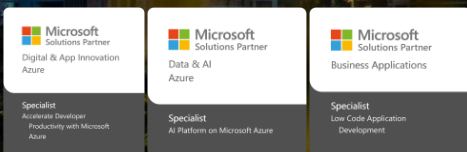


# AI Services

Capabilities, approach & experience



Microsoft Azure, Business Applications  
& AI Specialist Partner  
<https://acceleratetech.au>

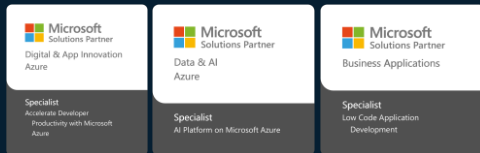


# Microsoft Solutions Accelerated

Your specialist Microsoft partner in government.

Accelerate is an innovative company leveraging Microsoft technologies to deliver fast, cost-effective, and efficient outcomes for organisations. We specialise in optimising operations, streamlining processes, enhancing customer experiences, and driving innovation with solutions tailored to meet your organisational goals. Our expertise spans Microsoft Power Platform, Dynamics 365, and Azure, helping clients transform their operations, reduce complexity, and achieve sustainable growth. We're a team of passionate individuals with history in large and small government organisations – we get government.

## Microsoft Advanced Specialised Partner:



## Government Panels:



## Local, Onshore expert Delivery Team

Our strong local presence ensures agile, high-value delivery with a deep understanding of local needs.



## Accelerated Government Solutions

Delivered over 100 solutions for government organisations, leveraging AI for transformative, repeatable results.



## Microsoft Certified

Advanced specialised partner + All staff are certified in Power Platform, Dynamics 365, and Azure, ensuring top-tier expertise.



# Accelerated Copilot Implementation Overview



## Copilot 365 Implementation



## Copilot Studio Agents



## Azure AI

### Blueprint

Data governance, tenant review, use case identification, AI Policies & assurance frameworks, billing and cost planning.

Business problem, pain points and Use case identification, user story mapping workshops, AI assurance frameworks, design documents.

Business problem, pain points and Use case identification, user story mapping workshops, AI assurance frameworks, design documents, Azure integration.

### Build

Deploy Microsoft 365 Copilot across targeted user groups, M365 tenant configuration, Purview & metadata uplift.

Rapidly build and iterate custom Copilot agents tailored to specific business processes, Power Platform governance, DLP and environment ALM.

Develop Ai infused apps & agents, Connect custom agents with enterprise data sources (e.g., SharePoint, case management, ERP, EDW's), Leverage custom models in Azure.

### Adopt

Deliver tailored Copilot 365 and agent training for end users, engage champions and executive sponsors. LT dashboards.

Copilot Agents & Power Platform CoE and CoP, operating model, continuous development and improvement.

Extensibility reviews, UI for AI use cases, IT operating model, BAU hand over. Continuous improvement with model releases

2-4 weeks



4-12 weeks



4-12 weeks+

# Copilot Studio as the UI for AI

BLUEPRINT

BUILD

ADOPT

High-level architecture showing how Copilot and Copilot Studio front a secure Azure AI platform using API Management, orchestration, custom models, extensibility and plugins.

## End Users

Knowledge workers in Microsoft 365 (Teams, Outlook, Word, Excel) leveraging AI capabilities in the tools they use every day.

## Copilot & Copilot Studio

Central, familiar UI with access in declarative, custom and autonomous agents

## Azure API Management / AI Gateway

Central AI gateway for Copilot traffic, Auth & throttling, Per-app / per-agent policies, Central logging & chargeback

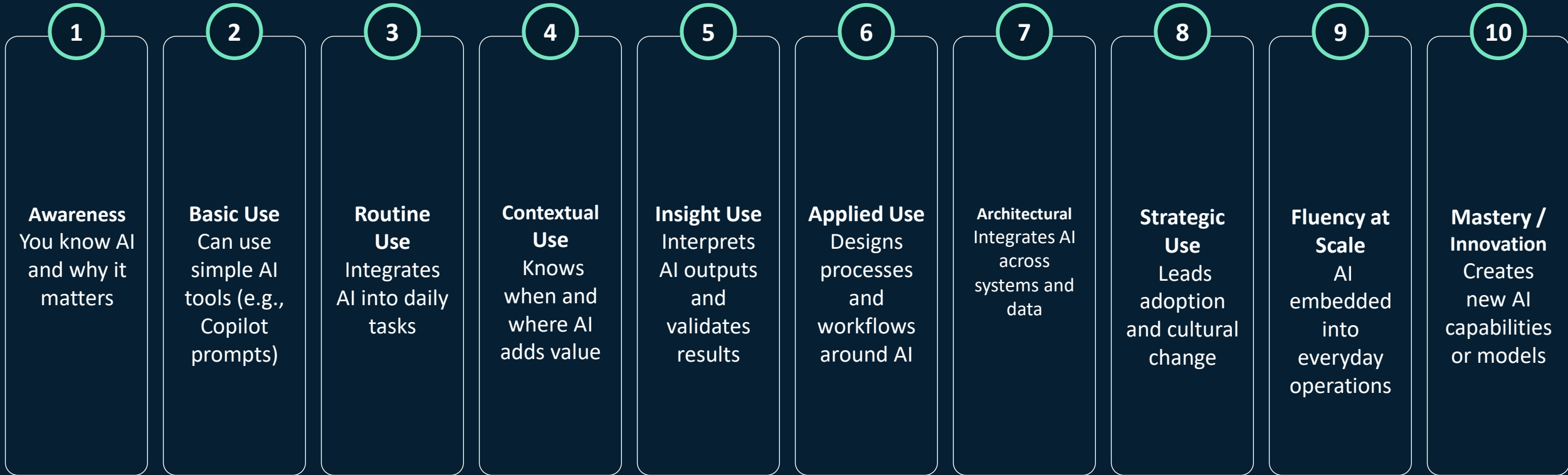
## Azure Functions / Logic Apps

Compose tools & data sources for each agent  
Implement guardrails & tool calling patterns  
RAG with enterprise data (Fabric, SQL, CosmosDb, Blob, 3<sup>rd</sup> Party)

## Azure AI Foundry

Custom models, fine tuning, RAG, graphRAG, content safety, PTU's, Prompt & context engineering, Agent to Agent workflows, Agent Framework

# AI Fluency Levels (Client assessment)



———— Tier 1 - Foundations    ———>    ——— Tier 2 - Application    ———>    ——— Tier 3 - Leadership    ———>

All clients undertake an AI fluency assessment to measure where they are and where they want to go.

# Who we've built AI solutions for in Public Sector

Agency	Year	Project	Technology	Environment	Microsoft Co-funded?
Government Technology Platforms NSW	2021/2022	MyProcurement – Invoice Automation	AI Builder (Power Platform)	Production	No
QLD Customer & Digital Group	2023	Qchat	Azure	Production	Yes
Dept Premier & Cabinet NSW	2023	Policy AI assistant	Azure	POC	Yes
DESBT	2023/2024	QLD Tourism Ai Chat	Azure/Copilot Studio	Production	No
Government Technology Platforms NSW	2024	myProcurement + Briefing Note assistant	Azure	POC	Yes
Infrastructure NSW	2025	Expert Finder	Copilot / Copilot Studio	Pilot	Yes
Pathology NSW	2025	Test Catalogue Ai Agent	Azure	Private Preview	Yes
Dept Customer Service NSW	2025	AI Landing Zone	Azure	POC	Yes
Inner West Council NSW	2025	eSignatures Agent	Copilot Studio	POC	Yes
City of Canada Bay Council	2025	Citizen Requests Back Office Agent	Copilot Studio	Production	No
Director of Public Prosecutions NSW	2025	Court Trial Summary & Digital Brief of Evidence	Azure	Planned Production	Yes
Waverly Council	2025	ARIC reporting agent	Azure	Pilot	Yes
Dept Primary Industries & Regional Development NSW	2025	Legal Case Management AI Assistant	Azure	Pilot	Yes
Plan SA	2024/2025	Customer Service Assistant	Azure	Planned Production	Yes
Transport & Main Roads	2025	RoadTek Ai Agent	Copilot Studio	Pilot	Yes

# Why Accelerate Tech's Deployment Model Works

Evidence-based, government-grade Copilot deployments with measurable outcomes.

BLUEPRINT

BUILD

ADOPT

**1 Proven in complex public-sector environments**  
Deployments across Australian state and local government agencies show we can operationalise AI workloads in highly secure & regulated environments.

**2 Aligned with Microsoft's recommended model**  
Our framework overlays Microsoft's Get Ready, Onboard & Engage, Deliver Impact, Extend & Optimise approach, keeping security, readiness and enablement coupled.

**3 Secure by Design architecture**  
We combine Purview DLP, sensitivity labels, SAM, audit, IRM, private end-points, VNets, environment routing and agent governance zones to ensure enterprise-safe Copilot deployments.

**4 Measurable value realisation**  
We track assisted hours, behavioural changes and KPIs using Dashboards and survey to quantify ROI and business outcomes.

**5 Ready for extensibility & next-gen Copilot**  
Once the core deployment is hardened, we extend solutions to incorporate other high value scenarios.

# Copilot Delivery Methodology

01

## Initiation

Multiple workshops with IT and key stakeholders, infrastructure setup



## Sprint Planning

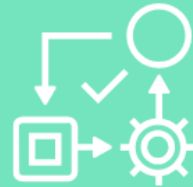
We employ user story mapping to plan out each sprint using an Epic, Feature, User Story hierarchy



03

## Development

We develop software in short 2 week sprints



## Release & Monitor

Sprints are released to your team, UAT is performed, the solution is then released into production



05

## Closure

In the closure stage, the project is formally completed This includes handing over all documentation and training



02

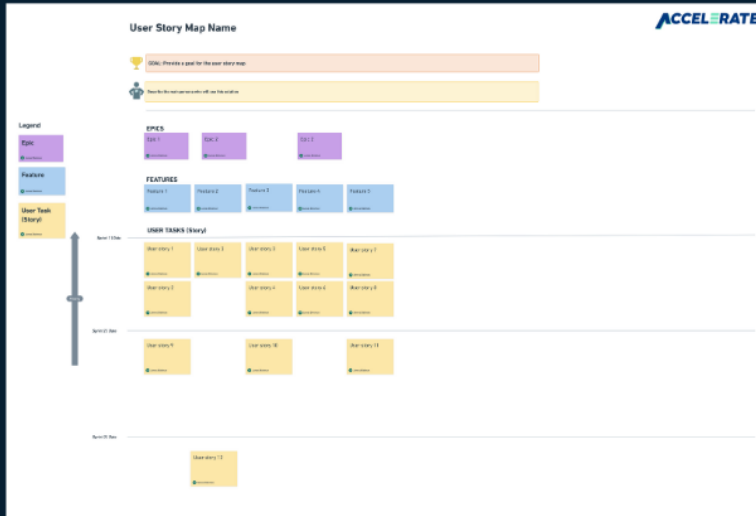
04

SPRINTS



# Copilot Delivery Methodology

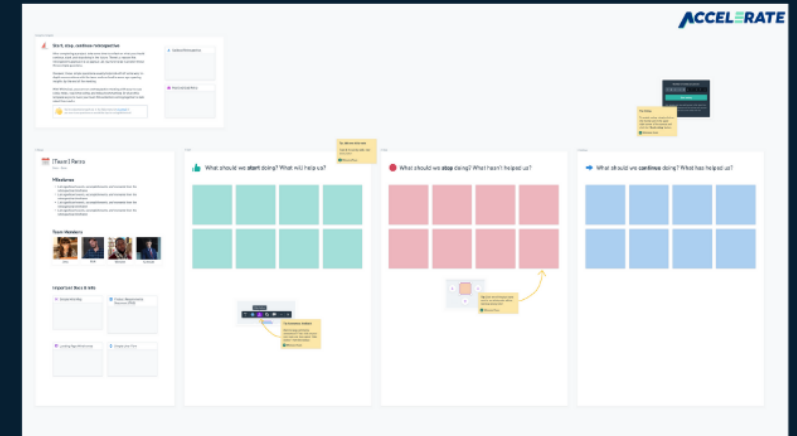
1. Each sprint starts with User Story Mapping workshops



2. Each sprint is managed in Jira or Azure DevOps



3. Each sprint completes with a retrospective



**i** We adapt to your current project management software setup. Whether you prefer using your internal Jira or Azure DevOps backlogs, or opt for our DevOps organisation, we can accommodate your choice.

**i** We use pipelines and code repos to automation solution development in Azure DevOps.



4. Code is pushed to production



# Documentation and Artefacts we provide

## Examples of the documentation we provide for Copilot Deployments

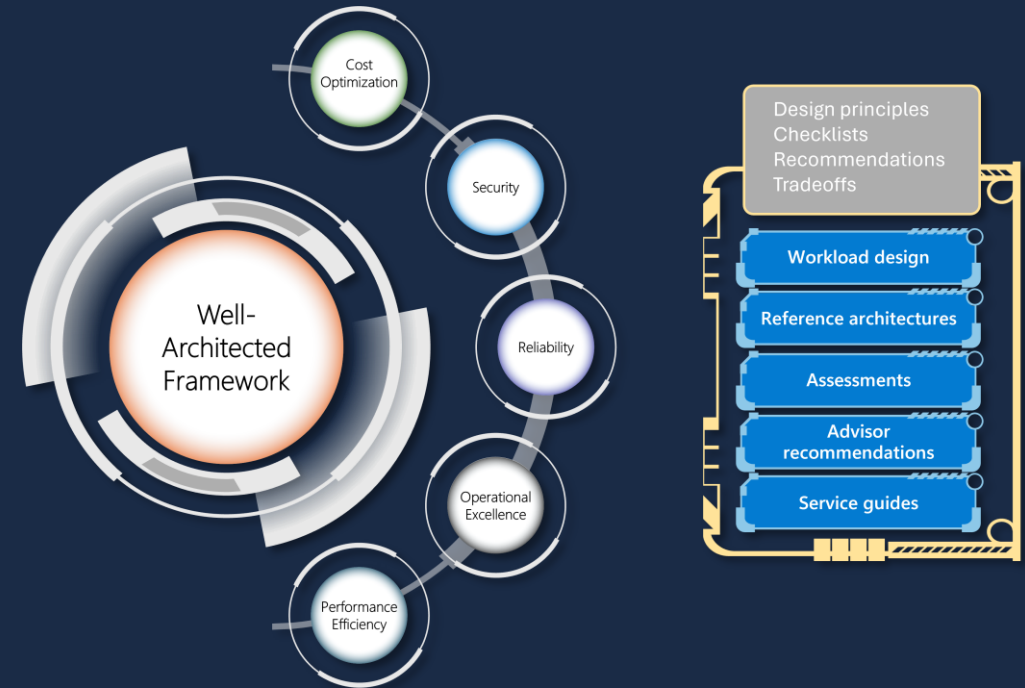
We provide standardised documentation for all projects to ensure clear communication, transparency, and effective project management. Our documentation is designed to support smooth project execution, agility and facilitate easy reference throughout the project lifecycle, ensuring all stakeholders are well-informed and aligned with project objectives.

Document	Business Applications Engagement	Azure / Data Engagement	Ai Engagement	Strategy, Architecture or Business Value Engagement	ePlanning.io Integration Engagement	ePlanning.io App Tracker Engagement
Design Document	✓	✓	✓		✓	✓
As Built	✓	✓	✓			
Test Plan	✓	✓	✓			
Implementation Plan	✓	✓	✓		✓	✓
Project Completion Report	✓	✓	✓		✓	✓
Advisory Report				✓		
Responsible AI Assessment			✓			
AI Skills / Resource Assessment			✓			

# Our Architecture Standards

## Examples of the documentation we provide for Copilot Extensibility Deployments

We design our solutions according to the Azure Well-Architected Framework, following Microsoft's best practices for AI workloads on Azure. By assessing your infrastructure, we address trade-offs between cost, speed, and reliability. Adhering to the framework's five pillars cost optimisation, operational excellence, performance efficiency, reliability, and security we ensure your solution is reliable, secure, efficient, and cost-effective.



### Cost

Cost optimisation to deliver efficient and budget-friendly solutions



### Speed

Optimise performance efficiency to ensure your solutions are fast



### Reliability

Dependable systems that maintain high availability & consistent performance

# Measuring the Impact & Value of AI Projects

## Custom Accelerate Tech VRP Solution

- To better track our customers value metrics and differentiate ourselves as a market leader in this area, we have developed our own business value tracking tool – the Value Realisation Tool, below are some screenshots of the solution.



ACCELERATE

VRP Platform  
Powered by Accelerate Tech

How It Works

Dashboard

Plans

Roles

Users

Surveys

Welcome, Admin User

A

▼

## How It Works

Transform your organisation with our comprehensive value realisation platform. Track progress, measure impact, and achieve sustainable growth through data-driven insights.

### Simple 4-Step Process

Get started with your value realisation journey in minutes

01

Create Plan

Define your organisation and value realisation goals

02

Set Roles

Configure user roles and permissions for your team

03

Track Progress

Monitor metrics and measure implementation success

04

Analyse Results

Generate insights and reports for stakeholders

### Key Benefits

Why organisations choose our value realisation platform

Cost Optimisation

Identify and eliminate inefficiencies to reduce operational costs by up to 30%

Advanced Analytics

Real-time insights and predictive analytics to drive data-informed decisions

Secure Platform

Enterprise-grade security with role-based access control and data encryption

Transformation Journey

Guided implementation with measurable milestones and continuous improvement

ACCELERATE

VRP Platform  
Powered by Accelerate Tech

How It Works

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Welcome, Admin User

A

▼

## Value Realisation Platform

Transform your business outcomes with our comprehensive value realisation planning and management platform. Track progress, measure ROI, and drive success across all your initiatives.

12

Active Plans

\$2.4M

Total Value

24

Team Members

85%

Success Rate

Value Realisation Plans

Create and manage comprehensive value realisation plans with timelines, status tracking, and progress monitoring.

Active Plans: 12

Role Management

Manage job roles and their hourly rates for accurate cost calculations and resource planning.

Total Roles: 8

User Management

Control system access, maintain user profiles, and manage permissions across the platform.

Active Users: 24

Survey System

Create and manage surveys with questions for collecting feedback and measuring satisfaction.

Surveys Created: 6

### Ready to Accelerate Your Success?

Start creating your first value realisation plan today and see the difference our platform can make.

Get Started Now

Built with Next.js and Tailwind CSS • Powered by Azure Cosmos DB

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ACCELERATE

VRP Platform  
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A

▼

← Back to Plans

Test- UTK

active

Edit Plan

/plans/34ef33d-5b45-44aa-bf29-15662d150e0e?mode=read

### Plan Details

Plan Name

Test- UTK

Status

active

Description

Solution for Customer care

Duration

90 days

Start Date

10/09/2025

End Date

10/01/2026

Created

09/09/2025

Last Updated

09/09/2025

### Implementation Costs

3 costs • Total: \$12,000

Total Costs

3

One-time Costs

1

Recurring Costs

2

Total Value

\$12,000

#### Add New Implementation Cost

Cost Name \*

e.g. Software License, Training Program

Cost Type \*

License

Amount (\$) \*

e.g. 1500.00

Frequency \*

One-time

Vendor

e.g. Microsoft, Salesforce

Description

Additional details...

Add Cost

### Implementation Costs (3)

COST NAME	TYPE	AMOUNT	FREQUENCY	VENDOR	ACTIONS
Software Fabric	license	\$2,000	annual	Microsoft	Edit Delete
infra	setup	\$5,000	one-time	Microsoft	Edit Delete
Azure storage	setup	\$5,000	annual	Microsoft	Edit Delete

ACCELERATE



# Contact

**Thank you for reading.**

To keep the discussion going and learn how we can help you implement and adopt Microsoft Solutions visit the QR codes below.

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AI Business Briefing

AI Technical Briefing

Resources

Early access to our  
Copilot ROI Calculator

