



Copilot Agents Implementation

Business Solutions | Service Definition

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Service Overview

Copilot's extensibility platform is the Power Platform, which enables developers and business users to quickly create and deliver modern Generative Artificial Intelligent (GenAI) solutions using Low Code technology. We offer development services for:

- **Standalone Chatbots:** We use Copilot Studio to make chatbots that work with GenAI and can be added to websites, Teams and more.
- **Embedded Chatbots with Power Apps:** We put chatbots in Power Apps, giving a smooth user experience. This lets users talk to the chatbot while using the solution, making the solution more useful and engaging.
- **AI Builder + Power Automate:** We can help you build unique solutions using Power Platform tools like AI Builder and Power Automate to include GenAI in existing or new automations.

Delivery Approach

The ANS preferred approach to Microsoft Power Platform Solution Implementations is an Agile Methodology.

Agile development, known for its fluid and evolving approach, is highly compatible with low-code solutions.

The ANS Agile approach is broken down into the following key stages:

- **Project Initiation:** Setting your project for success and aligning on the business outcomes expected.
- **Sprint Zero:** Understanding your business problem, the people impacted, and the data required, before building out the proposed solution and security required to meet your business needs. Sprint Zero output is breaking out the business problems into understandable user stories which can then be prioritised and aligned to the first sprint(s) within the engagement.
- **Sprint Build:** Working within the allocated total number of sprints to deliver the backlog identified during Sprint Zero and future Sprint Backlog refinement sessions.
- **Project Closure:** Officially concluding the Solution Implementation engagement.

Output

A Copilot Extensions implementation delivered using Agile Methodologies is delivering resource and time estimated to build your proposed solution. The following outputs are typically carried out and may vary depending on the complexity and impact of the solution:

- **Presales:** Statement of Work and Solution Blueprint.
- **Presales:** Business Outcomes, Value and Expected ROI
- **Project Management:** Delivery Schedule.
- **Project Management:** Delivery Kick-off Meeting.

- **Project Management:** Raid Log
- **Implementation Services:** Up-to Five Sprint Zero Sessions.
- **Implementation Services:** Solution Creation over agreed Sprint Build Iterations of 10 working days.
- **Implementation Services:** Project Backlog, Estimates and User Acceptance Criteria.
- **Implementation Services:** Handover Documentation for ongoing support.

Our Partnership

To get the best possible result from the Copilot Extensions implementation, it requires a specific group of people from your business. Below is a guide to the roles we typically require to attend the sessions.

The people recommended, but not limited to, are:

- Business Sponsor
- Copilot Product / Program Owner
- Power Platform Product / Program Owner / Low Code CoE Lead
- Operations & Support
- Business Representatives Subject Matter Experts
- Business Analyst
- Solution Architect / Enterprise Architect / Technical Architect

About Us

We're a 750+ team of technology specialists and business experts, who, according to our customers 'get things done'. And we're on a mission to make the world's best cloud and digital services available for all.

Openness, ambition, honesty and passion are what drive us every day. We are bold, courageous, and innovative, and we do it like no other.

We're a Microsoft MSP Partner in the UK for Azure, Data and AI, Digital and App Innovation, Modern Workplace and Security. Our support and managed service makes it all easily accessible, so our customers get the best of Microsoft.

Copilot Services

At ANS, we offer a comprehensive range of services for Copilot to our clients, ensuring that each engagement is a clear path to success. Our services include:

-  Copilot Navigator
-  Copilot Enablement and Adoption
-  Copilot Governance and Analytics
-  **Copilot Agents Implementation**
-  Copilot Centre of Excellence
-  Copilot Co-Managed Service

Our focus is on delivering key information quickly and efficiently, ensuring cost efficiency and a clear set of focused results.