



Lucid Ops in a Box

AI-powered operations for Microsoft 365, delivered through the Model Context Protocol. For a single organisation, or for a managed service provider running across delegated customer tenants.

WHAT IT IS

- A multi-tenant, Microsoft 365-native Model Context Protocol (MCP) server that runs operations for your organisation, whether you operate a single tenant or manage multiple customer tenants through delegated access.
- Tools are consumed over MCP, so they work from Microsoft 365 Copilot, Claude, or any other MCP-compatible client your team already uses. There is no separate app to learn.
- Every outbound send passes through a sensitivity-label-aware data loss prevention gate before it leaves the tenant.
- Configuration, branding, document templates, and SharePoint topology are per-tenant, so each customer's workspace behaves like it was built for them.

CAPABILITY AREAS

Microsoft 365 productivity

- Mail, calendar, and contacts
- Teams, SharePoint, and OneDrive
- Planner, Excel, and Lists
- Bookings and Microsoft Places
- Unified search, action-item extraction

Business operations

- Timesheets and work activities
- Dataverse-backed CRM: customers, leads, opportunities, quotes, and cases
- Document and PowerPoint generation
- Invoicing, bid and RFI response
- Document Intelligence OCR

Governance and specialist

- Azure, Entra ID, Conditional Access
- Intune device management
- Defender and Purview compliance
- Microsoft 365 Copilot governance
- GitHub, Fabric and Power BI, Power Platform
- Partner Center and Pax8, Xero finance

Governance and specialist tooling is available on the Provider plan only. Microsoft 365 productivity and business-operations tooling is on both plans.

THE TWO PLANS

	Provider	Consumer
Who it is for	A managed service provider running Lucid across its own tenant and its customers' tenants.	One organisation running Lucid in its own tenant.
Tenancy	Own tenant plus client tenants, delegated through GDAP (granular delegated admin privileges).	Own tenant only. No delegation, no cross-tenant access.
Capability domains	52	35
Partner surface	Partner Center and Pax8 integration, partner-progress tracking, and credit-card reconciliation.	Not included.
Tenant auditor	Uncapped. Audit Microsoft 365 configuration, security posture, and storage across your client estate.	Included, capped at 25 distinct audited tenants.

Both plans are flat rate on a 1-month, auto-renewing term. Pricing is shown on the marketplace listing.

HOW ACTIVATION WORKS

- 1. Purchase and sign in.** Complete the marketplace purchase, then sign in to the Lucid Labs landing page with the Microsoft 365 admin account for your tenant.
- 2. Grant admin consent.** Review and grant consent for the Microsoft Graph permissions Lucid needs. These are delegated permissions only, so every tool operation is bounded by what the signed-in user is already permitted to do.
- 3. Activate.** Your subscription activates once consent is granted, and the landing page confirms the status and activation time.
- 4. Connect a client and verify.** Connect Microsoft 365 Copilot, Claude, or another MCP-compatible client, then run the onboarding status check to confirm which tools and domains are available on your plan.

A companion Dataverse managed solution is available on Microsoft AppSource and can be installed at any time to enable the full platform experience. Every tenant that uses Lucid grants admin consent explicitly; consent is not automated or scripted across tenants.