

Microsoft Power Platform

SERVICE DEFINITION

Version: 2.0
Date: 30/01/2026



Contents

Microsoft Power Platform Overview	3
Unleash the Potential	4
Approach to Delivery	6
Accessibility	6
Using the Service - Onboarding	7
Ordering and Invoicing	7
Pricing Overview	7
Implementation Plan	8
Termination Process	8
Training	8
Data Security	9
Data Back Up & Restoration	9
Business Continuity	10
Data Protection	10
Customer Responsibilities	10
Technical Requirements	11
Support	11
Account Management	11
About PDMS	12
Accreditations	12
Social Value	13
Our clients	14
Contact Details	15

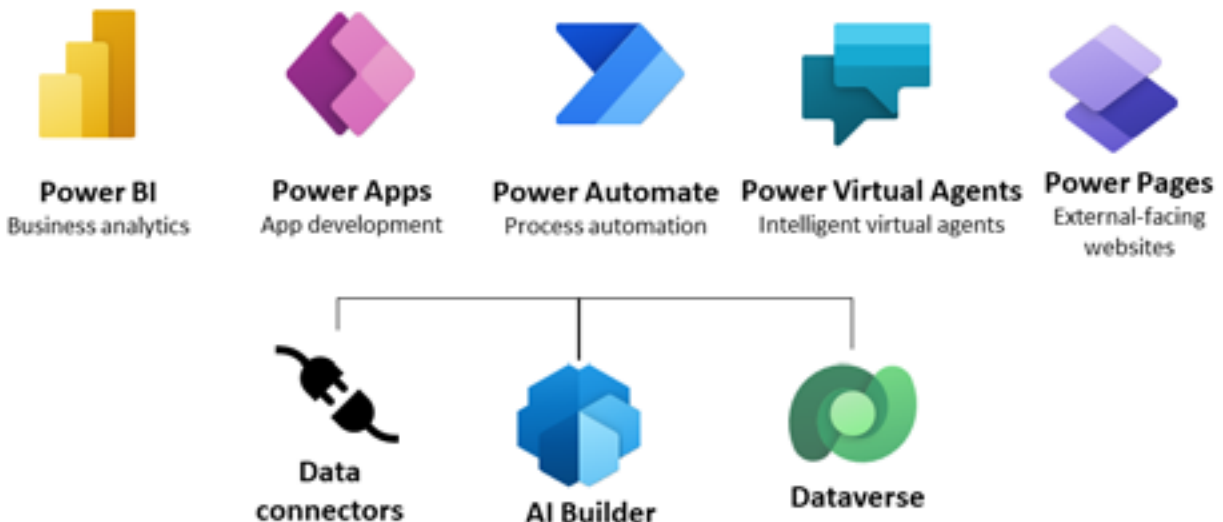


Microsoft Power Platform Overview

Microsoft Power Platform is a powerful suite of low-code development tools that enables organisations to create custom applications without the need for extensive coding expertise. With Power Apps, we can help you to quickly build intuitive, feature-rich apps tailored to your unique organisational needs, empowering your organisation to innovate, streamline processes, and drive digital transformation.



The low code platform that spans Microsoft 365, Azure, Dynamics 365, and standalone apps.



Unleash the Potential

Versatility

The Power Platform empowers you to build a wide range of applications, from simple productivity tools to more complex integrated solutions. Whether you need a mobile app for field data collection, a customer-facing portal for self-service, or a workflow automation tool, Power Platform has you covered.

Rapid Development

With its intuitive drag-and-drop interface and pre-built templates, Power Apps accelerates the application development process, allowing you to go from concept to deployment in record time. Say goodbye to long development cycles and hello to agility and efficiency.

Integration

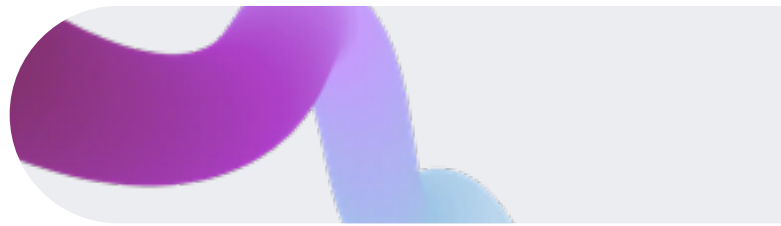
Seamlessly integrate Power Apps with other Microsoft services and third-party applications, including SharePoint, Dynamics 365, Microsoft Teams, and more. Harness the power of Microsoft's ecosystem to create holistic solutions that leverage your existing investments and maximise productivity.

Business Intelligence

Power BI allows you to transform raw data into visually immersive, coherent, and actionable insights. Interactive dashboards and organisational intelligence reports empower data-driven decision-making. By visualising data trends, patterns, and correlations, Power BI enables informed decision-making. Whether you're tracking sales, monitoring KPIs, or analysing customer behaviour, Power BI provides clarity.

Customisation

Customise your apps to align with your brand identity and user preferences. With a wide range of design options, including layout, colour schemes, and branding elements, you can create visually stunning and highly engaging user experiences that resonate with your audience.



Power Apps: a low-code approach to building apps



Build standalone web and mobile apps, customise existing apps in Microsoft 365 and Dynamics 365



Connect to all your data with 400+ pre-built connectors and custom connectors



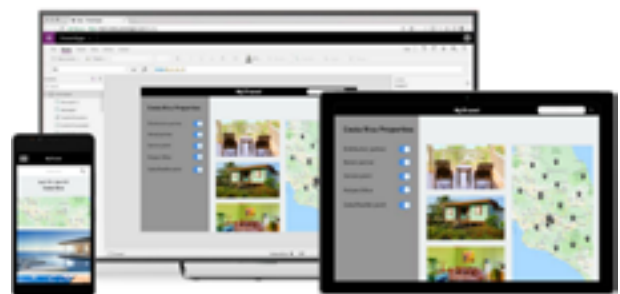
Add AI and intelligence with ease through built-in cognitive services



Provide IT guardrails with enterprise-grade governance and security controls



Pro-developer extensibility enables a "no limits" platform that spans organisational users and professional developers



We provide a range of services to help you maximise the benefits of Microsoft Power Apps

- **Consultancy**

Identifying opportunities for process automation, workflow optimisation, and productivity enhancement using the Power Platform

- **Development**

Designing and building Power Apps tailored to your organisation's requirements

- **Modernisation**

Assessing your current solutions and formulating a migration/modernisation strategy to move to the Power Platform

- **Integration**

Integrating the Power Platform with existing systems and database such as SharePoint, Dynamics 365, SQL Server, and third-party APIs, to create holistic solutions. Ensuring compatibility and interoperability between the Power Platform and existing systems, processes and infrastructure

- **Governance & Compliance**

Helping to ensure compliance with data security standards etc. Implementing role-based access controls, data encryption, and auditing mechanisms to protect sensitive information and mitigate security risks.

- **Customisation & Extension**

Customising and extending Power Apps functionality through the development of custom connectors, plugins, and extensions to meet specific organisational requirements.

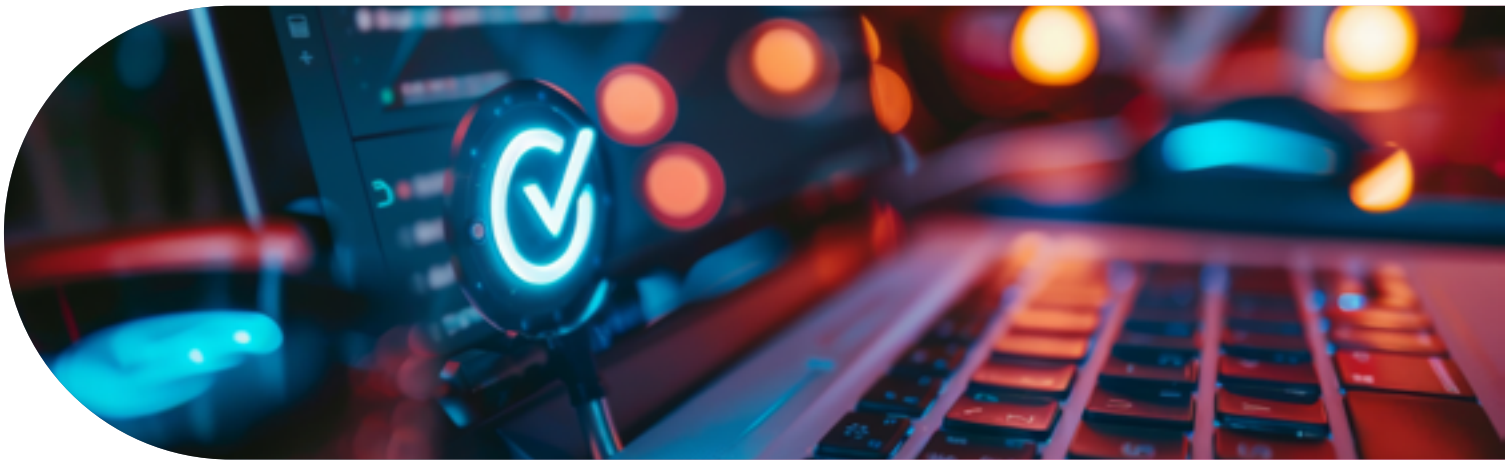




Approach to Delivery

We will work closely with you to design, implement and integrate the Power Platform into your enterprise technology stack. We will make sure your systems are architected properly to ensure the setup, flows and automations work correctly. Our process is based on a 4-step process:

- **Analysis and Scoping** to ensure we meet your organisational and budgetary requirements.
- **Design and Develop** to create and/or integrate solutions that achieve your organisational goals.
- **Test and Deploy** providing any necessary training to support user adoption.
- **Handover and Support** so your team can enhance your forms and workflows with a managed service option if you require additional support.



Accessibility

Accessibility is a core principle which is considered throughout our software and solution delivery process. Power Platform have been designed with accessibility in mind and Power Pages currently conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 accessibility standard.





Using the Service - Onboarding

Ordering and Invoicing

If you need more information or if you'd like to place an order for our Power Platform service, please contact PDMS on sales@pdms.com.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period will depend on your specific requirements.

Once we have a more detailed understanding of your specific requirements, we can provide a detailed cost breakdown which is usually on a Time and Materials basis.

We can also provide Fixed Price quotes depending on the project deliverables.

- Time & Materials services will be invoiced monthly in arrears.
- Fixed Price projects payment milestones will be discussed and agreed as part of our onboarding process.
- Recurring fees will be invoiced annually in advance.

Pricing Overview

You can find pricing information in the Power Platform Service Pricing Document and the PDMS Rate Card.



Implementation Plan

We will hold a number of briefing calls as part of our onboarding process where we will ensure that we have a shared understanding of the project outcomes, the broader project context and to establish agreed ways of working.

As part of our onboarding process, we will provide an implementation plan that may cover the following:

- Project Overview covering objectives and scope
- Project Roles & Responsibilities for stakeholders and key team members
- Project Delivery methodology e.g. Agile, Waterfall
- High level Project Timeline with major milestones etc.
- Risk Management to identify and mitigate any potential risks
- Change Management procedures
- Communication Plan, including channels, frequency and format
- High Level Technical approach
- Hosting (if applicable)
- Documentation and knowledge transfer
- Go-Live
- Post go-live processes such as support and system enhancements

Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract.

For Power Platform projects the notice of cancellation of service is at least 30 working days from request by the customer. If the client needs to cancel the service whilst the project is underway all remaining term capacity will need to be paid in full.



Training

PDMS provides training for our services and solutions in a variety of different ways. We will outline and provide costs for an agreed training plan and knowledge transfer as part of our onboarding process.

We offer several different training approaches including:

- Workshops and training sessions – in person or online
- User guides – including online wikis
- Online video tutorials and how to guides – for self-paced training or as refresher materials

We can also provide in-depth training to “Super-Users” of the solution to support a “train the trainer” approach.



Data Protection

PDMS is certified to ISO/IEC 27001:2022, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

This act gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



Data Back Up & Restoration

Backup and restore environments are provided by Microsoft.

We can discuss and adapt additional back up measures if required and these will be agreed and costed as part of the onboarding process.





Business Continuity

Power Platform solutions including Power Platform are built and deployed on Microsoft 365, a service hosted and managed by Microsoft. It has been designed and implemented to offer high availability. Microsoft's Enterprise Resilience and Crisis Management (ERCM) team oversees business continuity management and disaster recovery activities across Microsoft services and cloud offerings. You can find more information on Microsoft's business continuity and resilience via their website.

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.



Customer Responsibilities

Our clients will need suitable Power Platform licensing for the required Power Platform services.



Technical Requirements

There are system requirements, limits and configuration values for Power Apps. These are published on the Microsoft website and are regularly updated. This page includes information on the platforms, browsers and operating systems which are supported.

Support

We can provide ongoing support for your Power Apps implementation. We will tailor a package that meets your team's specific needs and provide a cost dependent on the exact nature of the service provided.



Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Project Managers are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will proactively support you to ensure that our services and solutions are delivering the best possible outcomes for your organisation.





About PDMS

PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

Accreditations



Microsoft
Solutions Partner
Digital & App Innovation
Azure



Memberships

techUK



Social Value

Right from the outset, giving back to our local communities has always been important to PDMS. We do this in many ways including fundraising activities undertaken by our generous and enthusiastic staff, corporate charitable donations to local, national and international causes and providing services in kind - for example, a new website for a sporting club or a database for a wildlife charity.

However, what we are most proud of is the time that our team generously gives up to support many community charities and organisations - particularly those that focus on young people. We provide mentors to schools and students, support the work of Junior Achievement and help to broaden the horizons of young people, especially young girls, when it comes to career opportunities in tech. We've welcomed hundreds of students on work experience, placements and apprenticeships over the years and have loved helping young people to learn more about the world of work and grow in confidence.

We want to play our part in protecting our environment too. Our ISO14001 accreditation, is helping us to measure and minimise our impact.

PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts to undertake work as part of the GCloud framework, we will discuss with the buyer appropriate levels of social value that we could offer that are aligned with the buyer's social value objectives, we also liaise with the relevant buyer project team to see how we can develop and maintain skills as part of any contract. We will look to support the buyer's own social value framework by offering work careers support, mentoring and supporting charities that help women and young girls to progress a career in tech, STEM ambassadors etc.

We regularly take on apprentices across different technical roles and 17% of our current development team started as apprentices.

We will pro-actively seek to openly share our knowledge/ expertise by providing online 'lunch and learn' training sessions on accessibility, agile delivery and UX design. Examples include work experience placements, careers talks & mentoring, diversity & inclusion initiatives and supporting the development of digital skills.

Our areas of social value focus are:



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



Our Clients





Contact Details

 pdms.com
 twitter.com/pdms
 facebook.com/pdmsgroup
 linkedin.com/company/pdms
 GetInTouch@pdms.com
 +44 1624 664 000

Isle of Man Office
Global House
Isle of Man Business Park
Cooil Road
Isle of Man
IM2 2QZ

Glasgow Office
Unit 5000, Academy Park
Gower Street
Glasgow
Scotland
G51 1PR