G Cloud - Support

Service Definition Document

Power Platform Centre of Excellence



quorum

SERVICE DESCRIPTION

Power Apps is a low-code platform that enables anyone to build custom apps and automate workflows without writing code. Power Apps empowers users to solve business problems, improve productivity, and innovate faster. However, with great power comes great responsibility. To ensure that Power Apps is used in a secure, compliant, and efficient way, organisations need to establish a Power Apps Centre of Excellence (CoE).

Quorum can help establish a Power Apps CoE within an organisation, building up internal capabilities of experts who provide guidance, best practices, and governance for Power Apps development and usage across the organisation. A Power Apps CoE helps to:

- Align Power Apps initiatives with business goals and strategies.
- Enable and support Power Apps makers and users.
- Monitor and manage Power Apps environments, resources, and licenses.
- Enforce policies and standards for Power Apps security, quality, and performance.
- Promote collaboration and knowledge sharing among Power Apps stakeholders.

We do this through providing a deep technical insight together with the business's own "citizen developers", using tooling to establish guiderails, governance and controls and putting in place the organisation and collaborative tooling to ensure successful Power Platform usage across an organisation.



Power Apps
Application development



Power BI
Business analytics



Power Automate
Process automation



Copilot Studio
Build your own agents



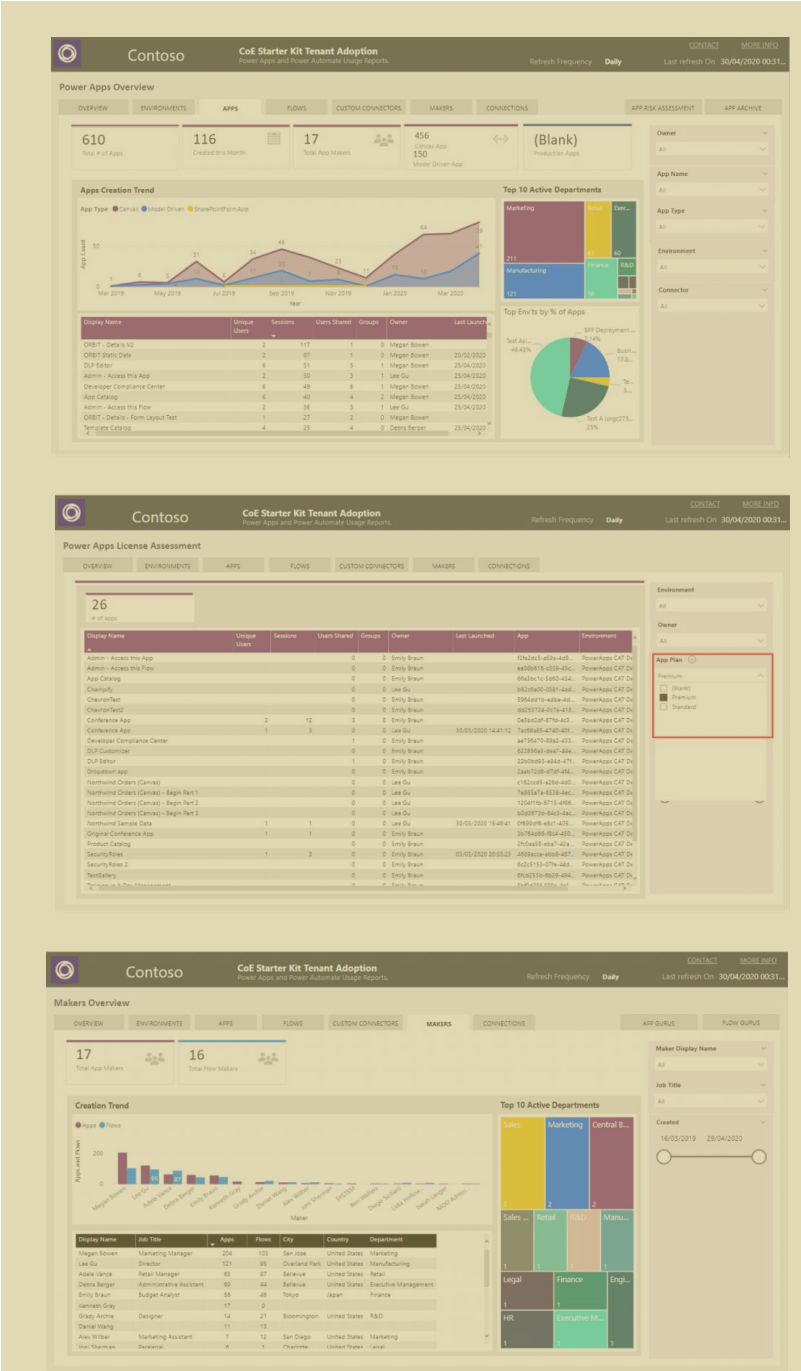
Power Pages
Low code website builder

SERVICE FEATURES

Deploying a Power Platform Centre of Excellence is a service that helps organisations leverage the full potential of the Microsoft power platform, a suite of low-code tools that enable anyone to build custom apps, automate workflows, analyse data, and create chatbots. It provides guidance, best practices, governance, and support for power platform users across business units and roles. It helps them to collaborate effectively, align their goals and strategies with IT, and make faster and smarter decisions based on data insights.

A Power Platform Centre of Excellence can also offer training, mentoring, and community building opportunities for power platform users, as well as monitoring, reporting, and auditing tools for IT administrators. A Power Platform Centre of Excellence can help organisations transform their digital capabilities, increase productivity and innovation, and achieve better business outcomes all within a safely governed environment.

There are no service constraints, other than those associated with the platform itself, which is constantly being expanded.

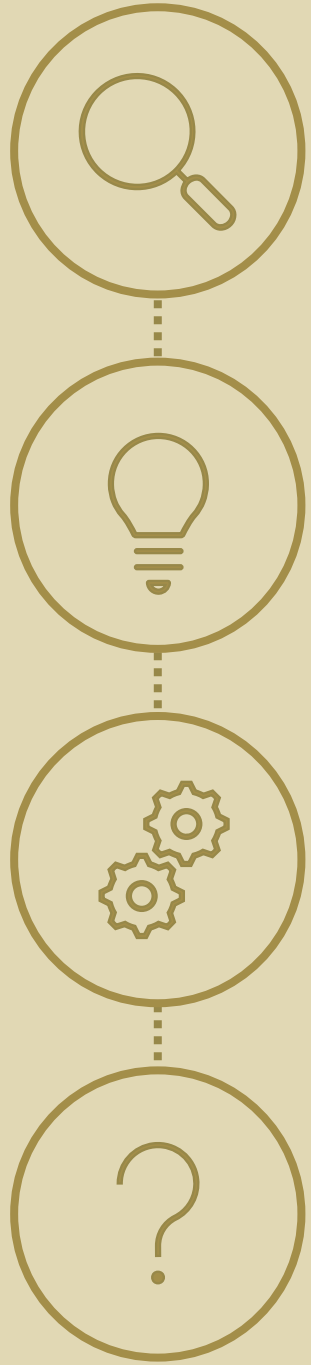


SERVICE PROVISION

Onboarding:

- Quorum provide a full and bespoke on-boarding process with a view to taking on the role of understanding an organisation's current capabilities, planning for a rollout and deployment of a Power Platform Centre of Excellence, whilst providing the relevant technical assurance and providing learning on the job for the organisation's own business specialists.

- In terms of offboarding, the aim at the end of any engagement is that the organisation can support, maintain and enhance their own power platform deployments, using the tooling deployed into their own tenant(s). As such, no specific offboarding should ever be necessary.



SERVICE PROVISION (cont.)

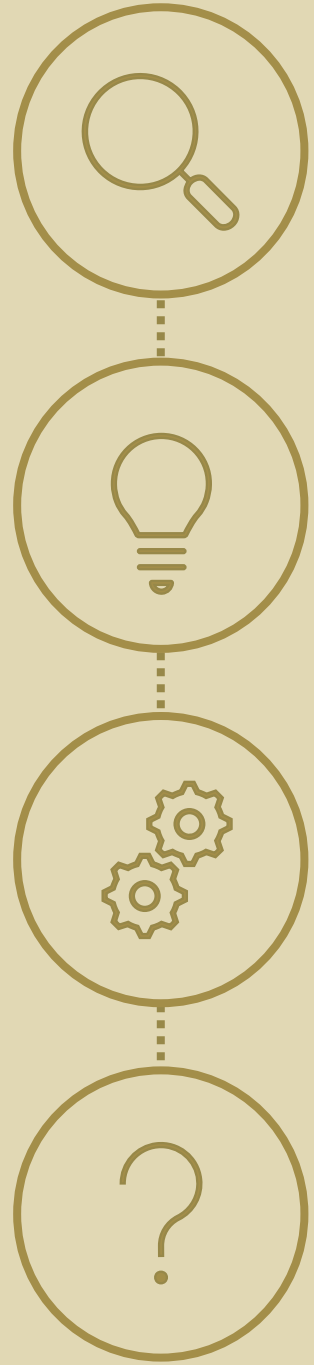
Key Roles:

Quorum is a Microsoft Solutions Partner in in Data and AI and Digital and App Innovation and has several Subject Matter Experts who are certified to the most up to date Power Data Platform credentials. For engagements of this nature, the likely resources would be:

- Power Platform Consultant – The power platform consultant works alongside the business to help understand the current setup, provide technical support, and ensure the users are able to deliver their own solutions in the best way possible. The consultant will also be involved in deploying the latest tooling to manage and monitor the environment and implement appropriate Data Loss Prevention (DLP) policies.
- Data Platform Expert – A fully functioning CoE relies on appropriate access to business data. Quorum would supply the necessary data expertise to understand the sources of this data, and who should have access to what.
- Project Management – In larger engagements, project management could be provided, although typically the Power Platform developments have a lighter approach to project management, and a risk management-based approach to implementation and testing.
- The key role in any of these engagements is the business user, or users, that the organisation themselves provide. They bring the knowledge that we help build on, technically, to deliver Power Platform solutions.

Approach:

Typically, due to the nature of the Power Platform, and the customised deployment of the CoE an agile approach will be taken. The aim is quick and iterative development and deployment to capitalise on work already carried out.



SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

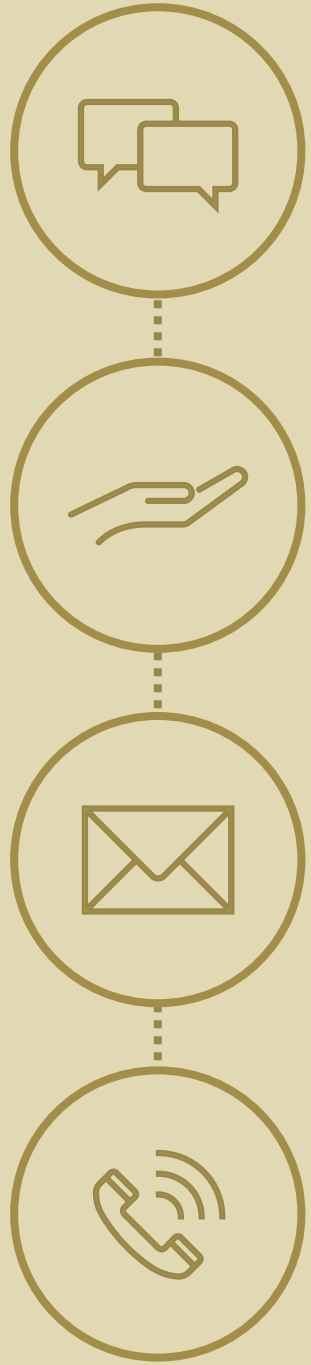
- Any longer-term support and SLAs can be negotiated as required; however, we would expect the business to typically take ownership of the CoE developed and deployed as the goal is for full client handover. We would typically only provide second or third-line support.

Maintenance and outage

- Outage and maintenance management of the platform is taken care of by Microsoft, and by any third parties connected to.
- The Power Platform itself allows for deployment without downtime.

Account Management

- Quorum can provide full after sales account management. Through working in an iterative and responsive fashion, we aim to continually add value to the low-code/no-code development process. Where we can't add value or speed, there is no need to engage. A well deployed Power Platform setup adds its own value to any organisation.





Copyright © 2026 Quorum