



G-Cloud 15 Service Definition Document

Microsoft Power Platform Implementation & Support Service



1. Scope

Red Kite provides Microsoft Power Platform Implementation & Support Services to provide expertise in delivering Power Apps, Power BI, Power Automate, Power Virtual Agents, AI Builder, and Power Pages and Copilot Studio.

We guide clients through every phase, from design to support, ensuring successful implementation. This comprehensive service includes designing, implementing, and adopting Power Platform solutions, through to providing ongoing support.

Scope of Products

- Power Apps: Development of custom, responsive business applications for web and mobile to replace paper-based or legacy systems.
- Power Automate: Implementation of automated workflows and Robotic Process Automation (RPA) to streamline repetitive tasks.
- Power BI: Creation of interactive dashboards and data visualisations to enable data-driven decision-making.
- Power Pages: Design and deployment of secure, external-facing business websites for citizen or partner engagement.
- Dataverse: Configuration of a secure, cloud-based data layer to store and manage business application data.

Scope of Delivery

- Discovery & Assessment: Technical reviews, user experience workshops, and "as-is" process analysis to align technology with organisational vision
- Design & Architecture: Defining the solution architecture, data models, and security governance frameworks
- Onboarding & Implementation: Development of rapid prototypes and production-ready solutions, including data migration and 3rd-party integrations
- Support & Maintenance: ongoing support and continuous improvement



2. Approach

- We take a user-centric approach, empowering users and citizen developers ensuring solutions are intuitive and drive immediate value.
- Following the GDS standards, Discovery, Alpha, Beta, and Live
 - Discovery: Collaborative workshops to identify personas, map user journeys, and clarify requirements to define high-level solution architecture
 - Alpha (Prototyping): Rapid UX/UI design to test concepts with stakeholders and ensure feasibility
 - Beta (Development): Iterative development sprints delivering functional features based on user stories, and the delivery of an MVP
 - Live: Comprehensive System Integration Testing (SIT) and User Acceptance Testing (UAT) before production launch
- Integrations: Utilising Salesforce APIs to connect seamlessly with existing back-office systems and automate cross-departmental workflows
- We utilise agile methodologies to ensure rapid and secure solutions
- Compliance & Standards: All services are designed to meet UK government security standards and accessibility requirements

3. Expected Outcomes

- Transition from legacy, paper-based processes to modern, cloud-native applications using Microsoft Power Apps to improve operational agility and service delivery speed
- Enhanced Operational Efficiency: Streamline complex workflows and reduce manual effort by implementing Power Automate for end-to-end process automation.
- Data-Driven Decision Making: Realise actionable insights through Power BI dashboards that centralise data across disparate sources for evidence-based policy formulation and resource allocation.
- Empowered "Citizen Development": Establish a Centre of Excellence (CoE) that provides the "digital guardrails" needed for non-technical staff to build secure, compliant solutions, reducing the burden on core IT teams.
- Improved Citizen Engagement: Deliver faster response times and consistent communication across multiple channels (web, mobile, chatbots) by leveraging Power Pages and Copilot Studio.
- GDS & Accessibility Alignment, built to align with GDS standards and WCAG 2.1 AA accessibility requirements



4. Pricing

The Microsoft Power Platform Implementation & Support Service can either be purchased on a Fixed Price basis on a daily rate as specified in the SFIA Rate Card.

5. Contact Information

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6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on BOAT (Business Orchestration & Automation Technologies), Low-Code, CRM and Case Management platforms and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus