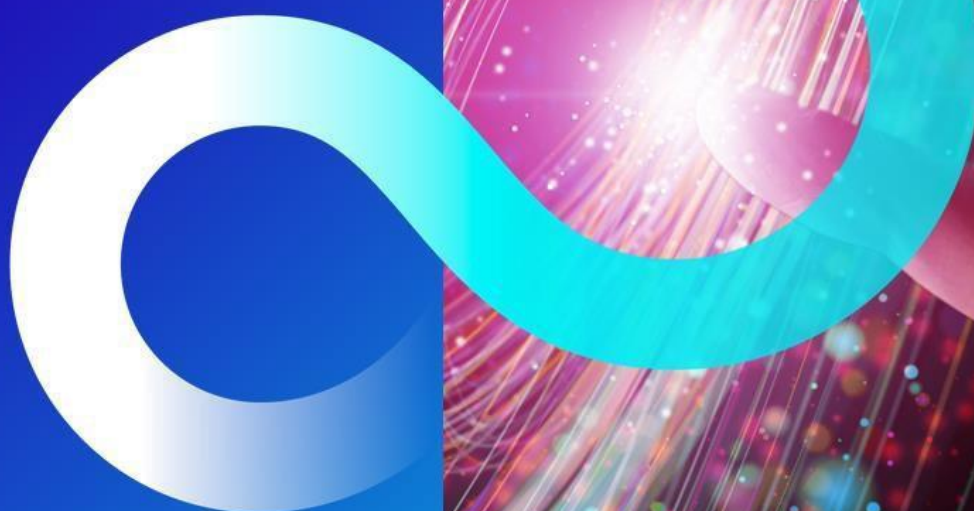


Service Definition

Microsoft Power Platform Professional Services

FUJITSU



G-Cloud 15

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Microsoft Power Platform Professional Services Overview

Rapid advancements in AI, automation and emerging technologies create a relentless pace of change. Amidst this, organisations are increasingly seeking to build bespoke applications and automate complex processes, recognising the significant benefits of reducing manual intervention, such as increased efficiency, accelerated data flow and reduced human error. Power Platform empowers organisations to continuously innovate and rapidly deliver tailored solutions, to address evolving demands and challenges effectively.



Fujitsu is a global IT services leader, recognised by clients and analysts (Gartner, TechmarketView, ISG) for digital transformation, Power Platform services, cloud services and AI.

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 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

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.

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 organisation's 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.

Rapid custom low-code application development

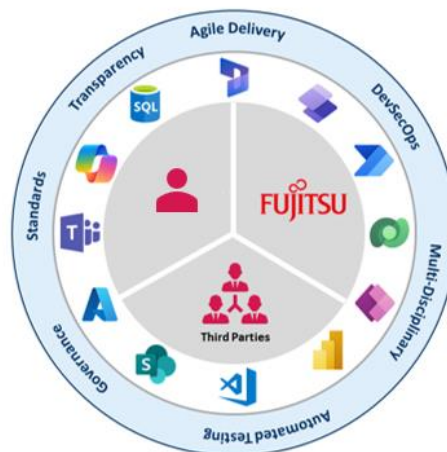
At Fujitsu, we leverage our deep technical expertise to design and develop robust Power Platform solutions. Our certified specialists offer comprehensive support, from architecting complex enterprise applications and integrations to optimising data models for ultimate performance. We ensure solutions are scalable, secure and seamlessly integrated with existing Microsoft ecosystems, placing a focus on delivering sustainable business value. We have a vast amount of experience in delivering Power Platform solutions across diverse industries from private, to public sector and heavily regulated environments. We leverage Fujitsu's, Microsoft's and industry leading best practices to ensure our solutions deliver maximum value.

Our specialists have a vast amount of technical experience in:

- Designing and developing Power Apps.
- Creating Power Automate workflows.
- Building Power BI dashboards and reports.
- Developing and governing Copilot Studio solutions.
- Developing Power Pages.
- Working with Dataverse for optimal security.
- Integrating solutions with connectors and third-party systems.

Citizen development

Recognising the importance of Citizen Development, in today's digital landscape, we enable organisations to unlock their internal potential. Citizen Development is crucial for accelerating innovation, reducing reliance on traditional IT backlogs and adopting a culture of agility at every level. Our unique fusion delivery model is specifically designed to encourage this capability. Our specialists work in close partnership with key customer stakeholders, supporting and guiding them to transition from observing development to independently creating Power Platform solutions.



Fujitsu's Fusion Delivery Model

Power Platform Center of Excellence (CoE)

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 (CoE) service supports customers to work towards attaining a mature, secure and strategically aligned Power Platform capability that maximises return on investment, promotes innovation and ensures sustainable digital transformation.

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

- **Stage 1 – Discovery & assessment:** It begins with discovery, adoption assessments and a technical review to understand the current landscape, identify gaps and define 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 & 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.

We have a dedicated Power Platform CoE G-Cloud 15 listing, where more in-depth information can be found.

'In-a-Day' workshops

As a truster partner, on behalf of Microsoft, Fujitsu deliver intensive, expert-led workshops designed to fast-track our customers proficiency in creating transformative Power Platform solutions.

App In-a-Day

Our Power Platform SME's guide users on how to develop intelligent, secure and modernised applications.

Participants will:

- Build intuitive Power Apps.
- Leverage Dataverse for secure cloud data storage.
- Automate workflows with Power Automate, gaining practical insights into infusing AI capabilities to enhance application intelligence and efficiency.
- Explore cutting-edge industry use-cases.
- Benefit from Fujitsu's enterprise-scale deployment expertise.

Automation In-a-Day

Our specialist team guide participants through mastering automation with Power Automate and Power Automate Desktop. This beginner-level workshop is designed for all, from business experts to IT developers, empowering organisations to digitise processes, share data in real-time between applications and optimise operations.

Participants will:

- Utilise Power Automate capabilities, including desktop flows, to automate business processes.
- Leverage AI Builder's form-processing models for intelligent automation.
- Orchestrate desktop flows effectively using Cloud flows.

Agent In-a-Day

This hands-on workshop focuses specifically on building and deploying custom Copilot agents.

Participants will:

- Learn foundational concepts and principles of Copilot Studio technologies.
- Apply knowledge in practical, hands-on lab sessions, building confidence with tools and techniques.
- Work collaboratively on team-based projects to solve real-world problems.

Hackathons

Fujitsu's hackathons are thoroughly designed to tackle core business challenges. We collaborate closely with customer stakeholders to identify and validate key business problems, to ensure they can effectively be solved and

addressed during the hackathon. The purpose of these interactive workshops is to address challenges and bring solutions to life. Hackathons are the perfect opportunity to collaborate with our customers and to understand where we can support them in addressing immediate challenges, whilst collectively considering future needs and strategic objectives.

Managed Services

Fujitsu's global team of over 100 Power Platform and Dynamics 365 experts provides adaptive 24x7x365 managed services, designed around customer needs. We offer client-specific or shared service support teams, to proactively safeguard application environments and quickly resolve issues to maintain seamless operations.

Our Evergreen Managed Service ensures Microsoft business applications remain fully functional and compliant through every update, protecting configurations, interfaces and data integrity. With optional Technical Service Manager support and training, we empower customers to leverage Microsoft's innovative technology without operational disruption, focusing on driving continuous value.

Power Platform Service Features

- Our specialists apply extensive technical expertise to seamlessly craft powerful applications and solutions, including:
 - Low-code/no-code development, encompassing Power Apps, Power Automate, Power BI, Power Pages and Copilot Studio.
 - Dataverse for optimal security.
 - Integration with connectors and third-party systems.
- Fujitsu's Center of Excellence (CoE) governance and guardrails framework – embedding security and data protection at the forefront of development.
- Increase Citizen Development and innovation through interactive workshops and hackathons delivered by Fujitsu, on behalf of Microsoft, as a trusted partner.
- Integrate effortlessly with over 250 diverse data sources via pre-built connectors.
- Achieve deep, native integration across Office 365, Azure, Microsoft Fabric and Dynamics 365.
- Benefit from robust enterprise-grade security and advanced governance controls.
- Leverage an embedded AI engine for intelligent automation and insights.
- Orchestrate sophisticated enterprise workflows using Power Automate.
- Develop intelligent, AI-driven agents without code via Copilot Studio.
- Unlock compelling data analytics and intuitive self-service reporting capabilities with Power BI and Microsoft Fabric.
- Extend functionality expansively with professional development options, including bespoke connectors and advanced application enhancements.

Power Platform Service Benefits

- Access to multi-disciplined, experienced and trained resources.
- Extensive, cross-sector experience, success stories and case studies.
- Fusion delivery model values the importance of collaboration and knowledge sharing with our customers.
- Accelerate time to market via accredited, multi-disciplinary teams.
- Dramatically boost employee productivity by intelligently automating repetitive processes.
- Establish a singular, authoritative source of truth by unifying data within Dataverse.

- Achieve seamless hyper-connectivity, integrating all business applications fluidly.
- Deliver versatile, mobile-ready applications with essential online and offline capabilities.
- Elevate customer engagement through intelligent, AI-driven Agents.
- Deploy resilient, highly cost-effective and sustainable digital solutions.
- Embrace a responsive, agile delivery methodology for continuous innovation.
- Provide an accessible and highly cost-efficient entry point to comprehensive digital transformation.

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.

Whilst 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 service portfolio, 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 & 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.
- Interactive wireframe development.
- Testing.
- Accessibility testing with screen readers, keyboard navigation and voice input.
- 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.

- 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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