



Bridgeall

Copilot Service Description



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1. Service Description

Microsoft Copilot is a suite of next-generation AI-powered assistants that integrate seamlessly across the Microsoft technology stack. By coordinating Large Language Models (LLMs) with your organizational data in the Microsoft Graph, Copilot turns your words into a powerful productivity tool, allowing you to summarize meetings, draft content, and analyze data using natural language.

1.1. Our Copilot Services

At Bridgeall, as a leading Microsoft Solutions Partner for Data & AI, we help organizations navigate the complexities of AI adoption. Our end-to-end services ensure you don't just "turn on" Copilot, but implement it securely and strategically.

1.1.1. Copilot Readiness Assessment

Many organizations risk "information leaks" by deploying AI before their data permissions are ready. Our assessment provides a clear roadmap to success by:

Discovery: Identifying your business objectives and attitude to risk.

Security & Governance Audit: Reviewing your Microsoft 365 tenant to ensure sensitive data (like salaries or private files) is correctly protected from unauthorized AI access.

Technical Pre-requisites: Verifying your SharePoint architecture and licensing model.

1.1.2. Copilot Accelerator

Our Accelerator is a dedicated methodology focused on driving real business value. We guide you through:

Licensing Support: Helping you procure the right number and type of licenses.

Training & Adoption: Delivering department-specific workshops to ensure your team knows how to prompt effectively and embrace AI in their daily workflows.

Pilot Management: Helping you review success metrics and refine your approach for a full-scale rollout.

1.1.3. Custom Copilot Solutions (Copilot Studio)

For requirements that go beyond the standard M365 apps, we use Microsoft Copilot Studio to build custom, low-code AI assistants. These can be integrated into your website or internal systems to automate customer service, assist your sales team, or streamline supply chain logistics.

2. Examples of Low code projects

2.1. Link Group – A Health & Safety Power App

One of the largest social landlords in Scotland, Link Group is a group of award-winning social enterprise companies serving over 15,000 customers.

As part of an on-going relationship with Link, supporting the Group on its journey to becoming a Modern Intelligent Workplace, Bridgeall delivered a new Risk Assessment solution using Power Apps. The new solution delivered cost and productivity improvements by streamlining the process of raising actions, reviewing and approving Risk assessments before they are finally published for use.

Consequently, Risk Assessments are now worked through to an approved state producing a final Risk Assessment document for organisation-wide use.

2.2. Whyte & Mackay – Streamlining the Product Innovation Process

Our client Whyte & Mackay required a solution to manage their New Product Innovation process.

Bridgeall delivered a Power Platform and Office 365 based approach to rapidly deliver a solution for the team. This was achieved using Power Apps to create a centralised solution and automating business process steps with Power Automate.

Feedback from Whyte & Mackay

“Our previous New Product Innovation system was out of date and wasn’t providing the right level of engagement through the business. Bridgeall’s unyielding commitment to the project, helped us to put in place a system which is not only fit for purpose, but provides a dynamic infrastructure for KPI reporting which in turn has driven a cultural step change in streamlining the associated business processes.

The system will enable new collaborative ways of working and provide the teams with ‘a single source of the truth’ for information. We’re delighted with the result.”

– John McGuire, Strategic Programme Manager & Joanne Mullen, New Product Introduction Manager

Working closely with the internal management team, NPI stakeholders and Whyte & Mackay, Bridgeall successfully designed and implemented a Power Platform solution to replace the existing NPI system.

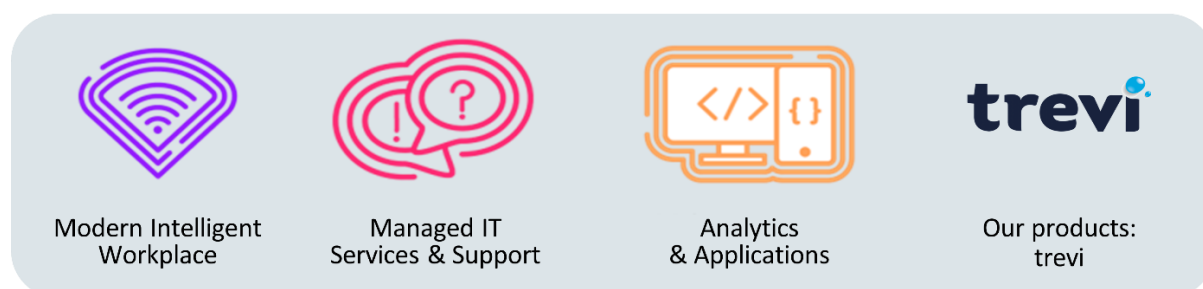
Bridgeall supported Whyte & Mackay to document and improve their existing processes and then digitise these into the solution. We were able to introduce trend and business analysis to help identify key areas where improvements could be made.

Built around two of Microsoft’s leading cloud offerings, the Microsoft Power Platform and Office 365, the developed solution combined the use of Power Apps, Dataverse, SharePoint Online, Power Automate and Power BI. A Power Apps Canvas application was created to allow users to interact with the data on mobile, tablet and desktop with a consistent and user-friendly interface. We centralised the data storage by storing all the operational data within Dataverse.

3. About Bridgeall

Since 2002, Bridgeall has successfully delivered hundreds of projects to private and public sector organisations. Our focus is on providing an exceptional service to our customers by delivering class-leading digital solutions. We are ISO 9001, ISO 27001 and Cyber Essentials Plus certified, demonstrating our focus on quality and governance in everything we do.

As well as having our own software solutions for the water market (Trevi), we split our services up into our 3 main business units; Managed IT Services & Support, Modern Intelligent Workplace and Applications & Analytics.



We are a one-stop-shop for all things Microsoft with certified consultants across the full stack and cloud solutions including Azure, Dynamics 365, Data & Analytics, Microsoft 365, SharePoint, Power Apps and Power Platform, working with the likes of:



Microsoft

Bridgeall takes great pride in our achievements in recent years of being a 10 x Microsoft Gold Partner. With Microsoft's new Cloud Partner Program, this changed the accreditation approach to focus on key solution areas. As a result, we have achieved the designations required to qualify as an accredited Microsoft Solutions Partner in the following key areas.



Modern Work

Azure Infrastructure

Azure Data & AI

Azure Digital & App
Innovation

In addition, we are a Tier 1 Cloud Solution Provider (CSP), meaning we have unique access to Microsoft licensing and can offer specialist licensing advice and pricing.

Being a CSP partner, Bridgeall can also offer our clients flexible pricing and billing options, as well as the ability to bundle multiple services together under a single contract.

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