



CPS AgentOps

Operationalise AI Agents with Confidence,
from Copilots to Custom Agents

What is AgentOps?

AgentOps is CPS's proprietary framework for managing the full lifecycle of Microsoft AI agents, from out-of-the-box Copilots to advanced, custom-built solutions using Copilot Studio, Azure AI, and Agent Builder. Just as DevOps revolutionised software deployment, AgentOps provides the governance, tooling, support, and scale to embed AI agents securely and sustainably across your organisation. AgentOps ensures that your AI agent ecosystem is not just built, but adopted, supported, and evolved, driving real business outcomes, safely and at scale.

Who Can Benefit, and How?

- ✓ **IT Leaders:**
 - Establish safe and governed AI adoption
 - Reduce technical risk with a standardised model
 - Gain full visibility & control over agent deployment
- ✓ **Business Users & Departments:**
 - Receive role-based agents that meet user needs
 - Improve productivity, consistency, & task automation
 - Enjoy structured training and continuous support
- ✓ **Innovation & Digital Teams:**
 - Accelerate time-to-value from MS Copilot & custom agents
 - Access reusable assets & proven templates
 - Confidently scale pilots into production
- ✓ **Enterprise Organisations:**
 - Avoid "random acts of AI" with a structured, measurable programme
 - Benefit from SLA-backed adoption and issue resolution
 - Ensure AI use aligns to business outcomes & governance standards

The AgentOps Journey: Four Stages of Scalable Success

Inspire

Kick Starter

- Operating model & RACI for AgentOps
- Governance playbook & best practice templates
- Skills matrix + role-based training paths
- Access to Agent Community & early guidance

Enable

Agent Factory

- Dedicated AgentOps squads for build/test/deploy
- In-country engagements for priority use cases
- Catalogue of reusable agents for rapid deployment
- Diplomatic templates to support internal scaling

Adopt

Launch & Support

- SLA-backed adoption and user assurance
- Agent Break-fix "man-down" response
- Benefits realisation and user feedback loops
- Intermediate agents and handover process

Evolve

Innovation Hub

- Community of Practice to share learnings
- Prototyping of advanced agents
- Digital Champion enablement
- Monthly briefings & roadmap co-design

What you Gain with AgentOps

- **Faster Deployment:** from pilot to scaled rollout
- **Lower Risk:** standardised governance & SLA-backed support
- **Higher Adoption:** structured onboarding & training
- **Proven ROI:** focus on benefits realisation, not just build
- **Future-Proofing:** continuous innovation, support, & evolution

**Click Here to start your
Copilot Journey**



Why Choose CPS?

- #1 Microsoft Copilot Partner in the UK & #4 Microsoft AI Partner across Europe
- Trusted by leading public & private sector organisations to implement AI safely & successfully
- Pioneers in operationalising Microsoft's AI stack
- Deep Microsoft relationship & early access to roadmap, tooling, & engineering teams