



Custom AI Agents in M365

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1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

3. Services

Service Name

Custom AI Agents in M365

Service Description

Insight designs and deploys custom AI agents within Microsoft 365 to automate workflows, enhance productivity, and deliver tailored business intelligence. These agents streamline processes, improve decision-making, and unlock actionable insights, driving efficiency and innovation across your organization.

Features

- AI-powered document classification for large SharePoint repositories
- Automated metadata tagging to improve search and compliance accuracy
- Intelligent content extraction from unstructured documents and files
- Seamless integration with Microsoft 365 and SharePoint environments
- Scalable processing for enterprise-level document libraries and archives
- Customizable knowledge models tailored to organizational requirements
- Real-time insights for faster decision-making and collaboration
- Secure handling of sensitive data with compliance controls
- Continuous learning to enhance accuracy and relevance over time
- Advanced search capabilities using enriched document intelligence

Benefits

- Accelerates document processing and reduces manual effort
- Improves compliance through automated metadata and classification
- Enhances search accuracy with enriched document intelligence
- Enables faster decision-making with real-time insights
- Reduces operational costs through automation and scalability
- Strengthens data security with built-in compliance controls
- Unlocks hidden knowledge from large document repositories
- Supports seamless collaboration across enterprise teams
- Adapts to evolving needs with customizable AI models

- Increases productivity by transforming unstructured data into actionable insights

CONTACT US

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