



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Low Code Power Platform Services



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1. The Rise of Low-Code/No-Code

The landscape of application development has fundamentally transformed. Today, **low-code and no-code platforms** have become strategic accelerators for organisations seeking to modernise operations, reduce time-to-value, and empower more people—not just developers—to build secure, compliant digital solutions. These platforms now play a critical role in driving enterprise-wide agility, enabling organisations to innovate faster while maintaining the governance, security, and performance required in complex environments.

Modern low-code/no-code approaches emphasise **responsible innovation**, blending intuitive development experiences with enterprise-grade guardrails. By enabling business technologists, domain experts, and professional developers to co-create digital capabilities, organisations unlock new ways of working, streamline processes, and foster a culture of continuous improvement.

Key Benefits of Modern Low-Code/No-Code Development

Rapid, scalable solution delivery

Contemporary low-code platforms combine **pre-built components, AI-powered guidance, reusable templates, and automated workflows** to dramatically compress delivery timelines. This enables organisations to respond quickly to emerging business needs, regulatory changes, and evolving user expectations.

Lower development and operational cost

By reducing reliance on specialist development skills and enabling mixed-skill teams to build and maintain solutions, low-code/no-code reduces cost-to-serve and improves resource utilisation. Teams can redirect IT capacity toward higher-value architecture, integration, and innovation initiatives.

Greater organisational agility and adaptability

Visual development experiences and modular solution design make it easy to extend or adjust applications as requirements change. Modern low-code environments support iterative delivery, continuous improvement, and seamless scaling—from departmental apps to enterprise-wide platforms.

Stronger collaboration and innovation culture

Low-code/no-code-enabled organisations bring business and IT together through shared tooling, transparent governance, and co-development models such as Centers of Excellence and Fusion Teams. This democratization leads to more experimentation, faster problem-solving, and broader participation in transformation initiatives.

Avanade's Modern Low-Code & Power Platform Services

As a global leader in Microsoft innovation, Avanade provides **end-to-end Power Platform and low-code services** designed to help organisations adopt low-code responsibly, securely, and at scale. Our offerings include:

- **Low-code strategy & value realisation:** Helping organisations define their vision, prioritise use cases, and measure impact

- **Governance, security & enterprise controls:** Implementing Centers of Excellence, guardrails, monitoring dashboards, and lifecycle management based on best-in-class frameworks
- **Fusion Team enablement:** Training, upskilling, and operating models that empower business users while protecting enterprise standards
- **Solution design & delivery:** Rapid development of applications, automations, analytics, AI agents, and integrated digital services
- **Managed services & scalability:** 24/7 support, enhancements, platform management, and continuous improvement

2. Avanade Power Platform

2.1. Overview

Avanade's Power Platform and low-code services help public sector organisations modernise services, enhance operational efficiency, and accelerate digital transformation—securely, responsibly, and at scale. Leveraging deep Microsoft expertise, industry-specific capabilities, and our proven delivery methodologies, we enable government agencies to rapidly build compliant digital solutions that improve outcomes for citizens, employees, and communities.

Empowering Government Through Low-Code Innovation

The Microsoft Power Platform is a comprehensive suite of low-code tools that enables government bodies to design, automate, analyse, and orchestrate secure digital services with speed and confidence. It empowers both professional and citizen developers to contribute to transformation initiatives while maintaining the governance and control essential within the public sector.

The Power Platform consists of four key products:

1. Power Apps—Secure, Rapid App Development

Power Apps enables government teams to build custom web and mobile applications quickly using a low-code interface. Agencies can replace outdated legacy processes, digitise paper-based workflows, and deploy purpose-built apps that enhance staff productivity and improve service delivery.

2. Power Automate—Intelligent Automation for Public Services

Power Automate allows organisations to streamline repetitive tasks, orchestrate inter-agency workflows, and integrate siloed systems. Automated processes reduce operational burdens, minimise error rates, and create more resilient and responsive public services.

3. Power BI—Data-Driven Insight for Policy and Operations

Power BI provides rich, interactive analytics capabilities that help public sector leaders make informed decisions. Whether analysing service performance, operational efficiency, or citizen engagement insights, Power BI enables secure data-driven strategy at every level.

4. Power Virtual Agents—AI-Enabled Citizen and Staff Engagement

Power Virtual Agents (and today, Copilot Studio) allow agencies to deploy secure, AI-powered virtual agents for frontline citizen support, internal service desks, and case handling. These virtual agents deliver 24/7 assistance, triage queries, and reduce pressure on human teams while maintaining transparency and compliance.

Avanade extends the Power Platform with advanced services such as:

Low-code agentic AI built with Copilot Studio

Delivering secure AI agents capable of orchestrating multi-step workflows, interacting safely with organisational data, and supporting high-value public-sector use cases such as case management, permit processing, recruitment workflows, and operational automation. [GC15 Lot 3...Definition | Word]

Industry accelerators and reusable frameworks

designed specifically for G-Cloud, central government, local authorities, health, and public safety.

Secure, governed low-code environments

Aligned to UK Government security, data protection standards, and audit requirements.

The Power Platform integrates across Microsoft 365, Dynamics 365, Azure, and third-party systems to create unified digital experiences. This helps agencies maximise existing technology investments while reducing technical debt and modernising legacy environments.

2.2. Benefits to Government Agencies

When government agencies partner with Avanade to implement and leverage the Microsoft Power Platform, they can expect a range of positive outcomes that drive digital transformation, improve operational efficiency, and enhance citizen services. Avanade, as a leading provider of innovative Microsoft solutions and services, brings deep expertise, proven methodologies, and a track record of success in helping organizations maximize the value of their technology investments.

By working with Avanade, government agencies can anticipate the following outcomes:

1. **Rapid Time-to-Value** Avanade's extensive experience, proven accelerators, and best practices enable government agencies to quickly design, develop, and deploy Power Platform solutions. This accelerated approach helps agencies realize the benefits of the platform faster, allowing them to address pressing challenges, improve services, and drive innovation with minimal delay.
2. **Strategic Alignment and Business Impact** Avanade takes a business-centric approach to Power Platform implementations, ensuring that solutions align with the agency's strategic objectives and deliver measurable business impact. Through collaborative discovery and planning sessions, Avanade works closely with agencies to identify high-value use cases, define success metrics, and create a roadmap for leveraging the platform to drive meaningful outcomes.
3. **Scalable and Secure Implementations** Avanade follows best practices and industry standards to ensure that Power Platform solutions are designed and implemented with scalability, security, and compliance in mind. This includes leveraging the platform's built-in governance and security features, as well as implementing additional measures to protect sensitive data, control access, and meet regulatory requirements. With Avanade's expertise, agencies can confidently deploy Power Platform solutions that can grow and adapt to their evolving needs.
4. **Enhanced Workforce Capabilities and Adoption** Avanade provides comprehensive training, change management, and ongoing support to help government agencies build a skilled and empowered workforce. By equipping employees with the knowledge and tools to effectively utilize Power Platform, Avanade enables agencies to foster a culture of innovation and continuous improvement. This includes training citizen developers to create their own solutions, as well as upskilling IT professionals to support and govern the platform effectively.
5. **Continuous Improvement and Innovation** Avanade's managed services and Centre of Excellence (CoE) offerings provide government agencies with the ongoing support and expertise needed to continuously optimize and extend their Power Platform implementations. This includes monitoring solution performance, identifying opportunities for improvement, and leveraging new features and capabilities as they become available. By partnering with Avanade, agencies can establish a

framework for continuous innovation, allowing them to stay ahead of the curve and adapt to changing needs.

6. **Increased Operational Efficiency and Cost Savings** By automating processes, streamlining workflows, and enabling data-driven decision making, Avanade helps government agencies achieve significant operational efficiencies and cost savings. Power Platform solutions implemented by Avanade can reduce manual effort, eliminate errors, and improve productivity, allowing agencies to redirect resources to higher-value activities. Additionally, by leveraging the platform's low-code capabilities, agencies can reduce their reliance on custom development and minimize the costs associated with maintaining complex, bespoke solutions.
7. **Improved Citizen Engagement and Satisfaction** Avanade's expertise in designing and implementing citizen-centric solutions using Power Platform enables government agencies to enhance the quality and accessibility of their services. By creating intuitive, self-service applications and intelligent virtual agents, agencies can provide citizens with convenient, 24/7 access to information and support. This improved engagement leads to higher levels of citizen satisfaction, trust, and participation in government services.

By partnering with Avanade to harness the power of Microsoft Power Platform, government agencies can unlock the full potential of low-code development, accelerate their digital transformation initiatives, and deliver measurable value to their constituents. Avanade's combination of technical expertise, industry knowledge, and proven methodologies enables agencies to achieve their goals faster, while minimising risk and maximising the return on their technology investments.

2.3. Services and Approach

Avanade's Modern Power Platform & Low-Code Services for Government Organisations

Avanade provides a next-generation suite of Power Platform and low-code services designed to help government organisations adopt, scale, and operationalise modern digital capabilities in a secure, compliant, and value-driven way. Our approach combines industry expertise, deep Microsoft partnership, and an engineered operating model that accelerates transformation while ensuring enterprise governance and responsible innovation.

Avanade's services span the full lifecycle—from strategy and discovery through to design, build, enablement, operations, and continuous improvement.

Power Platform Transformation Services

Avanade helps public sector organisations modernise services and unlock measurable outcomes through Power Platform-enabled transformation. We align people, processes, technology, and data to create a scalable digital foundation. This includes current-state assessment, value-opportunity identification, and the creation of a transformation roadmap that blends low-code, automation, AI, and data into a unified strategy. Our method integrates business architecture, solution design, change management, and adoption frameworks to ensure sustainable impact.

Advisory, Strategy & Consulting

Our advisory services guide agencies in defining their strategic direction for Power Platform and low-code adoption. We run structured discovery sessions, assess legacy processes, and build a governance and security framework tailored to public-sector compliance expectations. Avanade's specialists help agencies prioritise high-value use cases, establish operating models, and develop an enterprise roadmap that balances innovation with control.

Solution Design, Development & Intelligent Automation

G-Cloud 15: Avanade Modern Workplace - Low Code Power Platform Services

Avanade delivers modern, scalable solutions using Power Apps, Power Automate, Power BI, and Copilot Studio for AI-driven virtual agents. Our teams leverage accelerators, reusable components, and AI-guided tooling to rapidly design and build secure applications, automated workflows, analytics dashboards, and intelligent agents. We use agile, iterative delivery methods optimized for public-sector workflows, ensuring rapid value, quality, and user-centred design

Centre of Excellence (CoE) & Governance Services

Avanade helps agencies establish or mature their Power Platform Centre of Excellence as a core engine for governance, scale, and best-practice adoption. Our CoE services include:

- governance and compliance frameworks
- environment strategy and monitoring
- DLP (Data Loss Prevention) policies and security controls
- reusable component libraries
- automated oversight and reporting using CoE toolkits and Avanade accelerators

This ensures safe, predictable, and scalable adoption of low-code across diverse teams while empowering digital innovation.

Productivity Studio (Low-Code Delivery Factory)

The Productivity Studio is Avanade's modern, blended delivery model that pairs rapid, iterative solution development with managed services. Government teams co-create solutions with Avanade specialists, accelerating build cycles through a factory-style delivery engine that maintains quality, consistency, and governance. This model ensures rapid prototyping, fast deployment, and continuous enhancement of Power Platform solutions—supporting evolving public sector needs with agility and cost efficiency.

Application & Process Modernisation

Avanade supports government organisations in transitioning away from legacy applications toward secure, cloud-based, modular services powered by the Power Platform and Microsoft Cloud. We assess legacy estates, identify modernisation candidates, and design transformed architectures that leverage low-code, reusable components, and native Microsoft integrations. This approach enhances scalability, user experience, interoperability, and long-term maintainability.

Migration & Platform Upgrades

Our migration and upgrade services help agencies move from outdated platforms or older Power Platform versions to the latest, secure, and optimised environment. Avanade manages discovery, migration planning, data movement, rebuilding of necessary components, and validation—ensuring continuity of service, minimal disruption, and adherence to governance and security frameworks used in modern Power Platform deployments.

Training, Enablement & Fusion Team Development

Avanade provides structured enablement to build in-house low-code capability, tailored for citizen developers, business technologists, IT professionals, and administrators. Training combines role-based learning, hands-on labs, COE-aligned best practices, and real-world use case scenarios. We help agencies establish Fusion Teams—cross-functional groups working within defined governance—to enable safe, scalable innovation across departments.

Managed Services, Support & Continuous Improvement

Avanade offers 24/7 managed services to ensure the Power Platform environment remains secure, compliant, high performing, and continuously evolving. This includes proactive monitoring, incident resolution, platform optimisation, automated governance insights, and enhancement release management. Our managed services model ensures agencies consistently benefit from the latest Microsoft capabilities, responsible AI features, and evolving best practices.

3. Pricing

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

4. Contacts

Sangeeta Pierce

Head of Avanade UK Health & Public Services

Email: uk.hps.support@avanade.com

Telephone: +44 20 7025 1000

5. 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 organization 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.