G Cloud - Support

Service Definition Document

Cloud Robotic Process Automation (RPA)



quorum

SERVICE DESCRIPTION

Microsoft Copilot's computer-using agents (CUA) allows AI and automated processes to interact with desktop and web applications by clicking, typing, and navigating interfaces just like a human, enabling automation even when no API exists—making it a powerful, adaptive, and resilient form of UI-level automation. Power Automate Desktop complements this by providing a robust, low-code RPA environment for building desktop flows that automate repetitive, rule-based tasks using drag-and-drop actions or recorded steps across legacy and modern applications alike.

Quorum can help an organisation to utilise these technologies to automate processes, streamline interactions and to augment their workforce and process. This could involve deploying cloud-enabled desktops with legacy apps to make use of CUA, through to building the automation processes, and upskilling staff in Agentic AI to harness these capabilities.



Copilot Studio

Build your own agents



Power Automate

Process automation

SERVICE FEATURES

Quorum helps organisations unlock the full power of intelligent automation by combining Microsoft Copilot Studio's Computer-Using Agents (CUA) with robust Power Automate Desktop RPA capabilities. Using CUA, we automate complex interactions across desktop and web applications by allowing AI agents to "use" software just like a human—clicking buttons, entering data, navigating menus—ideal for legacy systems with no APIs or inconsistent interfaces. Our automation solutions adapt automatically to UI changes, remain resilient over time, and operate with enterprise-grade security and governance, ensuring organisations can modernise processes without disruptive system overhauls.

Building on this, we deliver seamless, end-to-end automation across entire workflows. We support clients from discovery through implementation and long-term optimisation, using our in-house UK-based automation team and continuously updated expertise in AI, RPA, and Microsoft's platform ecosystem. Whether streamlining repetitive tasks, bridging gaps between modern and legacy systems, or enabling human-led teams to be augmented by task-specific agents, we tailor our solutions to organisational needs with strong governance, monitoring, training, and best-practice frameworks. This combination frees staff from manual effort, increases speed and accuracy, and lays the foundation for a future where digital co-workers drive scalable, intelligent operations.

Copilot Studio
Build your own agents

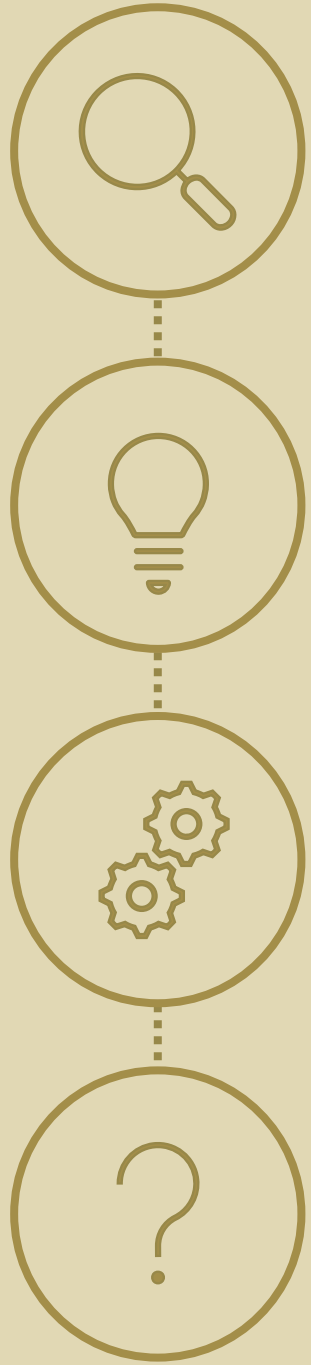
Power Automate
Process automation

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 Copilot Studio, Power Automate Desktop, and any associated cloud infrastructure to enable Computer Using Agents.

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



SERVICE PROVISION (cont.)

Key Roles:

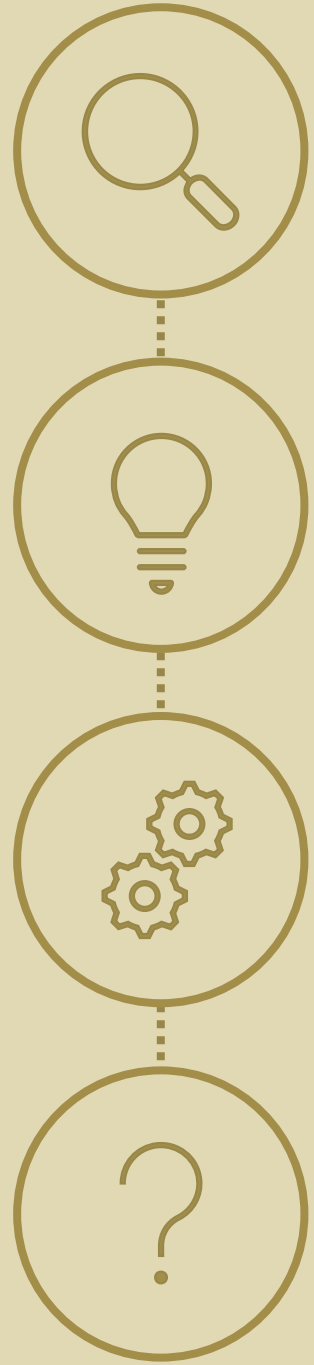
Quorum is a Microsoft Solutions Partner in in Data and AI and Digital and App Innovation and has several Subject Matter Experts who are certified to the most up to date RPA and CUA credentials. For engagements of this nature, the likely resources would be:

- Copilot Studio Consultant – The power platform consultant works alongside the business to help understand the current processes, provide technical support, and build out CUA and RPA solutions.
- Business Transformation Consultant – works alongside organisation stakeholders to understand, document and re-engineer processes.
- Infrastructure Consultant – works to ensure the legacy applications can be available in a client-controlled cloud environment.
- Project Management – In larger engagements, project management could be provided.

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 automation solutions.

Approach:

Typically, due to the nature of CUA and RPA development 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)

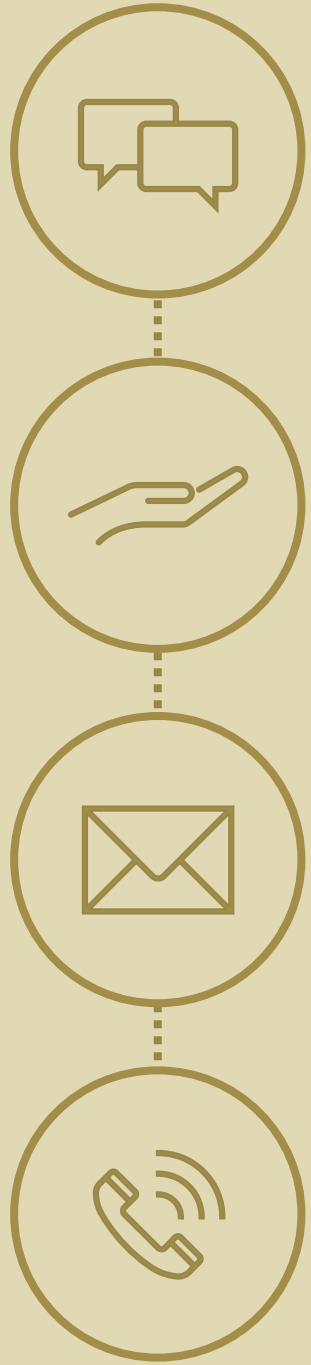
- Any longer-term support and SLAs can be negotiated as required; however, we would expect the business to typically take ownership of agents developed and deployed as the goal is for full client handover. We would typically only provide second or third-line support.

Maintenance and outage

- Outage and maintenance management of the platform is taken care of by Microsoft, and by any third parties connected to.
- Copilot Studio and Power Automate Desktop 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 agentic AI development process. Where we can’t add improvement, there is no need to engage.





Copyright © 2026 Quorum