



Products & Services FY25

Let Us Introduce Ourselves

As a multi-award-winning Microsoft Partner we recognise that each organisation's journey towards innovation, growth and productivity is different; each organisation is unique and each problem complex. We've worked for some of the world's biggest organisations for more than two decades, using innovative technologies to transform complex areas of your business to save time and reduce costs.

Our Vision: We inspire our customers to realise their business potential with joined-up solutions based on our extensive experience.

Our Purpose: We inspire you with what's possible with Microsoft technology. We engage with you throughout your journey, to ensure we make your aspirations a reality. We empower and support you to embed sustainable change within your organisation to ensure solutions are successfully adopted.

Our Values: Everything we do is driven by our six values. We take these values seriously. We live by them, and we bring them to life in every customer engagement.

“We deliver business and technology consultancy to solve business problems using Microsoft Technologies.”

Steve Adams – CEO

Customer Focused

We focus relentlessly on you. We provide flexible, practical and value-added solutions and responsiveness. We deliver results by constantly taking the initiative.

People

We empower our people to make a difference and are responsible for our actions. We succeed through the creativity and excellence of our colleagues and their desire to invest in each other's success; working as a team to exceed your expectations.

Productivity

We are committed to delivering the maximum value we can to you. To always work ethically and to our maximum potential, delivering services that add value.

Innovation

We challenge the status quo and approach working with you through with creativity, fresh ideas, lateral thinking and a commitment to continually innovate.

Excellence

We aim to be the best partner a customer needs, taking leadership in Microsoft solutions, consultancy, implementation, and delivery.

Environment

We are conscious of the environment around us. We seek to minimise our impact by providing sustainable solutions and supporting our local community.



| Driving Transformation

We are an organisation of passionate colleagues with the common aim to excel in all that we deliver for our clients and partners.

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Our mission is to enable you to achieve your strategic outcomes, through the delivery of business solutions delivered on Microsoft Cloud technologies.

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Driving Transformation



We have compiled this document to provide an overview across the available products and services delivered by CPS. This is in addition to the individual services published on the portal which details the information regarding service and pricing. CPS' solutions are focused on delivering you a Modern Work environment that has all the components to support and deliver transformation across your organisation.



Driving Transformation



Modern Work

To keep up with the speed of modern business, organisations of all sizes are undergoing cloud transformation. Cloud services make it easier to deliver services, engage with customers and manage business operations.

In its simplest form, Cloud Transformation involves moving your technology to the cloud – be this apps, data, software, or your entire IT infrastructure.



Unified Communications

Effective communication is needed for demanding & fast paced enterprises, while hybrid working requires flexibility and confidence that technology can enable employees to work regardless of location.

A UC strategy integrates internally & externally across business applications and devices to deliver a great employee and customer experience.



Cyber Security

Cyber security is how you reduce the risk of cyber-attack, through the protection of devices and the services – at work and outside of work.

Cloud presents unique risks that you need to manage to protect your organisation. With an increasing number of users, devices, systems and data (sensitive and/or confidential) there is a need for a defined cyber security posture.



Data & AI

Data exists across your organisation, from sales to employee and customer information, systems performance, along with a growing number of connected devices gathering data.

Insights from this data is critical to your organisation, and when managed effectively, holds significant value that will help streamline your operational approach, and deliver your desired customer outcomes.



Digital Culture

Creating and sustaining a digital culture is a business imperative, and a connected and collaborative hybrid working environment is essential.

Digital culture is more than technology, process and mission statement. It is a state of mind that embraces being more connected, collaborative, flexible, data driven, transparent and open so you can achieve a stronger, more innovative, productive organisation, capable of reaching your goals.



Work Management

Improving the management of work is fundamental to building a competitive edge, delivering products or services to market, and making the most your valuable resources.

It is the systematic approach to orchestrating your organisation's workflows, such as projects, programmes, operational processes and routine tasks and governance - while providing clarity to teams so they can achieve their goals.

Project Delivery Framework



Our five-phase Delivery Framework represents an effective & scalable method to enable our consultants to focus on collaboration with you in a long-term partnership ensuring a common understanding and agreed expectations.



Understand

The goal for this phase is to identify the challenges your organisation is facing. Together we will work with you and your stakeholders to understand your vision, define your requirements and map out an approach for a successful engagement.

We approach this with a variety of techniques depending on the size/type of engagement ranging from 1-2-1 interviews to facilitated workshops, with topics ranging from Strategic Direction to specific product feature requirements and outcomes to ensure all involved reach a common understanding of what's required to achieve your goals.



Envision

Once we understand the challenges you're looking to address; we create a vision for your organisation's new working environment providing a range of playback scenarios to help your stakeholders visualize the future, from 'simple user stories' depicting how users will interact with key features of the solution through to developed prototypes enabling stakeholders to envision the new solution.

The aim is to have a clear understanding of the detailed requirements, priorities and to establish the likely impact points for users, these outcomes will set the direction for the design phase, from configuring the solution to designing the training approach.



Design

For a successful design outcome, we must consider the business need and usability to create the right technical design, a balance between form and function.

Throughout this phase we will bring the design to life using Wireframes, Prototypes and the use of User Personas/User Stories to ensure the solution meets the balance of business need and usability.

We work seamlessly with your IT team to design the technical platform to support the solution confirms to best practice and your IT standards to ensure the user experience is not diminished through poor performance.

We consider your training needs and will design an approach to support user adoption of the solution.



Build

Our goal is to guide you through the process by adopting 'Out of the Box' functionality to achieve your stated goals, it's an important path to follow to have a future-proofed and stable solution.

Our team apply industry best practice for software engineering, ensuring custom solutions are technically specified, before development, and once developed, they are tested and assured before release.

Depending on the overall implementation approach agreed during the initial envisioning phase an Agile, SCRUM or Waterfall method for building & implementing the solution would be used, all of which include the required quality assurance & control steps throughout the project to meet your stakeholder expectations.



Launch

Finally, we plan for a smooth roll out that incorporates the business transformation you require and ensure the new solution engages end users, continuing to support your deployment with follow on services as required.

While a new solution builds on the foundations established in the earlier phases of an engagement, our experience shows that its failure can often be found in the launch phase, the most well developed solutions, deployed in the wrong way can have a catastrophic effect on an organization.

Our Consultants, during this phase, are here guide and lead you through from the early stages of User Acceptance Testing, through Data Migration and Training to ensure the adoption is successful.

Adoption and Change Management Services (ACM)

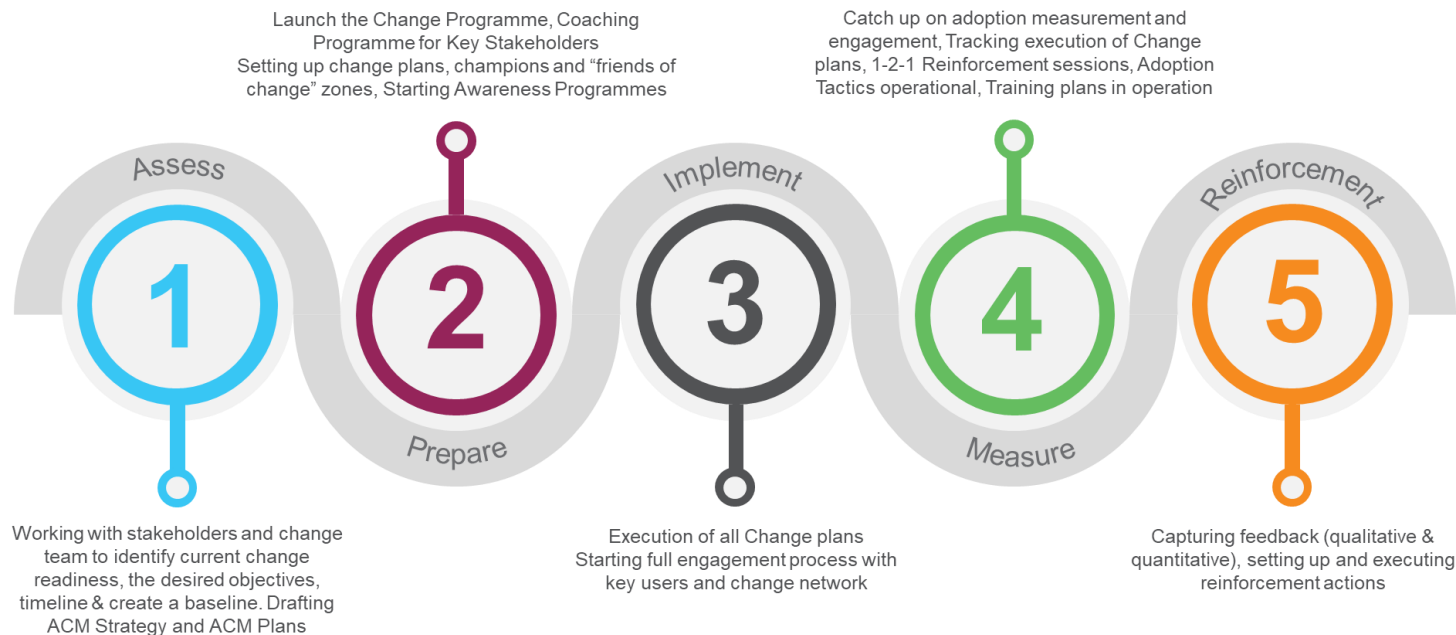


Cloud Support

Service Overview

Change Management practices underpin project delivery to mitigate and manage resistance, delivering a return on Investment, Prosci Change Management practitioners support during the initial assessment of change, making ready the organisation for change, managing the change, adopting the ADKAR Model for change management and seeing the reinforcement of change adoption.

User adoption is key to maximising your return on investment, be it OneDrive, Teams, EM+S, Exchange, SharePoint, Power Platform or a Dynamics 365 solution. Regardless of the solution you are planning to implement, CPS can support with the planning and implementation of change management to ensure users embrace the new solution, and you get the most value from your investment.



Features

- Change management strategy design and delivery
- Stakeholder analysis (strength of the sponsorship coalition)
- Project Risk assessment (level of risk pertaining to the project)
- Integration of change management with project delivery
- Change management readiness assessments
- Change management plans: communication, sponsorship, resistance, coaching & training
- Change management & transition support: communications, resistance, coaching & training
- Business Integrated Governance (BIG)

Benefits

- Objective assessment of your organisations readiness to change
- Objective assessment of your organisations ability to change
- Increased Return on Investment through increasing the speed of adoption
- Increased Return on Investment through increasing utilisation of change
- Increase in Adoption through awareness & need for change
- Increased workforce engagement from End-user to Sponsor
- Less disruption through proactive resistance management
- Risk Mitigation lost productivity, turnover, over running project
- PRINCE2 and Prosci™ Certified Change Management Professionals



Power Platform Implementation and Support Services

Cloud Support

Service Overview

Give everyone the power to quickly build and share low-code apps with the Microsoft Power Platform.

At CPS, our experienced consultants and developers will support you every step of the way – whether you're evaluating your organisation's needs, looking for packaged industry solutions, or just need help getting started with the Power Platform.

CPS' specialist Power Platform Architects and Developers support organisations drive process improvement and automation leveraging the maximum value from Microsoft Power Apps, Power Automate, Power BI and the Common-Data-Service.

Services include Governance, Design, Development and Support across the Power Platform with accelerator solutions for speedy return on investment.



Power Apps

Empower your team to start building and launching apps right away using pre-built templates, drag-and-drop simplicity, and quick deployment.



Power Automate

Automate processes to make your business more efficient with the design and implementation of bespoke automation.



Power BI / Fabric

Easily display and consume your companies' data using Power BI reports and dashboards while discovering insights into your business.



Copilot Studio

Respond rapidly to your customer and employee needs at scale, using intelligent chatbots.

Features

- Power Platform Art of the Possible - Solution Overview
- Power Platform - Centre of Excellence Design & Installation
- Power Platform - Governance, Architecture, Strategy
- Business/ End-user Requirements Capture, Definition, Workshops
- Solution Design (Apps, Flow/Automate, BI)
- Solution or portfolio Build (Apps, Flow/Automate, BI)
- Solution integration
- Support, Solution Administration and improvement
- Training, Adoption Planning, Communication
- Power Apps - Application Development

Benefits

- Drives automation of Business Processes
- Improves business efficiency/ productivity
- Enhanced auditability of process and approvals
- Encourages and Supports improved decision making
- Improves accessibility within the organisation
- Accelerated time-to-value through Low-Code/ No-Code adoption
- Streamlines/ standardises cross/inter departmental application portfolios



Microsoft Project / Planner Implementation & Support Services

Service Overview

Organisations often have disparate solutions and systems in place to manage work. This includes Excel, Project, PowerPoint, Word and any number of other disconnected tools all used in different ways by different people.

At CPS, we help organisations improve the way they manage their work through a combination of people, process, tools and governance.

This encompasses more than “project management”, and we use the term “modern work management” to describe task management for individuals, traditional and agile project management, all the way through to full portfolio and programme management.

CPS engage organisations to develop problem-solving visions, alongside creating strategy to deliver achievable, fit-for-purpose & sustainable solutions within their Portfolio Office. We improve clients' capability to deliver P3M and Change initiatives to time, cost and quality, by improving governance, planning & demand management, benefits management and resource management standards.

Features

- Current State Assessment, what's good and bad, what needs change
- Vision and Strategy, how to sensibly, sustainably improve change
- Governance framework, how to make better decisions on the portfolio
- Process and Roles, to do things better within the portfolio
- Technology – how to enable governance from the process
- Invigorating Project Support – making the portfolio work better
- Originating Project Support, embedding and sustaining P3M within business cycles
- Project Office Services, providing external expertise and manpower where needed
- Training and mentoring – reviewing capability, creating development pathways
- Critical Friend, external viewpoint to support key designs and decisions
- Copilot

Benefits

- Consensus on the problems and priorities before solution design
- Spend change funds on the right change initiatives
- Drive benefits in the solution bottom to top
- Optimisation of your P3M model to deliver more strategic objectives
- Avoided cost of imperfect manual solutions, investment exploited and sustained
- Connect strategy to delivery, improve reputation
- Spend less collecting less data and creating the wrong reports
- Plan more predictably, encounter less issues, and deliver greater benefits
- Consider more options, avoid internal politics, make better decisions
- PRINCE2 and Prosci™ Certified Change Management Professionals

Managed Services Provider (MSP)

Cloud Support



Service Overview

CPS provide dedicated Manage Services where you get a member of the CPS support team as your primary point of contact. Our support consultants are backed up by our network of business and technology consultants, giving you access to the best Microsoft 365 and Office 365 knowledge and advice.

Getting the best from your Microsoft solutions requires end-to-end support and expert advice. That means speedy issue resolution today, and insights to help you plan for tomorrow. CPS' Managed Services enables you to keep costs in check, while maintaining flexibility across your cloud, app, network, data and voice services.

- Microsoft 365 Platform Support
- Azure Infrastructure Support
- Application Support
- Managed IT Services
- Teams & Unified Communications
- Managed IT Service
- Power Platform Support
- Device as a Service
- Managed Desktop Service
- Backup as a Service

Cloud Solution Provide (CSP)

Microsoft's Cloud Solution Provider (CSP) program enables CPS to offer cloud services (licenses / SKUs) to your company on a monthly, pay-as-you-go basis. The CSP model allows CPS to add more value to your cloud experience with support, billing flexibility and expert advice built-in.

Flexible Licensing

A Microsoft Enterprise Agreement (EA) requires a seat count of 2500 (SKU) that must be met and maintained for the life of the contract (3-years). This means that for many organisations, an EA is not an option. The benefit of CSP is that your users and license numbers can be changed at any time, with costs adjusting accordingly. CSP provides licensing from one user upwards, though some licenses have a minimum level.

Inclusive Support

CPS provides a standard level support contract with your licensing. CPS can provide additional levels of support at cost, which is more proactive, including resource monitoring and security management. Your CSP also includes a built-in escalation agreement with Microsoft for additional support.

Features

- Exclusively UK based Service Desk
- ITIL compliant Service Desk
- 24x7 access to client portal
- A dedicated account manager
- A dedicated service desk representative
- Product experts in all implemented solutions
- Telephone and email access to the Customer Service Centre
- 2-hour initial response time
- ISO 20000-1:2018 (ITSM); ISO 27001:2013; Cyber Essentials Plus

Benefits

- Faster response times
- The right solution is delivered the first time
- Reduced reliance on us, through knowledge share
- Improved business continuity
- Ensures dedicated responds to system outages
- Enhance and evolve your solution based on specialist knowledge
- Empowers the user to interact with us 24x7
- Access to specialist knowledge
- Cost reduction and Risk mitigation
- ITIL certified professionals and fully compliant with ISO Standards

Find out how CPS can help your journey to the cloud

Contact us today



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