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Intelligent Automation Roadmap Workshop

Service Definition

Service Overview

Ceox's Intelligent Automation Roadmap Workshop educates attendees in the capabilities of Microsoft's Intelligent Automation Platform and delivers a specific roadmap unique to each organisation.

The Intelligent Automation Roadmap Workshop, created by Business Applications Solution Partner Ceox, is expertly led by a Facilitator and Solution Architect from our team. The primary goal of the workshop is to empower organisations by helping them understand how Intelligent Automation can drive their organisation forward. The workshop kicks off with a 30-minute "art of the possible" presentation by Ceox - this presentation is intentionally thought-provoking and is designed to spark ideas and possibilities for all attendees. The remainder of the day is highly interactive and hands-on with Ceox skilfully facilitating the workshop, ensuring that participants actively engage with both the session leaders and content.

The workshop is divided into two distinct halves. In the first half (pre-lunch), participants focus on identifying current issues and challenges within their organisation. The second half shifts the emphasis to potential solutions and the business benefits they can bring. Based on the identified use cases that are specific to you and your business, Ceox will collaborate with participants to prioritise and shape a strategic roadmap that will enable the successful adoption and integration of the Microsoft Intelligent Automation Platform.

The workshop typically takes place between 10AM and 4PM with a short break for lunch. After the workshop, Ceox will provide you with a written report summarising the key findings and takeaways from the day.

Who should attend?

We find the best attendees are individuals who have a good knowledge of their area of work and are open-minded to change. Our workshops are often tailored to individual business areas, and we're flexible—we can run multiple sessions if it adds value. For instance, we've conducted highly successful workshops with Finance Operations teams looking at data management across multiple apps. Similarly, when working with IT teams, we help to shift their focus from internal IT delivery challenges to exploring how Intelligent Automation can enhance their processes. We've

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observed that having participants from various seniority levels contributes to a productive and dynamic workshop environment. With digital transformation at the heart of the Workshop, we will run the session in a dynamic way that suits your specific team skills.

What's the best Location?

We host organisations in our office in Guildford at no extra cost, or we can come and deliver the workshop in your location. All we need is a meeting room large enough for everyone to be able to move around in, and a wall large enough for a LOT of Post It Notes!

What's the benefit?

Every organisation that has attended the workshop has said how valuable they felt it was. Having a structured, facilitated approach to exploring your particular business challenges and opportunities, followed by thew creation of a roadmap of potential solutions helps businesses to understand the power and potential of the Microsoft Intelligent Automation Platform. Here's what one of our attendees had to say about the workshop:

"Without exception, everyone who attended said how much they valued and appreciated the workshop."

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About Us

At Ceox we work with Public Sector organisations to drive value and engage customers using Microsoft technology.

We work with Government Departments, Agencies and Public Bodies and the Social Housing Sector to deliver innovative solutions that help our customers provide better services for less money.

We specialise in helping organisations move to delivering services digitally. We ensure an engaging online experience available 24x7 as well as an optimised back office to provide operational excellence. As a Microsoft Partner with specialisations in Business Applications, Data & AI and Digital & App Innovation, we are experts in providing and supporting Power Platform, Dynamics 365, and Intelligent Automation.

The company was created when the founders, backed by years of public sector experience, identified a need for a smaller niche supplier who could deliver innovative technology solutions cost effectively. Ceox provides proven technical and industry expertise in a company that's agile, easy to deal with and helps organisations deliver cutting edge services efficiently.

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Our Other Services

At Ceox we help Public Sector organisations create and deliver Digital Services.

We understand the needs of your users, design and develop digital services and provide on-going support.

Discover

Discovery Services –To help organisations better understand their users, strategy, and technology choices. Our implementation projects start with a Discovery phase.

Design & Develop

Digital Services – We provide Digital Capability, working in an Agile manner using the best tools, approaches, and technologies to support your digital service development.

Power Platform – Deploy Power Platform to deliver value. **Power Apps** enables rapid development of business apps, **Power Pages** deliver low-code websites, **Power Automate** improves productivity through automating workflows, **Copilot Studio** delivers Next Generation AI via a no-code interface and **Power BI** helps organisations analyse and visualise data.

Dynamics 365 – Exploit the capabilities of Dynamics 365, with the scale to deliver quick solutions for small teams or enterprise level systems, including line of business applications and Case Management.

Intelligent Automation – Use Artificial Intelligence and Robotic Process Automation to automate processes and deliver efficiencies and reduce errors.

Microsoft 365 – Harness Microsoft's productivity suite, including SharePoint Online, to deliver efficiencies in the workplace with better communication and collaboration.

Managed Microsoft Azure – Microsoft's cloud platform provides increased security, innovative features, scalability and reduce IT costs.

Optimise

Managed Services – We provide piece of mind for your organisation by looking after your business-critical applications, underpinned by an SLA backed guarantee and established tools and processes.

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Our Experience

Our experience includes:

Government Departments

Department for Education

- Power Platform Grant Application and Management solution for Connecting Classrooms
- Power Apps Portal for Education Bodies to provide Reinforced Autoclaved Aerated Concrete (RAAC) information for schools

Department for Transport

- Dynamics 365 Public Enquiry Management solution to support Department's handling of Enquiries and Parliamentary Correspondence
- Development and support for a range of Corporate Power Apps deployed across DfT including Praise Management and Local Recognition, Declaration of Interests and Gifts and Hospitality

Foreign, Commonwealth and Development Office

- Intelligent Automation (RPA and AI) for Correspondence Management system using Power Apps and Power Automate

HM Treasury

- Utilised Power Platform to deliver RPA and AI for Correspondence Management

Welsh Government

- Leave Booking App (Cofnod) in Welsh and English to support cross government leave booking and management
- Power App based solution for managing Permits for Welsh Fisheries
- Developed processes and procedures for a Power Platform Centre of Excellence

Public Bodies

Historic Royal Palaces

- Dynamics 365 development and support for marketing campaigns

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Solicitors Disciplinary Tribunal

- Dynamics 365 Case Management System to support Tribunals
- Power BI development to provide Management Reporting with dashboards and reports

Transport for London

- Power Apps Development of Station Access App to manage safe access to London Underground stations by contractors and engineers
- Safe Track Power Apps Development to monitor on-going work and repairs on London Underground Tracks
- Microsoft Dynamics 365 portal for HGV safety registration solution
- Road User Charging system with Dynamics 365 and Azure

UKRI

- Power Platform Model Driven Application with SharePoint Integration to manage the bid process and store contractual documentation
- Power Pages solution to gather supplier details and internal Model Driven Application to manage the process of supplier proposals.

Valuation Tribunal Service

- Appeals Management System using Microsoft Dynamics 365
- Power BI Management Reporting solution

Social Housing

Stonewater Housing

- Power Pages Multistep Form, with authenticated access requesting information from applicants inquiring about properties

Network Homes

- Customer Service CRM solution utilising Dynamics 365
- Repairs Management system with Dynamics 365 portal
- Power Apps 'app' to improve employee engagement

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Get in Touch

To learn more about Ceox and our services, follow the links below or contact us directly.

https://ceox.co.uk

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Feel free to drop us an email on:

hello@ceox.co.uk

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If you'd rather talk on the phone, then our number is:

0333 987 4495