

M365 COPILOT STUDIO AGENT BUILD, TRAINING & ENABLEMENT SERVICE

Service Definition

G-Cloud15

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M365 Copilot Studio Agent Build, Training & Enablement Service

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1 Introduction

1.1 Purpose

This service definition is designed to provide a high-level overview of Orchestrato's **M365 Copilot Studio Agent Build, Training & Enablement Service** for G-Cloud15. If you have any questions, please contact us on g-cloud@orchestrato.com.

1.2 Overview of Orchestrato

Orchestrato Ltd (trading as "Orchestrato") was founded in 2013 as a professional services consultancy to support organisations large & small with the migration to Cloud and optimising performance within Cloud, by helping address the challenges faced with people, process & the new technologies.

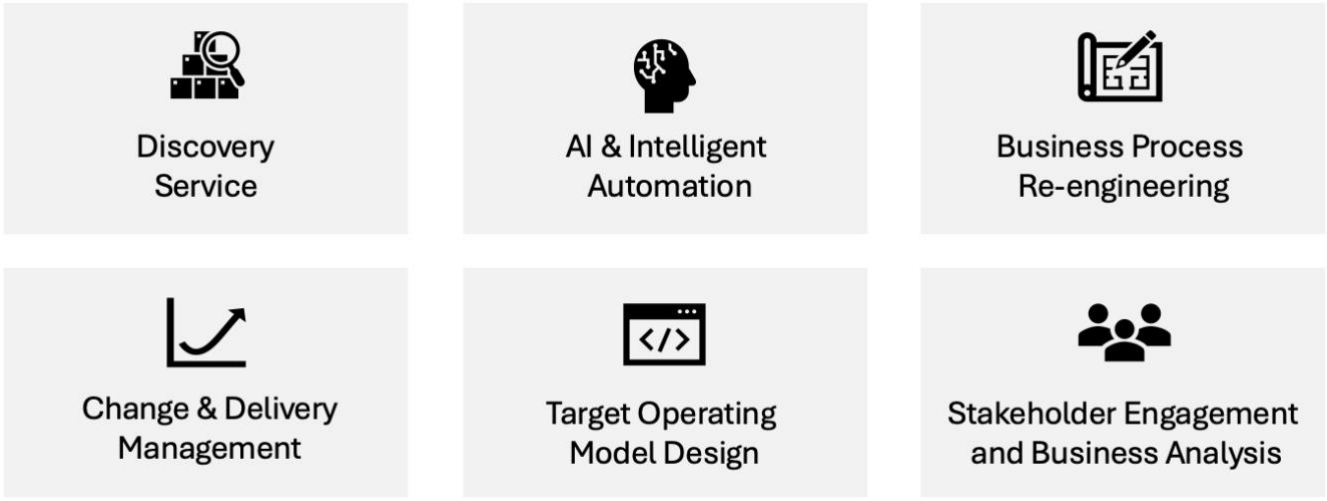
1.3 Our People

Our people have supported a multitude of projects in both the public and private sector and are passionate about delivering tangible outcomes that help our customers prosper.

They have also worked, either directly or indirectly via a Prime Contractor, with the Home Office, Crown Prosecution Service, Insolvency Service and MoD, as well as being founder members of Vivace - the innovation ecosystem which powers the Home Office's Accelerated Capability Environment (ACE).

1.4 Our Services

We offer a range of specialist services via a diverse team of security cleared professionals:



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2 M365 Copilot Studio Agent Build, Training & Enablement

2.1 Service Summary

Orchestrato's **Copilot Studio Agent Build, Training & Enablement Service** upskills teams to design, build and evaluate their own Agentic AI Copilot Agents. Through structured discovery, guided training and hands-on prototyping, we help create secure, compliant AI Agents that automate workflows, improve efficiency and deliver measurable mission outcomes.

2.2 Service Features

- **Agentic AI learning & capability uplift** - We teach teams how modern AI Agents work, including reasoning, tool use, decision flow, autonomy levels, and safe-by-design patterns, giving staff the skills to build practical agents aligned to Government standards.
- **Discovery workshops to identify high-value agent opportunities** - Facilitated sessions to pinpoint processes, bottlenecks and workflows that can be automated with bespoke AI Copilot Agents built by internal teams.
- **Hands-on agent-building labs** - Practical learning using M365, Copilot, Copilot Studio, Azure AI and approved orchestration tools, covering:
    - Designing agent logic and action flows
    - Integrating external systems and data sources
    - Setting boundaries, permissions and guardrails
    - Debugging, testing and refining agent behaviour
- **Guided prototyping & iterative refinement** - We support teams building their first working AI Copilot Agents using their own use cases, data structures and operational constraints - ensuring feasibility, safety and performance.
- **Governance, safety & compliance coaching** - We embed good practice in monitoring, auditing, escalation, approval chains, human-in-the-loop controls and responsible use policies tailored to Government expectations.
- **AI Agent roadmap & scaling guidance** - Departments receive a structured plan for scaling AI Copilot Agent creation internally - including templates, reusable patterns, governance playbooks and capability development recommendations.

2.3 Service Benefits

- **Government teams gain the capability to build their own AI Agents** - Staff learn practical, repeatable methods - reducing reliance on external vendors and strengthening long-term internal capacity.
- **Faster, safer adoption of Agentic AI across departments** - Teams learn how to design agents with the correct autonomy, risk boundaries and oversight models, enhancing trust and compliance.

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- **Accelerated development of mission-specific AI Agents** - With hands-on support and structured prototyping, teams build working agents early, reducing time to value and increasing organisational confidence.
- **Improved productivity and reduced operational friction** - Newly trained teams can independently build agents that automate complex, cross-system workflows, increasing efficiency and relieving pressure on overstretched staff.
- **Consistent, scalable approach to Agentic AI development** - Departments gain reusable patterns, governance frameworks and design principles that ensure high-quality, safe, maintainable agents.
- **Future-ready capability within the public sector workforce** - Building internal agent development skills helps organisations evolve with emerging technologies and maintain operational resilience.

3 Clearances & Security

The majority of our resources either hold SC or DV security clearances, and at the very minimum have been BPSS checked.

As a company, Orchestrato is Cyber Essentials certified and our Information Security Policy and wider policies align with the National Cyber Security Centre (NCSC) guidelines and industry best practice.

4 Engagement

4.1 Order Process

All customers are appointed a Service Manager and Project Manager, and where appropriate technical SME support.

This team will work closely with the customer, and any associated / key stakeholders, to define the scope of works, deliverables, timescales, and investment required to deliver the customer's desired outcomes. This in turn will be used to structure and agree a G-Cloud order form, in accordance with the Digital Marketplace supplier assessment and contract award process.

4.2 Onboarding

Orchestrato believe strongly in the benefits to the customer of a thorough On- and Off- boarding process.

As a business we pride ourselves in the amount of time and effort we invest in understanding our customer (and any wider stakeholders) needs and priorities, to ensure that we deliver to time, cost and quality.

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Once the contract has been awarded, we will invite the customer to a kick-off / mobilisation meeting to establish the high-level priorities, activities, and ways of working to ensure we can achieve the best possible outcome(s).

This will be followed by a detailed project planning session, tailored to meet the customers' requirements, where we would agree the preferred delivery methodology and cadence of reporting.

Finally, your appointed Service Manager will agree the governance and oversight necessary to ensure delivery and customer satisfaction.

4.3 Performance, Ongoing Support and Service Constraints

As a professional services provider, Orchestrato will look to agree the levels of support at project inception, the levels of which may be reviewed later at the customer's request and amended via formal change request.

All service performance reviews will be conducted with your appointed Project Manager, and escalated if necessary to your appointed Service Manager.

All roles within the service, will be clearly defined at outset and named resources advised formally in writing (including all contact information) to the customer directly following the kick-off meeting.

Standard response times to any issues will be one working day during our normal working hours, which are 8.30 a.m. to 5.30 p.m. Monday to Friday.

Any service constraints will be defined and agreed with the customer at outset.

4.4 Offboarding

On all professional services support services, Orchestrato always look to close down each service with a thorough retrospective and written report. As data back-up, disaster recovery and restoration are not core to this service, any activities in these regards would be planned and agreed on a project by project basis.

Orchestrato's Disaster Recovery & Business Continuity Plan is available on request.

5 Additional Information

5.1 Service Pricing

All pricing for this service is based on Orchestrato's G-Cloud15 rate card, which is on the Digital Marketplace.

To assist with pricing this service, we would expect a typical service wrap to include the following:

- Service Manager: 1 day per month
- Discovery/Delivery Lead: Minimum 1 day per week (dependent on size of project)

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5.2 Invoicing

Invoicing will be raised monthly, on 30-day payment terms.

5.3 Accessibility

All material produced will comply with the minimum accessibility standard WCAG 2.2.

5.4 Intellectual Property Rights

All Intellectual Property Rights in or arising out of or in connection with the G-Cloud Services shall be owned by the Supplier. The Customer shall have no title to or interest in any such Intellectual Property Rights except to the extent specifically set out in a G-Cloud Call-Off Agreement.

5.5 Company Website

For further information on Orchestrato please visit our website at www.orchestrato.com.

5.6 Contact Details

If you would like to ask any questions, please contact us via email g-cloud@orchestrato.com

5.7 Further Services available on G-Cloud

5.7.1 Artificial Intelligence (AI)

- Agentic AI Agent Discovery Learning & Prototyping Service
- AI Adoption and Change Management Service
- AI Engagement & Communications Service
- AI Ethics, Governance & Compliance
- AI Maturity Assessment
- AI Readiness, Strategy & Roadmap Service
- Generative AI Executive & Leadership Coaching
- Generative AI Skills Assessment & Training Workshops
- Microsoft (M365) Copilot Readiness, Planning and Optimisation Service
- M365/Copilot Studio Agent Build Services, Training & Enablement

5.7.2 Cloud Support

- Business Analysis, Process Analysis and Target Operating Models (TOM) Service
- Business Change Support
- Business Process Re-Engineering
- Cloud Content & Copywriting Service
- Data Insights & Visualisation Service
- Discovery Service
- Microsoft 365 Tools Optimisation
- Robotic Process & Intelligent Automation
- See what you say infographics

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