



ICOHELP 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.

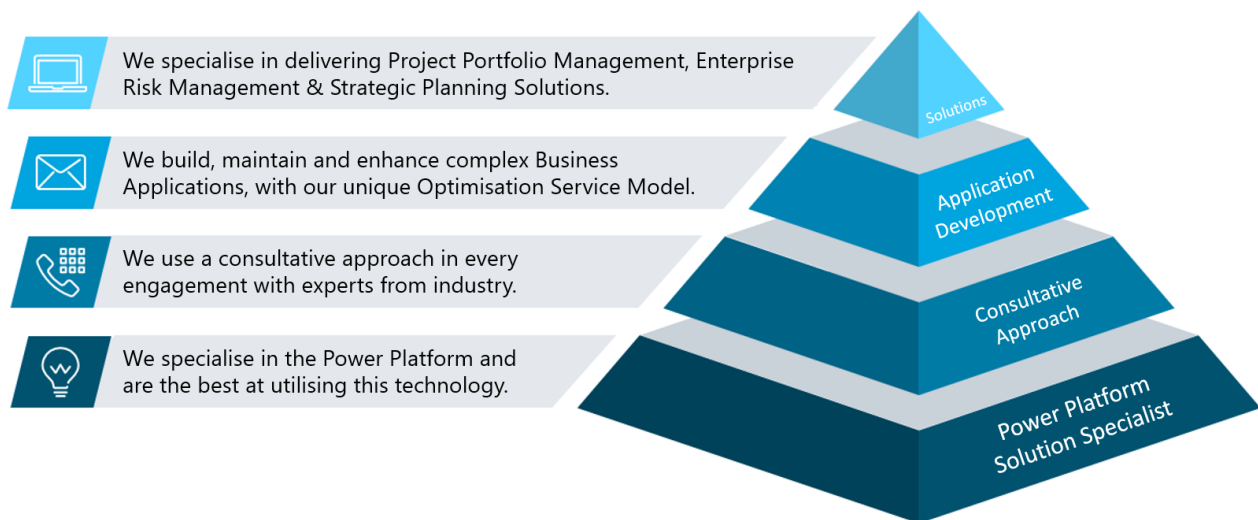
Beyond technology, iCoTech delivers a full consultancy service encompassing discovery engagements, customer waves, optimisation services, and long-term digital transformation support. Their structured delivery methodology developed across multiple stakeholders ensures that every engagement follows a 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:



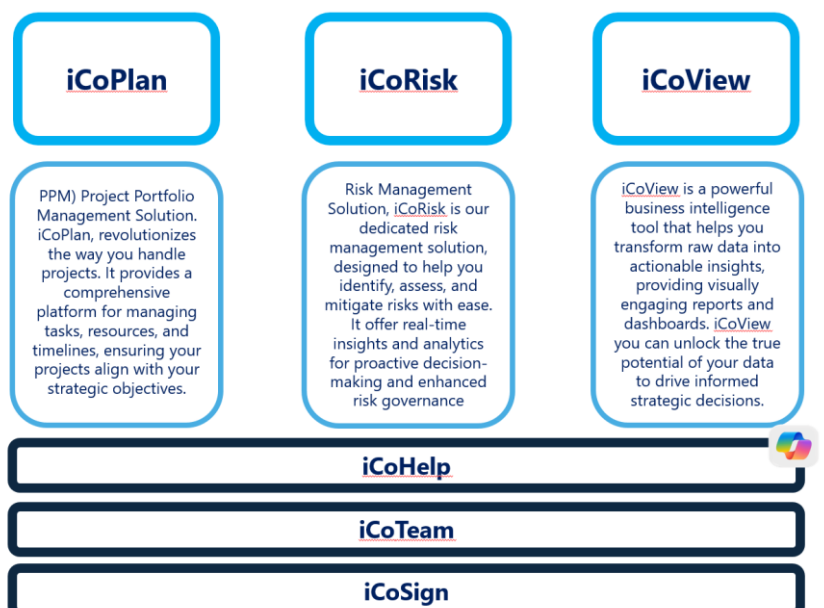
Furthermore, we have a really focused offering:



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

iCoTech also have three other Accelerators which are;

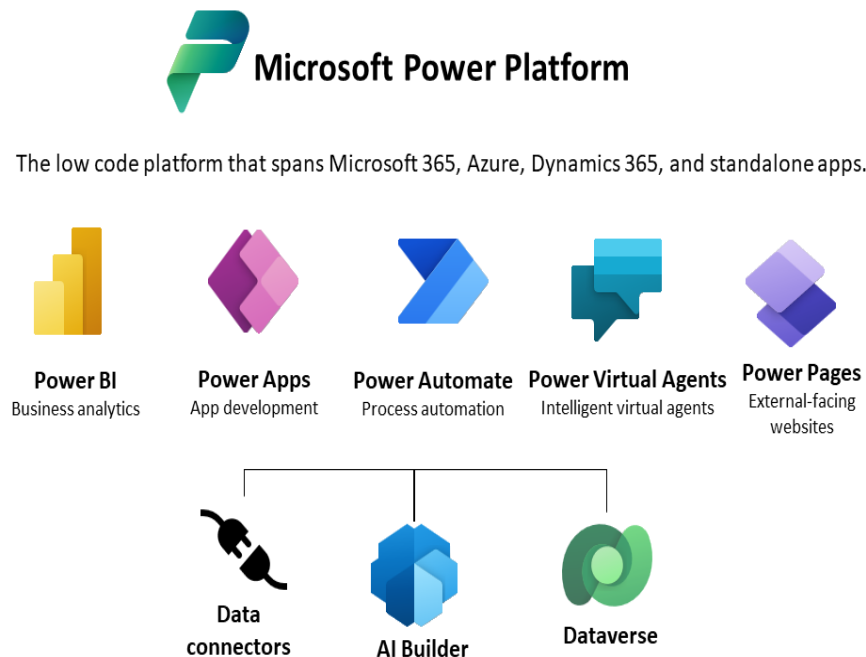
- iCoHelp – Our Copilot Agent Accelerator.
- iCoTeam – Our Resource Management Accelerator.
- iCoSign – Our Procurement Management Accelerator.



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 iCoHelp

iCoHelp – Your Intelligent Copilot for Project & Portfolio Delivery;

iCoHelp is iCoTech's intelligent Copilot-driven accelerator, designed to guide, support and automate the work of project, programme and portfolio teams across the public sector. Built on the Microsoft Power Platform and enhanced with Microsoft Copilot, iCoHelp acts as an AI-powered digital partner that helps organisations increase delivery confidence, strengthen governance, and mature their PMO functions at pace. As part of iCoTech's connected ecosystem alongside iCoPlan, iCoRisk and iCoView — iCoHelp enhances delivery across every stage of the project lifecycle by offering proactive, context-aware assistance embedded directly into Microsoft 365.

At its core, iCoHelp is designed to augment project managers and PMO teams by automating time-consuming tasks, surfacing insights and prompting good practice consistently across the organisation. Whether teams are managing complex change programmes, navigating governance requirements, or coordinating with multiple stakeholders, iCoHelp steps in to streamline workflows and provide clear, actionable guidance. The accelerator can interpret organisational processes, recommend next steps, and support the consistent application of standards—helping organisations address common challenges highlighted in customer discussions, such as inconsistent delivery approaches and the need for clearer portfolio guidance.

iCoHelp leverages the power of Copilot and the wider Microsoft ecosystem to bring intelligence to day-to-day delivery. Through natural language interaction, users can ask iCoHelp to summarise project documents, generate RAID entries, identify overdue tasks, draft next-step recommendations, or automate follow-up actions. Embedded automation capabilities powered by Power Automate and Dataverse allow iCoHelp to trigger updates, send reminders, create documentation, and complete routine administrative tasks that often slow down delivery teams. As part of iCoTech's accelerator approach, iCoHelp is fully configurable, enabling organisations to tailor prompts, workflows, approval flows and terminology to match their delivery framework.

Beyond automation, iCoHelp also enhances capability building within delivery teams. Acting as a digital coach, it supports users in understanding governance requirements, process expectations, project templates and best-practice approaches. By delivering guidance in the moment, iCoHelp increases consistency across the portfolio and reduces reliance on manual training or documentation. The accelerator fits seamlessly into iCoTech's broader transformation model, supporting organisations to modernise the PMO, strengthen governance, and transition toward AI-enabled delivery. As noted in broader product positioning, iCoHelp completes iCoTech's vision of a connected ecosystem bringing together delivery (iCoPlan), risk (iCoRisk), and strategic visibility (iCoView) with a layer of intelligent assistance that evolves as organisational maturity grows.

Optimisation

All of our accelerators have an Optimisation Service that is available to the customer post the implementation of the Solution. This is defined as a separate service on G-Cloud.

Find Out More

Get in touch

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

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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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