



Microsoft Power Platform, Copilot and Copilot Studio delivery and support

G-Cloud 15 Service Definition Document

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Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	4
4	Contact Details	7

1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹ and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

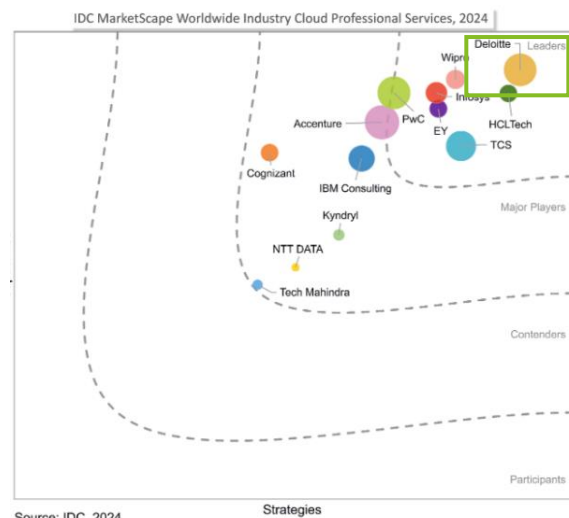


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Overview

Deloitte provides cloud strategy, design, development and support services for the Microsoft Power Platform, which includes:

- Power Apps (Canvas and Model-Driven applications)
- Power Automate (workflow and robotic process automation)
- Power BI (visualisation and reporting)
- Copilot Studio (low code chatbots and AI agent solutions)
- Power Pages (external-facing websites)
- AI Builder, Open AI and other Gen AI Plugins (pre-built/custom AI models to optimise business processes)
- Integrated services with the rest of M365 platform and third-party tools
- Azure DevOps for Deployment Pipelines (Application Lifecycle Management)
- Microsoft Fabric (unified data platform for analytics, data engineering, and data pipelines)
- AI Foundry (Enabling rapid innovation in AI and agentic capabilities)
- Microsoft Purview (data governance, data security, and compliance)

Deloitte delivers strategy, design, implementation, and support for business solutions, offering low-code and AI capabilities across data, front-end, automation, and governance. We leverage Microsoft Power Platform, Copilot Studio, AI Builder, Gen AI, Fabric, Purview, M365, Azure DevOps, and integration with other systems to deliver compliant and scalable solutions.

Service Features

- Strategy, vision, and business case development.
- Maturity assessment and comprehensive platform governance.
- Business analysis and requirements gathering.
- Solution design, implementation, testing, and delivery.
- Application modernisation: low-code, AI, and agentic transformation.
- Enterprise AI orchestration and agentic solutions.
- Organisational capability building and change management.
- Post-implementation managed solution support.
- Leveraging Deloitte's proven methodologies and tools.

Service Benefits

- Technology alignment to business-related strategy and goals.
- Low code, rapid development of cloud-based technology.
- Builds up organisational capability around the technology.
- Ideal for citizen-led development and automations.
- Leverages AI and agents to automate tasks and make intelligent decisions.
- Enables enterprise-wide orchestration to streamline complex processes.
- Utilises scalable and elastic cloud infrastructure for demand spikes.
- Ever-improving cloud platform, with regular updates, features and additions.
- Reduced IT Costs and reliance on IT resources.
- Robust security: RBAC, DLP, GDPR, industry compliance.

3 Detailed Service Description

Our Approach

Our approach covers the end-to-end lifecycle of a Microsoft Power Platform and AI-driven solutions programme. Leveraging the advanced capabilities in agentic AI, intelligent orchestration, and autonomous systems, alongside the comprehensive features of Power Platform and Copilot Studio, we will work with you directly to determine the exact approach that is relevant to your requirements and objectives. An indicative end-end approach is shown below.

Strategy and Advisory

We will support your organisation by working in collaboration with your project team and wider stakeholders to define the nature of the services required and set up the project to succeed. This typically includes:

- Discovery exercises to understand your challenges and objectives.
- Building your strategic vision, case for change and implementation roadmap to support it.
- Performing a maturity assessment with recommendations.
- Defining data strategy and architecture, leveraging Microsoft Fabric for unified analytics and AI workloads.
- Leveraging AI Foundry principles and platforms for the design and development of robust agentic solutions.
- Building ‘art of the possible’ demonstrations and rapid prototypes, showcasing the power of Microsoft Power Platform, Copilot Studio, and advanced AI capabilities to deliver agentic and autonomous solutions.
- Creating a detailed project plan for future AI-centric development and intelligent automation initiatives where required.
- Establishing comprehensive data governance and compliance frameworks using Microsoft Purview for AI-driven data assets and intelligent agents.
- Discovery exercises to analyse the usage, governance, and responsible AI practices within your Power Platform environment, leveraging the Center of Excellence (CoE) toolkit, Admin Center, and emerging monitoring capabilities such as Agent 365 to ensure effective oversight of AI-driven workflows and agent performance.

Business analysis and requirements gathering

We will work with you to fully understand your technology landscape, key processes and pain points, before compiling your requirements and proposed design, aligned to your business objectives. This typically includes:

- Performing an ‘as-is’ analysis and proposing a high level ‘to-be’ design.
- Based on business analysis activities, creating a number of user personas and user journeys, high level wireframes and a requirements specification for development
- Creating a requirements specification document
- Creating a solution architecture and design documentation, to be updated as the project progresses.
- Creating test planning and execution documentation

Solution delivery

This focuses on the development of new AI-driven applications and solutions leveraging the Microsoft Power Platform, Copilot Studio, and integrated data capabilities from Microsoft Fabric. We use a range of methodologies, including our own proprietary approach, for implementation and delivery of these advanced solutions. The development team will determine the best approach on a case-by-case basis, considering factors such as AI model integration, data governance requirements (e.g., Microsoft Purview), and will work collaboratively with your organisation to deliver a quality solution. To support go-live, we can also provide communications, training on AI-driven tools and agentic workflows, and business change support, where required.

Solution testing

During any Deloitte development of Power Platform, Copilot Studio, AI-driven solutions, and automation workflows, we will utilise proven testing techniques throughout the development phase, including Unit, System and Functional Testing. Our service helps buyers deliver high quality solutions with the Power Platform and typically includes:

- Development of testing strategy and testing approach
- Designing and delivering functional and performance testing for services during design, build and release.
- Support and knowledge transfer to your organisation in order to complete System Integration Testing and User Acceptance Testing.

Ongoing and post-implementation managed support:

We provide support for services that we have built and implemented.

The exact scope of support services is agreed on a case-by-case basis to match buyer needs, and can include:

- First line support for users
- Second- or third-line support for users
- Ticket tracking and resolution
- Continuous delivery of bug fixes and enhancements
- Monitoring of user feedback, and maintenance of a backlog of enhancement / improvement needs
- Continuous improvement services to address further needs.

Inputs and contributions required from the client

We have assumed that you will be in a position to provide certain inputs to the service, which we have listed here.

If you are not in a position to provide all of these inputs then we can discuss options, as it is likely we can reach an agreement to alter our approach to accommodate your situation:

- Making available the time of stakeholders and decision-makers to attend workshops, interviews, meetings, and user acceptance testing where required, for this project.
- Providing visible senior leadership to the project in order to drive its delivery in the business.
- Providing access to the best available information about the existing situation, technology landscape, and any related plans and strategies that may impact the project.
- Providing access to any systems required to support project outputs such as the solution design.
- Providing dedicated resource to the project in order that Deloitte and the customer can work collaboratively to achieve the results of the project.
- Providing effective working space for our joint team in a co-located space
- Reviewing and responding to documents requiring sign-off in a timely manner

- Contracting separately for the provision of any software licenses required for the technology solution and enabling these for use within the organisation.

Outputs / deliverables

The deliverables of this service will depend upon the roles that are agreed for Deloitte's scope in the Service Order.

They will be documented in the Service Order. Indicatively, typical deliverables that we may produce include:

- Project implementation document
- Business strategy documentation, including business case, vision, and maturity assessment.
- Project plan, detailing design, build, deployment and migration schedules.
- As-is analysis and to-be design.
- User personas, user journeys and wireframes
- Requirements specification
- Solution architecture and design documentation
- Test planning and execution documentation
- Communications, training, and business change documentation
- AI and Agentic governance frameworks, outlining responsible AI principles, ethical guidelines, and operational oversight for intelligent agents
- Data governance, security, and compliance documentation

Case studies

We can provide a number of relevant Power Platform case studies upon request.

Our team

We have an experienced team of 2,900+ certified Microsoft Power Platform professionals and provide a local, near-shore and off-shore delivery capability and are happy to provide further details upon request.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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