



The Microsoft Power Platform:

The Silent Revolution

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Introduction – The Silent Revolution

There is a silent revolution within IT departments all around the world, and it's all due to Microsoft's Power Platform.

Let's find out why.

In many organizations the IT department suffers from a bad reputation, labelled as the place where 'good ideas get buried'. That's because systems improvements, process automation, access to data and all the promises of digital transformation required substantial investments in time, money and resources.

Traditionally, projects requiring application development must be outsourced to a third party or given to a 'high-code' developer to complete. This means that there is always a backlog of IT requests and projects. Great ideas for system improvements that have been generated from within the business and could offer real business value, often get put on the back burner or fall away without the backing of senior leadership or dedicated resources to give them priority.

Now is the time for business thought leaders and analysts from within the world's IT departments to take control and deliver new levels of creativity to solve business problems, build new efficiencies, tackle data complexities and drive innovation with the Microsoft Power Platform. Most importantly, they'll be able to do it fast, at scale, with flexible deployment across their platforms of choice and at lower cost.

Of course, a successful revolution must be well-planned, founded in solid governance and supported by training and good counsel. That's where DXC Technology has advisory and consulting services, training and design thinking workshops that are designed uniquely for each of our customers to set them up for success with the Power Platform and deliver value back to the business.

The DXC team is uniquely qualified across the full Microsoft applications stack with a depth of industry experience to maximize the time to value in the Power Platform and eliminate the potential for technical debt in this rapid development environment.

DXC can also demonstrate how the Power Platform has been applied within other businesses and provide the environment to facilitate and support internal app development or develop more complex Power Platform solutions in consultation with the business stakeholders.

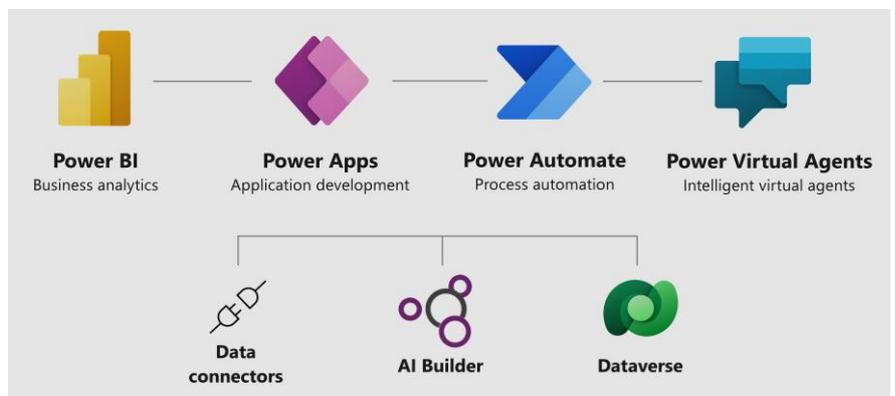


Chapter 1: The Power Platform, simply explained

Microsoft Power Platform brings together a suite of solutions (Power BI, Power Apps and Power Automate, Power Virtual Agents) to empower both non-developers (citizen developers) and professional developers to create their own data visualizations, apps, and process automation in a low-code platform.

The individual components within the Power Platform can be used individually, together or connected to Office 365, Dynamics 365, Azure, or many other apps, business solutions or data sources. The Power Platform solutions all make use of Microsoft's Common Data Service (or CDS) as the underlying data platform to securely store and manage data that can be used across different applications, bringing data together as a single source of truth.

Microsoft Power Platform
The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications.



Power BI
Business analysis

Power BI is a business analytics platform that scales from individuals to the entire organization and can be used to make fast, informed business decisions. Accompanied by hundreds of data visualizations, built-in AI capabilities, tight Excel integration, and pre-built and custom data connectors, Power BI turns information into insights. Dashboards and reports can be published on websites in SharePoint, Power Apps and Power Automate.

Power Apps
Applications development

Power Apps is a low-code application development solution that helps speed up application development to create applications better and faster. With pre-built templates, drag-and-drop simplicity and quick development techniques, Power Apps enables citizen developers (with training) to start building and launching apps fast. Professional developers can provide extensibility via seamless connectivity to Azure Functions and custom connectors.

Power Automate
Process automation

Power Automate helps to automate workflows between apps and services. These workflows can be used to streamline processes, integrate and update data, synchronize files, get notifications and automate repetitive tasks and business processes to build efficiencies and eliminate paper from daily operations.

Power Agents
Intelligent virtual agents

Power Virtual Agents allow you to build intelligent chatbots/virtual agents by using a guided, no-code graphical interface. Integrate Power Virtual Agents with existing products and services using hundreds of prebuilt connectors, by building custom workflows via Power Automate, or create complex scenarios with Microsoft Bot Framework.

Chapter 2: Taking the right approach

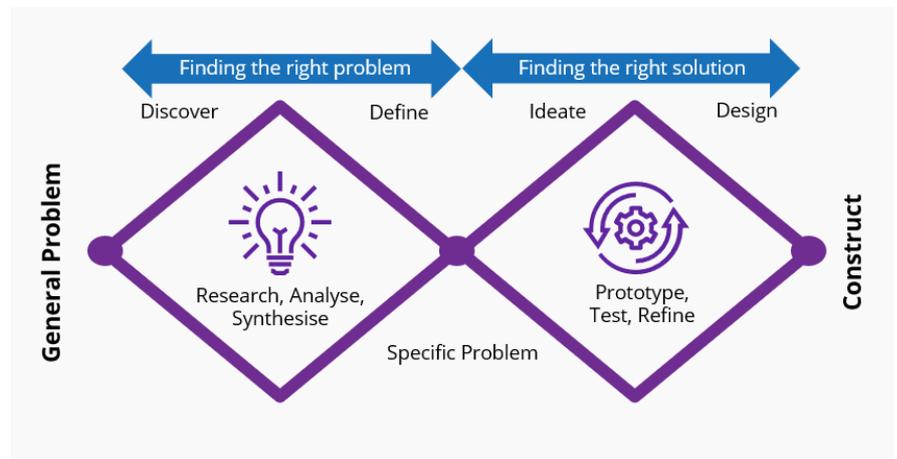
The Power Platform’s low-code, low-cost and flexibility may have instant appeal for the citizen developer. However, such freedom from traditional application development models is not without its pitfalls. Lack of governance, best practice models, rigorous planning or support framework for the resulting business application can undermine the success of the Power Platform.

Whether the business chooses to build an internal Centre of Excellence for the Power Platform or wants to outsource the development of Power Apps, the DXC Power Platform team has a range of training programs, workshops and advisory services available to extend an existing ERP or CRM system, integrate data and applications, automate workflows or reporting. All services can be customized to suit the business requirements (including insourcing support, outsourcing or a hybrid co-build environment).

The DXC Power Platform team uses a Design Thinking approach in their discovery sessions to understand the business challenges, define the problems and identify a range of alternative strategies and solutions that might not be instantly apparent with the initial level of understanding. At the same time, this process will deliver a solution-based approach that optimizes the Power Platform and the components of the finished product/end result.

Design Thinking approach

Discover, define, ideate and design.



Power Platform Use Cases

A special purpose app

A mobile workforce needs mobile applications that streamline and support the business process. This business needed to empower their employees to submit purchase orders quickly while out in the field without coming into the office.

This Power App was designed for use on a mobile phone. Field staff can submit purchase orders for approvals out in the field. The App interfaces to both Dynamics 365 for Customer Engagement – work orders and projects and Dynamics 365 for Finance and Operations for vendors pricing arrangements and for final approval.



PO Number	Status	Date	Vendor	Project ID	Action
PP562	Approved	19/04/2020	SAFETY INSTITUTE OF AUSTRALIA	000000227	>
PP563	Approved	19/04/2020	JC TestVend SundaySession	000000230	>
PP600	Approved	20/04/2020	Computershare Investor Services	000000227	>
PP601	Approved	20/04/2020	JC Test Vend Tuesday	000000227	>
PP650	Approved	20/04/2020	JC Test Vend Tuesday	000000227	>
PO610	Approved	20/04/2020	INTERACT LEARNING PTY LTD	000000227	>
PP611	Draft	20/04/2020	JC Test Vend Tuesday	000000227	[Pencil] >
PP612	Draft	20/04/2020			>

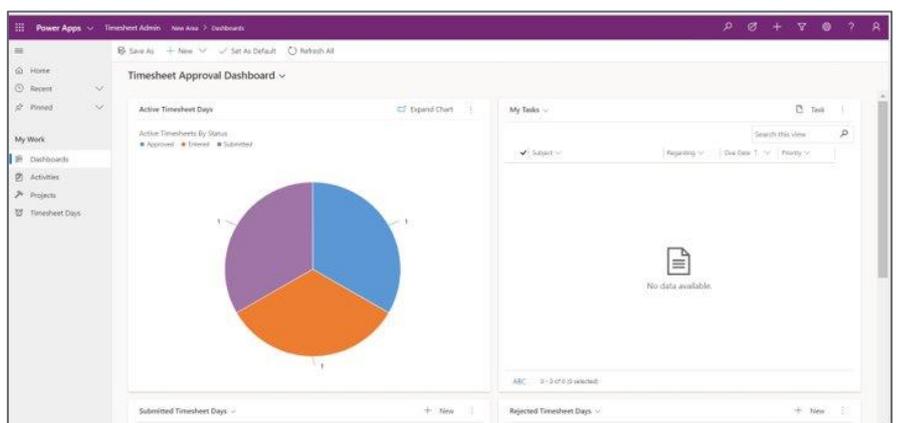
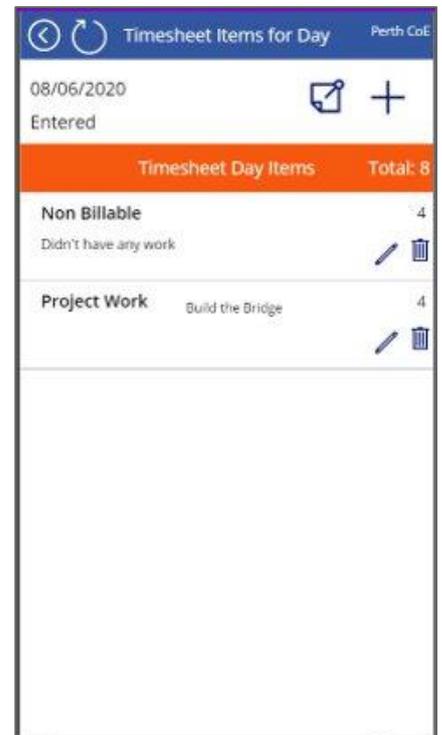
Take inspiration from these Power Platform case studies and discover the potential for building new efficiencies, workflows, communications and data access across the organization.

Integrated system for daily timesheets

Lack of an integrated system for daily timesheets was making accurate time sheet recording almost impossible for this business.

As a solution, multiple Apps were built to create an integrated system for daily timesheets.

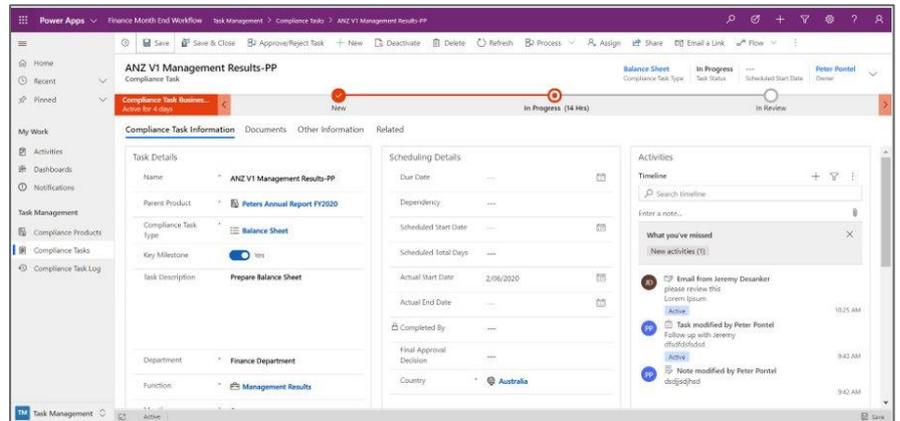
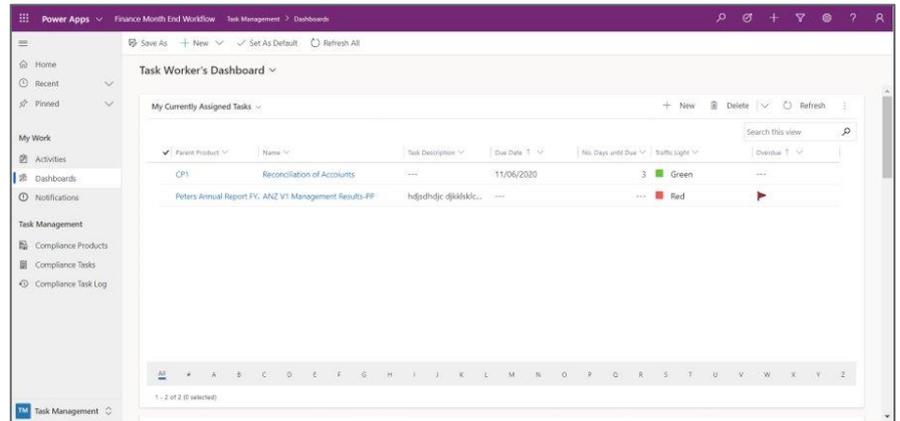
A staff-facing App is used to enter timesheets and a Back-office Admin App is used by the timesheet administrators to approve/reject timesheet entries. This is all done using data from the Common Data Service (the site does not use Dynamics 365).



Compliance task management

Compliance task management was a monthly and yearly overhead that was reducing efficiency and lowering morale -of the team for this business.

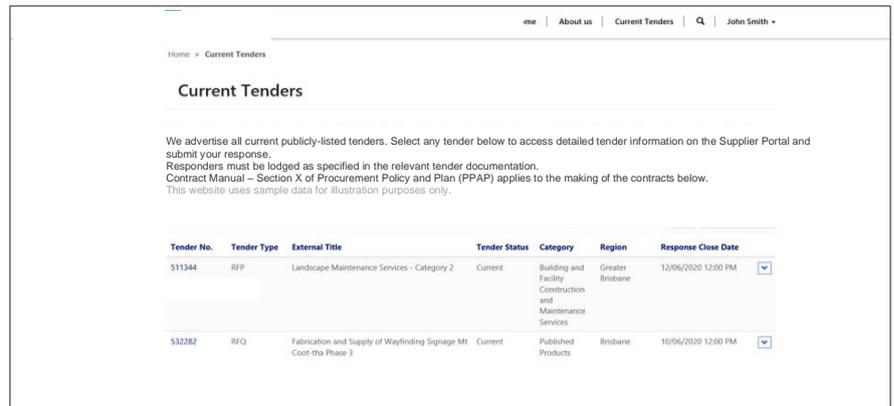
A rich back office App manage monthly and yearly corporate commitments. It captures data activities in a timeline taking the user through the business process flow. Accessed via a browser, rich system features are provided with all data managed via the Common Data Service (no integration to Dynamics 365).



Customer access portal

A business that prides itself on the highest levels of customer service could not provide direct customer access to proposal and tender information.

A business-to-business customer access portal was developed in the Power Platform to enable customers to register, login and review tenders, review submission responses and upload response documents. With further enhancements, the portal will be integrated with Dynamics 365 Business Central.



Chapter 3: Return on investment with the Power Platform

Forrester Consulting recently conducted a Total Economic Impact study¹ to examine the potential return on investment from the Power Platform. The key findings of the report discussed three quantified benefits experienced by customers:

- The average cost to develop an application was 74% less with Power Apps with less effort to manage and maintain code/applications
- Developing additional applications in-house eliminated vendor license costs
- Power Apps increased activity efficiencies by digitizing existing manual (and often paper based) activities.

The paper also listed a range of unquantifiable benefits delivered by the Power Platform:

- Business transformation and improved business outcomes delivered from having better applications
- Employees can make better and faster decisions as they have better access to information
- Power Apps empowers both business and IT users, which increases employee satisfaction
- Organizations recognize additional value when they combine the Power Platform and other Microsoft solutions such as Dynamics 365 and Teams
- Mobile applications developed with Power Apps are more secure as applications and workflow tie in with Azure Active Directory and other Microsoft security solutions.

¹ The Total Economic Impact of Power Apps, A Forrester Total Economic Impact Study Commissioned by Microsoft, March 2020.

Conclusion

A compelling reason for action

The Power Platform's low-code, low-cost and flexible platform approach holds huge appeal, with both the business and IT department keen to start the 'revolution' and get up and running quickly with the promise of delivering rapid time to value with simple and robust applications.

While the Platform has been created with the citizen developer in mind, the best implementation of the Power Platform is done with the guidance, support, training, project management and advice of application specialists, such as DXC Technology.

The DXC Power Platform team will start the journey by helping it identify, qualify and quantify the business problems that are to be addressed. Bring the right people from the business together in an initial Discovery Session and DXC will help to identify and prioritize known business problems and improvement tasks. The analysis will be based on the potential business value relative to the application development investment required in the Power Platform.

This approach will provide a framework for success with the Power Platform, matching the business' priorities with best-practice application thinking, available resources and project expectations.

Learn more at dxc.com

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About DXC Technology

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