



M8 Solutions

DELIVERING TECHNICITY WITH INTEGRITY



Delivering AI and Microsoft 365 Copilot Services

AI Delivered Diligently For The NHS by M8 Solutions

WHY M8 SOLUTIONS FOR AI & COPILOT SERVICES?

Delivering Safe, Governed AI with Microsoft 365 Copilot - built on Microsoft standards, aligned to NHS governance.

THE IMPORTANCE:

The effective use of AI and Microsoft 365 Copilot is increasingly critical to improving productivity, decision-making, and consistency across the NHS. AI must be introduced with clear governance, security, and purpose to ensure trust and adoption. M8 Solutions AI & Copilot Services provide structured delivery - bringing the right balance of technical expertise, governance, and practical enablement to help organisations realise value from AI.

THE M8 SOLUTIONS DIFFERENCE:

Our AI & Copilot Services deliver structured, expert-led capability without introducing unnecessary complexity, integrating seamlessly with your teams to support safe and effective adoption. We provide a governed, end-to-end approach tailored to your organisation's data, maturity, and regulatory environment, ensuring AI is implemented with confidence and control. The following pages outline the key components of our AI and Microsoft 365 Copilot delivery framework.

“AI is not experimental - it is operational. In regulated environments, it must be trusted, governed, and deployed with purpose.”

*Milly Beech,
Business Manager.
M8 Solutions*



AGENTIC AI AGENTS FOR OPERATIONAL EFFICIENCY:

AUTOMATING REAL WORK WITH INTELLIGENT, MULTISTEP AI AGENTS

Agentic AI Agents drive productivity at two levels: strategic business outcomes and every day team efficiency. They automate complex business processes through AI driven task orchestration, using Copilot Studio, Microsoft Foundry and Agent 365. M8 Solutions designs and delivers intelligent AI agents that securely retrieve information, trigger approved workflows, and take appropriate action, supporting NHS teams across HR, finance, operational services, and patient care, while remaining aligned to clinical safety, data governance, and organisational policy.

WHY AGENTIC AI AGENTS?

- Automation of multi-step processes
- Connect agents to real business data for impact
- Reduce departmental workload with intelligent support
- Boost productivity through context-aware assistance
- Design secure, governable agents with Microsoft Copilot Studio/Microsoft Foundry

OUTCOMES YOU CAN EXPECT

- AI Agents that perform tasks and not just answer queries
- Streamlined processes and fewer errors
- Faster response times for clinical, operational and service desk teams
- Scalable automation aligned with governance
- Improved employee experience via task automation

OUR APPROACH

Our approach is to work closely with NHS teams to understand processes, identify safe and high-value automation opportunities, and design secure AI agents using Microsoft Copilot Studio, Microsoft Foundry, and Agent 365. We embed clear governance, access controls, and safety boundaries from the outset to ensure solutions operate transparently and auditably within NHS environments, supported by structured testing, training, and adoption to deliver sustainable operational improvement.

MICROSOFT 365 COPILOT ENABLEMENT & ADOPTION:

SECURE COPILOT SETUP, TAILORED TRAINING, AND AI-POWERED PRODUCTIVITY

M8 Solutions helps NHS organisations adopt Microsoft 365 Copilot in a safe, governed, and practical way to support personal productivity across clinical, operational, and corporate teams. We provide planning, secure configuration, information governance, and tailored training aligned to NHS policies so staff can confidently use AI to create content, summarise information, and automate routine tasks, supporting consistent decision-making, and freeing up time for higher-value work.

WHY ENABLEMENT AND ADOPTION?

- Copilot configured for NHS Microsoft environments
- Governance and compliance for safe NHS AI
- Role-based training for NHS users
- Change management to drive NHS adoption
- Microsoft 365 integration across NHS teams

OUTCOMES YOU CAN EXPECT

- Instant summaries of emails and meetings
- Automation of repetitive tasks to save time
- AI-driven content ideas and suggestions
- Streamlined workflows for improved collaboration

OUR APPROACH

We deliver a structured Copilot enablement approach designed specifically for NHS and regulated environments. This includes secure configuration aligned to NHS information governance requirements, role-based onboarding for clinical, operational, and corporate teams, and tailored training to ensure staff use Copilot safely and confidently. Ongoing usage monitoring, optimisation, and clear documentation are provided to support sustainable adoption, improve productivity, and release valuable time back to patient care and service delivery.

AI INTEGRATION AND CUSTOM DEVELOPMENT:

CONNECTING AI TO THE SYSTEMS THE NHS RELIES ON

M8 Solutions delivers secure, NHS-aligned integrations between Microsoft 365 AI tools and core Trust systems, including HR, finance, service management, and specialist clinical and corporate applications. We connect data, workflows, and AI capabilities in a controlled and governed way, creating a seamless experience across Microsoft 365, Copilot, Power Platform, and approved third-party systems.

WHY OUR AI INTEGRATION SERVICES?

- Connect Copilot and Power Platform to NHS systems
- Reduce duplication across HR, finance, and applications
- Enable insight through approved NHS data
- Maintain governance and compliance by design
- Access bespoke development aligned to need

OUTCOMES YOU CAN EXPECT

- Seamless data flow across NHS systems and Microsoft 365
- AI-assisted processes supporting HR, finance, CRM, and operations
- Reduced manual input with improved data accuracy
- Custom connectors, APIs, and automations aligned to NHS needs
- Scalable architecture aligned to NHS governance and security

OUR APPROACH

We work closely with your NHS teams to understand clinical and operational requirements and constraints, then design and deliver secure integrations using Microsoft Graph, connectors, custom APIs, and Power Platform components. All solutions follow NHS best practice for identity, information governance, and compliance, with training and documentation provided to support long-term sustainability.

AI GOVERNANCE, COMPLIANCE AND RESPONSIBLE AI REVIEWS:

ENSURING SAFE, COMPLIANT AND RESPONSIBLE AI ADOPTION ACROSS MICROSOFT 365

As AI adoption accelerates across the NHS, strong governance is critical. M8 Solutions supports NHS organisations to deploy Microsoft 365 Copilot and AI capabilities safely, ethically, and with confidence. We assess data readiness, information governance, permissions, security controls, and compliance to ensure full alignment with NHS, public sector, and regulatory standards.

WHY OUR AI GOVERNANCE REVIEWS?

- Establish clear governance for NHS AI use
- Identify data access and security risks
- Align AI adoption with NHS and regulatory requirements
- Apply Microsoft Responsible AI principles
- Ensure Copilot and AI tools are controlled and auditable

OUTCOMES YOU CAN EXPECT

- Visibility of NHS risks and required mitigations
- A structured NHS AI governance framework
- Safe NHS rollout with reduced compliance exposure
- Stronger NHS data and permission controls
- Confidence in secure, appropriate NHS AI access

OUR APPROACH

We assess your Microsoft 365 environment, NHS security controls, and information governance policies. We then provide clear, actionable recommendations covering permissions, data loss prevention, Conditional Access, compliance boundaries, and Responsible AI alignment, ensuring your AI adoption is safe, controlled, and aligned to NHS and public sector standards.

MICROSOFT AI BUILDER SERVICES:

BRING AI INTO YOUR APPS AND WORKFLOWS - AUTOMATE, PREDICT, AND SCALE WITH EASE

AI Builder brings low-code AI capabilities to the Microsoft Power Platform, enabling NHS organisations to automate processes, improve data accuracy, and support better operational decision-making. M8 Solutions delivers AI Builder solutions across Power Apps and Power Automate, supporting document processing, predictive insights, text classification, and object detection without the need for complex development

WHY CHOOSE AI BUILDER?

- Embed practical AI into everyday processes
- Automate document and data handling
- Add intelligence to apps and workflows
- Empower NHS teams with low-code tools
- Scale securely within Microsoft Cloud

OUTCOMES YOU CAN EXPECT

- Greater efficiency through automation
- Improved accuracy with AI predictions
- Faster development using reusable models
- Data-driven insights for better decisions
- Flexible, scalable AI in apps and flows

OUR APPROACH

We assess NHS processes, identify appropriate AI use cases, and implement models that deliver measurable operational value. Our services include model configuration, data preparation, integration with Power Apps and Power Automate, and governance alignment to ensure secure, controlled, and compliant AI adoption within NHS environments.

MICROSOFT 365 COPILOT STUDIO:

CREATE, CUSTOMISE, AND MANAGE AI-POWERED COPILOTS TAILORED TO YOUR ORGANISATION

Our Copilot Studio service supports NHS organisations to design, configure, and deploy AI assistants that streamline tasks, improve staff productivity, and deliver consistent, role-appropriate experiences across Microsoft 365. From discovery and design through to deployment, governance, and training, we ensure every Copilot is secure, scalable, and aligned with NHS operational and clinical priorities.

WHY MICROSOFT 365 STUDIO?

- Custom Copilot creation - tailored NHS Copilots using low-code tools
- Microsoft 365 integration - integrated with Teams, SharePoint, and Outlook
- Intelligent responses - accurate, NHS-grounded AI responses
- Automated processes - workflow automation with Power Automate
- Secure by design - built on Microsoft security and governance

OUTCOMES YOU CAN EXPECT

- Build Copilots that automate NHS queries, tasks, and routine processes
- Improve staff and patient experience through intelligent interaction
- Reduce pressure on NHS teams by deflecting repetitive requests
- Maintain accuracy through grounded responses and controlled NHS data access
- Scale AI capabilities across NHS services quickly and safely

OUR APPROACH

We provide end-to-end support for NHS organisations, from initial discovery and use-case design through configuration and deployment, to governance, assurance, and user training. Our approach ensures Copilots are safely embedded into NHS workflows, aligned to information governance and security requirements, and deliver measurable, sustainable impact for services and staff.

EMPOWER REAL WORLD AI FOR YOUR ORGANISATION WITH M8 SOLUTIONS

Effective AI governance safeguards trust, compliance, and continuity

Partnering with M8 Solutions for AI and Copilot Services equips your organisation with the strategic leadership required to adopt and scale AI safely and effectively. Our approach ensures data is used responsibly, governance and compliance requirements are met, and organisational objectives are supported through well-designed, NHS-aligned AI solutions. This service provides your organisation with a balanced combination of technical expertise, strategic oversight, and assured leadership to navigate the rapidly evolving landscape of artificial intelligence.

Contact us today to explore how M8 Solutions can strengthen your AI adoption and deployment and provide the leadership and assurance needed to deliver value in today's NHS digital landscape.

“M8 Solutions’ AI services help to create a trusted environment that enables responsible adoption, maintains governance, and builds confidence.”

Tracy Scriven,
Chief Executive Officer.
M8 Solutions





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