



MICROSOFT POWER PLATFORM CONSULTANCY AND IMPLEMENTATION SERVICES G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides Microsoft Power Platform services to support organisations in designing, delivering and optimising low-code and AI-enabled solutions that improve productivity, automate business processes and enhance data-driven decision-making.

The service covers the full Microsoft Power Platform suite, including Power Apps (model-driven and canvas), Power Automate, Power BI, Power Pages, Copilot Studio, AI Builder and Dataverse. It supports both new and existing implementations, including service expansion, migration, optimisation and upgrade of Power Platform solutions.

Delivered within the customer's Microsoft tenant, the service enables organisations to extend Microsoft 365 and Dynamics 365 safely and securely, embedding automation, insight and AI capabilities into day-to-day business processes while maintaining governance, security and control.

KEY FEATURES

- Discovery, analysis and solution design for Power Platform initiatives
- Design, build and deployment of Power Apps (model-driven and canvas)
- Workflow automation using Power Automate
- Data modelling and management using Dataverse
- Reporting and analytics using Power BI
- External-facing digital experiences using Power Pages
- AI-enabled automation using Copilot Studio and AI Builder
- Integration with Dynamics 365, Microsoft 365 and third-party systems
- Governance, security and environment strategy for Power Platform
- Support for upgrades, optimisation and platform adoption

KEY BENEFITS

- **Improved Operational Efficiency**
Automates manual and repetitive processes, reducing effort and improving consistency.
- **Faster Solution Delivery**
Low-code capabilities enable rapid development and iteration of business solutions.
- **Better Use of Data and Insight**
Power BI and Dataverse provide trusted data and actionable insight for decision-making.
- **Secure and Governed Platform**
Solutions are delivered within Microsoft's security and compliance framework.
- **Enhanced User Adoption**
Solutions are embedded in familiar Microsoft tools, improving usability and uptake.
- **Scalable and Flexible Capability**
Power Platform solutions can evolve as organisational needs change.
- **Reduced Dependency on Custom Code**
Low-code approaches reduce complexity and long-term maintenance overhead.

- **Foundation for AI Adoption**

Supports responsible introduction of AI through Copilot Studio and AI Builder.

ADDITIONAL SERVICES

- Power Platform readiness and maturity assessments
- Governance, security and operating model design
- Centre of Excellence (CoE) setup and enablement
- Migration from legacy or unsupported platforms
- Advanced integration and custom development
- Reporting and analytics optimisation
- User training and citizen developer enablement
- Adoption and change management support
- Ongoing optimisation and support services
- Managed service options

Thank you

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Telefónica Tech

