

Approach

iCoTech structure engagements in Waves, there are usually 3-5 waves starting from a small amount of effort up to a large or complex Wave. No one Wave is the same as each customer has a different need and set of objectives which is why we complete a Pre-Discovery ahead of the scoping of each wave.

Each Wave will go through the same lifecycle which is outlined below:



iCoTech deliver utilising the Government Digital Services Agile methodology, therefore we break the phases of the Project down to Discovery, Alpha, Beta and Live. A brief summary of the stages is outlined below:

Discovery	Alpha	Beta	Live
Conduct user research and understanding users needs. Establishing if we need to build something? And what does it need to do?	Developing and testing prototypes with a small user group. Viability mapping with internal stakeholders	Developing and testing at a larger scale. Making a working test version available first to a limited user group until confident it can be run at scale	Continuing to iterate and improve based on user feedback, continually improving and enhancing the feature set to meet the current needs

Setup and migration

Our services are enabled to support clients moving from on-premise services to Cloud Services available within Microsoft 365. Or implement new solutions where clients are already utilising Microsoft 365 technology. Each initiative starts with understanding the clients roadmap to the cloud, and their current usage of M365 services with an understanding of how they can be best utilised. In many cases iCoTech are rebuilding solutions that exist on-premise and re-designing them for Cloud services.

Training

iCoTech offer training for all the services we provide. This training will be tailored to the customer requirements and will be defined as part of our engagement process. Typically, we will offer a dedicated number of days for training in our proposal as a standard with any software we provide. However, a customer can enter a Support and Iteration contract with us if they wish which can include further training.

Ongoing support

iCoTech offer a full range of support services from end to end support as well as 3rd Line Support on the following solutions: Project Online & Project for the Web, SharePoint, Power Platform (Canvas & Model Apps), Dynamics 365, Power Automate, Power BI, Azure, Teams, Microsoft AI Services, Dataverse. All support resources are Microsoft Certified.

User support

Support levels

iCoTech Standard Support Model is our Support & Iteration Service whereby we deal with all 3rd line support requests but also iterate on live services on a monthly basis. Understanding the backlog of minor issues that are resolved within priority order, these items are reviewed along with the support cases in the standard monthly service review. Customers are able to log these Support Tickets via email, telephone or via the online portal. Furthermore, Iteration changes can be requested via the same methods. Other support models are available to suit the requirements of our clients.

iCoTech offers an email and online ticket support and all response SLAs are set. Support tickets status and priority can be managed by the user.

Pricing

Price varies depending on the level of service required and ranges from £500 to £1800 per unit per day.

Next Steps

To engage with iCoTech to implement this service get in touch.

Get in touch

To discuss your requirements and understand how we can support your needs contact us:

Email : info@icotechservices.co.uk

Call : +44 (0)333 577 3713

Proposal

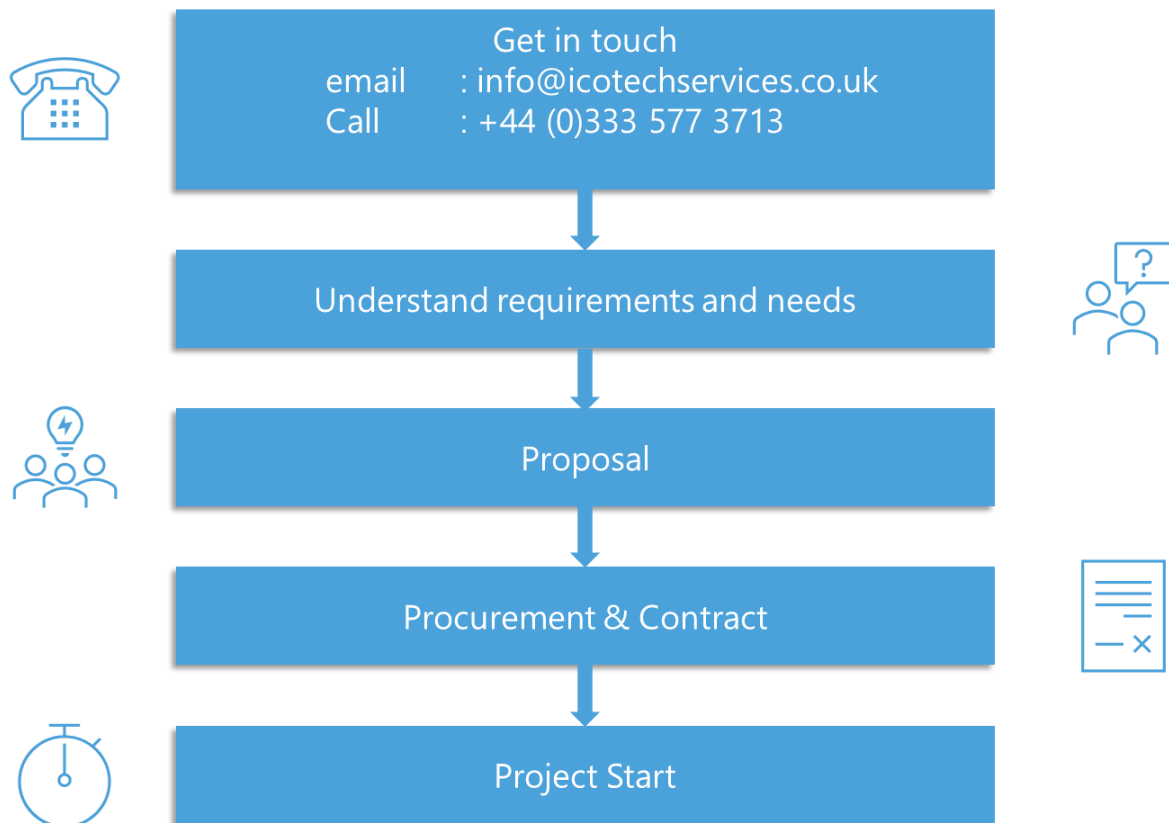
Once the requirements and needs are understood a formal proposal will be presented that outlines the Approach, Deliverables and Cost.

Procurement and Contract

Purchase order is raised, and contracts are counter signed.

Project Start

iCoTech Service Delivery Manager and Project Manager meeting to outline onboarding and confirm project start date.





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Delivering Value@Pace

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