



M365 Copilot Extensibility Advisory: Agents and Integrations

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	6
2.	Data backup and restore	6
3.	Service Pricing and Terms and Conditions	7
3.1.	Pricing	7
3.2.	Terms and Conditions	7
4.	Further information	7
PROPRIETARY AND CONFIDENTIAL		8

Service Definition overview

The Microsoft 365 Copilot Extensibility Advisory: Agents and Integrations is a cloud support advisory service delivered by CGI to help organisations plan and govern the safe extension of Microsoft 365 Copilot capabilities.

The service focuses on advising clients on how Copilot can be extended using agents, connectors, and integration patterns to support priority business scenarios, while maintaining appropriate controls over information access, security, and compliance. CGI works with clients to assess readiness, identify risks and constraints, and define practical design options aligned to organisational policies and operating models.

The service is advisory in nature and does not include the build, configuration, or deployment of agents or integrations. CGI provides clients with clear, prioritised recommendations and a structured roadmap to support informed decision-making and controlled implementation, where required, under separate arrangements.

Why CGI?

[CGI delivers the Microsoft 365 Copilot Extensibility Advisory as a governance-led, architecture-driven advisory service, supporting organisations to extend Copilot safely using agents and integrations, while maintaining appropriate controls for security, compliance, and operational sustainability.

CGI acts as a trusted advisor, helping clients understand the implications of Copilot extensibility, assess risks and constraints, and make informed decisions before committing to build or deployment activities.

CGI's approach to Copilot extensibility

CGI's advisory approach focuses on enabling value from Copilot extensibility without introducing unmanaged risk.

We help organisations:

- Identify where agents and integrations can provide genuine business value
- Understand how Copilot interacts with enterprise data and systems
- Define appropriate boundaries, guardrails and operating controls
- Establish a roadmap that supports controlled, scalable adoption.

CGI capabilities relevant to Copilot agents and integrations

Capability	How CGI applies it in this service
Microsoft 365 and Copilot expertise	CGI provides advisory expertise across Microsoft 365 Copilot, Copilot Studio (where applicable), Entra ID, Microsoft Purview, and collaboration workloads, ensuring extensibility advice reflects real platform behaviour and constraints.
Enterprise architecture discipline	CGI assesses Copilot extensibility in the context of business capabilities, information flows, and integration patterns, ensuring designs are scalable, supportable, and aligned to target operating models.
Information governance and security focus	CGI prioritises data access controls, least-privilege principles, auditability, and alignment to information governance policies when advising on agents and integrations.
Integration and operating model experience	CGI advises on integration options, ownership models, lifecycle management, and support considerations to help clients avoid pilot-only solutions that cannot be sustained in production.

Public sector delivery experience	CGI shapes recommendations to align with public sector governance expectations, regulatory requirements, and assurance needs.
Repeatable advisory methods	CGI applies structured assessment methods, prioritisation techniques, and reusable frameworks to deliver consistent, evidence-based outcomes.

Strategic Alliances

CGI and Microsoft

CGI and Microsoft share a vision for innovation. Using Microsoft's technology, CGI delivers enterprise services and solutions that drive enterprise agility, collaboration and innovation. As a Globally Managed Services Partner, a Solutions Partner for all 6 designations, we offer one of the largest suite of Microsoft offerings in the market.

25,000+
Experts

10,000+
Infrastructure experts

33
Service centers

12
Technology centers

6 + 7
Solutions Partner Designations
and Specializations

CGI has 8,000+ professionals specializing in Microsoft solutions and services. Our expertise is spread across more than 40 countries and provides customers with in-depth knowledge and experience in the implementation, support, management and integration of Microsoft technologies.

Key capabilities

- Solutions Partner - Data & AI Azure
- Solutions Partner - Digital & App Innovation Azure
- Solutions Partner - Infrastructure Azure
- Solutions Partner - Modern Work
- Solutions Partner - Security
- Solutions Partner - Business Applications

Technology capabilities

- Microsoft Azure
- Microsoft 365
- Dynamics 365
- Data & Analytics
- Industry Cloud Solutions
- Power Platform
- Security

About Microsoft

Microsoft's mission is "to empower every person and every organization on the planet to achieve more." Microsoft software helps businesses and consumers to reach their full potential, however they define it. Woven throughout daily life, whether it be work or play, Microsoft technologies flourish when they get into the hands of millions of global partners and customers enabling innovation often in new ways.

Learn more about the CGI and Microsoft partnership on cgi.com.



Key industry alignment

- Financial Services
- Government
- Manufacturing
- Retail
- Telecommunications
- Energy and Utilities
- Healthcare



Figure 1 CGI and Microsoft Strategic Alliance

How CGI works with clients

CGI typically works with a multi-disciplinary client team to ensure recommendations are balanced across technology, governance, and operations, including:

- Microsoft 365 / Copilot platform owners.
- Security and identity representatives.
- Information governance or compliance stakeholders.
- Business subject matter experts for priority use cases.

CGI facilitates workshops, evidence reviews, and validation sessions to ensure findings and recommendations are accurate, relevant, and actionable.

What differentiates CGI for this service

- Advisory-first delivery: CGI provides independent assessment and design guidance; implementation is not included unless separately agreed.
- Risk-aware enablement: Recommendations explicitly consider data exposure, permissions, compliance, and operational impact.
- Clear service boundaries: Scope, assumptions, constraints, and client responsibilities are defined upfront.
- Actionable outputs: CGI delivers prioritised recommendations and a roadmap that clients can take forward confidently.

Alignment to wider CGI advisory services

This G-Cloud service forms part of CGI's broader Digital Workplace, Enterprise Architecture, and CIO Advisory capability. It can be used independently or alongside related advisory services such as:

- Microsoft 365 Copilot Governance and Readiness Advisory.
- Microsoft 365 Information Governance Advisory.
- Cloud and integration strategy advisory.
- Operating model and service design advisory.

1. Service Description

The Microsoft 365 Copilot Extensibility Advisory: Agents and Integrations is a cloud support advisory service delivered by CGI to support organisations in planning and governing the extension of Microsoft 365 Copilot capabilities in a controlled and sustainable manner.

The service provides advice on how Copilot may be extended through the use of agents, connectors, and integration patterns to support defined business scenarios, while ensuring that information governance, security controls, and operational ownership remain appropriate for enterprise and public sector environments. CGI works with clients to assess the current position, identify constraints and dependencies, and define practical design options aligned to organisational policies, risk appetite, and target operating models.

This service is advisory in nature. CGI does not design, build, configure, or deploy agents, integrations, or custom code as part of this engagement. Instead, CGI provides structured analysis, architectural guidance, and prioritised recommendations to support informed decision-making and to enable clients to plan any subsequent implementation activities under separate arrangements, where required.

CGI delivers the advisory using a structured approach that balances business objectives, architectural considerations, and governance requirements. Engagements typically begin with a discovery and scoping phase to confirm client objectives, priority use cases, and the Microsoft 365 capabilities and integrations within scope. This is followed by a review of relevant Microsoft 365 controls, integration considerations, and existing governance artefacts to establish a clear understanding of the current position, constraints, and associated risks.

Based on this assessment, CGI defines design options and recommended patterns for Copilot extensibility, including appropriate boundaries, guardrails, and operating controls. Recommendations are developed with consideration for information access, identity and permission models, lifecycle management, auditability, and alignment with the client's wider enterprise architecture and operating model. CGI then produces a prioritised set of recommendations and a roadmap identifying sequencing, dependencies, and suggested ownership to support controlled and scalable adoption.

To deliver the service effectively, CGI requires access to appropriate stakeholders and information. This typically includes a named service owner or sponsor, representatives from IT, security, and information governance functions, and business subject matter experts for in-scope use cases. Clients are expected to provide agreed access to relevant Microsoft 365 administrative areas (read-only where possible), high-level information on target systems or data sources for integrations, and relevant policies or standards influencing security, data governance, or access control. Where access or information is limited, CGI documents assumptions and constraints and tailors' recommendations accordingly.

The service is time-bound and delivered to an agreed scope. No changes are made to the live Microsoft 365 environment as part of this advisory unless explicitly agreed under a separate contract.

2. Data backup and restore

The Microsoft 365 Copilot Extensibility Advisory: Agents and Integrations is an advisory service and does not include the provision, operation, or management of data backup or data restore capabilities.

As part of this service:

- CGI does not perform backup or restore activities for Microsoft 365 services, Copilot agents, integrations, or connected data sources.
- Responsibility for data protection, backup, and restore remains with the client and their technology providers.
- No service levels are provided for backup or restore under this service.

Where relevant to the agreed scope, CGI may review existing backup and restore arrangements at a high level and provide advisory guidance on considerations related to data protection, retention, and recovery in the

context of Copilot extensibility and integrations. This guidance is non-intrusive and does not involve configuration changes, validation activities, or operational testing.

Any recommendations provided are intended to inform decision-making only and do not constitute an assurance of backup or recovery capability.

3. Service Pricing and Terms and Conditions

3.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

3.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

4. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

PROPRIETARY AND CONFIDENTIAL

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

