Telefónica Tech

MICROSOFT POWER APPS SERVICES G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides an AI Business Solutions for Power Apps service to support organisations in designing, building and evolving intelligent, low-code applications using Microsoft Power Apps.

The service supports both supplier-led delivery and organisational self-build. Applications can be fully designed and delivered by Telefónica Tech, or organisations can be enabled to build and extend applications themselves using Power Apps, supported by defined governance, patterns and best practice.

Power Apps enables the creation of web and mobile applications that integrate with Microsoft 365, Dynamics 365 and third-party systems. By incorporating AI-assisted capabilities such as Copilot and AI Builder into the design and build process, the service supports faster application delivery, improved usability and enhanced data quality, while maintaining human oversight, security and control.

This approach supports sustainable application development, enabling organisations to move from delivery-led implementation to internal capability ownership without compromising quality, consistency or governance.

KEY FEATURES

Application Design & Build Services

- End-to-end design and development of custom web and mobile applications using Power Apps.
- User-centred and experience-led application design.
- Data modelling and application architecture using Microsoft Dataverse.
- Integration with Microsoft 365, Dynamics 365 and third-party systems.
- Pro-code extensibility where advanced customisation is required.
- Delivery aligned to organisational standards for security, quality and governance.

AI-Assisted Design & Development

- Copilot-assisted app creation, enabling natural-language prompts to:
  - Generate initial app layouts and screens.
  - Create Dataverse tables and data structures.
  - Suggest formulas, logic and validation rules.
- AI-supported refinement of user interfaces and navigation.
- AI-assisted acceleration of prototyping and iteration.
- Use of AI Builder for intelligent data capture, document understanding and classification.

Organisational Enablement & Self-Build

- Enablement of teams to design and build applications independently using Power Apps.
- AI-guided support within the platform to assist non-technical users during app creation.
- Reusable templates, design patterns and components to promote consistency.
- Training and knowledge transfer to support long-term capability ownership.
- Governance frameworks that allow innovation without uncontrolled sprawl.

Governance, Security and Quality

- Role-based access and identity integration using Microsoft Entra ID.
- Secure handling of data within the Microsoft Cloud and customer tenant.

- Clear controls around AI usage, transparency and oversight.
- Compliance with ISO 27001, ISO 9001 and Cyber Essentials standards.
- Support for continuous improvement and enhancement over time

KEY BENEFITS

- **Flexible Delivery Model**
  Supports expert-led delivery, organisational self-build or a hybrid approach that evolves over time.
- **Accelerated Time to Value**
  Low-code tooling and Copilot-assisted build reduce the time from idea to usable application.
- **Empowered Teams**
  AI-assisted app creation lowers barriers, enabling teams to actively participate in solution design.
- **Reduced Dependency on Specialist Development**
  Enables application delivery and evolution without long-term reliance on traditional development resources.
- **Improved Data Quality and Insight**
  Applications surface relevant data and AI-supported insight directly within user workflows.
- **Maximised Value from Microsoft 365**
  Extends Microsoft 365 by embedding business-specific functionality and intelligence into everyday tools.
- **Modernisation of Legacy Applications**
  Provides a low-code alternative to ageing applications while retaining critical data and functionality.
- **Solutions Aligned to Ways of Working**
  Applications are designed around how teams operate, rather than forcing changes to established processes.
- **Seamless Integration Across Technology Landscapes**
  Connects to Microsoft and third-party systems to support joined-up digital services.

ADDITIONAL SERVICES

- Power Apps discovery and readiness assessments
- Application rationalisation and legacy replacement planning
- Advanced Dataverse design and optimisation
- Integration with complex or specialist third-party systems
- Governance and operating model design
- Centre of Excellence (CoE) setup and enablement
- Adoption and change management support
- Ongoing optimisation and enhancement
- Support and managed service options

Thank you

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