



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Copilot & Agent Support Services

Service Overview

Core's Copilot & Agent Support Services help public sector organisations adopt Microsoft Copilot safely, effectively and at pace. The service blends technical readiness, secure deployment, enablement, custom agent creation and ongoing support into a single, flexible engagement that evolves as needs change.

Service Description

We start by validating tenant readiness for Copilot, assessing configuration, data posture and governance to ensure a secure foundation. Once ready, we guide licence assignment and application rollout, then partner with you on user enablement, operating model design and governance. Where appropriate, we use Copilot Studio to design and build custom agents that automate repetitive work and integrate with line-of-business systems. Throughout, we provide role-based support for end users, advanced users and administrators, with service management, incident handling and continuous improvement built in.

Service Components

Readiness & Governance:

Structured assessment of tenant configuration, permissions, data risk and compliance; actionable recommendations and a practical journey-to-Copilot plan.

Deployment & Enablement:

Secure licence assignment, app deployment, champion enablement, scenario libraries and prompt galleries tailored to roles and departments.

Operations & Support:

Helpdesk integration for incidents and usage queries, role-based guidance for users, admins and agent creators, plus monthly reviews and CSI.

Centre of Excellence:

Structured setup and ongoing management of best practices, governance frameworks and innovation processes; cross-functional collaboration, regular performance reviews, and continuous improvement to maximise Copilot value.

Custom Agents & Integration:

Design and development of Copilot agents using Copilot Studio and Microsoft 365/Graph, with workflow integration to business systems.

Measurement & Value:

Usage analytics, adoption and productivity reporting, and recommendations to optimise ROI and govern ongoing change.

Commercial Model

The service is delivered through flexible, modular options. Readiness and agent discovery can be delivered as fixed-scope engagements; ongoing support, enablement and enhancements are provided on a consumption basis. Training workshops funded by Microsoft (when available) are excluded from fixed pricing and can be scheduled alongside the service.

Benefits

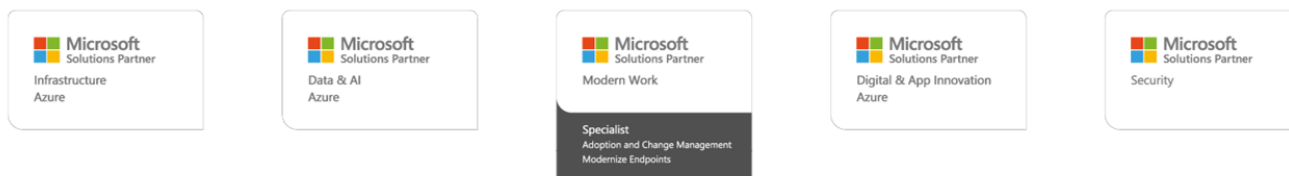
Accelerated, safe Copilot adoption grounded in strong governance; improved productivity through targeted use cases and custom agents; a supported operating model with clear roles; and continuous insight into usage, risk and value.



About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



WINNER
CSP of the Year

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