



OPTIMISATION SERVICE DEFINITION

iCoPlan Implementation Service is a Project Portfolio Management Accelerator based on the Power Platform. This is used to manage all elements of the PPM for customers across the Public Sector. This utilises Power Platform, Power Bi, Power Automate and Co-Pilot, and can be fully configured to meet your needs.

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About iCoTech

iCoTech is a specialist consultancy dedicated to transforming how public-sector and enterprise organisations manage Projects Portfolios, Risk, and Strategic Planning. Established in 2018 and headquartered in Cardiff, iCoTech combines deep PPM expertise with advanced Microsoft Power Platform capabilities to deliver solutions that replace fragmented spreadsheets, siloed systems, and legacy tools with modern, connected, data-driven environments. As a recognised Microsoft partner, the company is trusted to help clients maximise the value of their existing Microsoft licensing through secure, scalable, and compliant technology solutions.

At the core of iCoTech's offering is a suite of platform accelerators — iCoPlan, iCoRisk and iCoView — designed to provide visibility, strengthen governance, and unlock real-time performance insights. These accelerators unify Project Portfolio, and Risk data, enabling organisations to make faster, more informed decisions using consistent, up-to-date information. By simplifying operations and reducing administrative burden, iCoTech empowers teams to focus on strategic delivery while improving transparency, accountability, and measurable public value.

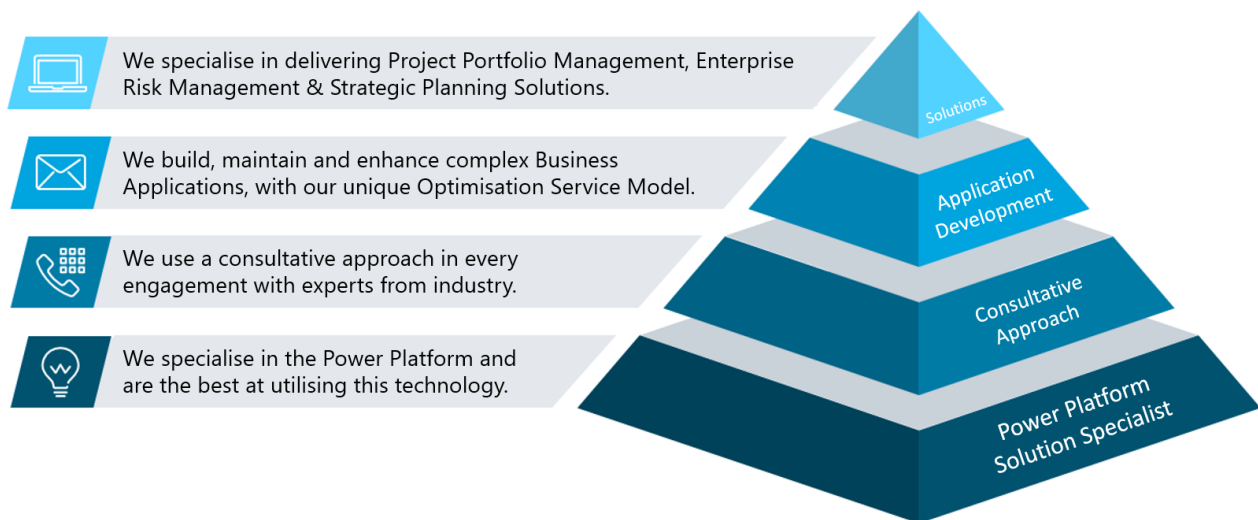
Beyond technology, iCoTech delivers a full consultancy service encompassing discovery engagements, customer waves, optimisation services, and long-term digital transformation support. Their structured delivery methodology developed across multiple stakeholders ensures that every engagement follows a clear, standards-driven approach that scales with organisational complexity. Whether implementing new PPM solutions, running optimisation cycles, or supporting multi-year business change programmes, iCoTech's consultants blend technical knowledge with hands-on PPM experience to accelerate maturity and embed sustainable capability.

iCoTech's mission is to help organisations achieve better outcomes through connected insight, stronger governance, and sustainable delivery. With a rapidly growing team, a clear long-term strategy, and proven success across public-sector environments, iCoTech continues to expand its impact by delivering world-class Power Platform solutions tailored to the unique pressures of councils, NHS bodies, and government organisations. Every solution is designed not for complexity but for measurable impact — driving productivity, improving planning, and enabling leaders to demonstrate tangible benefits to their stakeholders.

We are really proud to have the best customers across the Public Sector utilising our Consulting Services:



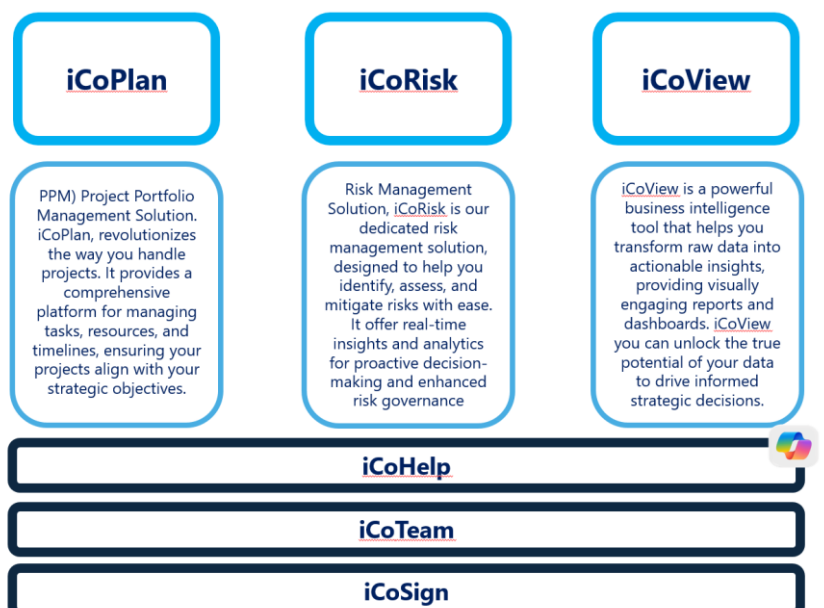
Furthermore, we have a really focused offering:



And utilising our accelerator approach, we implement solutions based on our core accelerators.

iCoTech also have three other Accelerators which are;

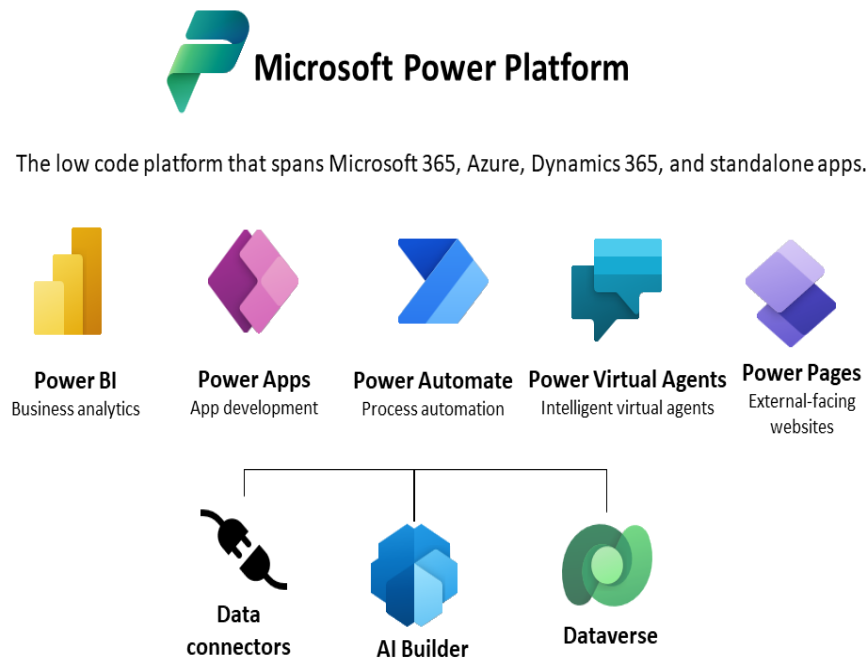
- iCoHelp – Our Copilot Agent Accelerator.
- iCoTeam – Our Resource Management Accelerator.
- iCoSign – Our Procurement Management Accelerator.



About the Power Platform

As iCoPlan has been developed on the Power Platform which is a line of business intelligence, app development, and app connectivity suite of software applications that allows the automating of processes, building of solutions, and analysis of data. It integrates seamlessly with the broader capabilities within Azure, M365 and Dynamics, and can connect to countless 3rd party application and services through data connectors.

The overall Power Platform is summarised below:



The Power Platform is highly beneficial because it dramatically increases productivity and accelerates digital transformation by empowering non-technical users to build solutions themselves. With its low-code/no-code approach, tools like Power Apps and Power Automate reduce reliance on developers and IT backlogs, enabling teams to create applications, automate workflows, and solve business challenges at pace. This democratisation of app development allows organisations to respond faster to operational needs, streamline manual processes, and free up valuable time for higher-value work.

Another major benefit is its ability to unify data and provide deep insights through seamless integration with Microsoft 365, Azure, Dynamics 365, and third-party services. Power BI delivers advanced analytics and visualisation, turning raw data into meaningful insight that supports better decision-making across the organisation. Combined with Dataverse and over 1,000 available connectors, the Power Platform becomes a centralised ecosystem where information flows across systems securely and consistently, ensuring teams work from a single source of truth.

Finally, the Power Platform offers long-term flexibility, governance, and cost efficiency, making it an ideal foundation for scalable, future-ready solutions. It reduces the need for bespoke software development and lowers operational costs by automating routine tasks and simplifying solution delivery. With built-in security, compliance, and governance controls, organisations can innovate safely while maintaining standards. Its scalability ensures it can support both simple departmental apps and enterprise-wide digital programmes, helping businesses continuously iterate and evolve their processes as needs change.

About Optimisation

The Optimisation Service provides organisations with ongoing access to Microsoft Power Platform professionals from iCoTech Services, ensuring solutions continue to evolve after initial delivery. It was created for customers needing urgent fixes, minor enhancements, or continuous improvements to live applications—keeping systems stable, secure, and aligned with real-world usage.

At its core, the service combines several dedicated workstreams; Additional Waves, Support, Iteration, Co-ordination, and Consultancy. Each designed to help organisations strengthen their digital maturity.

Together, these workstreams provide a structured mechanism for enhancing applications, upskilling internal teams, and ensuring every solution remains fit-for-purpose as organisational needs grow.

Through the Support element, designated users can log tickets that are triaged into minor issues, knowledge and training requests, or enhancement needs. This is backed by a dedicated development environment, allowing safe testing, training, and rollback if required ensuring operational continuity while improvements are made without disruption.

Finally, the Iteration workstream focuses on incremental improvements driven by real user feedback, evolving requirements, and new opportunities uncovered through data. With a Microsoft Gold Partner on hand, organisations gain a long-term strategic advantage continually increasing value from the Power Platform and supporting their wider digital community with expert guidance and scalable capability.

Pro-Features

Within the Optimisation Service there are a number of Pro-Features that can be purchased on a monthly basis. These include, but are not limited to:

1. Data Quality & Governance Hub - Continuously score data completeness, freshness and policy conformance across projects, risks and measures. Nudge record owners, open tickets automatically, and present a monthly "data health" scorecard alongside your Optimisation reporting and proactive monitoring practices
2. Portfolio Snap Shot – This solution captures a frozen, point-in-time record of key project or risk data, allowing organisations to track how information changes over time. It stores structured snapshots typically up to 50 configured fields and makes them available for reporting in Power BI. This enables consistent auditability, historical comparison, and clearer trend analysis across portfolios without relying on manual exports or spreadsheets
3. Automation Audi – Our Power Automate Monthly Audit Service provides organisations with ongoing visibility, governance and assurance across all flows running in their Microsoft 365 environment. Leveraging native audit logs, Power Platform admin analytics, and iCoTech's Support & Iteration model, this service ensures automations remain compliant, performant, secure and aligned to organisational policies.

There are many other services that can be enabled within the Optimisation Service.

Please contact us for further information.

Find Out More

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

Watch an iCoPlan demonstration [here](#).

Watch our YouTube content [here](#).

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.

Next Steps:





iCoTech Services

Delivering Value@Pace

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