

G-Cloud 15 Service Description

Custom Copilot Development and Implementation

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We help facilitate the creation of custom Copilots into your organisational workflows, harnessing AI to enhance productivity and creativity across Microsoft 365 applications. We apply our user-centred design and agile development methodologies to tailor Copilots to your organisational needs, leveraging the advanced capabilities of Copilot Studio.

What is the Service

Our Custom Copilot Development and Implementation Service offers comprehensive support for deploying Microsoft Copilot across various Microsoft 365 applications such as Word, Excel, PowerPoint, Outlook, and Teams.

The service includes setting up custom Copilots to automate tasks, generate content, and provide data analysis, thus enabling more efficient workflows.

By integrating Copilot, your organisation can transform its data into actionable insights, create compelling content swiftly, and enhance decision-making processes.

What can it do for you

Implementing Microsoft Azure Copilot can transform how your organisation interacts with data, automates processes, and accesses information. By using Copilot’s AI capabilities, organisations can significantly improve task automation, data analysis, and employee productivity.

Training and support are included to ensure that all levels of your organisation can confidently and effectively utilise the new tools, fostering a collaborative environment where human expertise and AI capabilities work in unison.

Service Features

1. Customised integration of Copilot across Microsoft 365 applications
2. Agile development processes to rapidly adapt and implement features
3. User-centred designs to enhance interface intuitiveness and user interaction
4. Automation of routine tasks in Outlook and Teams
5. Advanced data analysis and visualisation capabilities in Excel
6. AI-driven content creation in Word and PowerPoint
7. Real-time collaboration enhancements in Microsoft Teams
8. Secure data handling and compliance with organisational policies
9. Continuous updates and optimisations based on user feedback
10. Extensive training and support for all organisational users

Service Benefits

1. Increases efficiency by automating administrative tasks
2. Enhances creativity with AI-powered content suggestions
3. Streamlines communications with intelligent summarisation tools
4. Supports data-driven decision making with advanced analytics
5. Simplifies user interactions with natural language processing
6. Ensures data privacy and compliance within Microsoft 365’s ecosystem
7. Reduces training time with intuitive AI enhancements
8. Facilitates seamless collaboration across teams and projects
9. Optimises return on investment in Microsoft 365 technologies
10. Empowers employees to focus on higher-value activities

Contact details

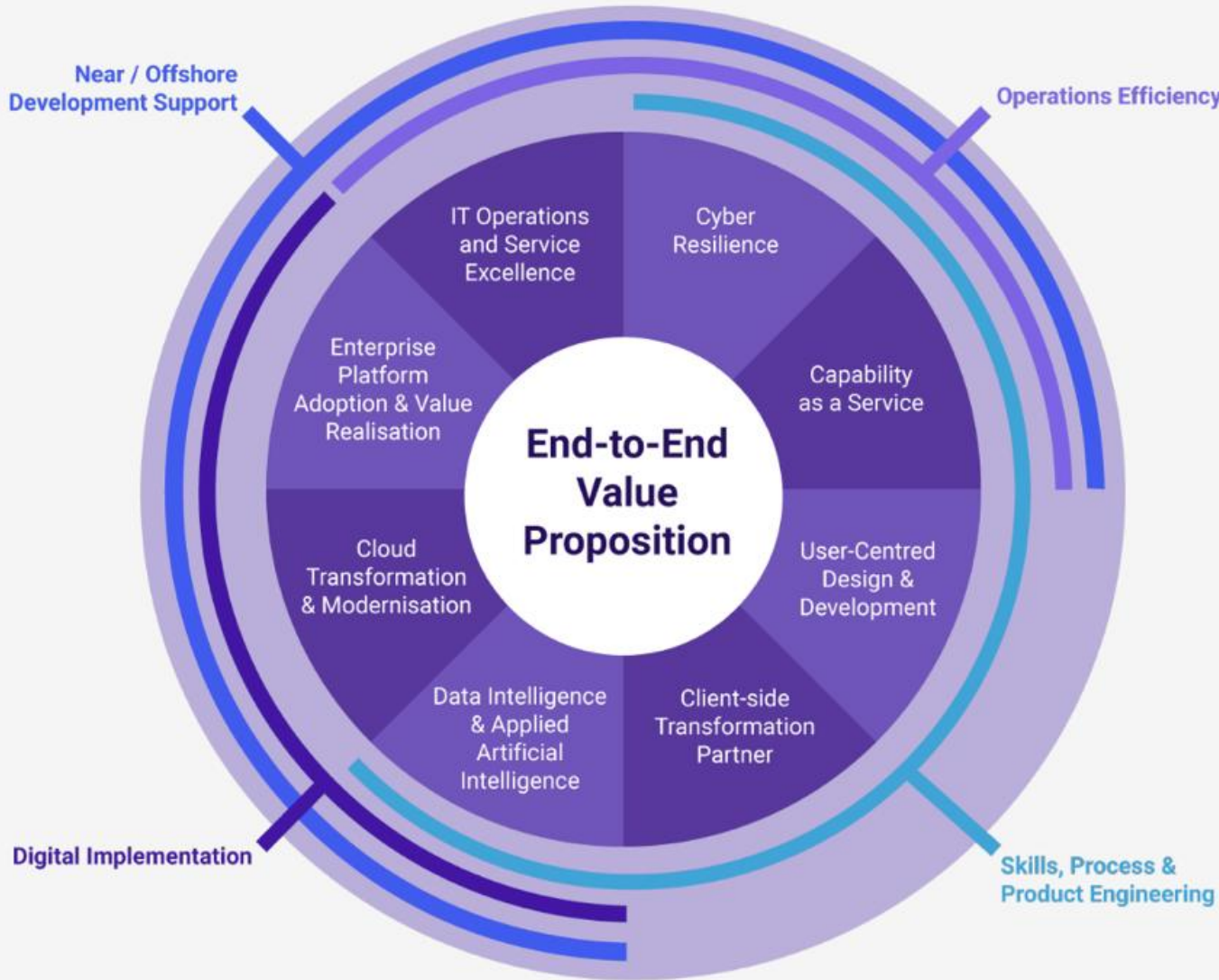
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

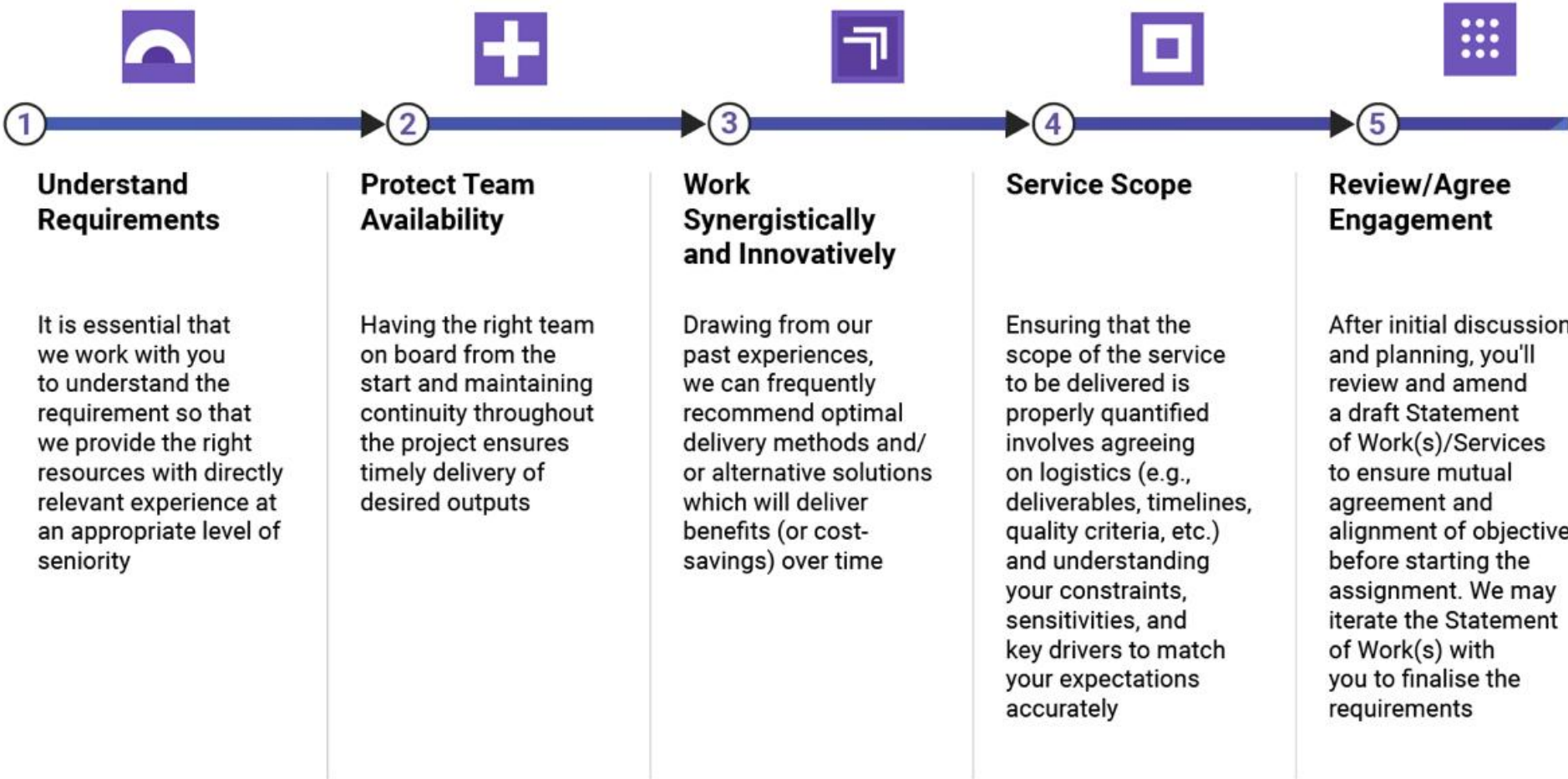
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

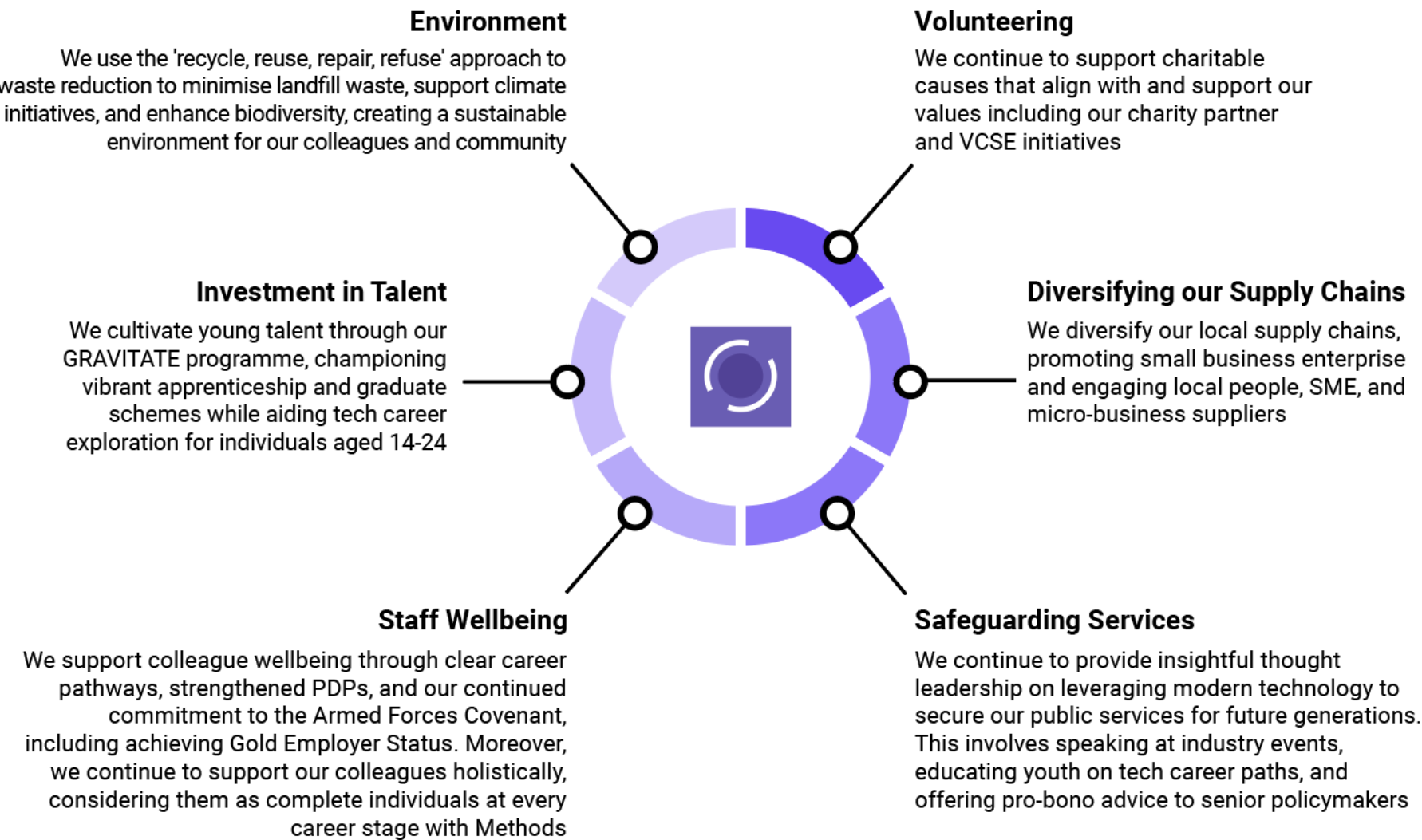


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.