

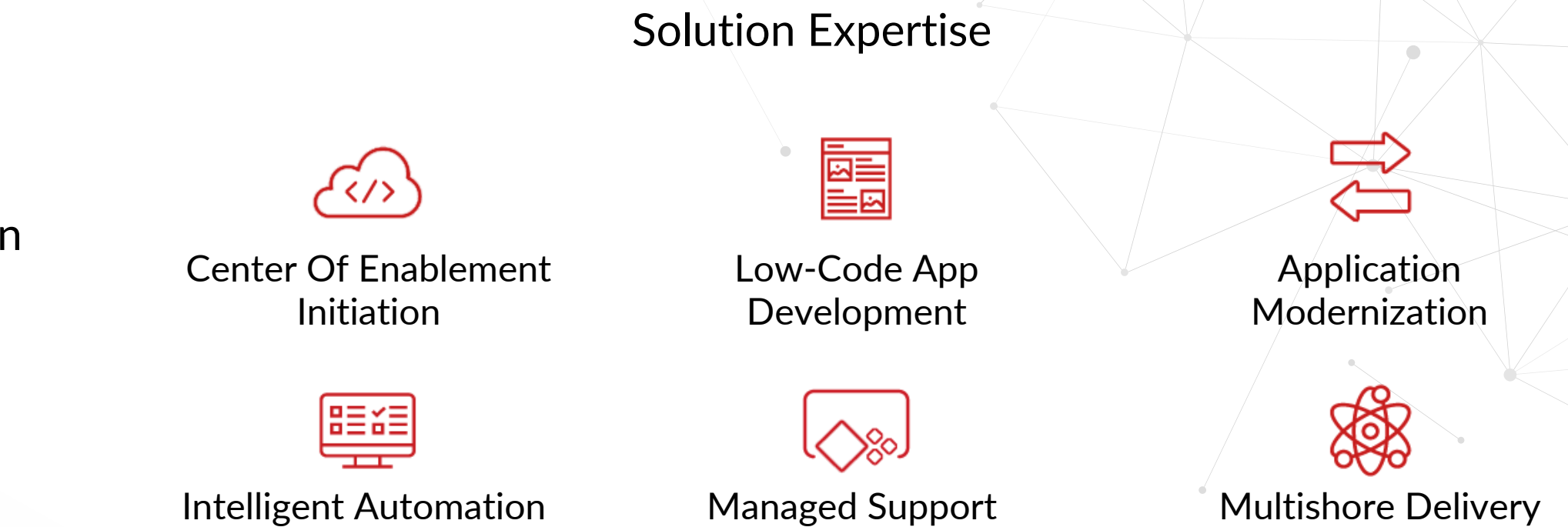


JUMPSTART

Power Platform Center of Excellence Jumpstart



Power Platform allows you to rapidly develop custom and flexible low-code line-of-business solutions that integrate existing systems and data to drive innovation and efficiency across the organization. Our certified experts, custom accelerators, and proven delivery methodology will help you build a successful Power Platform program with comprehensive governance.

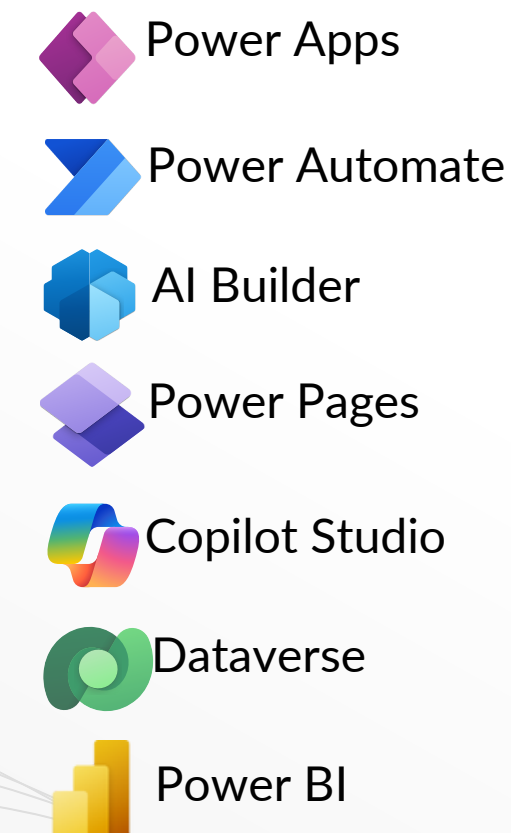


6 Years of Experience
30+ Certified Experts
30+ Successful Engagements
40+ CSAT
40+ Largest Power Platform Partner
4.7/5
12th

Microsoft Recognized Low Code Application Development Specialist and Intelligent Automation Specialist

Industries We Serve

- Automotive
- Healthcare
- Financial Services
- Life Sciences
- Retail
- Energy and Utilities
- Oil and Gas
- CPG and Manufacturing



Awards & Recognition

2023 Microsoft Partner of the Year Finalist
2021 Microsoft Healthcare Partner of the Year Finalist

How Power Platform Enables Makers

Power Platform isn't a single tool; it's a suite of tools operating on a single platform.

- **Power Apps:** Build and launch low-code applications with pre-built templates and simple, quick deployment.
- **Power Automate:** Create workflows that automate both individual tasks and large-scale systems.
- **Power BI:** Enable anybody in the organization to view analytics in real time to gain meaningful insights, with AI built in.
- **Copilot Studio:** Create intelligent chatbots to serve internal and external customers using a guided, no-code graphical interface.

These tools are user-friendly for non-developers, enabling makers to build apps, automate processes, and improve operations. IT can also use Power Platform to create critical applications, reducing bottlenecks. This low-code/no-code suite empowers everyone to solve problems efficiently, reducing costs, boosting agility, and driving innovation, all while maintaining security and compliance.

What Is a Center of Excellence?

A Center of Excellence (CoE) is a small group that drives business improvement through new technology adoption, establishing governance for consistency.

For Power Platform, this ensures makers build and deploy applications in a controlled manner, avoiding inconsistency and conflicting ideas.

Power Platform CoE Role Descriptions

- **Champions:** Empower citizen developers by sharing Power Platform expertise, mentoring, consulting, escalating issues, troubleshooting, and triaging new requests
- **Organizational Change Agents:** Enhance Power Platform through communication, training, workshops, hackathons, and success stories, promoting it throughout the organization
- **Development:** Simplify and standardize application building by aiding product owners in migrating legacy applications, creating new ones, designing use cases and architecture, and building reusable utilities
- **Operations and Engineering:** Supports makers by providing tools like connectors, reusable APIs, UI components, application templates, data curation, and governance automation to enable self-service application development

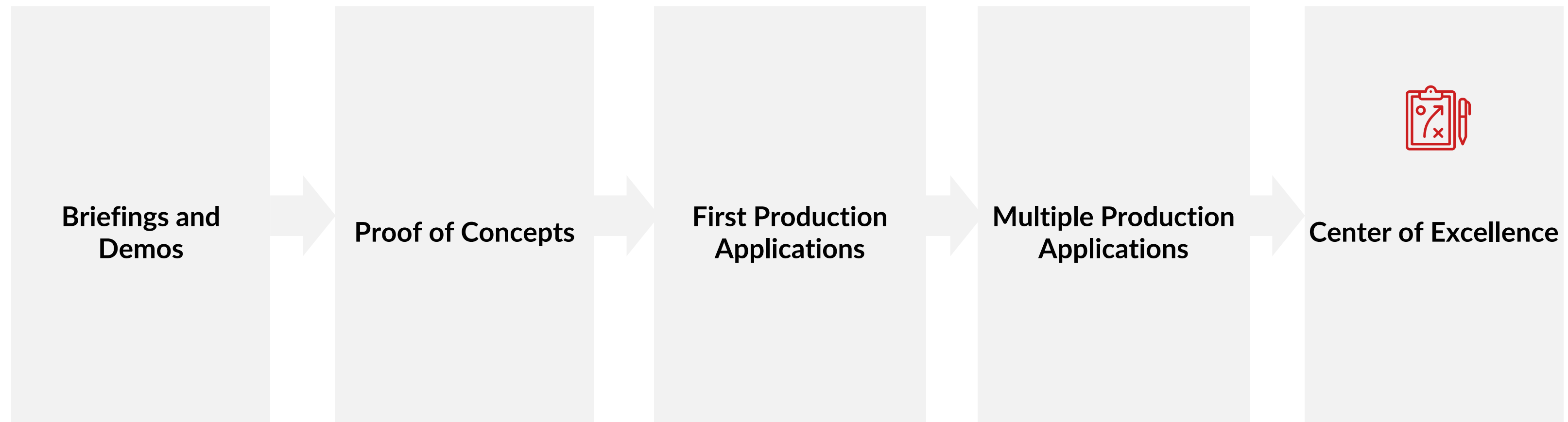
Power Platform CoE Goals

- Rapidly deliver MVP applications to prove concepts and provide value
 - Enable rapid innovation with minimal IT involvement
 - Create intuitive, simple, and continuously improved applications
 - Implement platform-level guardrails to enable innovation and minimize risk
 - Reduce shadow IT risk with trusted tools, data, processes, and procedures
-
- Enable evolving architecture based on business needs
 - Create business application templates
 - Provide operational support through automation
 - Support mobile development
 - Outpace custom development with Power Apps at lower cost and time
 - Establish budgets for small and large applications through governance



When Do You Need a CoE?

A CoE helps your organization successfully adopt Power Platform. As your organization matures and produces multiple production applications, a CoE will establish standards and guardrails.



How to Get Started With a CoE

Envision

Understand business drivers and priorities for Power Platform. Work closely with project stakeholders to roadmap and plan for implementing the CoE.

Assess Existing Applications

Assess legacy applications to see how your functionality maps to the Power Platform. Review solutions, confirm info with admins, plan interviews, categorize applications, and finalize the assessment.

Define the Program

Define CoE processes, develop tools and training, and enable all experience levels to create applications.

Implement Governance

Provide the guardrails that will make your Power Platform program successful and consistent for everyone within the organization.



Schedule and Backlog Creation

Define the program schedule, assess readiness, prioritize work based on business needs, and document it clearly for everyone.

Provide Application Support

Define support processes for the Power Platform, including configuring tools, setting SLAs, and determining escalation flows and criteria.

POWER PLATFORM

CoE Jumpstart

Our CoE Jumpstart is a focused 6-8-week engagement designed to help your organization quickly lay the foundation for long-term success with Power Platform. Whether you're just getting started or looking to mature your platform adoption, this offering brings together best practices, technical expertise, and strategic alignment to accelerate your journey.

Through a series of collaborative activities—from deep dives and assessments to future-state planning and governance design—we deliver actionable outcomes that prepare you to scale with confidence.

Activities:

- Power Platform Product Deep Dive
- Platform Consolidation Assessment
- Capabilities
- Future State Vision
- ALM and Governance
- Citizen Development Planning

Deliverables:

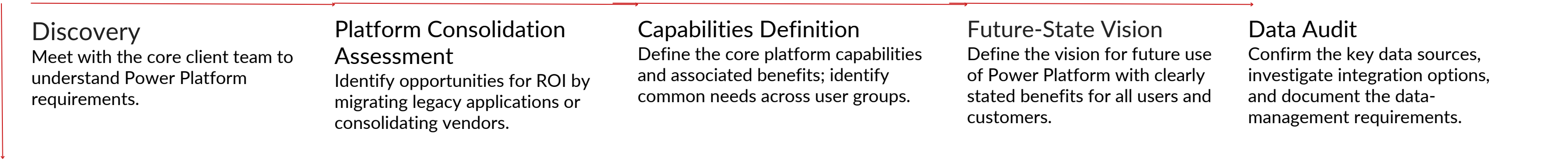
- Technical Architecture
- Product Backlog
- Executive Readout
- Governance Document
- Citizen Development Plan
- Roadmap



Power Platform CoE - Getting Started



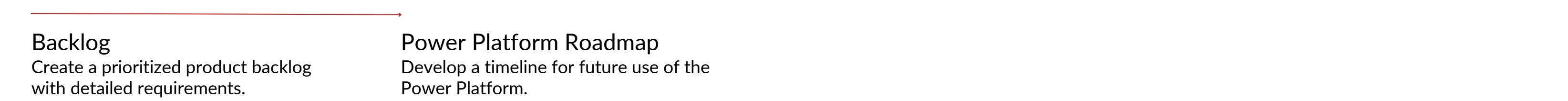
Discovery



Solution Design



Action



Deliverables

Solution	Solution Description	VITAS Scoring (1,2,3)								Rank
		EG	IA	JS	BS	DL	MS	ES	TP	
M1: Email Campaign Integration	Automated email campaigns based on core characteristics - e.g. targeting known referring physicians that may have inpatient admission opportunities			1		3		1		A
C2: Call Center System of Record Simplification	Explore simplification options, including SSO, organizational structure, process automation/orchestration		1							A
C4: Enhanced Caller ID & Matching	Orchestrate information in Call Center system accessing CRM data to enable rapid identification - routing, prioritization based on what we know about the account through phone number	1	2				1			A
M3: Referral Source Web Activity Integration & Analytics	D365/ Sitecore integration to understand and query usage patterns of existing web content by HCPs, track over time and develop predictive tools	3			1	2	2		3	A
M8: Web Traffic Identification & Prioritization	Leverage Sitecore analytics and personalization capabilities to better segment non-employment related web traffic					1	2	2		A
C6: Omnichannel View of Customer Interactions for Agents/ Reps	Aggregate previous caller interactions across channels to enable a higher quality and more targeted in-call experience. Enable integrated analysis of call volumes and disposition b/w Cico, Invoia, and D365		3						1	A
M4: Qualitative DSA Feedback Loop	Create mechanisms for Reps to document specific usage and perceived impact of DSAs and specific segments of DSAs						3			A
P1: Automated Physician Messaging/ Updates/ Campaign Required Action	Develop automated solution to send email or text to physician to indicate referral status for their patients and provide other relevant status information and next best actions, leveraging D365 and Xmail Exp Manager				3					A
C3: Enhanced Call Disposition Recording & Integration into Dynamics	Configuration to track dispositions of intake calls and for that information to also populate D365 information relating to referring HCP/ account for trend analysis. To include managing feedback on referrals that are not accepted			2				3	2	B
S3: Tracking Phone/ Email Interactions with Physicians and Other Account Designates	Develop mobile application for tracking and monitoring all forms of sales team interaction, beyond sales visits themselves. Enable integration of collected data points into relevant systems (D365, VK, Invoia, etc.)			3	2					B
M6: Vitas App Optimization & Integration	Ingest Vitas App related information (e.g. download, login, usage patterns, referral leads, etc.) into Dynamics. Explore additional interactions via App	2								C

Content

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Technical Architecture

A detailed diagram of the Power Platform environment and key dependencies

Prioritization Scorecard

A scorecard that highlights the importance of each use case, developed through facilitated prioritization exercises

Executive Readout

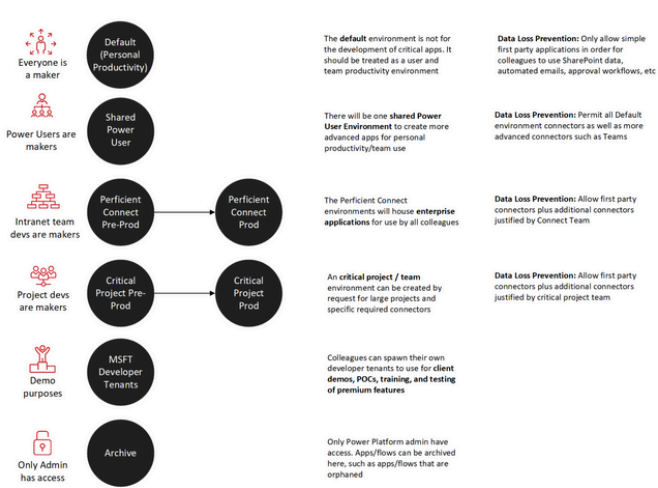
A high-level summary of the strategy, including goals, key artifacts, solution recommendations, and planning documentation

Deliverables continued



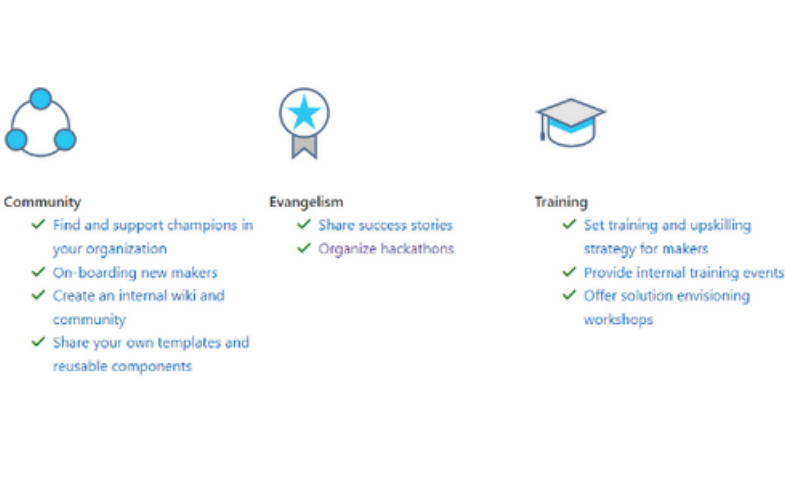
Roadmap

A detailed diagram of Power Platform activities and key dependencies



Governance Document

A document detailing environment strategy, DLP, monitoring, support, data access, license assignment, AAD groups, backing up and restoring environments, and issue escalation



Citizen Development Plan

A high-level summary of the citizen development plan, including goals, application templates, community setup, evangelism, and builder training approach

The RACI matrix diagram shows the roles and responsibilities for various Power Platform activities. The roles listed are: SE Ownership, Solution Architect, Developer, Project Manager, Business Analyst, Product Owner, Power Platform Admin, Compliance, Legal, Security, Data Lead, Incident Manager, and Operations Manager. The activities listed are: Strategy, Opportunity Generation, Configuration, Operations, Enablement & Support, Vendor & Ecosystem, and Data. The matrix uses R (Responsible), A (Accountable), C (Consulted), and I (Informed) to indicate the role of each stakeholder in each activity.

RACI

A guide that identifies who is responsible, accountable, consulted, and informed of Power Platform activities

Preliminary Timeline

