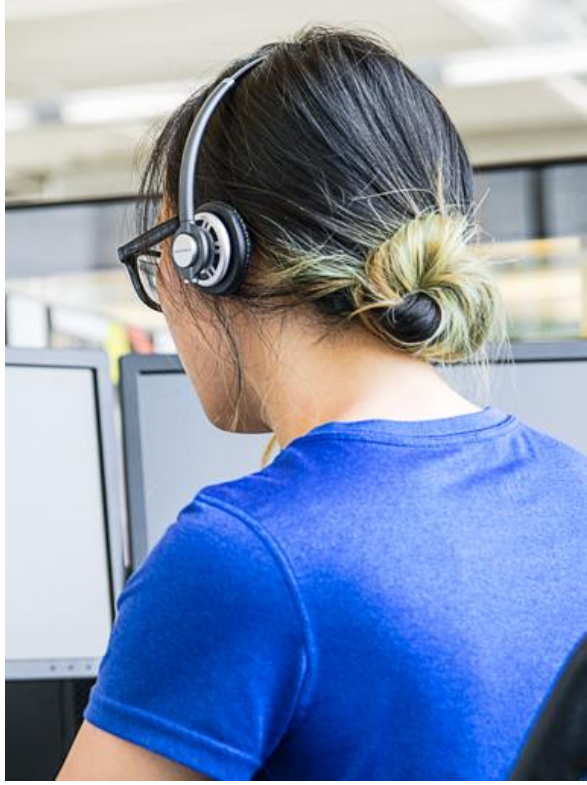

Microsoft Power Platform Capability & CoE Services

POWER OBJECTS

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PowerObjects is 100% focused on Microsoft Business Applications, adding value through Services, Support, Education & Add-On's.

Every year we help to build and support hundreds of applications on the Microsoft Power Platform in combination with our consulting, adoption & sustainment services.

SERVICE SUPPORT EDUCATION ADD-ONS

- Founded in 1993, acquired by HCL Technologies in 2015
- 250+ Delivery Resources in the UK, 1,300 globally
- 1 of 6 strategic Global System Integrators for Microsoft Business Apps
- Centre-of-Excellence-as-a-Service & Digital Factory for ongoing App Development & Support
- World-class reputation and evangelist in the Community. 2019 Power Platform Partner of the Year
- 1.5m Million+ Active Dynamics Users, 1000+ Customers

The Total Economic Impact of Power Apps

FORRESTER®

- **188% Return On Investment** over 3 years of deployment
- **Improved efficiencies:** Overall, 1,650 users save 1.6 hours per week by Year 3 of the study.
- **Reduce third party licenses costs:** For the study, the composite replaces two applications with a total savings of $742,449
- **Improved business outcomes:** reduced time-to-market, and increased revenue (4.3% according to the survey)
- **Power Apps empowers users, which increases employee satisfaction.**
- **Payback in <6 months** in certain organizations.

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HCL

Power Platform Components

Power Platform Today

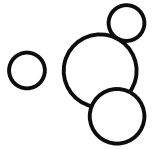
Power BI
Business analytics

Power Apps
Application development

Power Automate
Process automation

Power Virtual Agents
Intelligent virtual agents

Data connectors



AI Builder

Microsoft Dataverse

Center of Excellence (Governance, Compliance & Security)

Power Apps

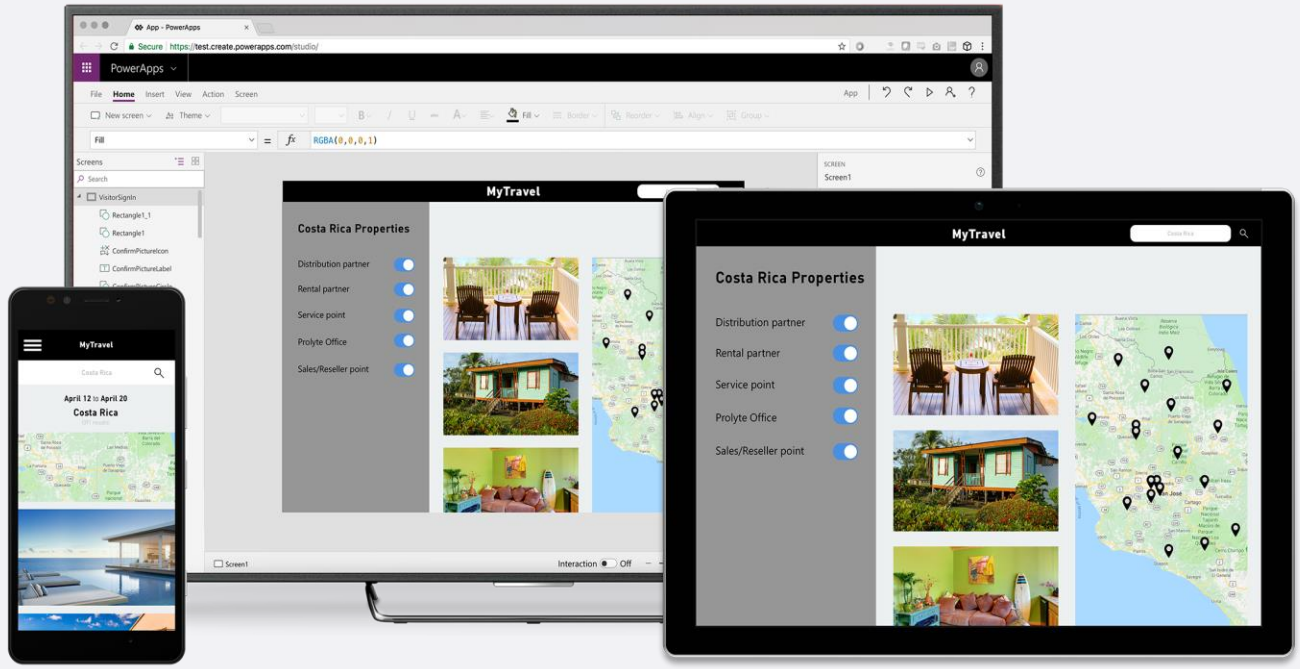
Build standalone web and mobile apps or customise existing apps in Office 365 and Dynamics 365.

Connect to all your data with 275+ pre-built connectors and custom connectors.

Add AI and intelligence with ease through built-in cognitive services.

Provide IT guardrails with enterprise-grade governance and security controls.

Pro developer extensibility enables a platform that spans business users to professional developers.



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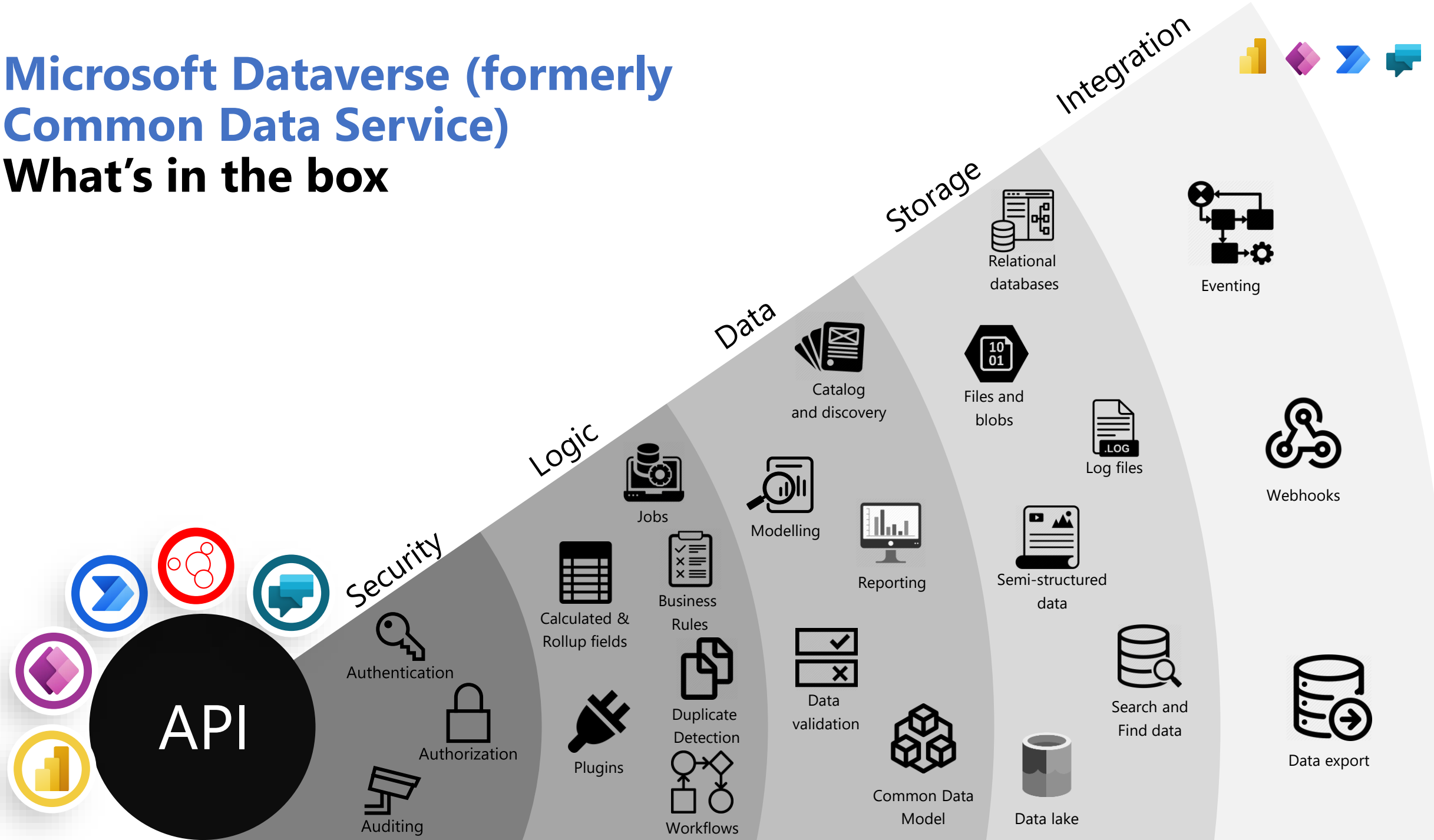
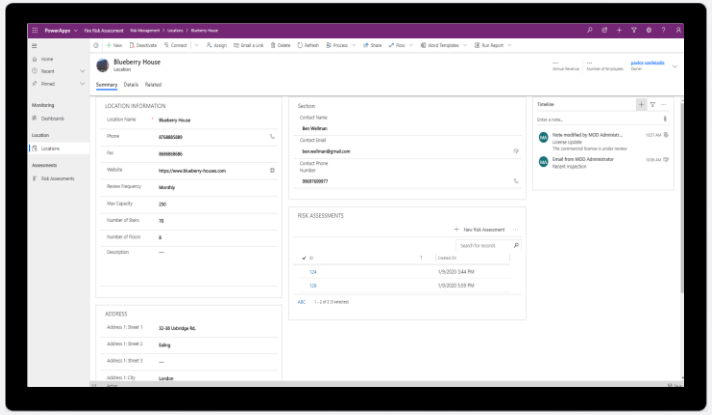
Microsoft Dataverse (formerly Common Data Service)

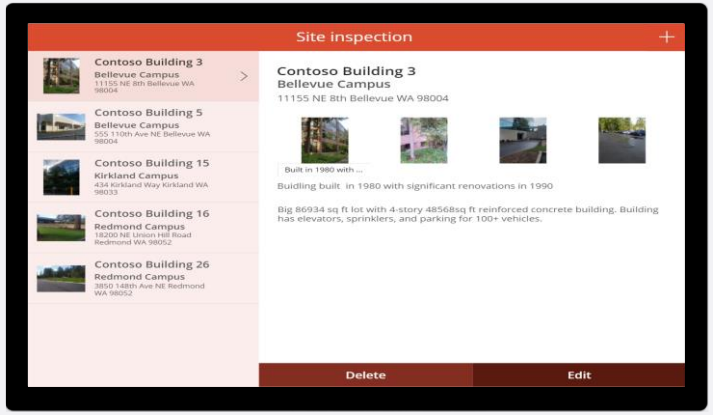
What's in the box



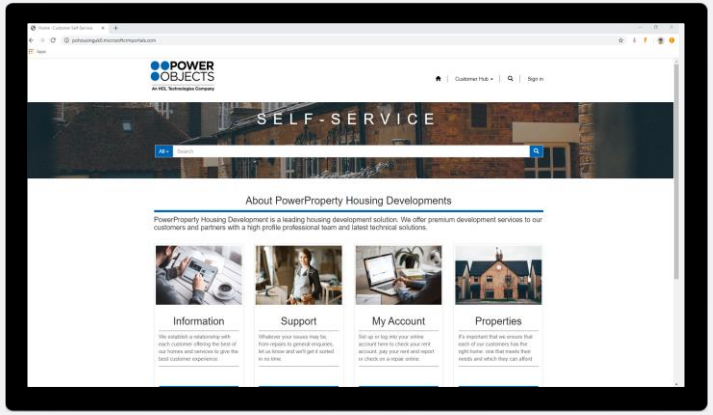
Power Apps



Model Driven Apps



Canvas Apps



Portals

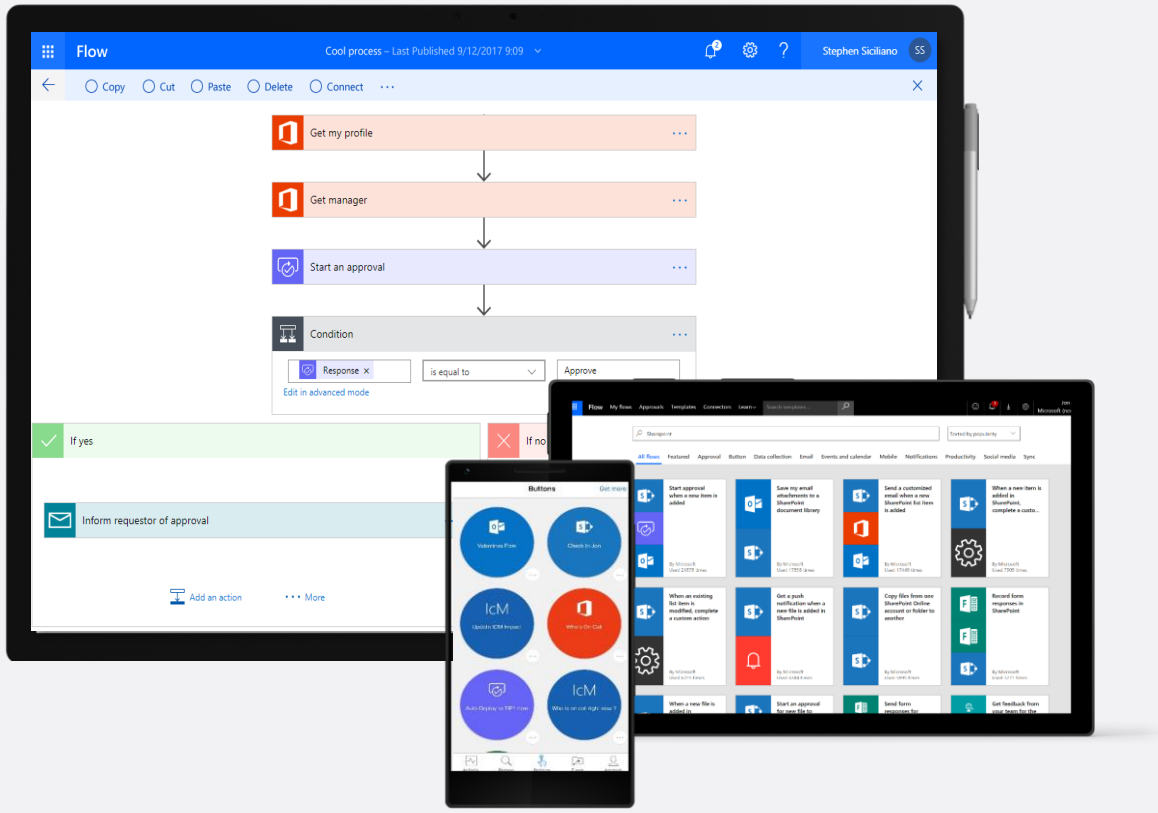
Power Automate

Model business processes and automate workflows across your apps and services.

Connect to all your data with 300+ pre-built connectors and custom connectors.

Strong enterprise governance & security.

Pro-dev extensibility with Azure and custom logic.



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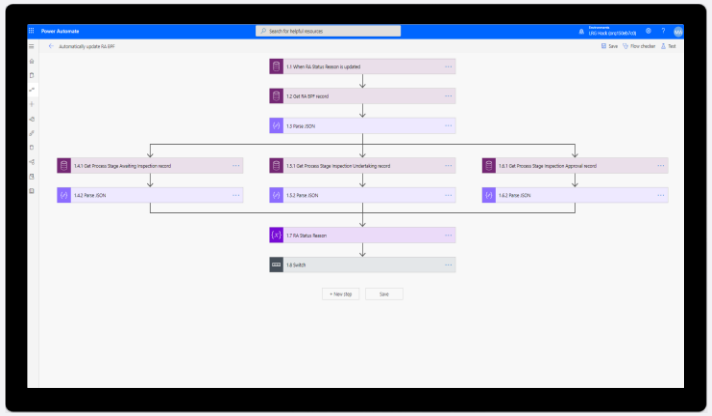
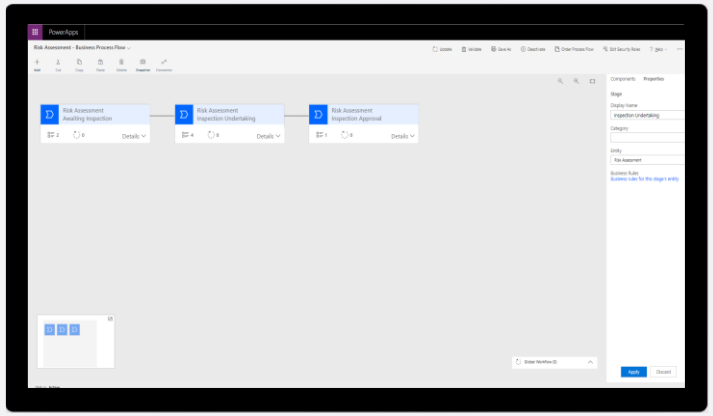
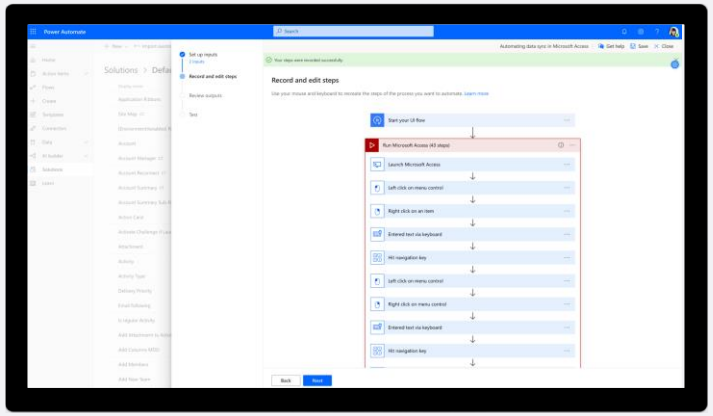
Power Automate



Flows



Business Process Flow



UI Flows

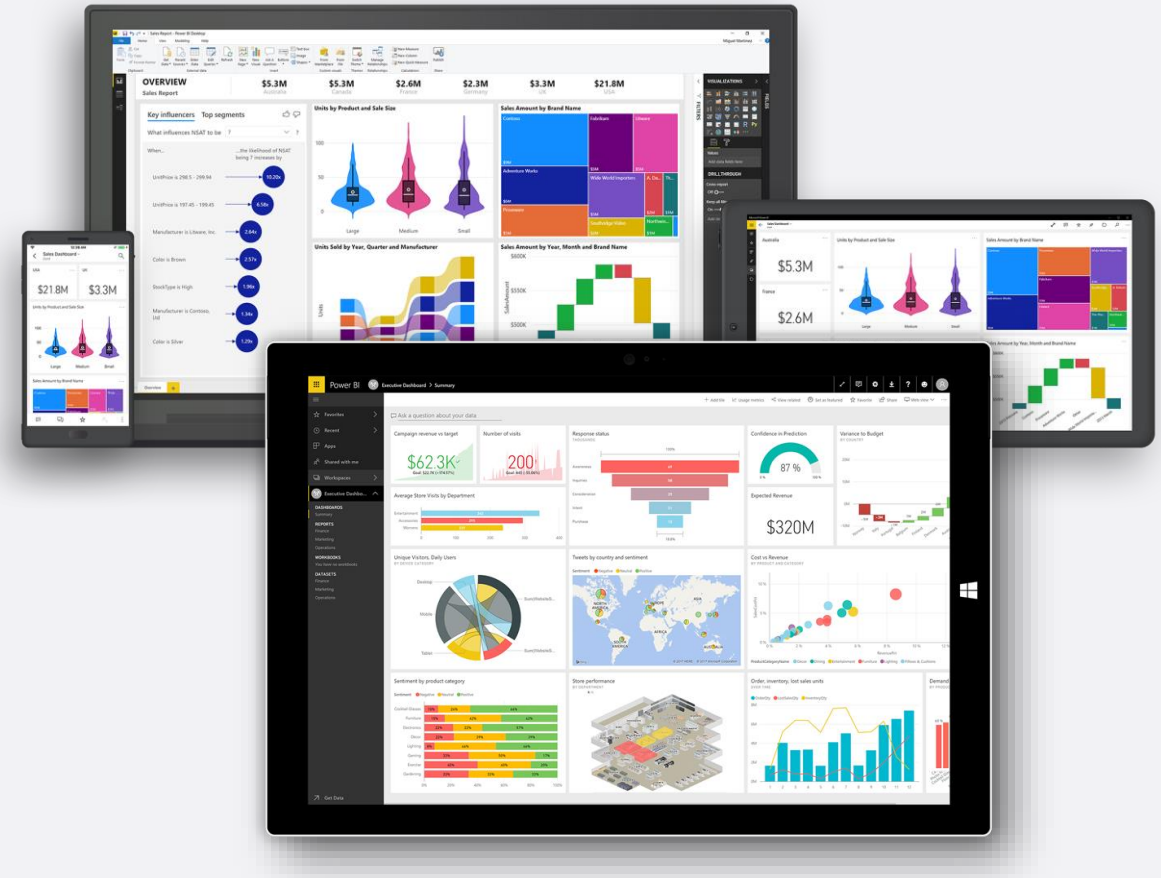
Power BI

Make sense of your data with ease, and drive quick and confident decisions across your organization, taking insights from data across multiple sources

Reduce the amount of time spent in data prep and spend more time getting answers with AI-driven insights

Remove the complexity of managing multiple analytics solutions with a single, unified platform that gives every employee access to insights

Real-time dashboards, natural language query, custom visualizations, Anywhere access to insights.



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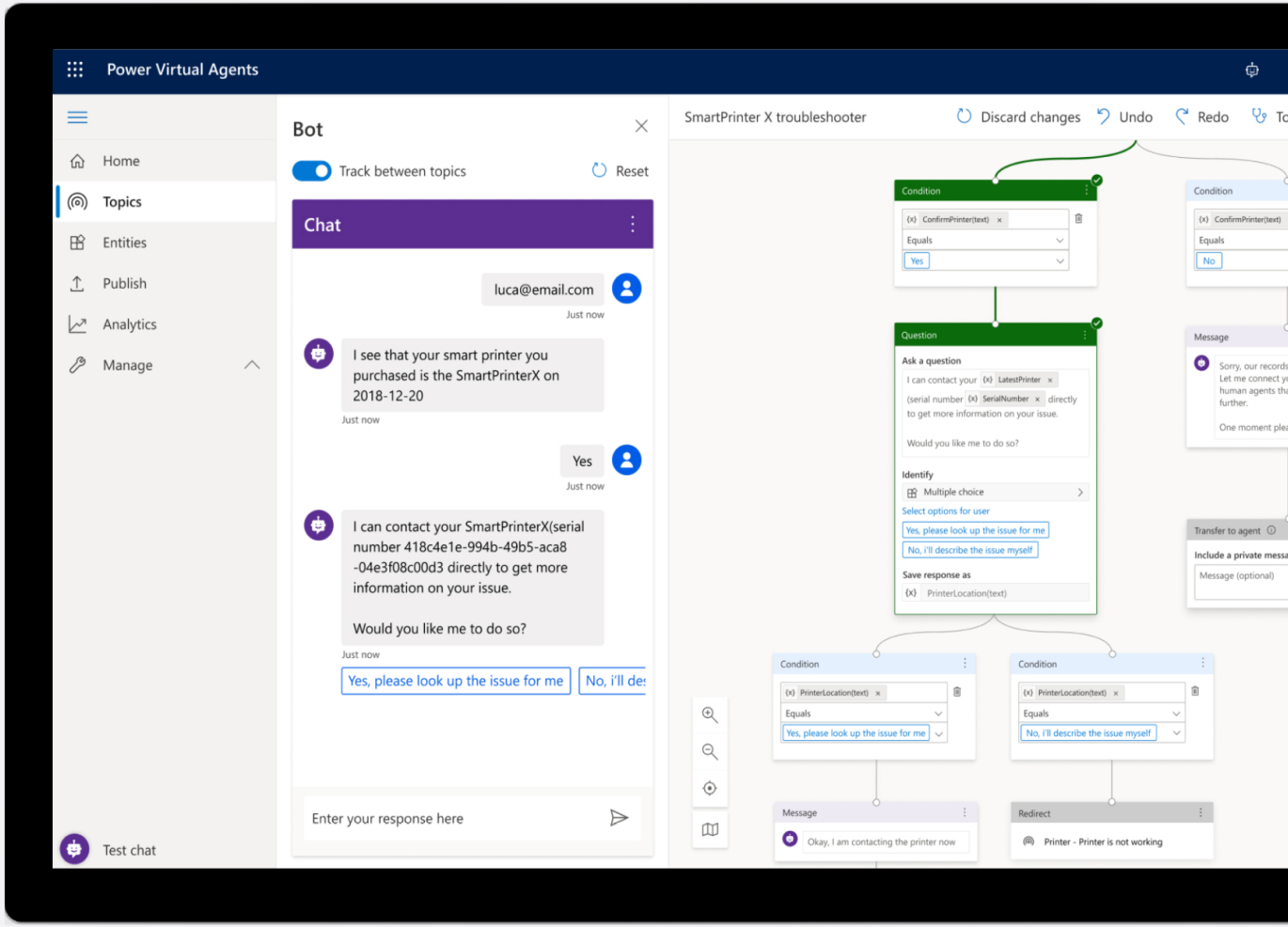
Power Virtual Agent

Engage with your customers and employees conversationally. Resolve routine issues easily, freeing up staff to focus on complex matters.

Empower your subject matter experts. Easily create powerful bots using a guided, no-code graphical interface and AI-driven suggestions.

Less talk more action. Leverage all the Power Platform connectors, or call APIs and custom processes using Power Automate.

Easily extend your bots. Add even more complex capabilities using Microsoft Bot Framework.



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Power Platform Governance

Power Platform Implementation and Governance Themes

Technical Control

- DLP Policies,
- Environment Strategy,
- Platform Monitoring,
- Application Lifecycle Management,
- Automated Regression Testing

App Maker Control

- Joiner, Movers and Leavers Process,
- App Maker Onboarding,
- App Onboarding,
- Reusable Content Library

Centre of Excellence

- COE Set-Up,
- COE as a Service,
- Ways of Working,
- Education and App Maker Community,
- Technical Audit,
- Legacy App Assessments

Ongoing Support

- App categorization,
- ITSM integration,
- ADAM Target Operating Model,
- Support and COE KPIs

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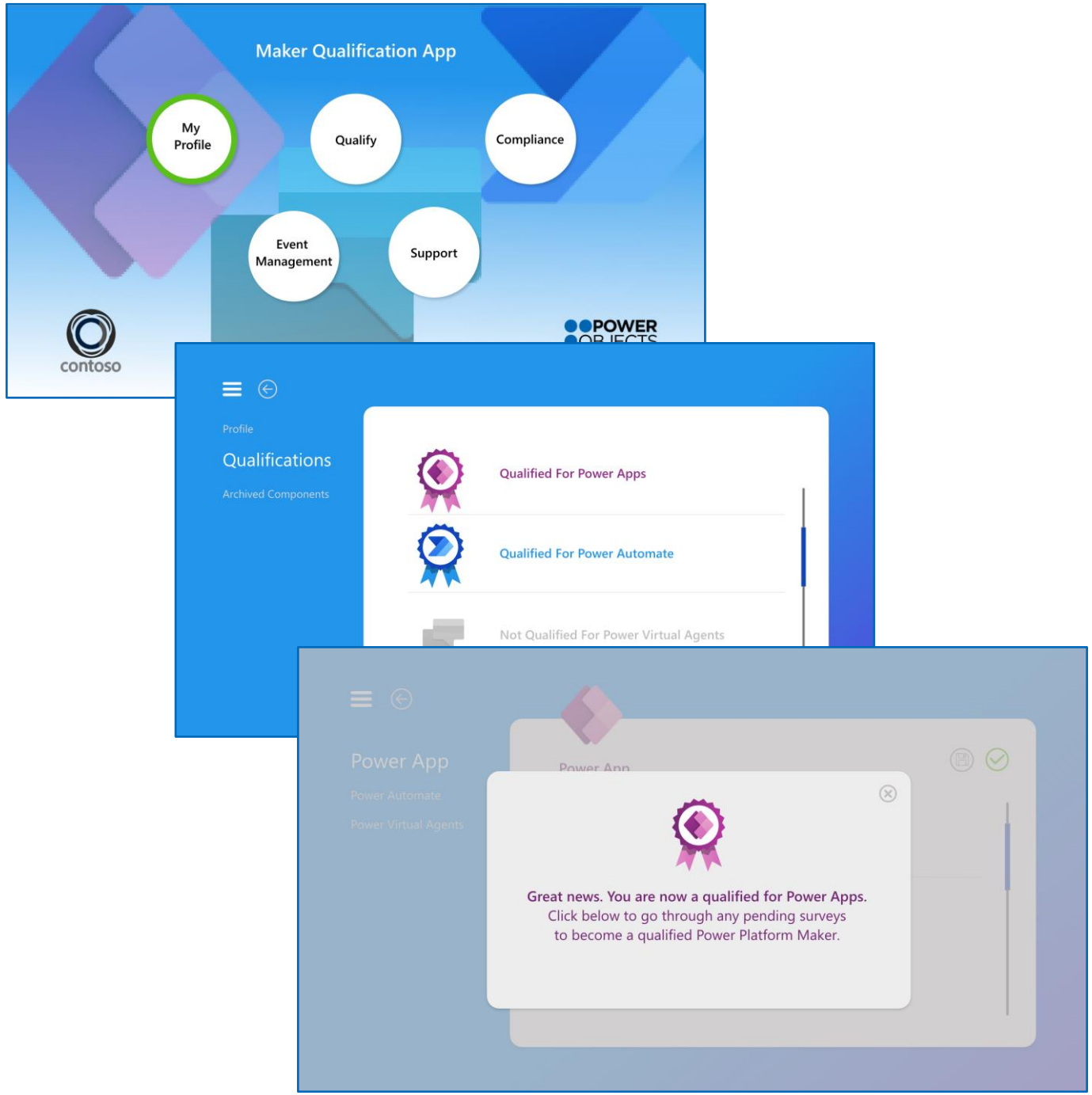


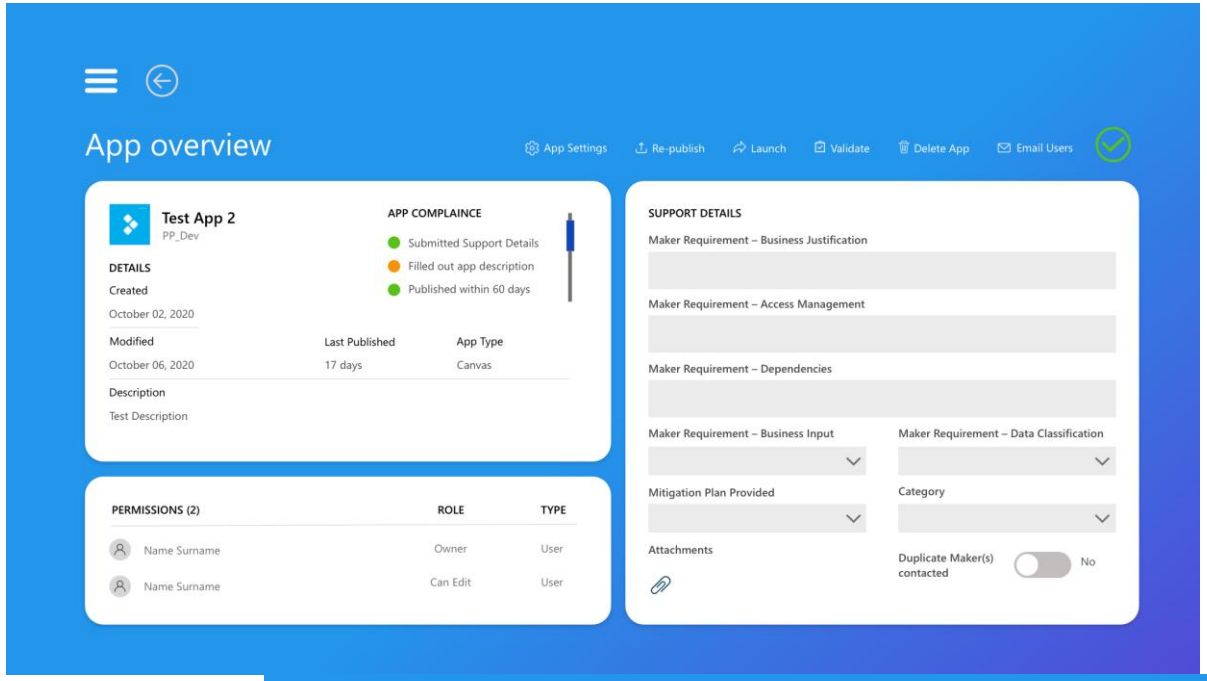
Maker Onboarding

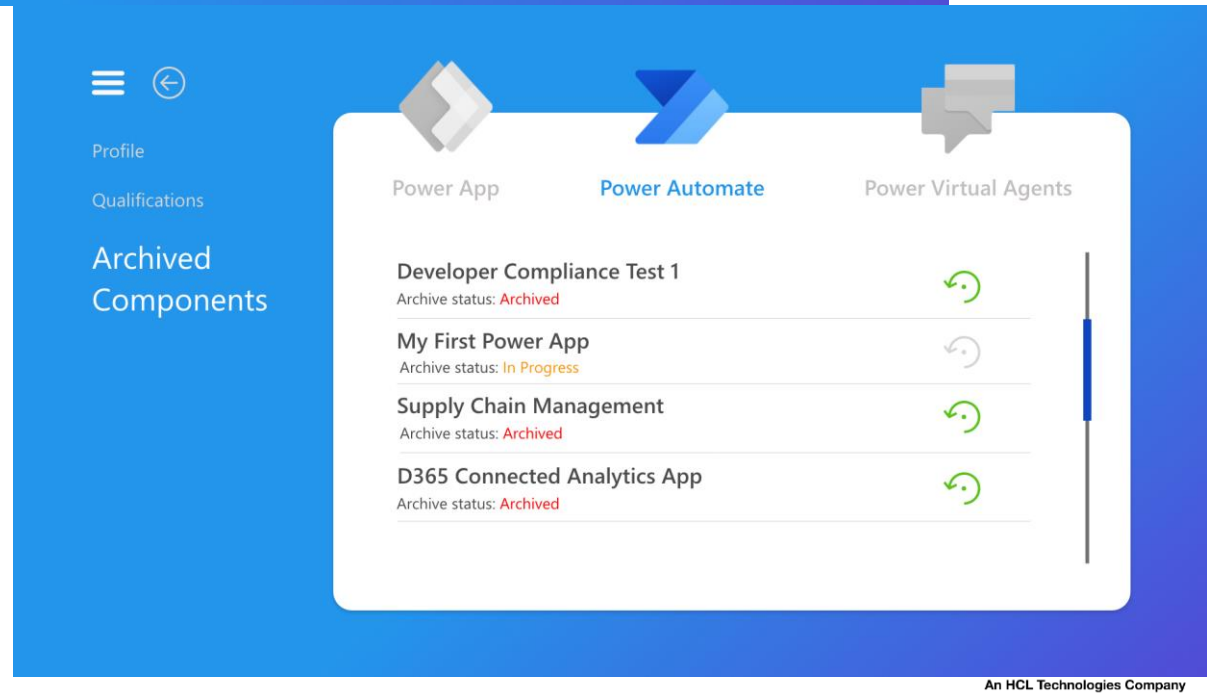
Mandatory Power App Academy on Functionality, Governance and Architectural Principals before an App Maker is given permissions to further share apps

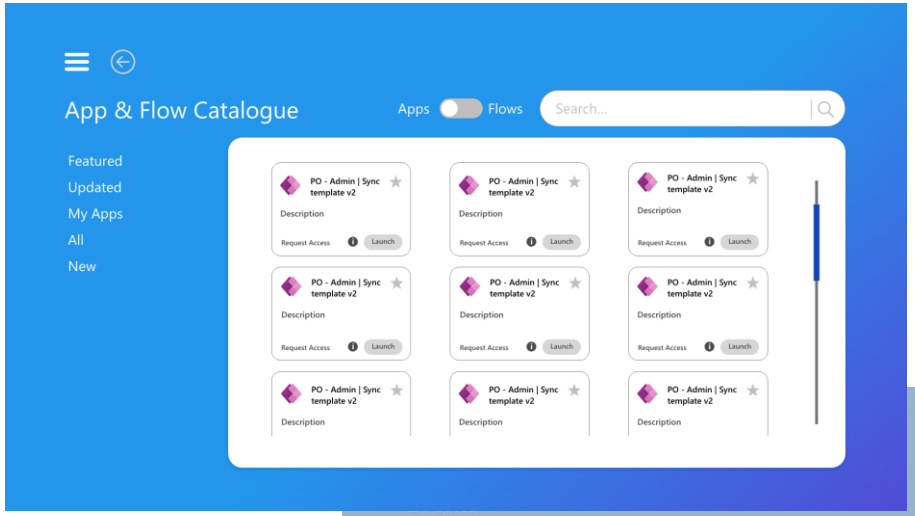
App Onboarding

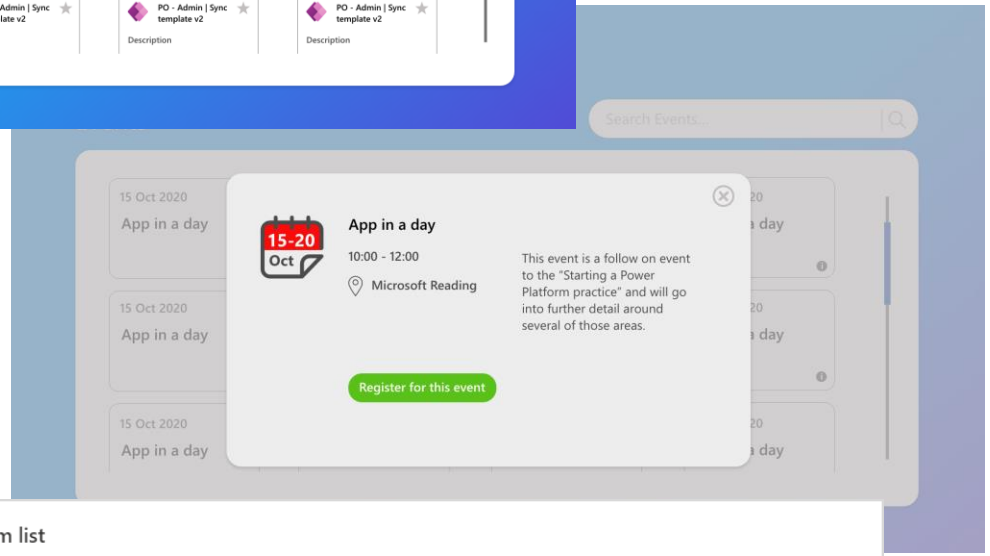
As new Apps and Flows are onboarded, they must first go through duplication check. If they still want to create a duplicate App or Flow, then they must create an approval request.

Details of the App are recorded in the Product Catalogue and if categorised as Important or Critical, these details will be synced with the customer's CMDB.









Ideas for Power platform list

ID	Idea name	Impact on busi...	Describe it	Number of votes
4	Finding quickly the right training	Department	using team sites to have all training in one location	50-20
5	using SP News pages to share Tips and Tric...	Global	Using SP Newspage that anyone can submit	
6	using flow to send emails to all in the com...	Local	using a flow to create emails on a daily basis like a daily digest	Less than 20

Reusable Content Library

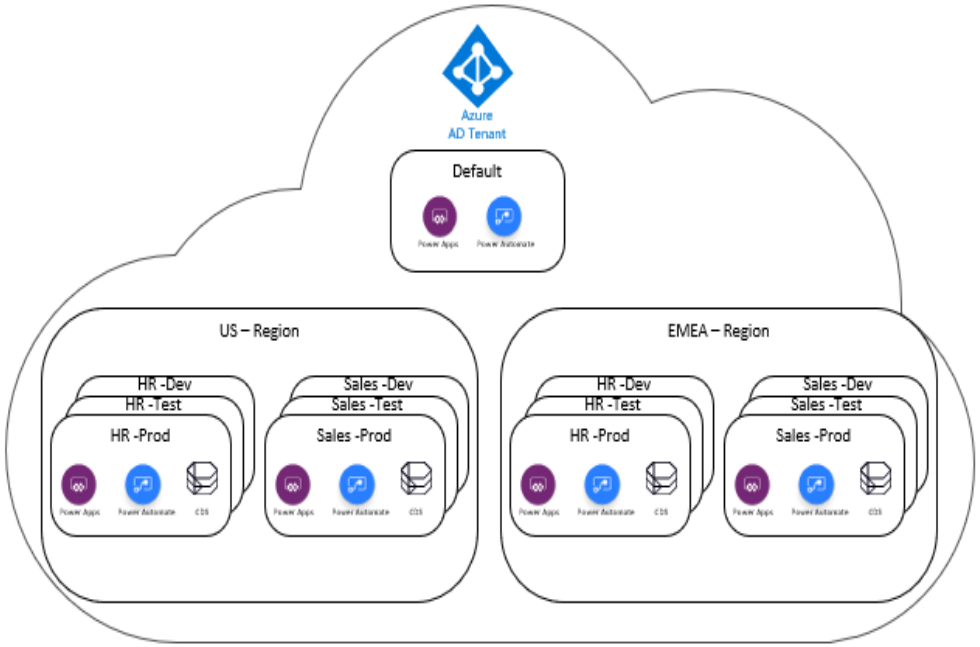
The App Maker and Pro Developer can use the Power Platform catalogue to search the entire company tenant for potential reusable components. Once located, they can view, reuse and contact the current owner(s) for support on how best to utilise the existing components they have found.

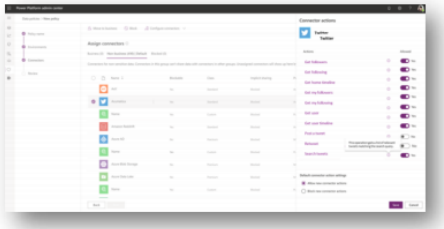
App Maker does not find an existing App in the catalogue, they are presented with the ability to create a new App or create an App Idea. Other App Makers can vote for that App Idea and make feature suggestions with a Power Automate flow configured to notify the COE when an App has received a defined number of votes.

Multi-Environment Strategy & DLP

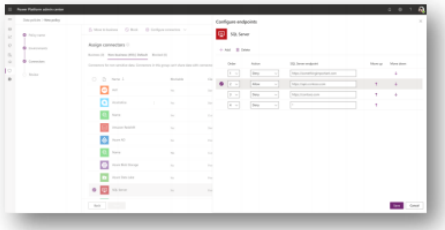
A multi-environment strategy provides several benefits including:

- Data segregation between environments
- Controlled access to environments via Azure AD Security Groups
- DLP environment level enforcement
- Compliance – different regions can have variations for securing data and data sovereignty
- Performance – improved latency and scalability
- Administrations across each environment
- Ability to restrict cross tenant inbound and outbound connectors

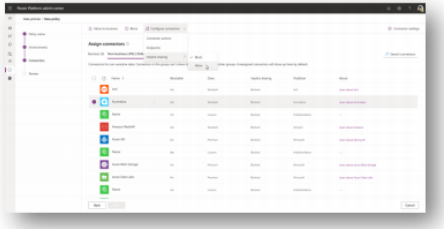




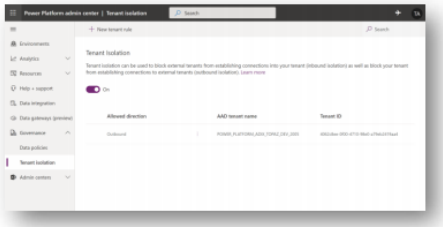
NEW Granular control to **block specific connectors and actions**



NEW **Endpoint filtering** support (e.g. a specific SQL server)



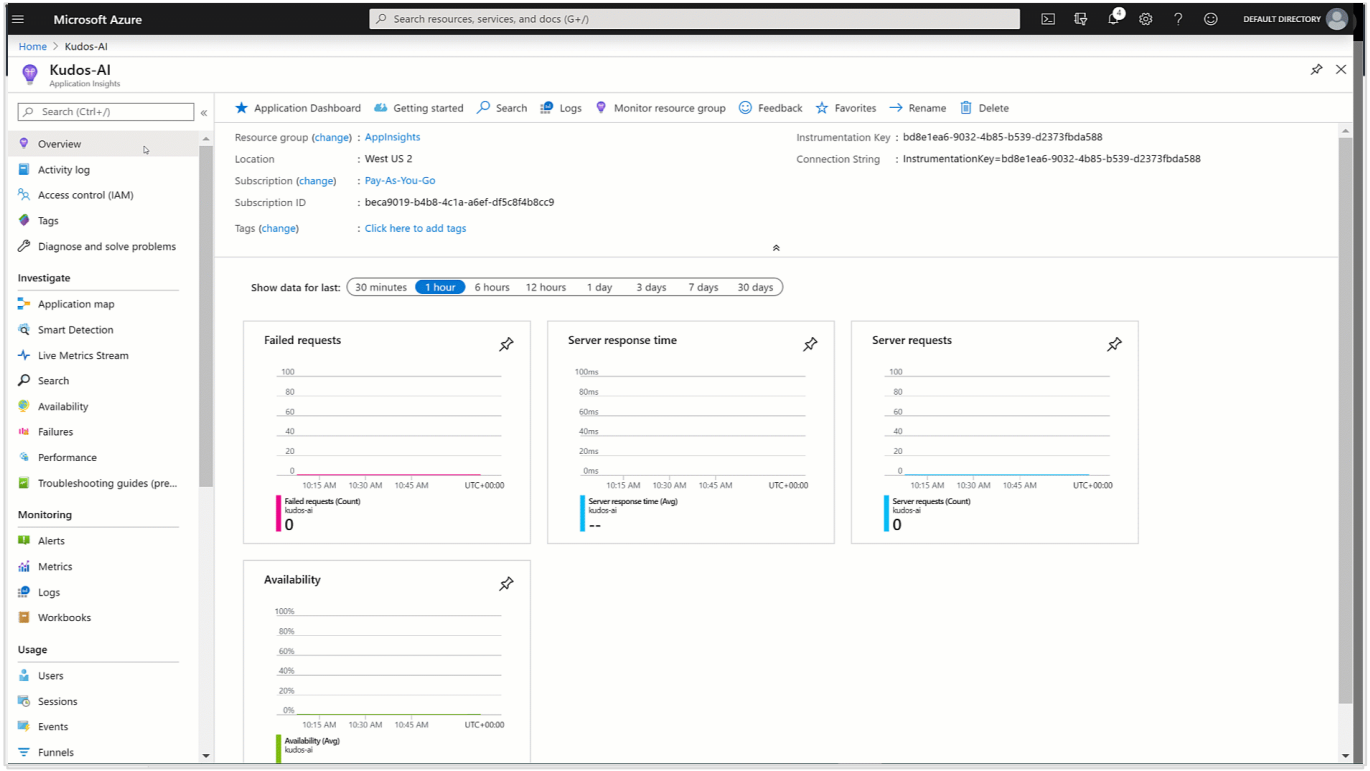
NEW More control over **connection sharing**



NEW **Tenant isolation** to block cross-tenant connections, allow specific tenants required for business

Power Platform Monitoring

- Admin analytics
- Maker analytics
- Power BI
- Azure Monitoring



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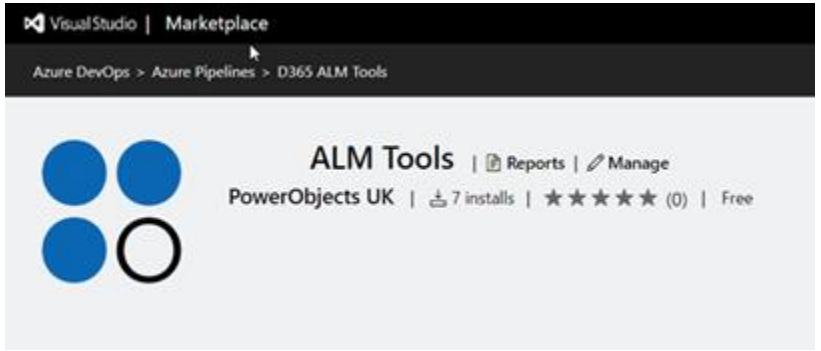
Power Platform ALM and Automated Regression Testing

ALM and automated Regression testing is an integral part of building apps on the Power Platform, it can drastically improve speed, reliability and user experience of the solution.

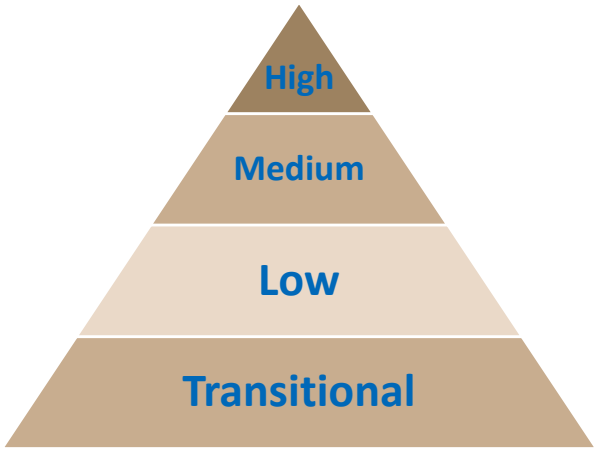
It ensures that multiple developers, both traditional developers (ProDev) and citizen developers, can jointly contribute to the application being built.

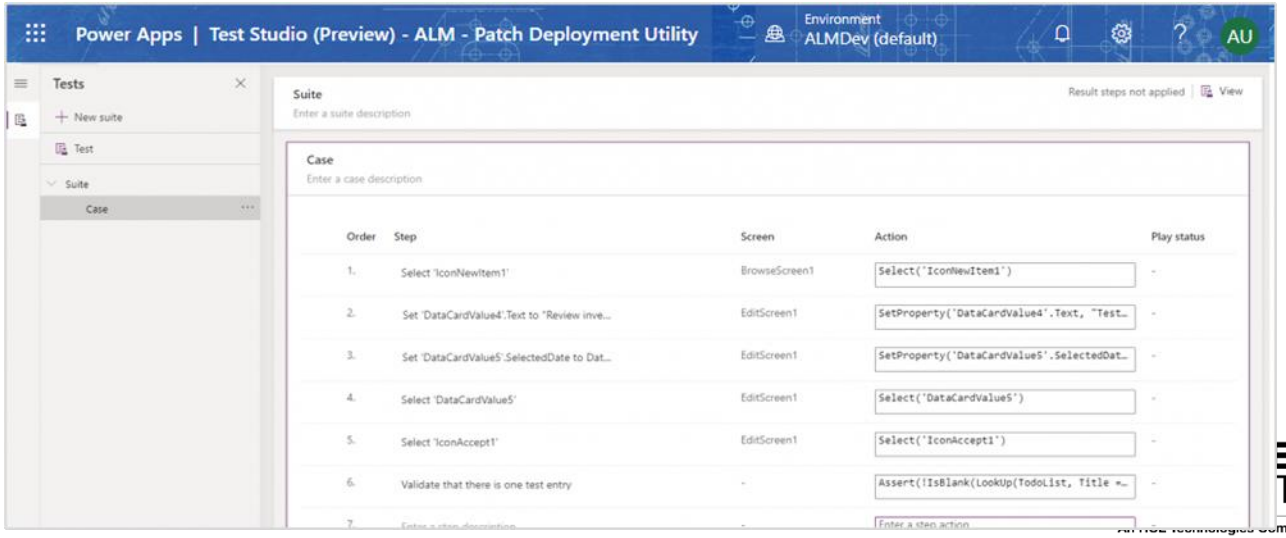
The benefits of having a robust ALM and automated Regression testing process are:

- Traceability
- Agility
- Increased Quality
- Higher Productivity
- Team Collaboration



Power Platform ALM Complexity Model





Power Platform CoE

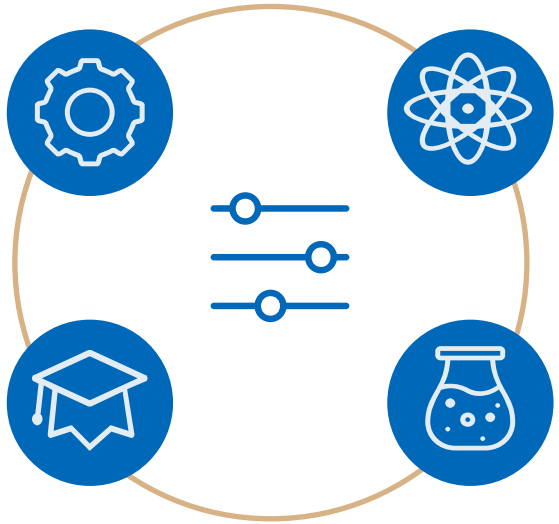
4-Pillar COE Engagement Model

CoE Strategy

- Define and set-up Power Platform Joiner, Movers and Leavers Process
- Define and set-up Power Platform Instance Provision Process
- Define Power App Usage, Storage and Licence Rules Alerts
- Define and configure Auditing and Monitoring tools
- Align DLP policies
- Define Application Lifecycle Management Onboarding Criteria
- Set-up Regression Testing methods
- IT Service Management Integration
- Technical Audit

App Maker Community

- Quarterly Power Platform Training
- 'How Do I' clinics
- Guardians of Ideas list
- Reporting and promotion across the business of successful apps to entice people to continue



COE Service Delivery

- Power Platform App Design, Build, Test, Deploy
- Operating Model
- Roles & Responsibilities
- Application Lifecycle Management
- Monitoring and Auditing
- Regression Testing

Future Solution Readiness & Innovation

- Monthly 'What's New' Feature Overviews
- Deprecated Features Assessment
- Brainstorming on ideas
- Rapid Prototyping
- Proof of Concepts

CoE Strategy

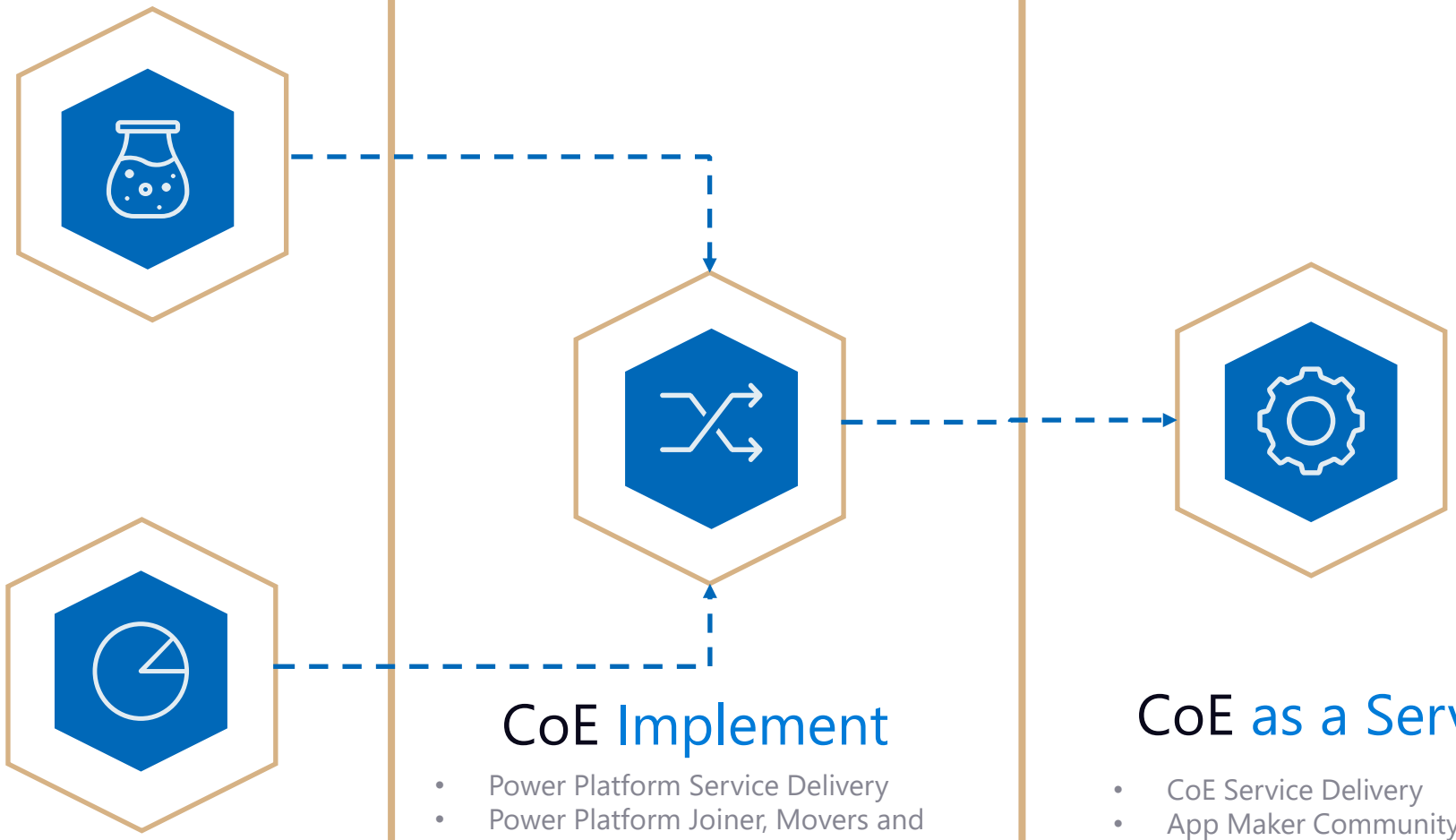
Stage 1

CoE Set-Up

- Define and set-up Power Platform Joiner, Movers and Leavers Process
- Define and set-up Power Platform Instance Provision Process
- Define Power App Usage, Storage and Licence Rules Alerts
- Define and configure Auditing and Monitoring tools
- Align DLP policies
- Define Application Lifecycle Management Onboarding Criteria
- Set-up Regression Testing methods
- IT Service Management Integration

App Assessment

- Audit of the existing Power Platform estate
- Report produced illustrating areas of concern relating to Environment management, licensing and limits



Stage 2

CoE Implement

- Power Platform Service Delivery
- Power Platform Joiner, Movers and Leavers Process
- Power Platform Instance Provision Process
- Application Lifecycle Management
- Monitoring and Auditing
- Regression Testing

Stage 3

CoE as a Service

- CoE Service Delivery
- App Maker Community
- Innovation
- Future Solution Readiness

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STAGE	WEEK 0	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	WEEK 13	WEEK 14
MOBILISATION															
CoE DISCOVERY															
CoE SET-UP – SPRINT 0															
CoE SET-UP – SPRINT 1															
CoE SET-UP – SPRINT 2															
CoE SET-UP – SPRINT 3															
TEST & ROLL-OUT															
HYPERCARE															

- Technical Audit Report
- Environment & DLP Blueprint
- Responsibility Matrix
- Requirements Backlog
- CoE Execution Plan
- CoE Configuration

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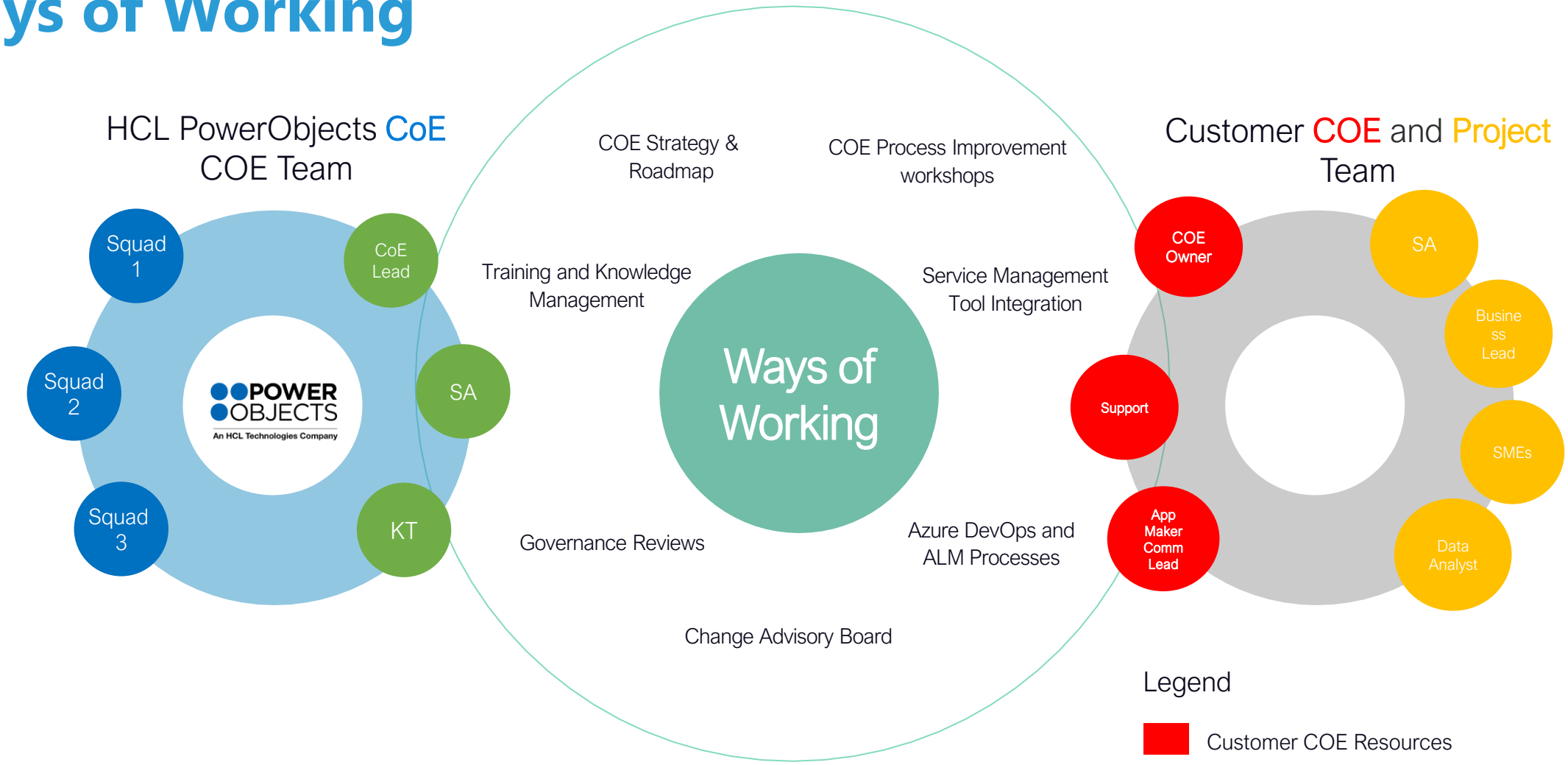
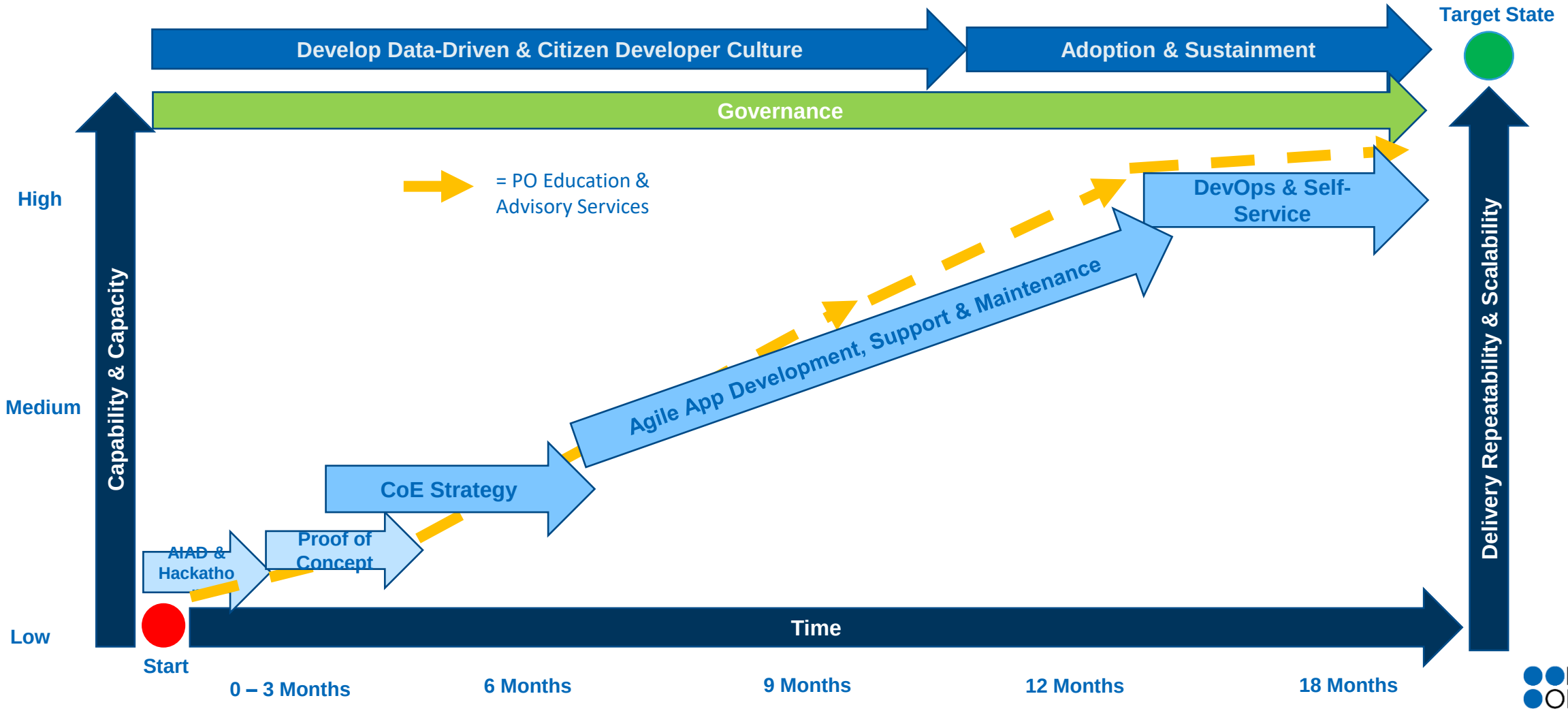
CoE
Ways of Working



CoE Maturity



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Power Platform
The Digital Factory

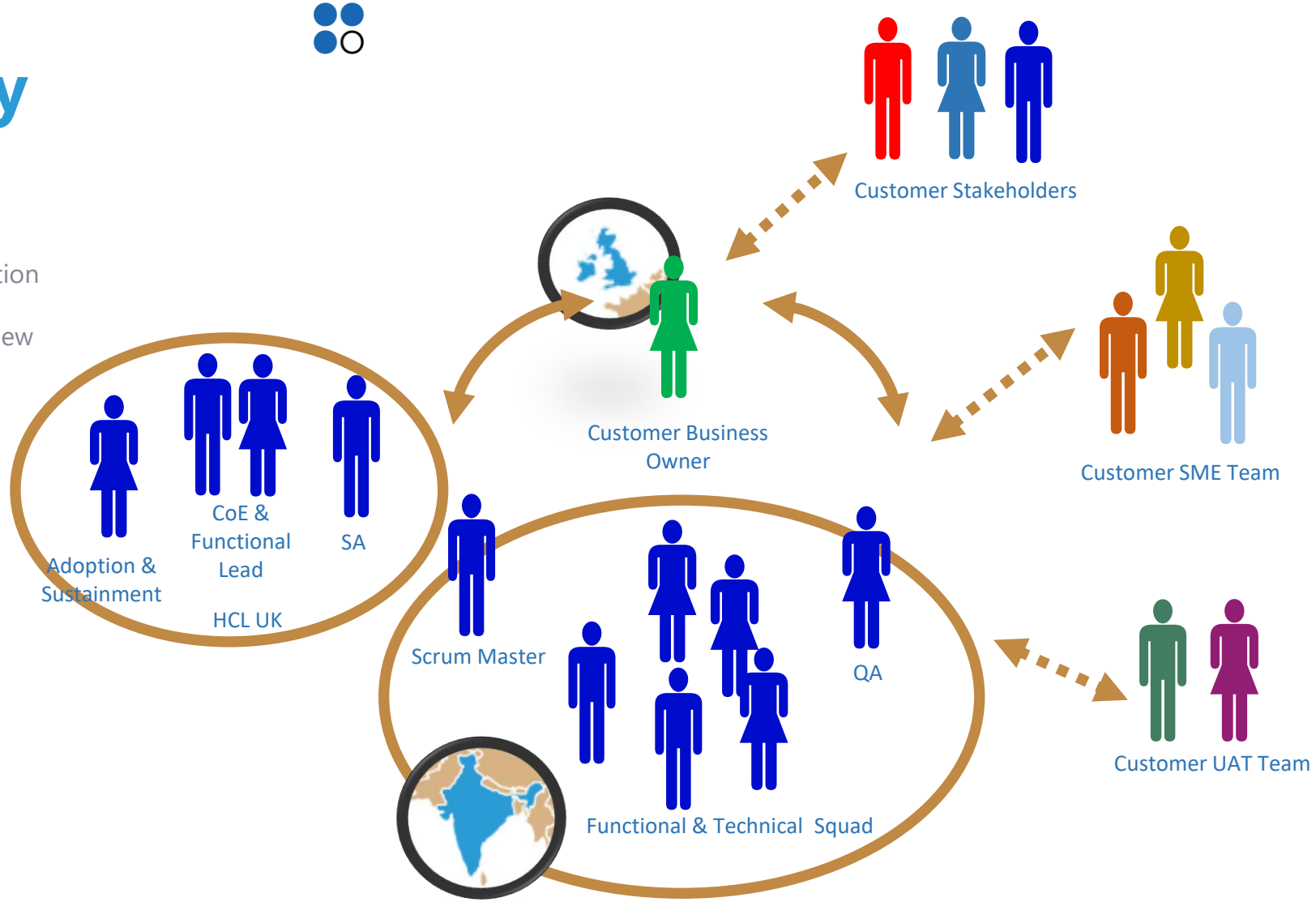
Onsite

- CoE Lead
- Lead Functional Consultant
- Adoption & Sustainment
- Solution Architect

- Power Platform Solution Design Workshops
- POC Candidates Review sessions
- Ideation sprints
- Stakeholder Reviews
- Testing

Offshore

Squad 1	Squad 2
Scrum Master	Scrum Master
Functional Consultant	Functional Consultant
Developer	Developer
QA	QA



Benefits:

- Agile
- Work delivered cost effectively without diluting quality
- Ability to ramp up and down quickly
- Identify legacy apps/flows for modernisation without increasing costs

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Maker Community Consulting Services

What is it?

Leading or supporting your community manager in establishing the different parts of the Power Platform Roadmap. With dedicated tools and CoE Starter Kit Framework following the 30-90 day set up to accelerate adoption and building a community that can be sustained.

ANALYSIS & SUCCESS FACTORS

Establish Objective of community:

- Charter
- Ways of Working and Social Contracts
- Planning Recognition Program
- Communication Strategy & Rollout Planning

IMPLEMENT MONITOR, ALERT, ACT PROCESSES

Set up and deployment CoE Starter Kit:

- Admin components
- Audit and report components
- Nurture components (Maker community)

ESTABLISH MAKER COMMUNITY

Support CoE and Maker Community to execute:

- Welcome activities for new members
- Power App Training
- Virtual Support for Maker Community

PROGRAM LIFECYCLE / MAINTENANCE

- What's New Training
- CoE Engagement Review & Advisory
- App Development Support

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Thank You!

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