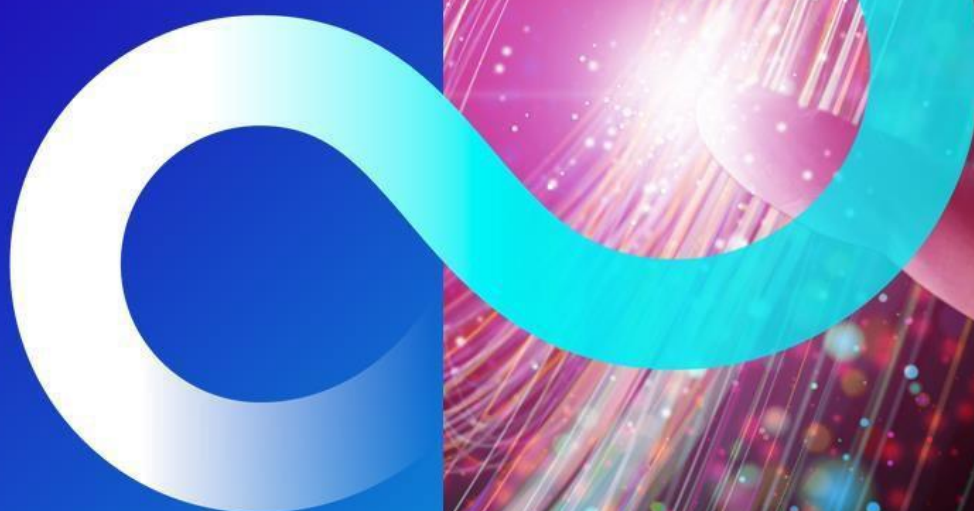


Service Definition

Microsoft Power Platform Center of Excellence (CoE)

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Microsoft Power Platform Center of Excellence (CoE) Overview

The Challenge

In today's evolving technological landscape, Government departments face significant challenges. First, a rapidly widening digital skills gap across the public sector, intensified by the accelerating pace of artificial intelligence and emerging technologies. This directly hinders their capacity to innovate, deliver efficient public services and adapt to evolving citizen needs. Secondly, the often fragmented and uncoordinated adoption of these new technologies across various departments creates substantial governance hurdles. This leads to inconsistencies in data management, heightened security vulnerabilities, potential non-compliance and duplicated efforts, all of which compromise the integrity and efficiency of public sector operations.

Effectively navigating this complex landscape demands specialised expertise in robust software, application and AI development, alongside strategic programme delivery.

Microsoft Power Platform can offer transformative solutions:

- Accelerates development: Rapidly build and deploy custom applications, workflows and reports using low-code/no-code tools, bridging the skills gap by empowering more users.
- Enhances productivity: Automate repetitive tasks, streamline processes and improve decision-making with AI-powered insights, directly addressing efficiency shortfalls.
- Boosts cost efficiency: Reduce development costs and accelerate time-to-market, compared to traditional coding methods.
- Achieves seamless data integration: Connect disparate data sources across the organisation for a unified view and actionable intelligence, helping overcome fragmentation.
- Ensures scalability and robust security: Leverage Microsoft's robust cloud infrastructure for secure, enterprise-grade solutions that grow with your business.
- Empowers business users: Enable non-developers to create solutions, fostering innovation and significantly reducing the IT backlog.

Crucially, to fully realise these benefits and mitigate governance risks, appropriate guardrails must be in place to ensure operations are secure, data is protected and solutions are governed effectively. This is where Fujitsu's Center of Excellence (CoE) services, can be leveraged.

Fujitsu's Microsoft Power Platform Services

Fujitsu's Microsoft Power Platform Services combine industry best practice application life cycle development, with the low-code/no-code Microsoft Power Platform suite (Power Apps, Power Automate, Power BI, Power Pages and Microsoft Copilot Studio) to deliver intelligent, AI-enhanced business solutions.

We leverage our strategic partnership with Microsoft to deliver complex, transformative solutions using Agile, Waterfall and DevOps methodologies. We are recognised for our deep technical skills and our proven capability in delivering large, transformative digital solutions that deliver maximum value for our clients.

- Microsoft Solutions Partner for Business Applications
- Low Code Application Development Specialisation
- Microsoft Solutions Partner for Data & AI (Azure)
- Microsoft Solutions Partner for Digital & App Innovation (Azure)
- Copilot Specialisation
- ISG Industry Leader in Power Platform Services
- 2025/2026 Inner Circle for Microsoft AI Business Solutions

This document focuses specifically on our Center of Excellence offering however, for additional context and background, our wider Power Platform offerings have been summarised below.

- **Rapid application and automation development.** Our specialists have a vast amount of technical experience in:
 - Installing Microsoft's Center of Excellence (CoE) starter kit.
 - Implementing governance and guardrails for optimal security and protection.
 - Designing and developing Power Apps.
 - Creating Power Automate workflows.
 - Building Power BI dashboards and reports.
 - Governing and developing Copilot Studio solutions.
 - Developing Power Pages.
 - Working with Dataverse for optimum security.
 - Integrating solutions with connectors and third-party systems.
- **Citizen development enablement:** Recognising the critical role of citizen development, our unique fusion delivery model empowers organisations to cultivate internal talent. Fujitsu specialists partner closely with customer stakeholders, providing essential support and expert guidance as they transition to independently creating Power Platform solutions within a governed framework. This approach is vital for reducing IT backlogs and encouraging agility at every level.
- **Expert-Led 'In-a-Day' workshops:** Intensive, hands-on workshops (App, Automation, Agent 'In-a-Day') rapidly upskill users. These empowering sessions are delivered by Fujitsu, on behalf of Microsoft. They are designed to support customers in building proficiency in Power Apps, automating workflows with Power Automate (including AI), leveraging Dataverse and developing custom Copilot agents, directly bridging skill gaps for both professional and citizen developers.
- **Strategic hackathons:** Collaboratively designed to tackle core business challenges, our interactive hackathons rapidly bring solutions to life. We work with customer stakeholders to identify and validate key problems, addressing immediate needs while strategically planning for future objectives.
- **Adaptive managed services:** Our global team of over 100 Power Platform and Dynamics 365 experts proactively safeguard application environments, resolve issues and ensure continuous functionality. Our Evergreen Managed Service maintains compliance, protects configurations and provides optional Technical Service Manager support and training to drive continuous value without operational disruption. Our tailorable support services benefit organisations across their entire application lifecycle, with options for 24x7x365 client - specific or shared service support.

These capabilities enable rapid app development, automated workflows, advanced analytics and the secure integration of generative AI to drive productivity and informed decision-making. Microsoft's Power Platform can interact with, enhance and complement an organisations existing IT estate – be it Microsoft 365, Dynamics 365, Microsoft Azure, or investments in other technologies such as SAP, Oracle, or ServiceNow. Leveraging our extensive experience and partner ecosystem, Fujitsu designs, delivers and supports scalable, secure and AI-powered solutions to meet customer specific business requirements.

Power Platform Center of Excellence

Microsoft's Power Platform CoE ensures organisations can balance governance and innovation. The CoE ensures low-code/no-code technologies can be embraced and that the required guardrails and security measures are successfully put in place, to protect organisational data and maximise the efficiency of AI business solutions.

Fujitsu's Microsoft Power Platform Center of Excellence Service Features

Fujitsu's Microsoft Power Platform CoE service supports customers to work towards attaining a mature, secure and strategically aligned Power Platform capability that maximises return on investments, promotes innovation and ensures sustainable digital transformation.

Fujitsu's phased Power Platform CoE service guides organisations through a tailorable journey, to digital maturity.

- **Stage 1 – Discovery and assessment:** It begins with discovery, adoption assessments and a technical review to understand the current landscape, identify gaps and define business objectives.
- **Stage 2 – Prioritisation, deep workshops and conditional MVP implementation:** Define and prioritise key CoE capabilities. Conduct deep-dive workshops to design specific CoE functions (e.g., security, ALM), developing and iteratively implementing Minimum Viable Product (MVP) solutions where most critical.
- **Stage 3 – Governance report and roadmap:** Deliver a CoE governance report detailing best practices, policies and operational models. Present a strategic CoE roadmap outlining phased implementation for full maturity, integration, adoption and continuous improvement.

This iterative process ensures continuous feedback, refinement and alignment with evolving strategic priorities, mitigating risks and unlocking Power Platform's full potential. We understand every customer's objectives, goals and challenges are varied so this framework is flexible and adaptable by design.

Our CoE service is designed to empower organisations to strategically leverage the Microsoft Power Platform, in a governed and secure manner. We can support with:

- **Discovery and assessment:** We collaborate closely to understand your current Power Platform maturity level and conduct in-depth workshops to precisely define your organisational goals and aspirations.
- **Technical evaluation:** Conducting a thorough analysis of your Power Platform tenants, existing governance and usage patterns provides a holistic understanding of your landscape, pinpointing strengths and areas for optimisation.
- **Actionable strategic roadmap:** We can then create a clear report to advise on findings and best practices alongside developing a clear, phased Power Platform roadmap, ensuring direct alignment to your strategic vision. This includes identifying effective use cases and prioritising implementation initiatives designed to deliver maximum impact for your digital transformation journey.
- **Enhanced security and governance framework implementation:** Building and implementing robust enterprise-grade security policies, Data Loss Prevention (DLP) strategies, environment management, access controls and compliance frameworks tailored to stringent government requirements.
- **Environment strategy and lifecycle management (ALM):** Designing and implementing an optimal environment strategy along with robust Application Lifecycle Management (ALM) processes for efficient, consistent and controlled deployment of Power Platform solutions.
- **Application strategy and enablement:** Guiding the effective use of Power Platform solutions for rapid application development, establishing standards and empowering citizen developers securely.
- **Optimised workflow automation strategy:** Designing, implementing and governing scalable enterprise workflow automation using Power Automate to streamline processes and drive efficiency across departments.
- **Data integration and connectivity strategy:** Ensuring secure and effective utilisation of 250+ pre-built connectors and custom connectors to integrate with existing government data sources, adhering to data integrity and accessibility policies.
- **AI and automation innovation enablement:** Identifying opportunities and deploying solutions that leverage the Power Platform's built-in AI capabilities to drive intelligent automation and smarter processes.
- **Data insights and Power BI governance:** Establishing governance for Power BI to enable rich data analytics and self-service reporting, ensuring reliable insights while maintaining data security and consistency.
- **Fusion development and Pro-Developer enablement:** Nurturing collaboration between citizen and professional developers by providing guidance on how pro-developers can extend the Power Platform using custom code, connectors and Azure services.
- **Adoption and empowerment:** Delivering bespoke training programs (e.g., App, Automate and Agent 'In a Day' workshops), hackathons and encouraging a vibrant internal community to rapidly upskill your workforce and drive widespread adoption and innovation.

- **Platform monitoring and performance optimisation:** Implementing tools and processes for continuous monitoring of platform usage and performance and health, providing recommendations for optimisation and scaling to meet evolving demands.
- **Licensing and cost optimisation guidance:** Providing expert advice on Power Platform licensing models to ensure cost-effective usage and maximise the value realisation from your digital investment.

Fujitsu's Microsoft Power Platform Center of Excellence Service Benefits

Engaging with Fujitsu's Microsoft Power Platform Center of Excellence Service provides government organisations with a clear pathway to not only overcome current challenges, but also to strategically harness the full potential of low-code innovation. Our service delivers tangible benefits across your operations, including:

- **Holistic discovery and strategic alignment:** By comprehensively assessing your current Power Platform maturity levels and precisely defining your organisational goals, every subsequent strategic decision and CoE initiative is directly aligned with your unique business objectives, laying a robust foundation for targeted development and resource allocation.
- **Technical evaluation and landscape optimisation:** Our thorough analysis of your Power Platform environment, including governance and usage patterns, provides a holistic understanding of your operational landscape. This allows for the immediate identification of strengths to leverage and critical areas for optimisation, enabling data-driven decisions that enhance security, efficiency and overall platform health.
- **Delivering an actionable and phased strategic roadmap:** Translating insights into action, you will be presented with a blueprint that provides a prioritised pathway of high-impact initiatives and effective use cases, guaranteeing maximum tangible business value and a streamlined journey towards your digital transformation vision.
- **Scalable, sustainable and future-proofed innovation:** Our CoE approach ensures that your Power Platform adoption is built on a scalable, maintainable foundation. This allows for sustained growth, continuous innovation, and the seamless integration of future technological advancements without compromising stability or security
- **Accelerated digital transformation and service delivery:** By establishing clear strategies, empowering citizen developers and optimising development cycles, we can enable faster creation and deployment of critical public services and internal applications, significantly accelerating your digital transformation initiatives and responsiveness to citizen needs.
- **Enhanced security, compliance and risk mitigation:** Our specialised expertise helps you implement robust governance frameworks, stringent security protocols and comprehensive data loss prevention (DLP) policies. This ensures adherence to regulatory requirements, protects sensitive government data and drastically reduces the risks associated with unmanaged application proliferation and shadow IT.
- **Optimised resource utilisation and cost efficiency:** Through a structured approach to licensing, environment management and solution reuse, we help you maximise your investment in the Power Platform. This leads to reduced development costs.
- **Bridged skills gaps and empowered workforce:** We provide comprehensive training, best practices and a culture of continuous learning, upskilling your existing workforce and encouraging a community of practice. This empowers government employees to build solutions, drive innovation and become active participants in your digital journey, whilst reducing skills shortages.
- **Improved agility and data-driven decision making:** By enabling rapid prototyping and deployment of solutions, your organisation gains the agility to quickly adapt to evolving policy changes and citizen demands. Coupled with governed data insights from Power BI integration, this supports more informed, data-driven policy formulation and operational decisions.
- **Seamless interoperability and system modernisation:** We can optimise the Power Platform's native integration with your existing Microsoft investments (Office 365, Azure, Dynamics 365) and other critical data sources, facilitating interoperability and supporting a coherent strategy for modernising legacy systems across government departments.

Service Delivery Approach

Fujitsu's proven framework for designing, developing, implementing, transitioning and supporting AI Microsoft Business Solutions combines our industry specific business knowledge, Microsoft's best practices and well-architected frameworks and our hands on, practical technical expertise.

Supporting customers from Discovery through to Live, we ensure stakeholders are fully engaged. Our approach is centered on diligently identifying and capturing key benefits within a comprehensive roadmap, providing essential input into our customer's business case and establishing a well-defined technical and solution roadmap.

User-centred design is a fundamental element of our delivery methodology, enabling us to work closely with stakeholders, to:

- Acquire profound understanding of service user requirements through rigorous research and analysis.
- Drive continuous improvement by deploying incremental changes and prioritising collaborative feedback for superior outcomes.
- Grasp the strategic drivers and core business Key Performance Indicators (KPIs) underpinning each project.
- Create innovative solutions through rapid prototyping, guided by clear business objectives, validated user needs, thorough testing and intuitive user experiences.
- Utilise sophisticated analytics and tools for accurate, data-driven assessment of project effectiveness and solution performance.

Examples of activities, within our tailorable framework, can be found below.

Discovery: Understanding business objectives, user needs, evaluating technology and confirming policy boundaries.

- Project planning.
- Onsite/hybrid meetings and workshops (flexible based on client needs).
- Business strategy and objectives.
- Project and technical scoping.
- User requirements and persona development.
- Benchmarking and KPI reporting.
- Stakeholder engagement.

Alpha: Prototyping solutions to validate design and functionality

- Business analysis.
- UX/UI design (in alignment with Government design standards).
- Interactive wireframe development.
- Testing (in alignment with Government standards)
- Accessibility testing with screen readers, keyboard navigation and voice input (in alignment with Government standards).
- Stakeholder feedback.
- Iterative agile process.
- Alpha assessment.

Beta - Develop: Building robust solutions at scale, against the demands of a live environment in conjunction with business requirements.

- Power Platform environment configuration.
- Power Platform customisation.
- WCAG accessibility compliance.

- Quality assurance.
- Security and compliance testing – formal testing.
- Beta assessments.

Live: Iterative development continues post-launch, delivering continuous improvement whilst adapting to an evolving environment.

- Operational managed service.
- Continuous user research.
- React to changing user needs.
- Iteratively improve the service.
- Iterative development.
- Continuous integration.
- Live service support.

Service Deliverables

Our service deliverables are dynamic and customer-centric, aligning with an organisation's specific needs and its current stage of digital maturity.

Below is a representative selection of potential outcomes that demonstrate our comprehensive approach to Power Platform service delivery.

- **Center of Excellence:**

- Discovery findings report (derived from adoption assessment results and workshops).
- Prioritised findings list (technical review).
- Deep dive workshop summaries.
- MVP implementations (subject to scoping agreements).
- Installation (or update) of Power Platform Center of Excellence Starter Kit.
- Power Platform governance report.
- Power Platform governance roadmap.

- **Wider Power Platform delivery:**

- A formal, systematic approach to identifying, quantifying, and agreeing outcomes.
- Clearly defined Rough Order of Magnitude (RoM) costs for budgetary planning.
- Robust business case and a detailed benefits management plan.
- Strategic adoption and change management plan.
- Comprehensive technical and solution roadmap.
- User research programme for deeper insights.
- End-to-end implementation service design.
- Optimised solution architecture and business process design.
- Intuitive customer experience design (UX/UI).
- Detailed High-Level Design (HLD) and Low-Level Design (LLD) documentation.
- Precise requirements specification.
- Full-stack development.
- Thorough build documentation.
- Strategic testing strategy, comprehensive test plan, and execution.
- Targeted training and post-go-live support.
- Enablement and empowerment through 'In a Day' workshops and interactive hackathons.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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