



Service description document: Managed AI, Low-Code and Power Platform Services

Service description

This service is suitable for public sector organisations seeking to:

- Explore and adopt AI safely
- Automate manual or inefficient processes
- Deliver low-code applications quickly
- Improve insight and decision-making
- Modernise services using cloud-aligned approaches

It provides specialist consultancy and delivery support for artificial intelligence, automation and low-code solutions using the Microsoft Power Platform and related AI technologies.

The service helps organisations identify, design, build and continuously improve AI-enabled applications, workflows and copilots that integrate with existing Microsoft environments.

Delivery is provided on a time and materials basis using clearly defined day rates. Services can be consumed flexibly to support discovery, prototyping, project delivery or ongoing improvement.

Service scope

Subject to your requirements, this service includes, but is not limited to, the following activities:

- AI and automation discovery and opportunity assessment
- Design and delivery of low-code applications using Microsoft Power Apps

- Workflow and process automation using Power Automate
- Development of AI-enabled copilots and virtual agents
- Integration with Microsoft 365, Dataverse, SharePoint and line-of-business systems
- Data modelling, analytics and visualisation using Power BI
- Secure integration with third-party platforms and APIs
- Support for cloud-aligned modernisation and transformation initiatives

The service focuses on solution design, build and optimisation, rather than the supply of underlying software licences.

Engagement models

Engagements are designed to start small and scale iteratively as value is demonstrated. Support can be delivered through flexible engagement models, including:

- Discovery workshops to identify AI and automation opportunities
- Rapid prototyping and proof-of-concept delivery
- Project-based delivery, scoped and delivered in defined phases
- Blended delivery models, embedding specialists alongside customer teams
- Continuous improvement support, delivered through pre-purchased blocks of time

This flexibility allows organisations to adopt AI incrementally and reduce delivery risk.

Service outputs and deliverables

Each engagement is bespoke and focused on customer-specific needs. Deliverables vary depending on the agreed scope and duration of each engagement.

Some examples of deliverables that can be achieved include:

- Documented AI and automation opportunity assessments
- Defined use cases, user stories and prioritised backlogs
- Low-code applications built using Microsoft Power Apps
- Automated workflows implemented using Power Automate
- AI-enabled copilots or virtual agents configured and deployed
- Integrated solutions connecting Microsoft 365, Dataverse and line-of-business systems
- Data models, dashboards and reports delivered using Power BI
- Solution architecture and design documentation
- Security, governance and access configurations aligned to customer policies
- Knowledge transfer materials and operational documentation

Outputs are agreed at the start of each engagement and delivered incrementally, allowing customers to realise value throughout the delivery lifecycle.

Typical engagement outcomes

Engagements typically result in outcomes such as:

- Reduced manual effort through automated processes
- Faster delivery of digital services using low-code platforms
- Improved visibility and insight through data and analytics
- Safer adoption of AI aligned to organisational governance
- Increased internal capability through knowledge transfer

Delivery approach

Delivery follows an agile, iterative methodology aligned to DevOps and cloud best practice. Typical stages include:

1. *Discovery and planning:* Understanding business objectives, data sources, security requirements and success criteria.
2. *Design:* Solution design covering architecture, data flows, automation logic and security controls.
3. *Build and configuration:* Development of applications, workflows and AI components using low-code and cloud-native tools.
4. *Testing and validation:* Functional testing, user validation and performance checks.
5. *Handover and enablement:* Knowledge transfer, documentation and support for transition into live operation.

Service features

- Specialist AI and low-code engineering capability
- Agile, cloud-aligned delivery methodology
- Secure integration with Microsoft cloud services
- Flexible time-and-materials engagement model
- Rapid prototyping to validate ideas early
- Support for automation, analytics and AI agents
- Integration with existing enterprise systems
- Clear governance and delivery oversight

Service benefits

- Accelerates adoption of AI and automation technologies
- Reduces reliance on scarce internal specialist skills
- Enables rapid experimentation with low risk
- Improves operational efficiency and productivity
- Supports continuous improvement and innovation
- Aligns solutions with Microsoft cloud ecosystems
- Enables predictable, controllable delivery costs
- Improves decision-making through better data insight
- Supports staff productivity through AI-assisted workflows and copilots

Support and service management

Service delivery is supported by structured service management practices, including:

- Named delivery and technical leads
- Regular progress updates and reporting
- Issue, risk and dependency management
- Change control aligned to customer governance
- Ongoing support can be provided through additional call-off services at specified day rates as required.

Service constraints

- Services are delivered on a time and materials basis
- Effectiveness depends on access to relevant systems/data
- Customer approval required for design/configuration
- Delivery depends on customer availability and inputs
- Additional work outside agreed scope may require further call-off

Out of scope

- Supply of underlying software licences
- Ongoing managed operations or 24×7 monitoring
- Hosting or operation of customer production platforms
- End-user support services

Onboarding

Onboarding includes:

- Initial discovery and requirements clarification
- Agreement of priorities, scope and delivery approach
- Confirmation of access, security and governance arrangements

Onboarding effort is typically delivered as part of the initial time-and-materials engagement.

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Security and data management

- Services are delivered within the customer's Microsoft cloud tenant
- Customer data remains under customer ownership/control

- Access is restricted to authorised personnel on a least-privilege basis
- Role-based access controls and audit logging are used where available
- No customer data is hosted or stored outside the customer environment
- Secure integration methods are used for third-party systems and APIs
- Delivery aligns to Microsoft cloud security and governance principles

Responsible AI and governance

AI solutions are designed with appropriate governance, transparency and human oversight. Automation and AI-enabled components are implemented in line with organisational policies, ensuring outputs remain explainable, auditable and aligned to ethical and regulatory expectations.

Commercial model

- Services are charged on a time and materials basis
- Pricing is based on published day rates by role
- No minimum contract term
- Customers may purchase services in flexible blocks of time

