



G-Cloud 15 Service Definition

Accenture D365 Low Code/No Code Services

Jan 2026

Contents

1.0 Scope of our services 1

2.0 Pricing 8

3.0 Contacts 9

4.0 About Accenture 10

1.0 Scope of our services

1. The Rise of Low-Code / No-Code

Application development has undergone a profound shift. Low-code and no-code technologies are now essential accelerators for organisations looking to modernise operations, shorten time-to-value, and broaden who can contribute to digital solution delivery. These platforms enable not only developers, but also business users, analysts, and operational teams to create secure and compliant applications. As a result, they now underpin enterprise-level agility—helping organisations innovate at pace while still upholding governance, security, and performance standards required in complex environments.

Contemporary low-code/no-code approaches emphasise **responsible innovation**, merging intuitive build experiences with enterprise-grade guardrails. By enabling business technologists, domain specialists, and professional developers to collaboratively design digital capabilities, organisations can re-imagine ways of working, simplify processes, and build a culture focused on continuous improvement.

Key Advantages of Modern Low-Code / No-Code Development

Faster, scalable solution delivery

Modern low-code platforms bring together reusable templates, pre-designed components, AI-assisted guidance, and automated workflows—dramatically reducing delivery timelines. Organisations can rapidly respond to changing priorities, regulatory updates, and evolving user needs.

Reduced development and operational costs

Because low-code reduces dependency on specialist developers and enables diverse teams to co-create and maintain solutions, organisations lower their cost-to-serve and maximise resource utilisation. IT capacity can be re-allocated to architecture, integration, and high-value innovation efforts.

Enhanced organisational flexibility and adaptability

Visual development capabilities and modular design make it simple to update or extend applications as requirements evolve. These platforms support iterative delivery, ongoing optimisation, and seamless scaling—from small departmental tools to enterprise-wide, mission-critical systems.

Improved collaboration and innovation culture

Low-code/no-code brings IT and business teams together using shared tools, transparent oversight, and structured collaboration models such as Fusion Teams and Centers of Excellence. This openness encourages experimentation, accelerates problem resolution, and increases participation across transformation programmes.

Accenture's Modern Low-Code & Power Platform Services

As a global leader in Microsoft innovation, Accenture offers comprehensive Power Platform and low-code services to help organisations adopt, govern, and scale low-code effectively and securely. Our services include:

- **Low-code strategy & value realisation:** Defining vision, prioritising use cases, establishing KPIs, and validating measurable impact.
- **Governance, security & controls:** Implementing enterprise guardrails, Centres of Excellence, lifecycle management, monitoring dashboards, and best-practice governance.
- **Fusion Team enablement:** Training, upskilling, and operating models that empower business users while protecting organisational standards.
- **Solution design & delivery:** Rapid creation of applications, automations, analytics, AI agents, and integrated digital services.
- **Managed services & scaling:** 24/7 platform support, enhancements, environment management, and continuous improvement services.

2. Accenture Power Platform

2.1 Overview

Accenture's low-code and Power Platform services help public sector bodies modernise services, boost operational efficiency, and accelerate digital transformation—safely, responsibly, and at scale. With deep Microsoft expertise, sector-specific capabilities, and proven delivery frameworks, we help government organisations build secure, compliant digital solutions that improve outcomes for citizens, employees, and entire communities.

Powering Government with Low-Code Innovation

The Microsoft Power Platform offers a unified set of low-code tools that allow government organisations to design, automate, analyse, and orchestrate secure digital services with speed and assurance. It enables contributions from both professional developers and citizen developers while preserving the governance and controls needed in public-sector environments.

The Power Platform is composed of four core capabilities:

1. Power Apps — Fast, Secure Application Development

Power Apps enables government teams to build tailored web and mobile apps that replace legacy processes, digitalise paper workflows, and improve staff productivity and service outcomes.

2. Power Automate — Automation for Public Services

Power Automate streamlines repetitive tasks, integrates back-office systems, and orchestrates cross-agency processes—reducing operational burdens, improving accuracy, and increasing service reliability.

3. Power BI — Insight-Driven Policy & Operational Decision-Making

Power BI supports data-driven leadership with interactive analytics, dashboards, and reporting. Agencies can analyse service performance, operational efficiency, and citizen engagement in a secure, governed environment.

4. Power Virtual Agents (and Copilot Studio) — AI-Enabled Engagement

These tools allow agencies to deploy intelligent virtual agents for citizen support, internal helpdesks, and case triage—providing 24/7 assistance while reducing workload on human teams and maintaining compliance.

Accenture also enhances the platform with:

- **Low-code, agentic AI using Copilot Studio** for orchestrating multi-step workflows and supporting high-value use cases
- **Industry accelerators and reusable frameworks** aligned to G-Cloud, central government, health, and public safety
- **Secure, governed low-code environments** aligned to UK Government security and data protection standards

The Power Platform integrates seamlessly with Microsoft 365, Dynamics 365, Azure, and third-party technologies—helping organisations maximise existing investments and retire legacy systems.

2.2 Benefits to Government Agencies

Partnering with Accenture helps public sector organisations unlock the full value of the Power Platform, improve operational efficiency, and transform public services. Agencies can expect:

1. Accelerated Time-to-Value

Using Accenture accelerators and best practices, agencies can rapidly design, build, and deploy Power Platform solutions—tackling urgent challenges while delivering immediate improvements.

2. Strategic Alignment and Meaningful Impact

Our discovery and planning approach ensures every solution aligns with organisational priorities and delivers clear, measurable outcomes.

3. Secure, Scalable, Compliant Implementations

Accenture ensures deployment follows public-sector governance, security, and compliance best practices, enabling solutions that can evolve safely and scale across departments.

4. Strong User Adoption and Workforce Enablement

We provide training, role-based learning, change management, and support to build confidence and capability across staff—from citizen developers to IT professionals.

5. Ongoing Innovation and Continuous Improvement

Managed services and CoE support ensure agencies always benefit from the latest features, performance insights, and optimisation opportunities.

6. Increased Operational Efficiency and Lower Costs

Automation, workflow orchestration, and analytic insights reduce manual activity, minimise errors, and enable teams to redirect effort to higher-value initiatives.

7. Improved Citizen Engagement and Satisfaction

Accenture helps design intuitive services and intelligent virtual agents that provide 24/7 access, deliver faster responses, and increase trust and satisfaction among citizens.

2.3 Services and Approach

Accenture's Modern Power Platform & Low-Code Services for the Public Sector

Accenture offers a comprehensive suite of Power Platform and low-code services that support government organisations from strategic planning through to solution development, enablement, operations, and continuous improvement. Our approach blends:

- Deep Microsoft partnership
- Industry-specific expertise
- A proven, engineered operating model
- Responsible innovation principles

Power Platform Transformation Services

We help public sector bodies modernise through assessments, opportunity identification, transformation roadmaps, and unified digital strategies that integrate low-code, automation, AI, and data.

Advisory, Strategy & Consulting

Accenture supports agencies in defining their vision, governance model, and security standards for enterprise low-code adoption.

Solution Design, Build & Intelligent Automation

We design and deliver secure apps, workflows, analytics, and AI agents using agile, iterative methods aligned to public-sector needs.

Centre of Excellence (CoE) & Governance Services

We help organisations establish or enhance a CoE to ensure safe, scalable, and governed adoption of the Power Platform.

Productivity Studio — Low-Code Factory Model

A collaborative model that accelerates development through repeatable patterns, co-creation, and continuous enhancement.

Application & Process Modernisation

We transition legacy processes and applications to secure, modular, cloud-based solutions using low-code and Microsoft-native integrations.

Migration & Platform Upgrades

Accenture manages planning, migration, data movement, component rebuilding, testing, and validation—with minimal service disruption.

Training, Enablement & Fusion Team Development

Structured, role-based education builds internal capability and establishes safe Fusion Team working models.

Managed Services, Support & Continuous Evolution

Accenture provides full lifecycle support with proactive monitoring, optimisation, governance insights, and continuous platform enhancement.

An Experienced Partner You Can Rely On

Accenture, in partnership with Microsoft and Avanade—the “Power of 3”—offers unmatched product expertise, global delivery scale, and proven industry accelerators, making us one of the most trusted partners in delivering Dynamics ERP transformation.

Accenture Highlights

- Among the world’s largest Dynamics partners
- Over 5,000 Dynamics specialists globally
- More than 1,400 CRM and ERP implementations
- Over 5,000 certifications held

Microsoft Global & Dynamics Awards

- Microsoft Global SI Partner of the Year (2025) – 19-time winner
- Copilot Business Transformation Award (2025) – inaugural winner
- Dynamics 365 Partner of the Year 2025:
 - Finance (Finalist)
 - Supply Chain (Finalist)
 - Sales & Customer Insights (Winner)
 - Service (Finalist)
 - Low-Code Application Development (Finalist)

Industry & Public Sector Recognition

- Global Industry Awards (2025):
 - Winners: Retail & Consumer Goods, Media & Telco, Mobility
 - Finalist: Defence & Intelligence

- UK Government & Public Services recognition for delivering Dynamics 365 ERP and citizen service solutions under government frameworks
- Proven delivery experience with organisations such as Church of England Central Services and various government bodies

Analyst Acknowledgement

- Forrester Wave™ Leader – Microsoft Business Application Services (Q1 2024)
- Everest Group PEAK Matrix® Leader – Dynamics 365 Services (2023)
- IDC MarketScape Leader – Worldwide Dynamics 365 Implementation Services (2023)
- Gartner Magic Quadrant – Cloud ERP for Service-Centric Enterprises (2023)

Scale & Credentials

- Largest global pool of certified Dynamics 365 professionals
- 70+ delivery centres with 24/7 managed services for enterprise and public sector clients

Approach

Our delivery approach is grounded in the proven Method One, a comprehensive collection of templates, tools, and best practices refined with clients across diverse industries.

Accenture delivers Dynamics 365 projects using Agile, Waterfall, iterative, or hybrid models. The selected approach is aligned with customer readiness, system complexity, and programme duration.

Our Agile for Dynamics methodology has been purpose-built for Microsoft Dynamics 365 projects. By merging Agile principles with structured release cycles, it ensures the appropriate level of control, robust integration testing, and effective user training required for complex transformation initiatives.

Method One

Method One is a predictable, customisable, and repeatable delivery framework that supports both Agile and Traditional approaches. It is used throughout the entire engagement—from early solutioning through to deployment—ensuring reduced risk and more consistent delivery outcomes.

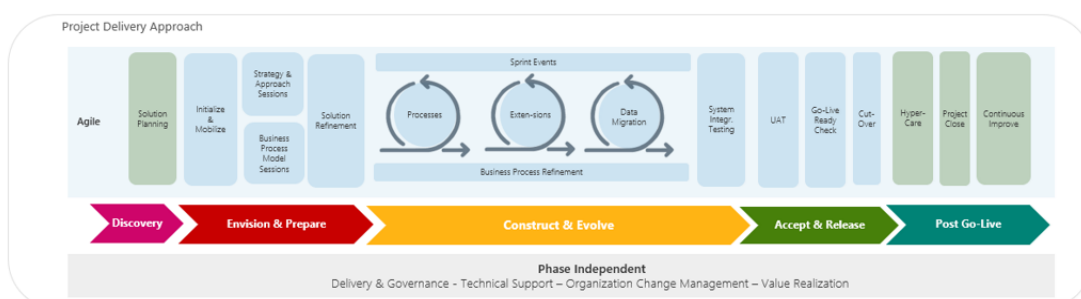


Figure 1
Indicative Accenture Agile Delivery – Scrum Framework

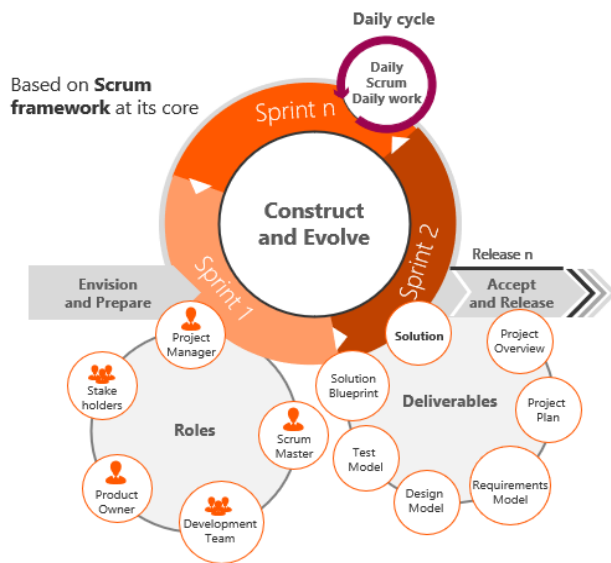


Figure 2
Accenture Delivery Framework Model

Agile Project Lifecycle:

- Envision & Prepare – Understand, refine the business needs and objectives of the project, develop a vision for the solution and agreed MVP scope.
- Construct & Evolve – Consists of multiple sprint lifecycles, early sprints to proof out solution architecture, future sprints build functionality. Sprint Lifecycle – 1 to 4 week sprints, timeboxed and continuous.
- Accept and Release - validate the solution with the stakeholders and obtain acceptance
- Required key roles to enforce process – Scrum Master, Product Owner, and Project Manager
- Deliverables – only document things with limited change or requested by the client

2.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

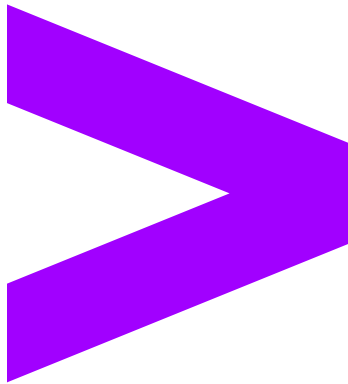
3.0 **Contacts**

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4.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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