



littlefish
GROUP

Microsoft Power Platform

**Design, Build, Deployment, and
Managed services**

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Service Overview

Unlock the full potential of the Microsoft Power Platform with Littlefish's comprehensive services. We provide end-to-end consultation, solution delivery, and managed support tailored to your needs. From initial assessment and design to development, deployment and ongoing support, Littlefish acts as your trusted partner at every step to transform business processes, drive innovation, and achieve strategic objectives. We embrace the power of automation, analytics, and app development on the Power Platform so you can innovate with confidence, backed by our expert guidance and proven methodologies.

Our Power Platform services portfolio encompasses everything you need to plan, build, and run effective low-code solutions. Key service areas include Assessment & Advisory, Solution Design, Solution Development and Deployment, Managed Support, and Training & Enablement. In each area, Littlefish combines deep technical expertise with industry best practices to deliver business value. The sections below detail each service offering, followed by a summary table for quick reference

Key features

Assessment & Advisory Service:

Littlefish's experts conduct a thorough assessment of your current workflows, data infrastructure, and business processes to identify opportunities for optimisation and automation using Power Platform. Through workshops and discovery sessions, we work closely with your team to understand your goals and challenges, ensuring a tailored roadmap that maximises value. This advisory engagement may include strategic guidance on solution approaches, governance models, and creating a Power Platform Centre of Excellence (CoE) to foster low-code innovation.

Outcome: a clear Power Platform strategy and actionable plan aligned to your business objectives.

Solution Design Service:

Leveraging our deep Power Platform expertise, Littlefish will design custom applications and workflows that streamline your operations, enhance collaboration, and unlock data insights. Whether you need a Power BI dashboard for analytics, a Power App to digitize manual processes, or Power Automate flows to eliminate repetitive tasks, we craft scalable, user-friendly solutions aligned with your requirements. Our architects emphasize a 'configure-before-customise' approach, using out-of-the-box capabilities to minimise technical debt. We also map 'as-is' vs 'to-be' processes and incorporate security and compliance by design (e.g. role-based access control and data policies).

Outcome: a robust solution blueprint and architecture that meets your needs while adhering to Microsoft best practices.

Solution Development & Deployment Service:

With meticulous planning and execution, Littlefish implements and integrates the designed solutions into your environment seamlessly and with minimal disruption. Our team handles all configuration, development, data migration, and integration tasks, rigorously testing to ensure a smooth go-live. We utilize Azure DevOps for Application Lifecycle Management (ALM), ensuring version control and safe deployments from development through production. Littlefish also provides comprehensive training and documentation during deployment to empower your users and administrators to leverage the new Power Platform solutions effectively.

Outcome: a successful solution launch, with users prepared to adopt the tools and processes from day one.

Managed Support Services:

Littlefish's commitment continues post-deployment with reliable managed services and support to maximize the long-term value of your Power Platform investment. We monitor and maintain your Power Apps, Automations, BI reports, and portals to keep them secure, up-to-date, and high-performing. Support is delivered through a structured, ITIL-aligned framework covering incident handling, maintenance/patching, change management, and user assistance. Clients have access to a secure 24×7 support portal for logging/tracking issues, plus the option to raise tickets via email or phone. Littlefish provides standard support hours (09:00–17:30, weekdays) with options for extended or out-of-hours cover by agreement. Our triage process ensures timely responses with real-time status updates for every incident. Backed by a skilled three-tier support team (L1–L3), we resolve routine queries and complex issues efficiently, and can escalate to Microsoft Premier Support if needed for critical platform issues. We also proactively apply Power Platform updates and recommend optimisations as the technology evolves.

Outcome: peace of mind that your Power Platform apps and workflows are supported by experts, minimizing downtime and adapting continuously to your evolving needs.

Training & Enablement:

User adoption is central to Power Platform success. Littlefish offers bespoke training programs and coaching to ensure both technical teams and business users have the skills to build and use low-code solutions with confidence. We tailor training to different user groups – from app makers and citizen developers to IT administrators and end-users – covering Power Apps development, Power BI report building, Power Automate flow design, and governance best practices. Training can be delivered via hands-on workshops, 'train the trainer' sessions, and usage of real scenarios from your organisation for maximum relevance. As your team's proficiency grows, we can also provide consultancy days to help kick-start new apps or review designs, acting as on-demand experts to accelerate your Power Platform journey.

Outcome: empowered in-house teams that can expertly utilize and extend Power Platform solutions, leading to higher adoption and return on investment.

Customer benefits

By partnering with Littlefish for Power Platform services, customers gain multiple benefits:

- **Increased Efficiency:** Automating manual tasks and streamlining processes with low-code solutions leads to significant improvements in operational efficiency and staff productivity. For example, implementing Power Automate flows can eliminate tedious data entry or approval chores, freeing teams to focus on higher-value work.
- **Data-Driven Insights:** With Littlefish's help in building Power BI dashboards and analytics, organisations can unlock valuable insights from their data. Interactive reports and real-time visualizations support better decision-making and performance tracking.
- **Agility and Innovation:** Adopting Power Platform enables a more agile response to business needs. Users can iteratively develop new apps or adjust workflows quickly with little to no code. This fosters a culture of innovation and continuous improvement, supported by Littlefish's guidance on governance to ensure this agility remains secure and well-managed.
- **Cost Savings:** Our solutions often reduce manual effort and paper-based or legacy system costs, consolidate redundant processes, and optimise resource utilization. Additionally, by using configurable components and cloud services, organisations save on development and maintenance expenses compared to traditional bespoke systems.
- **Scalability:** The solutions Littlefish delivers are built to scale with your business growth. We design architectures using Microsoft Dataverse and Azure services (where appropriate) so that adding more users, higher data volumes, or new functional modules is seamless in the future. This protects your investment as needs evolve.
- **Expert Support:** You have access to Littlefish's team of certified consultants and support engineers at every stage of your Power Platform journey. This means expert help is on hand – from planning and design decisions to troubleshooting post-go-live – giving you confidence that you're following best practices and can overcome any hurdles.

These benefits translate into tangible business value and a strong return on investment for our clients. Littlefish's focus on knowledge transfer and user adoption also ensures that the improvements are sustainable long term, with your own team increasingly able to leverage the Power Platform to its fullest potential.

Service Management

Littlefish's service delivery is underpinned by robust service management practices to ensure a successful long-term partnership. Ongoing engagement and open dialogue with our customers are key to how we operate, which is why we provide structured reviews on a regular basis. We also establish joint governance processes to keep our services aligned with your evolving business needs and to continuously improve.

Service Review

Service Reviews are typically conducted on a monthly basis to evaluate the ongoing effectiveness of Littlefish's services. These review meetings are attended by your key IT stakeholder or sponsor and the designated Littlefish Service Account Manager (SAM), and often include a relevant Littlefish technical lead as needed.

During each Service Review, we jointly discuss a set agenda covering:

- **Performance against SLAs:** We report on support ticket volumes, response/resolution times and uptime versus the agreed Service Level Agreements.
- **System Health & Usage:** Presentation of any health reports (if part of the service) or key usage metrics, and analysis of trends in support incidents or system performance.
- **Issues and Resolutions:** Open discussion of any concerns, incidents, or problems, and status updates on their resolution. We use this time for any needed dispute resolution or to address areas of concern to ensure nothing is left unresolved.
- **Continuous Improvement:** Review of our Continual Improvement Program – e.g. progress on any agreed improvement initiatives, optimisations, or new feature rollouts. We highlight steps taken to enhance the service and showcase improvements (often backed by service metrics) since the last review.

After each meeting, the Littlefish SAM documents the main topics discussed and any action items or decisions made. This ensures accountability and follow-through on agreed actions. The regular cadence of Service Reviews keeps both our teams closely aligned and focused on delivering value, and provides you with transparency into service performance.

Governance Board (Strategic Oversight)

In addition to monthly operational reviews, Littlefish and the customer may periodically convene a Governance Board (for example, quarterly or semi-annually) for higher-level strategic oversight. This Governance Board typically includes senior stakeholders from your side and Littlefish's senior management. It serves to assess and discuss:

- **Overall Service Performance:** A holistic evaluation of how the services are contributing to your business objectives, including major achievements, major incidents, and general satisfaction levels.
- **Business Strategy Alignment:** We review any changes in your business strategy or priorities (new initiatives, shifting focus, etc.) and ensure our services and solution roadmaps align with your future direction.
- **Service Agreement Suitability:** Assessment of the current scope of services and agreement – are there any gaps or additional services needed? We consider the “fit” of our engagement and whether any adjustments are required as your needs evolve.
- **Opportunities for Enhancement:** Discussion of how Littlefish could further support your goals – for example, introducing new capabilities or emerging technologies (like AI features, Power Virtual Agents, etc.) to drive additional value.

Through these governance discussions, Littlefish aims to continually elevate and evolve the service delivered. We share ideas for innovation and improvement, and we proactively plan how the partnership should grow. As part of our standard process, we also use the monthly Service Reviews to highlight incremental improvements and enhanced reporting to the customer, which provide input into the Governance Board meetings. This two-tier review structure (operational and strategic) ensures both day-to-day excellence and long-term alignment of our services with your organisation's needs.

About Littlefish

- Littlefish is an award-winning Cloud based Managed IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.
- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!



Get in touch:

0344 848 4440

sales@littlefish.co.uk

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