G Cloud - Support

Service Definition Document

Agentic AI



quorum

SERVICE DESCRIPTION

Copilot Studio is Microsoft's platform for designing, orchestrating, and governing AI agents—combining natural-language prompts with connectors, actions, and enterprise controls so teams can automate their organisation processes, ground responses in business data, and safely expose capabilities across Microsoft 365 and line-of-business systems. Agentic AI extends this idea from "assistive chat" to agents that can plan, reason, and act: from narrowly scoped retrieval tasks to autonomous, multi-agent systems that coordinate tools, call APIs and complete end-to-end processes under human guardrails.

Quorum can help an organisation to understand their workflows, building agents to augment their workforce and process. In practice, that means understanding systems and processes, educating and informing business users, and moving from individuals carrying out processes to human-led teams augmented by task-specific agents, and ultimately to agent-led work for repeatable operations—while maintaining security, compliance, and governance in the Microsoft ecosystem.



Copilot Studio

Build your own agents

SERVICE FEATURES

Training and Mentoring

Programs empower teams to effectively build and manage AI agents for operational success, together with reengineering business processes.

Governance and Best Practices

Frameworks ensure ethical, secure AI use alongside best practices for development and deployment.

Monitoring and Compliance

Tools monitor AI performance and compliance to maintain accountability and transparency.

Auditing and Reporting

Capabilities for IT admins to audit AI systems ensuring transparency and accountability.



Copilot Studio

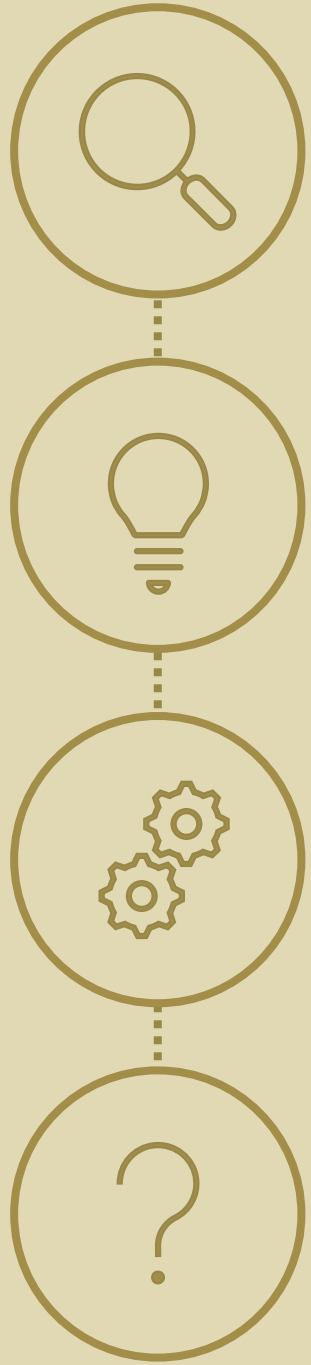
Build your own agents

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 Agentic AI and Copilot Studio, 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 agentic developments, using the tooling deployed into their own tenant(s). As such, no specific offboarding should ever be necessary.



SERVICE PROVISION (cont.)

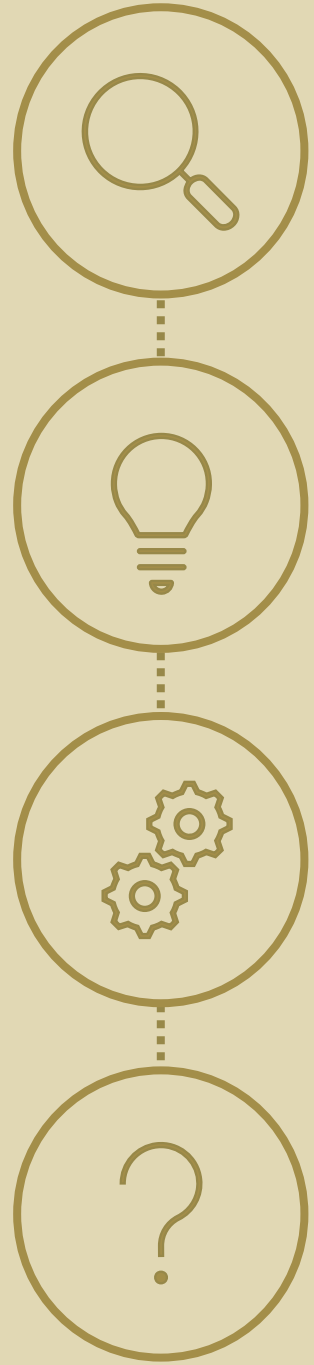
Key Roles:

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 Agentic AI 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 ensure delivery of agentic solutions.
- Business Transformation Consultant – works alongside organisation stakeholders to understand, document and re-engineer processes.
- Project Management – In larger engagements, project management could be provided, although typically Agentic AI implementations may 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 Agentic AI solutions.

Approach:

Typically, due to the nature of Agentic 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)

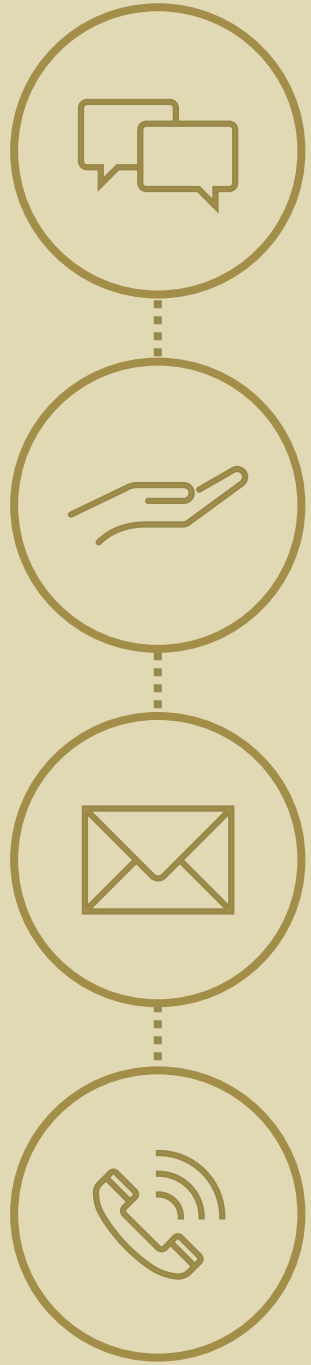
- Any longer-term support and SLAs can be negotiated as required; however, we would expect the business to typically take ownership of agents developed and deployed as the goal is for full client handover. We would typically only provide second or third-line support.

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 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.





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