

# Power Apps Accelerator

## Service Definition Document

risual Ltd  
G-Cloud 13

# Power Apps Accelerator

## Description

To help organisations get to grips with the capabilities of Power Apps and Power Automate, this engagement includes a set of workshops to introduce and demonstrate the value of the tools. It covers the breadth of features and capabilities, and builds a pilot solution to address a strategic business challenge.



## Features

- Discovery workshops to introduce Power Apps and Power Automate.
- Identifies strategic business challenges for creation of a pilot solution.
- Hands on training for IT Admins and professionals.
- Provides knowledge of core concepts of the Microsoft Power Platform.
- Explores how to transform processes through Microsoft Power Automate.
- Helps organisations understand how to create unique application with PowerApps.
- Includes real-world scenarios based on your business operations.
- Delivers a pilot Power App addressing identified strategic business challenge.
- Delivered by certified, experienced business productivity consultants and business analysts.

## Benefits

- Seamless integration across the Power Platform and Microsoft.
- Compliant with over 90 standards including ISO270001.
- Fully customisable enabling you to scale app innovations quickly, securely.
- Comprehensive governance and security built-in. Single unified admin centre.
- Robust fully managed low-code backend data platform.
- Built on Azure to provide scalability.
- Break down data silos by providing single source of data.
- Enables citizen developers, admins, professionals to create automation with ease.
- Supports process automation scenarios that extend beyond RPA.
- Intuitive and easy to learn with over 300 pre-built APIs.

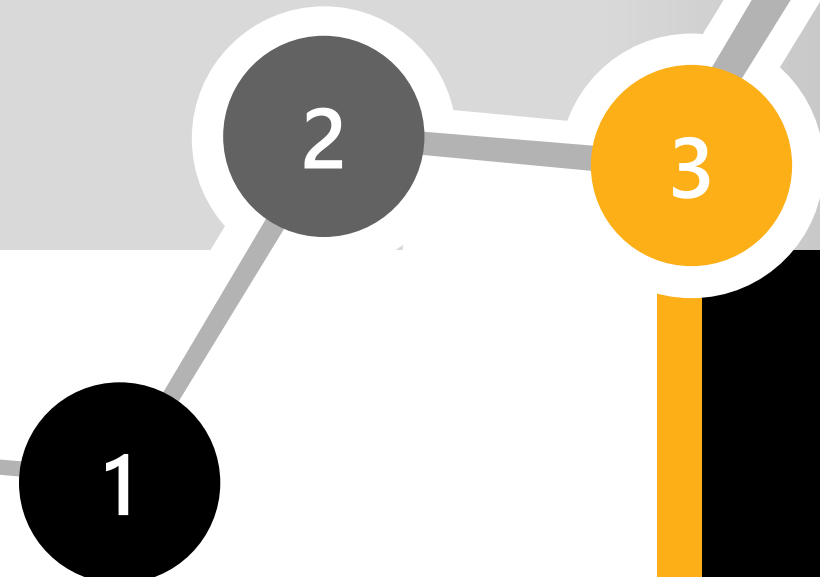
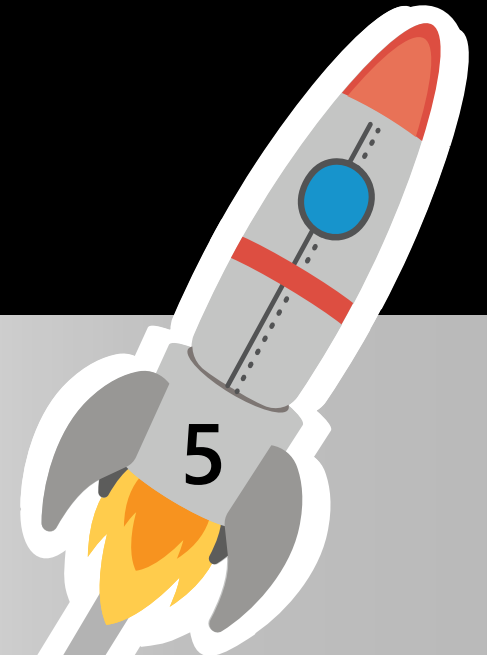
# Power Apps Accelerator

Rapidly adapt and automate business processes in just 5 days

**Day 1**  
Scenario introduction  
Power Platform introduction  
Client success  
Power Apps & Power Automate

**Day 2**  
Use case and scenario deep dive  
Solution architecture  
Strategic objectives  
Challenges and obstacles

**Day 3-5**  
Power Apps & Power Automate Pilot





# Modernise, automate and innovate faster to eliminate inefficiencies and solve complex business challenges

Many customers find themselves in situations where their business applications have not kept up with changing technologies and user demand. With the threat of COVID-19, it is more important than ever for customers to stay agile, modernise and automate where possible, and streamline business processes for business users to be more productive and efficient.

Organisations across all industries need to build agile business processes that can support many different stakeholders. **This service looks to address this need by enabling organisations to modernise, automate and innovate faster to eliminate inefficiencies and solve complex business challenges.**

To help organisations get to grips with the capabilities of Power Apps and Power Automate, this engagement includes a set of discovery workshops designed to introduce you to, and show the value of, Power Apps and Power Automate. Workshops will cover the breadth of Power Apps and Power Automate features and capabilities, with a pilot solution built with you to address a strategic business challenge you face.

- **Day 1** – On day 1, our Power Platform specialist and Business Analyst will work with you to truly understand your current challenges, existing solutions, and wider technology ecosystem. We will provide an overview of the Power Platform and its components, demonstrate how we've deployed the Power Platform for a client and cover a number of additional use cases to generate ideas for your organisation. The day also includes a deep dive on Power Apps and Power Automate using a demo environment, explain the connectivity between the products and plan for the following days.
- **Day 2** – On day 2, the risual team recap the scenario from day 1, review additional ideas and confirm how introducing the Power Platform can address them. We work with you to develop a concept solution architecture based on the agreed use case and touch on where this fits with your wider business strategy. We also discuss the adoption framework for the Power Platform before setting up the Platform environment ready for the Pilot configuration work on day 3 – 5.
- **Day 3-4** – On days 3 to 4, the risual team work with you to develop a Power Apps & Power Automate Pilot based on the agreed scenario.
- **Day 5** – On day 5, the risual team continue to work with you to finalise development of your pilot app before conducting a handover workshop where we run through the solution end to end and discuss next steps, including future development opportunities of the pilot.

# Modernise Business Applications

Our clients turn their focus to modernising their business applications and automating processes rather than wholesale replacement. This introduces significant cost savings and removes any delays in realising efficiencies. - They do this in order to innovate faster, reduce inefficiencies and solve complex business challenges.

In both ordinary and extraordinary times, such as those posed by COVID-19, success is measured by a company's ability to be agile, respond to crises, and quickly develop solutions for their staff and customers.

## **KPIs modernising business applications can address include:**

- Reduced IT effort for application development.
- Retired third-party applications.
- Reduced IT maintenance.
- Increase staff efficiency.
- Improve time to market.

## **Use cases include:**

- Reducing technical debt and IT backlogs by enablement through low-code tools to scale developer productivity.
- Replace or upgrade legacy apps & services to modern and efficient applications.
- Integrate LOB systems and connect applications for seamless data integration.
- De-risk legacy and custom apps that are non-compliant and/or custom-built.

# Automate Business Processes

Our clients are finding success through automation and the creation of modern business processes without the need for wholesale migration of their underlying applications. This has been key in addressing concerns around unnecessary travel, budget constraints and their ability to dedicate staff to these types of projects.

Automating business processes gives an organisation the ability to minimise repetition and manual tasks, enable end users, reduce human error, combine intelligence through automated workflows, and create more time for their teams to drive the business forward.

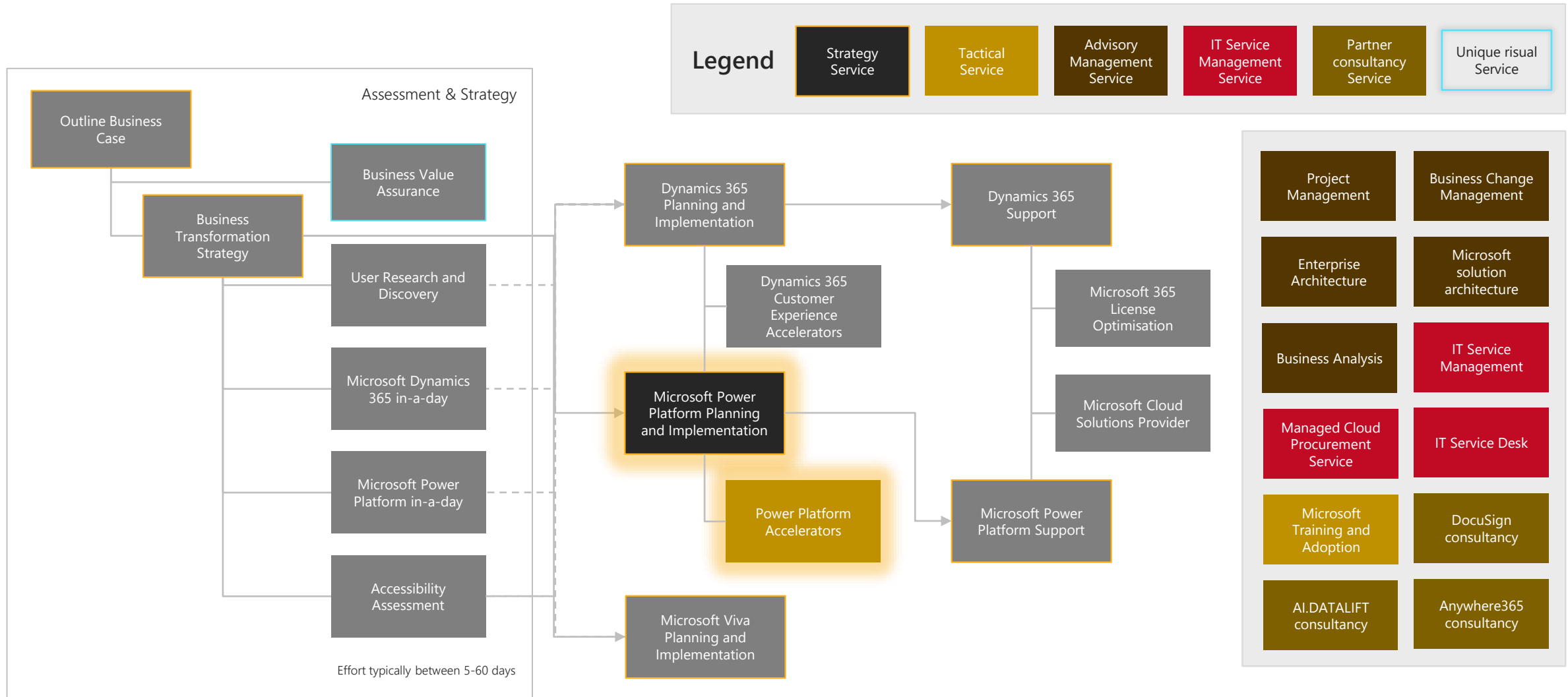
## **KPIs modernising business applications can address include:**

- Reduced IT maintenance.
- Increase staff efficiency.
- Improve time to market.

## **Use cases include:**

- Enable people to meet and collaborate at home and keep them engaged with collaborative apps and tools that work on any device.
- Improve productivity by integrating apps and automating workflows.
- Reduce time and cost spent on tasks by automating routine business processes.
- Rapidly develop and make productivity applications available on any device.
- Move from manual, repetitive and/or paper-based processes to digital and cloud-based workflows and applications.
- Connect data seamlessly across all existing tools and platforms.

# Where this sits in our Business Transformation portfolio



# About risual

Who we are, what we do, and who we work with

# Who we are

Microsoft Experts for 16 years, we have deep product knowledge across Microsoft technologies and a broad range of experience across industry. Born from a belief that technology can change the world in sustainable ways that drive positive social and societal change, we endeavour to learn, develop and invest in our people and communities, delivering world class services that create value and opportunities for all.



UK-based business & technology services organisation, offering consultancy, managed services, training & adoption, education, and apprenticeships for cloud technologies.



16 years transforming the workplace through the introduction, adoption and strategic management of Microsoft technologies.



Accredited to ISO 27001, ISO 20000, ISO 9001, Cyber Essentials, Cyber Essentials Plus, and members of the NCSC's Cyber Security Information Sharing Partnership (CiSP).



Microsoft Gold Partner across 15 categories and an Azure Expert MSP, placing us in the top 0.05% of MS partners globally and are a Microsoft Fast Track Ready Partner.



An elite Microsoft Partner, we also have 6 Microsoft advanced specialisations, validating our extensive capabilities in specific solution areas.



We're driven by a real purpose to introduce sustainable change and drive positive social impact, by increasing the opportunities available to young and disadvantaged people.

Gold  
Microsoft Partner  
Azure Expert MSP

iIBA  
International Institute  
of Business Analysis

MSP

The Open Group  
Open  
Certified

PRINCE2

AgilePM

Prosci  
PEOPLE. CHANGE. RESULTS.

SAFe

ITIL



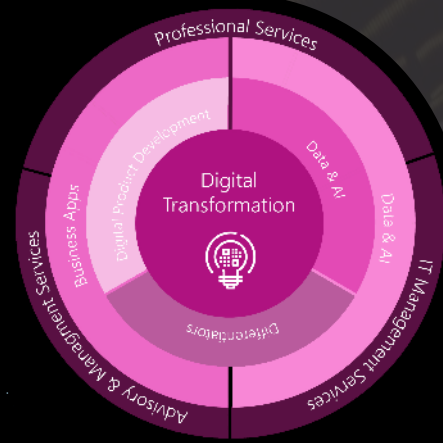
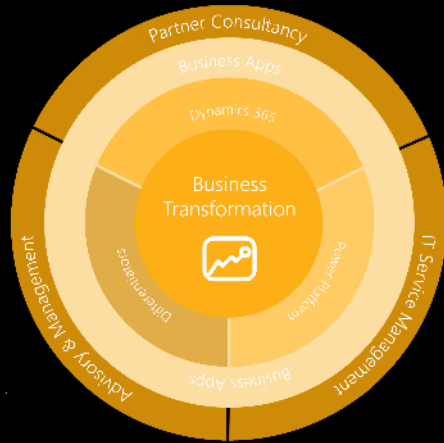
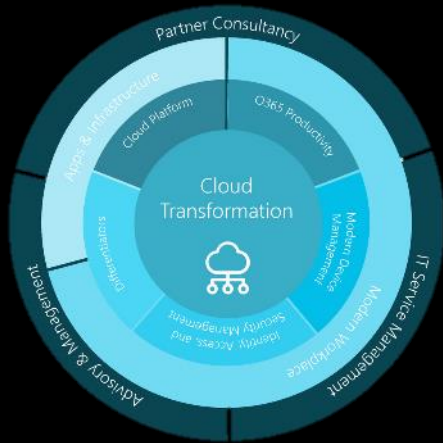
INVESTORS  
IN PEOPLE





# What we do

We are recognised by Microsoft as one of the only partners who deliver a range of services across all three Microsoft clouds; Azure, Dynamics 365, and Microsoft 365. Whilst we have hybrid cloud capabilities and skills with AWS and Oracle, our deep relationship with Microsoft has had a strategic influence on our organisation and the services we deliver since the day we were founded. We are experts in transformation and see transformation in three ways; Cloud, Business and Digital.



Cloud Transformation is about tools and technology, often IT-led it focuses on the platform with Azure, and Modern Workplace through Microsoft 365 services. Cloud Transformation is an enabler and in order to deliver real value, business transformation is required.

Business Transformation is about re-engineering internal services to better serve the business, focusing on business applications, processes and productivity, through Dynamics 365 and the Power Platform.

Digital Transformation relates to external interfaces with clients/citizens/students and enters the domain of disruptive innovation focusing on replacing or complimenting existing services through digital product development.

All three service portfolios span: business and technical consulting, managed services, training & adoption, apprenticeships, and data & AI.

We live by our values of **honesty, openness and trust**, and we embed these values into everything we do, from delivering new and exciting business and technology services/solutions, through to the charity work we regularly undertake within our communities.



**advisory**

assessment | strategy



**consulting**

plan | implement



**services**

optimise | support



**skills**

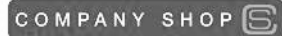
develop | adopt



**solutions**

sector | software

# Who we work with



# Business Transformation

For the past 15 years we've worked with clients to transform the workplace with the introduction, adoption and strategic management of Microsoft cloud technologies. Working across all industry sectors, we aim to transform the ways in which people work and organisations deliver services, through the re-imagination of technology and support services, and through the provision of enhanced digital skills training and apprenticeships.



## Dynamics 365

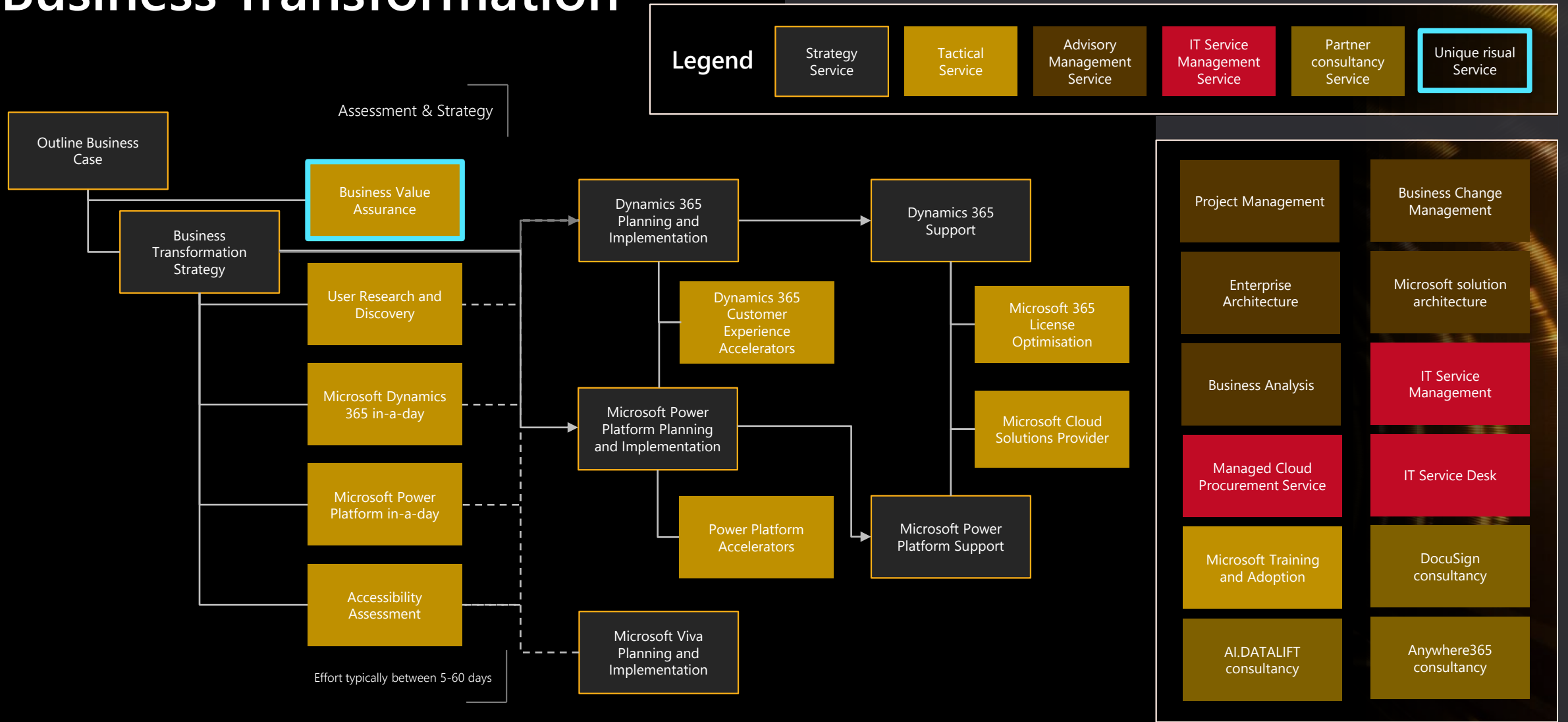
We provide services across the entire Dynamics 365 ecosystem whether it be sales, marketing, customer service, finance, operations, commerce, HR, a mixture, or all of the above. We help clients make better decisions by unifying data, providing predictive insights that upon action drive improved services and performance that deliver successful business outcomes.



## Power Platform

We work with our clients to deliver innovative and impactful solutions that meet everyday business challenges, giving people the ability to create solutions that accelerate productivity. Individually or through the connection of all services within the Power Platform, we help our clients improve existing, or create new, end-to-end future proof business solutions.

# Business Transformation





# Our expertise

Gold

## Microsoft Partner Azure Expert MSP

Cloud Solutions Provider

FastTrack ready partner

Identity and Access Management

Change and Adoption Advanced Specialism

Teams calling Advanced Specialism

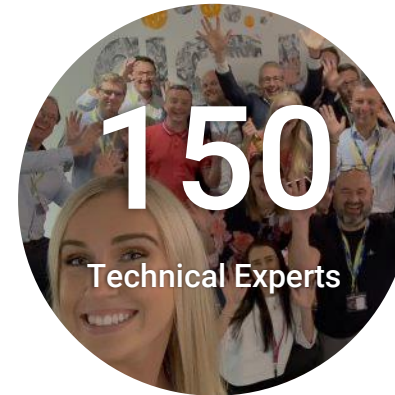
Windows and SQL Server Migration Advanced Specialism

Teamwork Deployment Advanced Specialism

Windows Virtual Desktop Advanced Specialism



Application Development  
Application Integration  
Cloud Platform  
Cloud Productivity  
Collaboration and Content  
Communications  
Data Analytics  
Data Platform  
Datacenter  
DevOps  
Enterprise Mobility Management  
Messaging  
Project and Portfolio Management  
Security  
Windows and Devices  
Small and Midmarket Cloud Solutions



# Onboarding & Offboarding

We recognise that all engagements are different, in terms of scope, size and complexity. risual is committed to delivering a standard onboarding process for all services delivered through the Digital Marketplace. Our experts will mobilise quickly and ensure the onboarding process is handled professionally and seamlessly to reduce disruption to your daily operations.



**Delivering with the End in Mind:** We focus on the overall business benefits you're seeking to achieve throughout any engagement with us. We ensure there is a complete understanding of the objectives, and how working in partnership, each party will contribute to achieving success.



**Open and Honest Delivery:** We share our culture with an open, honest and trustworthy approach to delivering each engagement, through strong governance and concise, regular reporting. This is a vital component of a successful partnership working to ensure the true value of planned activities is known. Our costs will be open and transparent within each planned component and our reports will ensure full status visibility.



**Respect for People & Appreciative Inquiry:** Essential to the success is the engagement of staff and service users. Our approach is designed in a way to encourage co-production and involvement, respectable challenge and the build up of strengths and good practice.



**Understanding the Culture:** Performance is a product of strategy and culture. We pay as much attention to culture as we do to strategy and the resulting performance of each engagement.

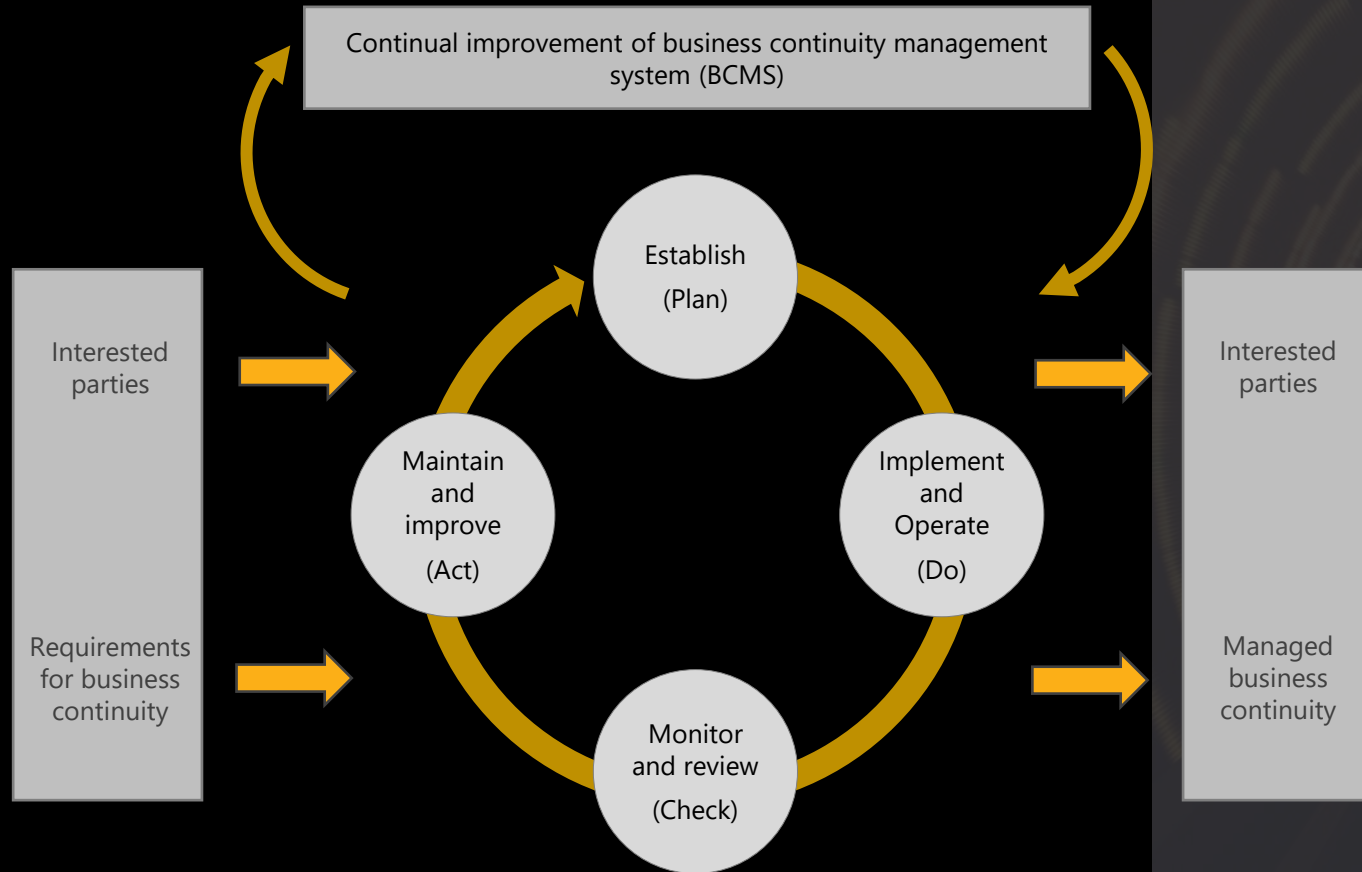


**Understanding the Leadership:** We work in partnership with leaders to understand the strategic vision and intent behind an engagement.

**Creating the foundation for success in the modern digital age requires some level of human and capital investment, but the main requirements are time, tenacity and most importantly, leadership. Leadership is vital to ensure that continuous improvement of services delivers constant value and must be communicated across all areas. Through our core values of openness, honesty and trust, we will work with you to achieve your desired outcomes by connecting the people of both our organisations and any wider partnerships. This involves pragmatic communication and the build of a common culture, creating a community spirit of professionals all working toward the same vision.**

# Business Continuity and Recovery

A Business Continuity Plan (BCDR) can be provided for, or in accompaniment with, a risual service where required. risual follow best practice guidance laid out in ISO22301, and use the 'Plan, Do, Check, Act' model when responding to actual or perceived threats to Business Continuity.



**Plan:** Establish policy, objectives, targets, controls, processes and procedures relevant to improving business continuity in order to deliver results that align with overall policies and objectives.



**Do:** Implement and operate the business continuity policy, controls, processes and procedures.



**Check:** Monitor and review performance against policy and objectives, report the results to management for review, determine and authorise actions for remediation and improvement.



**Act:** Maintain and improve the BCMS by taking corrective action, based on the results of management review and reappraising the scope of the BCMS and business continuity policy and objectives.



# WYCA – Health and Safety reporting

## Digitising Health and Safety reporting

Safety reporting data was not robustly collected. The 'forms workforce' were expected to collect data in various formats and found it difficult to find the right data, especially when visiting remote sites.

Data collection was not standardised, and information was kept in various data repositories which made reporting on data difficult and general data quality poor.

risual analysed then re-designed the data collection process, mapping this out and then streamlining it using low-code development with a dedicated Microsoft Power App.

The Health and Safety forms format was standardised and organised in an easy-to-understand way. Free-text fields were replaced with choice fields or advanced data entry control (i.e., bus station maps with pins to select location).

A live view of submitted data was also introduced to provide greater levels of governance and visibility. risual also developed a user-friendly interface optimised for mobile devices, that allows users to take and attach pictures as evidence.

Benefits have seen the Health and Safety team improve the data collection process, standardise it across different areas, with the ability to present live reports and improve visibility of the data collected.







# HR Solutions

risual worked with HR Solutions to design, develop and transition them away from using Salesforce as their primary CRM over to Dynamics 365. Microsoft had recommended risual to HR Solutions based on our experience in Business Transformation and our various gold partner competencies which fitted with them as a business and their requirements.

*"We're now saving time, money and efficiencies."*

**Greg Guilford**  
CEO of HR Solutions

## Problem

HR Solutions had been experiencing challenges brought about by their Salesforce CRM system, it was causing bottlenecks and inefficiencies within the workforce. They weren't sure on the best approach to resolving these challenges and were concerned that changing the system could take significant time and money. So they reached out to Microsoft for support.

## Solution

Through Microsoft, HR Solutions chose to work with risual to support them on their transformation journey. We suggested Dynamics 365 as a solution that would combat their challenges and introduce further opportunities. Microsoft backed this approach as it would not only replace their current system but also provide solutions to other challenges they had been experiencing. risual consultancy worked with senior management to develop the vision for the platform, bringing the vision to life in a fully equipped, innovative solution. HR Solutions are now expanding functionality and are aiming to roll out additional Dynamics 365 products in the near future.

## Benefits

**Efficiency:** "risual's implementation of Dynamics and Microsoft Portals has allowed us to have more reporting, we can really use the data at our fingertips which we've never had the opportunity to do before. Our end-users aren't spending hours a week searching through Salesforce, everything they need is easy to find and presented clearly."

**Time Saving:** "Dynamics has allowed us to streamline our processes, saving time on duplicating workloads and labour-tensive tasks. Long term, saving the business money and giving our teams the chance to be more innovative with their time."

**Integration:** "Through integration with Power BI our management, end-staff and admin teams have access to powerful data reporting direct from Power BI."

**Greg Guildford**  
CEO of HR Solutions







# risual

Experts in Transformation