

G-Cloud 15

Lot3 – Cloud Support Services (Additional Services)

Microsoft Platform Copilot Exploitation



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1. Service Overview

Microsoft Platform Copilot Exploitation is a service that prepares, enables, and scales Microsoft 365 Copilot and Copilot-based agents across an organisation. It ensures that the technology, data, governance model, and users are ready to adopt AI securely and deliver measurable productivity benefits.

The service addresses common adoption challenges—such as unclear readiness, data risk, inconsistent governance, and low user capability—by providing a guided path from assessment to value realisation. Buyers can expect a clear value proposition: accelerated Copilot time to value, reduced risk, greater productivity, and enterprise-grade Responsible AI controls.

Through readiness assessment, persona activation, governance design, and custom agent development, the service delivers outcomes including:

- An AI-ready tenant with modernised information architecture
- Responsible AI guardrails, governance frameworks, and controlled access
- High value personas and use cases enabled at scale
- Custom Copilot Studio agents integrated into everyday workflows
- Demonstrable productivity gains and adoption analytics

Key service features—such as tenant validation, data governance design, architecture planning, DLP configuration, training, value pilots, and workflow automation—combine to deliver benefits including increased productivity, reduced data leakage, improved decision-making quality, simplified compliance, and secure scaling.

2. Service Scope & Constraints

2.1. Scope Included

Readiness Assessment:

Tenant, data, security, licensing, information architecture, and governance maturity reviews.

Governance & Responsible AI:

Design of guardrails, policies, data access patterns, auditing, and role based governance.

Technical Configuration:

Setup and configuration of Purview, DLP, Conditional Access, M365 Copilot controls, and required platform dependencies.

Persona & Use Case Enablement:

Identification and activation of high value roles, workflows, and department specific scenarios.

Copilot Studio & Agent Development:

Design and build of custom agents, connectors, and actions that automate business tasks.

Information Architecture Improvement:

Permissions, metadata, lifecycle, and content optimisation to support AI grounding and safe retrieval.

Copilot Health Check:

Identification of pain points with the current Copilot setup, determine if there are adoption or data quality issues, justify the business value of investing more in Copilot.

Pilot & Value Realisation:

Proof of value pilots, ROI measurement, adoption analytics, and performance insights.

Training & Enablement:

Accelerator based training for administrators, makers, and end-users.

2.2. Constraints

- Dependent on Microsoft licensing, admin access, and data availability
- Delivery aligned to standard UK business hours
- Complex integrations may require additional work packages
- Responsible AI guidelines restrict certain forms of automation and data access
- Some automations require modern information architecture and minimum permission hygiene

2.3. Out-of-Scope

- Non Microsoft AI platforms or tools
- Deep data remediations (extensive content restructuring)
- Custom application development outside Microsoft 365
- Large-scale migrations and legacy system replacement
- 24/7 support or managed service operations (available separately)

3. Service Approach & Outcomes

This is delivered using Avanade's structured, repeatable **Copilot Adoption Framework**, which ensures consistency, governance, and value realisation.

3.1. Approach

3.1.1. Assessment

- Review of tenant configuration, identity, security, DLP, Conditional Access
- Data readiness and information architecture assessment
- Governance, risks, and persona needs analysis
- Baseline of current productivity challenges and value opportunities

3.1.2. *Planning & Design*

- Copilot governance model: roles, responsibilities, data rules, and guardrails
- Responsible AI policies aligned to Microsoft best practice
- Persona-driven use case prioritisation
- Platform architecture design for Copilot and custom agents
- Roadmap for phased rollout

3.1.3. *Build & Enable*

- Configuration of Purview, DLP, CA, M365 Copilot admin centre
- Tenant and licensing validation
- Remediation of key information architecture risks
- Development of custom agents using Copilot Studio
- Enablement of priority personas and department workflows

3.1.4. *Pilot & Value Realisation*

- Proof of value execution focusing on measurable business outcomes
- Automation, workflow, and agent usage testing
- Value measurement using telemetry and analytics
- Refinements to agents, permissions, and governance

3.1.5. *Handover & Enablement*

- Final governance pack and operational model
- Adoption and change enablement materials
- Training for admins, makers, end users, and champions
- Transition into scaled rollout or managed service

3.1.6. *Outcomes & Deliverables*

- **Readiness Assessment Report** (risks, gaps, remediation actions)
- **Copilot Governance & Responsible AI Framework**
- **Persona & Use Case Catalogue and Prioritisation**
- **Configured M365 Copilot Controls and Security Policies**
- **Custom Agents and Workflows Built with Copilot Studio**
- **Information Architecture Recommendations and Fixes**
- **Adoption Analytics Dashboard** (usage, value, insights)
- **Value Realisation Report** (productivity, cost avoidance, efficiency gains)

This provides buyers with a predictable, transparent, and auditable service delivery path.

4. Tools, Assets & Accelerators

Avanade brings unique accelerators that shorten delivery time, reduce risk, and increase value realisation.

4.1. Core Accelerators

- **Copilot Readiness Accelerator**
Automated analysis of tenant configuration, governance maturity, information architecture, and data access posture.
- **Responsible AI Policy**
Templates, guardrails, decision-making frameworks, and governance documentation aligned to Microsoft Responsible AI standards.
- **Persona & Use Case Activation Library**
Prebuilt role patterns (e.g., HR, IT, finance, frontline) with example task automations and adoption playbooks.
- **Agent Blueprint**
Copilot Studio patterns for high value workflows, including custom connectors, actions, orchestration, and integration patterns.
- **Information Architecture Modernisation Toolkit**
Templates for permissions, metadata schemas, retention, lifecycle, and SharePoint optimisation.
- **Value Measurement Dashboard**
Power BI analytics providing adoption metrics, ROI analysis, agent usage insights, and productivity benchmarking.

4.2. Value These Tools Deliver

- Faster readiness and deployment
- Reduced security and governance risk
- More consistent persona adoption
- Higher automation accuracy via proven patterns
- Clear measurement of impact and ROI
- A scalable foundation for future AI expansion

5. Customer Responsibilities

To ensure the successful delivery of the *Microsoft Platform Copilot Exploitation* service, the customer is expected to provide the following support, resources, and dependencies. These responsibilities remain high level and are typical for engagements of this nature:

5.1. Access, Environment, and Technical Prerequisites

- Provide timely access to required Microsoft 365 tenants, administrative roles, security controls, and relevant data sources.
- Ensure appropriate Microsoft licensing for Copilot, Copilot Studio, and related platform capabilities.
- Make necessary internal infrastructure, identity services, and security configurations available for assessment and enablement activities.

5.2. Governance, Compliance, and Organisational Policies

- Supply existing governance, security, compliance, and Responsible AI policies where relevant.
- Participate in governance workshops and decision making activities required to define guardrails and operating principles.
- Ensure internal approval processes for data access, permissions changes, and AI use case decisions are completed within agreed timelines.

5.3. People, Resourcing, and Engagement Participation

- Allocate suitable subject matter experts, product owners, administrators, and business stakeholders to support assessment, design, and pilot phases.
- Provide access to departmental representatives to validate personas, use cases, and workflow requirements.
- Make an internal sponsor or product owner available to drive alignment and support organisational decisions.

5.4. Data Quality, Permissions, and Information Architecture

- Support updates to permissions, metadata structures, or lifecycle rules where needed to enable Copilot adoption.
- Take responsibility for internal decisions regarding data access approval and content restructuring where required.

5.5. Change Management, Adoption, and Communications

- Provide internal communications channels and support change management activities where Avanade provided materials are deployed.
- Encourage user participation in pilots, training sessions, surveys, and feedback exercises.

5.6. Dependencies and Timely Inputs

- Review and approve deliverables, recommendations, and design artefacts in agreed timeframes.
- Provide prompt responses to queries, blockers, and escalations to enable the project to progress efficiently.
- Ensure alignment across internal teams (IT, security, compliance, HR, business units) for decisions impacting Copilot adoption.

6. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

7. Contact Information

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8. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.