



BUSINESS PROCESS AUTOMATION WITH OFFICE 365

G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides a Business Process Automation (BPA) service to help organisations streamline, modernise and continuously improve their operations through the intelligent automation of routine tasks using Microsoft 365 and the Power Platform.

Microsoft 365 provides the core productivity, collaboration and information management capabilities used across organisations, including Teams, SharePoint, Outlook and OneDrive. By extending these platforms with business-led automation and AI-assisted services, organisations can improve how work is executed without disrupting established ways of working.

The service integrates automation, workflow orchestration and AI-assisted insight directly into day-to-day business processes. AI capabilities are introduced in a controlled and transparent manner, ensuring that people remain in control of outcomes while benefiting from improved productivity, decision support and organisational agility.

KEY FEATURES

- Business process automation design, development and deployment using Microsoft 365 and Power Platform
- AI and automation readiness assessment, including data quality, security and governance considerations
- Recommended rollout strategy for Microsoft 365 and Power Platform automation
- No-code and low-code configuration using Power Automate and Power Apps
- Workflow automation across Microsoft 365 applications and third-party systems
- Integration of Microsoft Copilot capabilities to support productivity and decision-making
- SharePoint-based content automation, digital forms and approval workflows
- Teams integration for automated notifications and collaborative tasks
- Custom Azure development to support complex automation requirements
- Secure automation operating within the customer's Microsoft tenant

KEY BENEFITS

- **Improved Operational Efficiency**
Automation reduces time spent on routine tasks, enabling staff to focus on higher-value activities.
- **Improved Accuracy and Consistency**
Automated workflows reduce manual data entry and minimise the risk of human error.
- **Better Use of Microsoft 365 Investment**
Maximises the value of existing Microsoft 365 capabilities through extended automation.
- **Scalable Operations**
Supports growth and change without the need for proportional increases in staffing.
- **Improved Service Outcomes**
Automation reduces delays and improves consistency across internal and customer-facing processes.

- **Data-Driven Insight**
Integration with reporting tools supports better visibility of operational performance.
- **User-Centric Adoption**
Leverages familiar Microsoft 365 applications to support user adoption and change.
- **Secure and Compliant Automation**
Operates within Microsoft 365 security, compliance and governance frameworks.

ADDITIONAL SERVICES

- Automation and AI readiness assessments
- Business process discovery and optimisation
- Power Platform solution build and enhancement
- Integration with non-Microsoft systems and services
- Governance, security and compliance framework support
- User training and adoption support
- Change management for automation initiatives
- Ongoing optimisation and support services
- Managed service options

Thank you

Contact:



+44 333 188 7868



enquiries-bizapps@telefonicatech.uk



Telefónica Tech

