

A background photograph of three people in a modern office setting. On the left, a man with a beard and a red plaid shirt is smiling and looking towards the center. In the middle, a woman with glasses is looking at a laptop. On the right, a man with curly hair and glasses is resting his chin on his hand, looking towards the center. The image is overlaid with large, semi-transparent geometric shapes in red, teal, and yellow.

G-Cloud 15
Marra

Copilot Studio Development: Tiered Agent Model

Copilot Studio: Tiered Agent Model

The Tiered Agent Model enables scalable, sustainable, and cost-efficient growth of your Copilot agent ecosystem.



Benefits

The Tiered Agent Model enables scalable, sustainable, and cost-efficient growth of your Copilot agent ecosystem. Clients benefit from:

- Reduced early risk by starting small and expanding confidently.
- Faster agent delivery through reusable components and shared capabilities.
- Built in governance ensures consistent standards, patterns, and safeguards.
- Lower long-term cost as core capabilities scale efficiently.
- Structured, organisation wide model enabling safe, repeatable AI adoption.
- Improved maintainability and reduced rework through modular, standardised design.
- Cross department AI scenarios enabled without rebuilding shared foundations.



Features

Features of the Copilot Agent Tiered Agent Model package include:

- Start with a simple agent as an easy entry point.
- Marra designs, builds, and deploys each agent end to end.
- Multi tier architecture enables future expansion and scaling.
- Reusable capability layers minimise duplication and accelerate development.
- Clear patterns ensure consistent prompts, tools, guardrails, and memory.
- Governance and security aligned to your Copilot CoE.
- Seamless integration with Power Platform and Microsoft 365 services.
- Runbooks and documentation support ongoing growth and operations.



Wider Service Offerings:

Marra can provide guidance on introducing additional packages for other Power Platform components if required (Power BI, Power Automate, Power Pages and CoE).

The End-to-End Journey

Each activity builds toward production-grade, governed Copilot Agents that solve real problems and deliver measurable value. Business value is the throughline — every stage refines, delivers, or informs it.



Prepare Your Team

Assess for AI readiness across:

- Data, technology, and governance
- Culture and capability



Find Your Use Case

Frame and prioritise AI use cases by:

- Business value and tech feasibility
- Alignment to organisational goals



Remove Blockers

Assess the foundation for Agent delivery:

- Knowledge integration and roles
- Risk, guardrails, and responsible use



Design your Agent

Shape the agent around real need:

- Map user journeys and behaviours
- Align Agent design to business value
- Build and validate the project backlog



Deliver your Agent

Deliver tangible results:

- Develop, test, and deploy Copilot Agents
- Embed Agent, governance and foster adoption

Copilot Agent Tiers

Marra's Tiered Agent Model categorises Copilot Agent capabilities from simple retrieval to multi-agent orchestration. It helps Marra gauge effort, feasibility, and business value for each idea.



Lookup

Trigger: user asks.

Does: retrieves static content from docs.

Output: static answer.

Example: "What's our annual leave policy?"

Business Value:
Understands intent to cut search time.



Query

Trigger: user asks.

Does: pulls live data from your systems.

Output: answer with real-time data.

Example: "How many leave days do I have?"

Business Value: Adapts responses, giving faster, clearer insight.



Act

Trigger: user asks.

Does: makes changes in other systems.

Output: action completed.

Example: "Request 1 week off on 1 Oct."

Business Value:
Automates choices, reducing manual effort and errors.



React

Trigger: events/schedules.

Does: auto responds to triggers.

Output: workflow steps completed.

Example: auto-check new leave request.

Business Value: Anticipates needs, resolving issues before delay.



Coop

Trigger: other agents.

Does: multi-agents complete workflows.

Output: complex workflow completed.

Example: agents apply rules, approve, update.

Business Value:
Coordinates agents, streamlining cross-team processes.

What we can deliver

Strategic Consultancy



Do you need an external specialist to drive your Microsoft Power Platform strategy?

We can:

- Review specific business areas and identify potential improvements
- Create a backlog of opportunities with you
- Triage, categorise and prioritise your backlog with you
- Define a roadmap with a timeline
- Agree on a delivery plan and approach

Managed Delivery



Do you need a skilled team to deliver specific Microsoft Power Platform projects?

Invest in a team to:

- Collaborate and deliver outcomes based on adding business value
- Focus on specific outcomes defined within a Statement of Work
- Upskill existing teams through collaboration and knowledge-sharing
- Create a culture for continuous improvement

Team Augmentation



Do you need extra capacity to meet those business deadlines?

Hire a UK based individual or team to:

- Boost your current team capacity
- Access to specialist consultants and specialist skill sets
- Enhance your team's capabilities through collaboration and knowledge-sharing
- Reduce skill and/or knowledge gaps

About Marra

Marra is a tech consultancy focused on Microsoft Power Platform.

We bring together expert tech professionals and Power Platform developers to create exceptional digital solutions and make technology accessible to everyone.

Our talented team—developers, analysts, testers, and designers—works together to solve your biggest business challenges and deliver user-friendly results.

We champion making technology usable for all, with user experience and inclusivity at the forefront.



The values that drive us

Bring the Expertise

We know Power Platform inside out and we love sharing what we know. Our curious minds never stop learning.

Empower Others

Our people have the tools, trust, and freedom to deliver. We bring clarity that helps our customers succeed.

Lead with Trust

We're honest, transparent, and have each other's backs. That's how we build relationships that last.

Work Together

We build solutions with our customers, not just for them — breaking barriers and pushing for real, lasting impact.

Champion Inclusion

We believe tech should include everyone. We build accessible solutions and a culture where all belong.

Build Resilience

We face challenges head-on, lead with positivity, and always keep moving forward, together.



Thank You!

marra

