



# CUSTOM SOLUTIONS FOR MS TEAMS

Tailor-made solutions developed by CANCOM for your Microsoft Teams platform

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**CANCOM**

Microsoft  
Partner



Gold Messaging  
Gold Application Integration  
Gold DevOps  
Gold Data Analytics  
Gold Data Platform



# Bridging the gap between standard applications and your unique requirements

Whether it is integration of legacy or LoB systems, automation of common business processes, modernization of existing applications or delivering insights to your users: CANCOM custom development generates the extra value for your Teams platform.



## CHALLENGES

- Missing integration of LoB systems reduces transparency
- Poor automation of repetitive processes leading to inefficiencies and errors
- Inhomogeneous user interfaces cause user frustration

## IDEAL SOLUTION

- Integrate systems by leveraging connectors, integrations from the Teams & Azure ecosystem
- Create automated workflows supported by AI based functionalities like Bots
- Design apps according to Teams style guides

## DESIRED OUTCOMES

- Immediately available information from 3<sup>rd</sup> party systems in your personal Teams client
- Highly intuitive interactions and "one stop shopping" for user and process requirements
- Higher user satisfaction



# CANCOM

## Custom solutions for Teams

Understanding the requirements and transferring them to an easy-to-use Teams app is key to success for custom application development.

1

### Address requirements in an agile project setup

Get it right by identifying requirements, prioritize key functionality and correct misunderstandings early

2

### Efficient outcome by using prototyping & feedback

Optimize project time by focusing on stakeholder feedback, utilizing POC and/or MVP approaches

3

### Identify the best technological platform

Choose from tools like platform extensions, Adaptive Cards, Task Modules, Connectors, API Integrations, SharePoint Framework. or Teams Bots

# CANCOM Custom App Solutions for Microsoft Teams

We help you to identify requirements, transfer these into custom app functionality and help you choose from the best fit of services from the Microsoft ecosystem. We provide short development time and minimize project risks by applying proven, agile methods and leveraging robust technologies.

## Knowledge Management & Dashboarding

Using customized master / detail views employees can find and filter useful information in their specific area of expertise

## Bots drive user adoption during Teams rollout

Support increasing acceptance of Teams by utilizing AI Chatbots for FAQ, knowledge base and 1<sup>st</sup> level helpdesk functions

## Streamlined Invoice processing

Invoices are processed through metadata-based PowerAutomate workflows and archived in SharePoint backends.





# Customer success: ZWILLING J.A. Henckel Group accelerates cloud journey

Migrating from legacy on premises systems to a Teams app architecture simplifies employee access to crucial information and speeds up decisions like in the PDP (product development process) – without compromising company governance rules.

## Improved agility

Faster decisions, a higher level of automation and transparency speed up the product development process.

## Access from anywhere

Migrating to Teams guarantees access to a “single point of information” from any place (e.g. home office) and any device (e.g. mobile clients).

## Governance

Compliance to the company's governance is guaranteed by presenting Wizard-based apps to users and guiding them inside the desired rule set.



# Channel partner success: DZ Bank improves knowledge access with custom solution

Cluttered information sources from legacy systems are consolidated into one unified knowledge management interface – enabling employees to quickly access suitable documents for their specific requirements.

## Maximize transparency

Optimized employee experience to search for text, picture and video documents from legacy systems – supported by analysis dashboards for continuous improvement.

## Controlled document history

Draft and approved versions are published to specific target audiences and attaching metadata improves categorizing content.

## Minimize duplicate efforts

Prevent employees from spending effort multiple times on the same content and help reduce response times.





# Get started with CANCOM custom solutions for MS Teams

Call for more information: +49-2405-40888-0

Ask a question via email: [solutions.aachen@cancom.de](mailto:solutions.aachen@cancom.de)

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