techvista
A Systems Limited Company

Power Platform

Establishment of Center of Excellence

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Company Information

Delivering Seamlessly for a Digital Tomorrow

techvista

$600 M+
Market Capitalization

5000+
Employees Globally

138+
Global Active Clients

45+
Years In Business

- Digital Transformation, Cloud Enablement & Data-Driven Service Portfolio
- Success-Proof Methodologies
- Strong Partner network
- Value Offerings and Accelerators

Systems is a premier digital technology solutions provider with a team of over 8500 brilliant minds globally who continue to innovate in building leading enterprise solutions that ensure a promising future of our customers' digital footprint for sustainable growth and profitability. We are passionate about solving our customers' challenges using customized, scalable, and efficient products and services. Our people are our promise and method for driving global digital engagement. As a digital technology services provider, we encourage the free sharing of ideas throughout Systems.

Our ability to improve, accelerate, and generate key competencies is driven by our investment in our people. When Systems thrives, everyone benefits.

Subsidiaries and Affiliates:

- Systems Limited
- Systems Middle East (Techvista)
- Systems Qatar (Techvista)
- Systems Arabia
- Systems Egypt
- Systems APAC (TechVista)
- Systems ASEAN
- Systems Ventures
- Visionet (North America, Europe, UK)
- OneLoad

Our Prestigious Accolades

| 2022/2023 INNERCIRCLE for Microsoft Business Applications	Forbes Asia BEST UNDER A BILLION 2022	Microsoft Partner 2020 Partner of the Year Winner	SAP Gold Partner	ASIAMONEY	ClickDimensions TOP 10 GLOBAL REVENUE
Top of Microsoft's most strategic Business Applications partners two years in a row	Best Under A Billion three years in a row	Partner of the year 2020	Received SAP® EMEA S Partner Excellence Awards 2022 for Top New Partner and Service Excellence	Two awards in "Most Outstanding Company"	Recognized in ClickDimensions Top 10 Revenue - Global award category

CRM Competency Journey

Microsoft
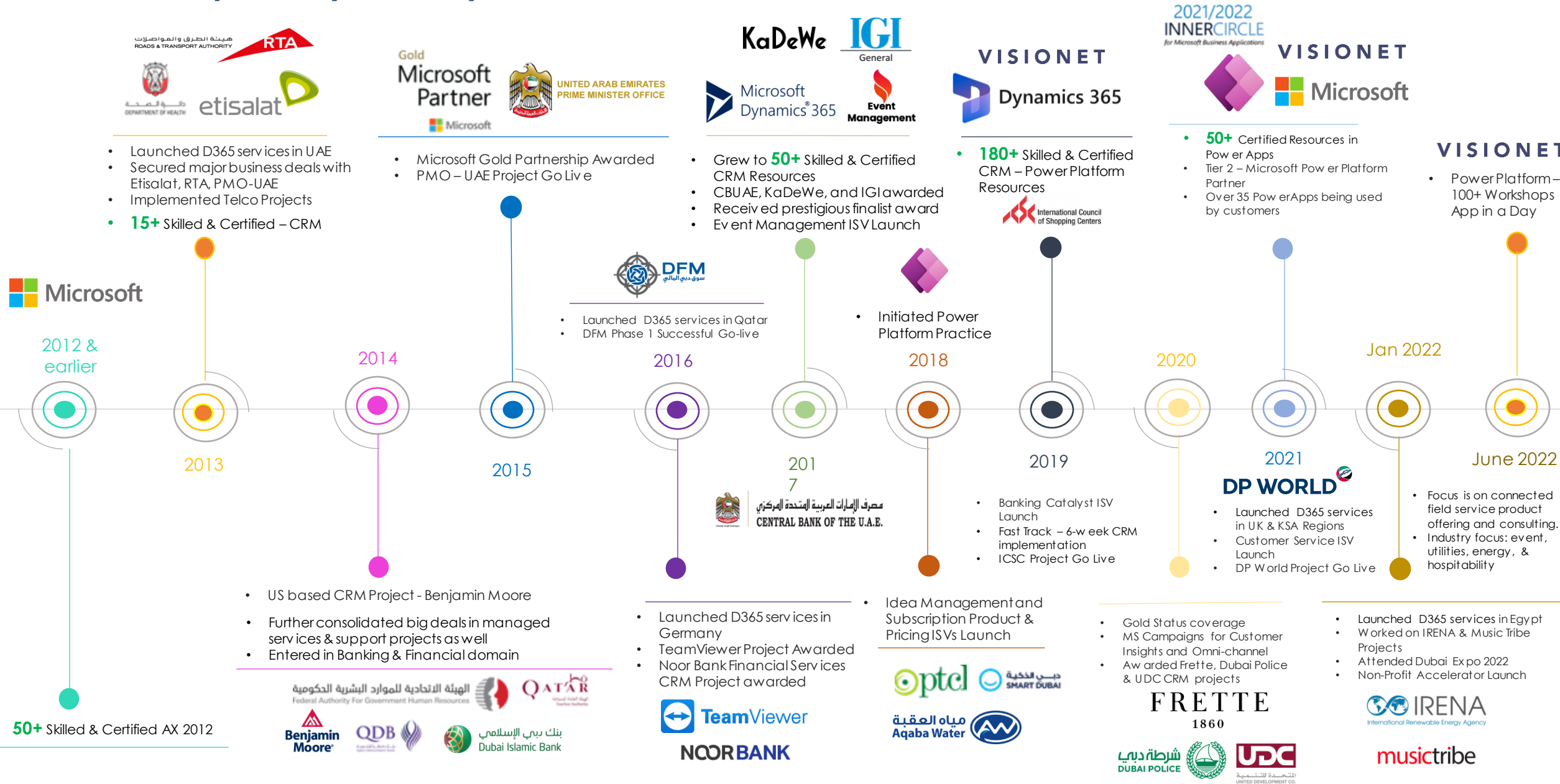
2012 & earlier

- 50+ Skilled & Certified AX 2012

2013

- Launched D365 services in UAE
- Secured major business deals with Etisalat, RTA, PMO-UAE
- Implemented Telco Projects
- **15+** Skilled & Certified – CRM

2014

- US based CRM Project - Benjamin Moore
- Further consolidated big deals in managed services & support projects as well
- Entered in Banking & Financial domain

2015

Gold Microsoft Partner | UNITED ARAB EMIRATES PRIME MINISTER OFFICE

- Microsoft Gold Partnership Awarded
- PMO – UAE Project Go Live

2016

DFM

- Launched D365 services in Qatar
- DFM Phase 1 Successful Go-live

2017

CENTRAL BANK OF THE U.A.E.

- Launched D365 services in Germany
- TeamViewer Project Awarded
- Noor Bank Financial Services CRM Project awarded

KaDeWe | **IGI General** | **Microsoft Dynamics 365** | **Event Management**

- Grew to **50+** Skilled & Certified CRM Resources
- CBUAE, KaDeWe, and IGI awarded
- Received prestigious finalist award
- Event Management ISV Launch

2018

- Initiated Power Platform Practice
- Idea Management and Subscription Product & Pricing ISVs Launch

VISIONET Dynamics 365

- **180+** Skilled & Certified CRM – Power Platform Resources

International Council of Shopping Centers

2019

- Banking Catalyst ISV Launch
- Fast Track – 6-week CRM implementation
- ICSC Project Go Live

2020

DP WORLD

- Launched D365 services in UK & KSA Regions
- Customer Service ISV Launch
- DP World Project Go Live

2021

- Gold Status coverage
- MS Campaigns for Customer Insights and Omni-channel
- Awarded Frette, Dubai Police & UDC CRM projects

FRETTE 1860 | DUBAI POLICE | UDC UNITED DEVELOPMENT CO.

2021/2022 INNERCIRCLE for Microsoft Business Applications

VISIONET Microsoft

- **50+** Certified Resources in Power Apps
- Tier 2 – Microsoft Power Platform Partner
- Over 35 PowerApps being used by customers

Jan 2022

- Launched D365 services in Egypt
- Worked on IRENA & Music Tribe Projects
- Attended Dubai Expo 2022
- Non-Profit Accelerator Launch

IRENA International Renewable Energy Agency | musictribe

VISIONET

- Power Platform – 100+ Workshops App in a Day

June 2022

- Focus is on connected field service product offering and consulting.
- Industry focus: event, utilities, energy, & hospitality

Microsoft Power Platform Journey

2019
- Initiated Power Platform Practice

TeamViewer
- Applications for time management, time tracking, policies and payouts management.
- Power automate flows for enhancing business processes.
- Launched D365 services in **Germany**

VISIONET

ICSC Implementation
- Event registration process at Kiosk
- Real-time activity tracking

2020
- Microsoft Gold Partnership Awarded

One stop access management system for guests

Rapid Sell

systems

Canada Goose
- Store Management system was Integrated with virtual queues

Khaadi
- Inventory control system **(Khaadi)**
- Inspection survey conduction. **(Hascol)**
- Trial balance consolidation. **(Alfardan)**
- Online scholarships platform**. (QFFD)**
- Approvals app. **(DWTC)**
- Feedback management & authority configuration app. **(DPW)**
- Lease, contract and invoice management. **(Alghanim)**

2021

- Role Mapping App **(Outfitters)**
- Request Approvals **(National Food)**
- Refund Process **(Fly Dubai)**

WOQOD
- Records control & archival management.
- Document registration & control management.

VISIONET

50+ Certified Resources in Power Apps
- Tier 2 – Microsoft Power Platform Partner
- Over 35 PowerApps being used by customers

VISIONET
- Power Platform – 100+ Workshops App in a Day

2022
- Letter configuration management App. **(Beazley)**
- Purchase requisitions and purchase orders App
- Employee performance and growth analysis system.

- Launched D365 services in **Egypt**

Power Apps Expertise

A dedicated team of 50+ Power Platform Certified individuals

Tier 2 – Microsoft Power Platform Partner

Over 35 PowerApps being used by customers

10 Apps in a Day workshop delivered to over 100 + customers with Microsoft

Some of our Customers:

Digitally Empowering the Best

Key Implementations in Last 5 Years

S#	Client Name		Location	Date of Implntn.	Project Overview	Duration	Modules	Team Size
1.	RTA		UAE	2016-20	Implementation & Upgrade with customization	4 years	Customer Service & Upgrade	12
2.	Etisalat		UAE	2015-20	Implementation & Upgrade with customization	5 years	Sales, Marketing & Upgrade	20
3.	Central Bank		UAE	2020	Implementation & Upgrade with customization	10 months	Customer Service	12
4.	FAHR		UAE	2019	Implementation & Upgrade with customization	1 year	Customer Service	6
5.	DP World		UAE	2020	Implementation & Upgrade with customization	10 months	Sales & Marketing	7
6.	Noor Bank		UAE	2019	Implementation & Upgrade with customization	1 year	Sales & Customer Services	11
7.	ENOC		UAE	2017	Implementation & Upgrade with customization	10 months	Customer Services	5
8.	PMO		UAE	2015-19	Implementation & Upgrade with customization	5 years	Customer Services	8
9.	DWTC		UAE	2020	Implementation & Upgrade with customization	1 year	Sales	4
10.	Smart Dubai		UAE	2020	Implementation & Upgrade with customization	1 year	Customer Services	1
11.	Public Sapient		UAE	2020	Implementation & Upgrade with customization	1 year	Sales & Customer Services	4
12.	TeamViewer		Germany	2019-20	Implementation & Upgrade with customization	1 year	Sales, Customer Services & Field Service	8
13.	ICSC		USA	2019-20	Implementation & Upgrade with customization	1 year	Sales, Service & Marketing	32
14.	PTCL		Pakistan	2018-19	Implementation & Upgrade with customization	1 year	Sales	8
15.	Benjamin Moore		USA	2017	Implementation & Upgrade with customization	1 year	Sales & Upgrade	8
16.	IGI		Pakistan	2018-19	Implementation & Upgrade with customization	1 year	Field Service & IOT	6
17.	AQABA Water		Jordan	2019-20	Implementation & Upgrade with customization	2 years	Sales & Field Service	5
18.	DFM		UAE	2017-2020	Implementation & Upgrade with customization	4 years	Services	6

Proposed Approach

TechVista Proposed Assessment Approach

Approach

Identify Paint Points	Identify Current State	Detailed Assessment	Re-Strategize	Defining Next Steps
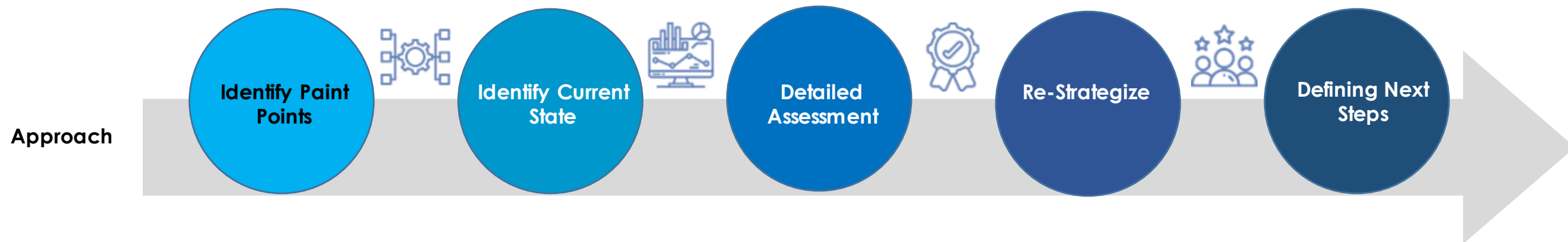
• Identify the challenges faced by staff
• Identify the adaption rate
• Possible use cases not covered
• Identify Lack of strategy and CoE goals
• Identify lack of alignment with the company's objectives
	• Understanding of current CoE with respect to weakness & strengths
	• List of obstacles
		• Assessment of the following:
		  ○ Current implementation
		  ○ Technology ecosystem
		  ○ Architecture
		  ○ Infrastructure
		  ○ Current Apps
		  ○ Training program
			• Create an inclusive culture
			• Support innovation
			• Fulfilment of Action Items from CoE Starter Kit
			• Re-prioritize the governance of the ecosystem
			• Team Sizing
				• Increase centralization
				• Optimize re-usability
				• Ensure 100% adaption by empowering the users
				• Optimize data integrity
				• Quick response mechanism on nurturing & training

Deliverables
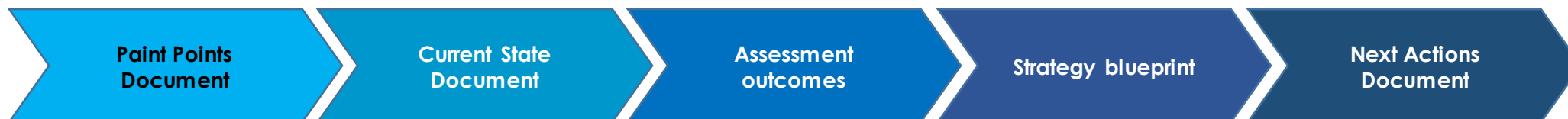
Paint Points Document	Current State Document	Assessment outcomes	Strategy blueprint	Next Actions Document

CoE Transformation Journey

1 — Detailed Assessment & Stakeholder Alignment

- Assess current implementation & Identify challenges
- Re-design the strategy with provision of future roadmap
- Infrastructure & Architecture Review
- Strategy Re-Design
- Pilot Implementation (Department Identification)

2 — Establish Centre of Excellence

- Pilot Implementation & Training Roadmap
  - Core CoE Implementation
  - Framework Planning
- Implementation Activities
  - Strategy Alignment
  - Stakeholder Readiness
  - Implementation Plan
  - Training Plan

3 — Administration & Governance

- CoE Governing & Control Modeling
- Nurture & Training Modeling
- Enablement of Centralization
- Audit Trial
- Adaption Practice Development
- Data Integrity & Security Measures
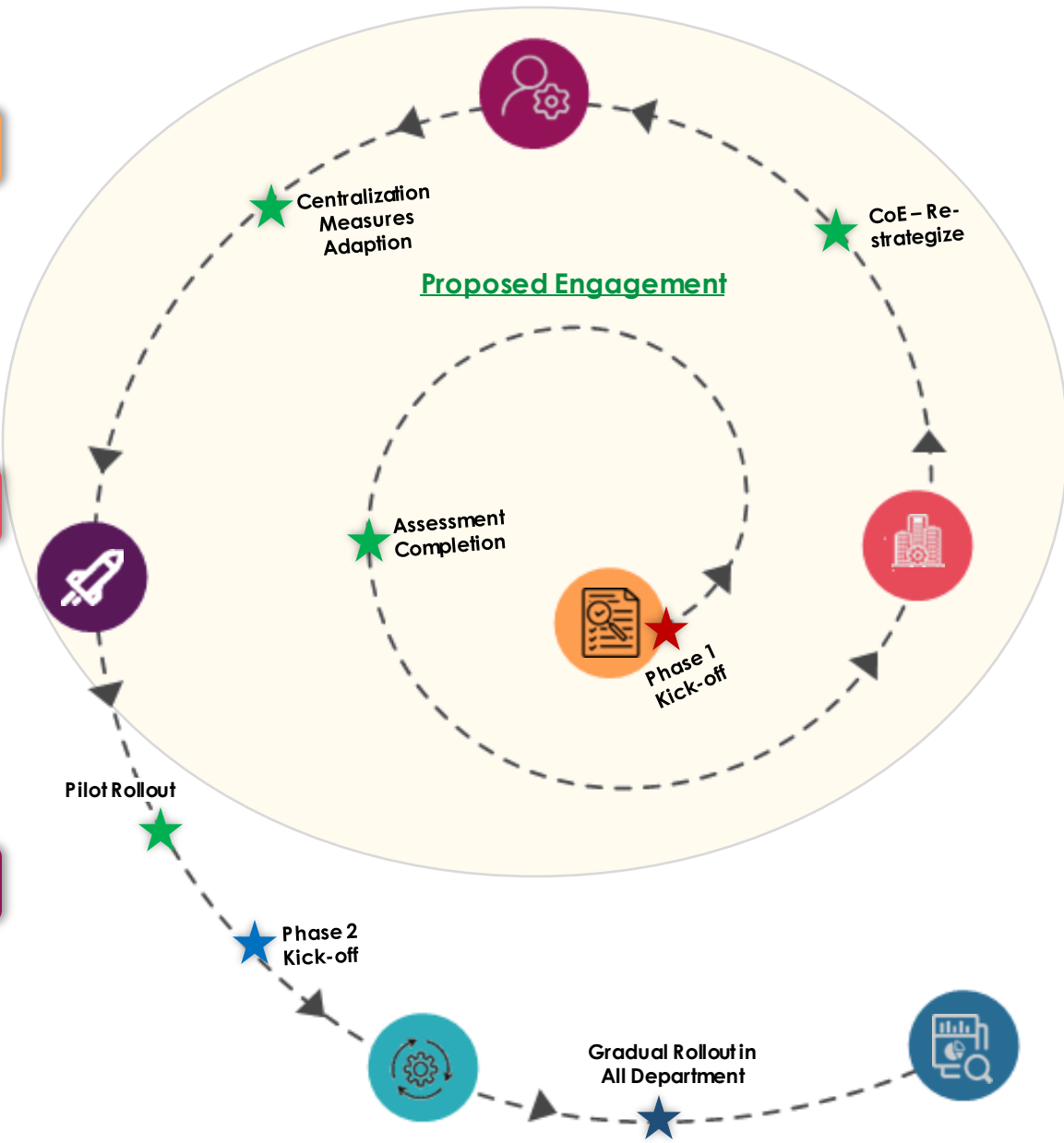
4 — Pilot Rollout Activities

- Pilot Execution
  - Initial Rollout
  - Rollout Activities
  - Citizen Developer Alignment
  - Governance & Control Measures
  - Team Training
  - Critical analysis & practice documentation

5 — Full-scale Rollout of CoE with Transformation Strategy

- Full-scale Execution
  - Rollout as per priority based planning
- Rollout Activities
  - Citizen Developer Alignment
  - Governance & Control Measures
  - Team Training for similar apps

6 — Continuous Improvement

- Alignment of existing app / API repository
- Business Continuity
- Templates Repository

Proposed Engagement

- Centralization Measures Adaption
- CoE – Re-strategize
- Assessment Completion
- Phase 1 Kick-off
- Pilot Rollout
- Phase 2 Kick-off
- Gradual Rollout in All Department

Use Cases for Operational Efficiency

Continuous Power App development and delivery

Simple				Difficult					Complex
Point & Click Configuration	SharePoint Integration	User Reporting	Business Connections	Relevance Search	Native Office Interoperability	Real Time Dashboards	Scalability	Role Based Forms	Configurable Learning Paths
Field Level Security	Data Security	Alerting	Organizations | Themes	Mobile Access	Document Generation	Personalized Views	Common Data Model	Business Process Automation	Robotic Process Automation
Tasks, Notes, & Reminders	Auditing	Agnostic Web Interface	Embedded Visual Toolset	Offline Access	Activity Routing	Guided Processes	Application Privilege	Data Cleansing Tools	Portal Integration
Queue Based Workflow	Cloud Based Workflows	Social Media & Networks	Teams Integration	Solution Deployment	Editable Grids	Portable Business Roles	Website & Portal Integration	Virtual Assistant	Relationship Insights

Canvas/Workflow/Dashboards | Model-driven/CDS Integration | Portals/Virtual Chatbots/RPA | D365 Customer Insights

CoE Ecosystem

Collaboration between Admins

How do you want to collaborate within the admin team?
Create a team (security enabled). Use it to manage access to CoE env, share admin apps & flows, store confidential & in progress documents. You can start with one admin: You

Collaboration between makers

How do you want to enable collaboration with & between makers?
Create a yammer group. Use it to share apps with makers, publish resources & animate community. The kit automatically detects new makers & add them to the group

User Support

How do you want to support makers & end users
This depends on IT support tools you already deployed. The kit ask for dedicated email address for each support type, customize to fit on your own requirements

Core – Admin Apps

Usage Report
Slice & dice data to discover low code trends in your organization

Set App Permissions
- Add new reviewers & Editors
- Remove permissions
- Find & clean orphans
- Set a new app owner
- Change app permission from editors to viewers a vice versa

Set Flow Permissions

Power Platform Admin View
- Get a quick overview of resources in your tenant
- Learn about your makers, connectors, apps & flows
- Find out who apps are shared with
- Add additional info such as notes & risk assessments to your resources
- Complete app audits

Governance – Archiving Process

App Archive & Clean up
Provides visibility over archive approval entity

Instead of using this app, add its capabilities to the main admin app

App Archive Start / **Flow Archive Start**
Check for apps & flows not modified since 6 month
Asks owner to approve archival (owner receives an email)

Check Approvals
Check for approval response
Warn admins when archiving was rejected by the owner

Approvals Cleanup
Deletes time out requests
Deletes items approved for deletion

Teams Clean Envs
Delete env without justification after 7 days or without usage after 90 days

Nurture – Manage Trainings

Training Management / **Training Registration**
You can use these apps to manage internal trainings such as app in a day

Registration Confirmation
Email confirmation once registered

Training Reminder
Email reminder 3 days before event

Feedback Reminder
Request feedback on training day

Training Feedback
Sample training feedback survey

Ideation

Innovation Backlog
For anyone to share & vote on ideas, describe pain points, & apps that need building & measure ROI

Innovation Backlog Activities
Update icons for non software tools, configure further pain points & delete obsolete or old ideas from the innovation backlog app

Dataverse Tables
Includes 15 tables to structure, backlog information. Refer to documentation for the detailed list

Microsoft Dataverse Tables

Core
- Environment
- Power Apps
- Flow
- Flow Action
- Power Apps Connector
- Connection Reference

- Maker
- Audit Log
- CoE Settings
- Sync Flow Error
- Power Platform User
- Role
- PVA
- PVA Component
- PVA Flow
- Archive Approval
- Nurturing
- InDayEvent
- Theme
- Style
- Asset

Governance – Auditing Process

Monday Every Week / **On New Creation**

Compliance Detail Request
Sends email to makers that have non compliant items

Teams – Ask Business Justification
Sends email & teams adaptive card to learn owners to ask to provide business justification

Teams env Approval
BPF – manage Team env approval process

App Approval
BPF – manage app approval process

Flow Approval
BPF – manager flow approval process

Chatbot Approval
BPF – manager Chatbot approval process

Custom Connector Approval
BPF – manager Connectors approval process

Developer Compliance Center
- Check compliance
- Submit business justification

Nurture – Share Best Practice

On maker creation   **Monday 9Hoo**

Power User Site
A doc library to store templates. A flow is provided to create this library

Template Catalog
A catalog of templates for makers (apps & components)

App Catalog
Give visibility to your best apps to reduce duplicates, praise makers & inspire others

Welcome Email
Send emails to new makers with guidance on how to start

Newsletter
End email to admins with a synthesis

Use Teams or Yammer to enable collaboration between citizen developers

GitHub ALM

Power Ops
Enablers makers to apply source control strategies by using GitHub & use automated builds & deployment of solutions to their env without need of manual intervention

Power Ops Admin
Enables admin to setup ALM for projects owners of deployment stages, languages, connectivity to GitHub

WKF Complete Notification
Receive GitHub workflow notifications & mark deployment request status to success/ failure. Also, delete the build env associated with the deployment required

On Project Creation / **On Build Project Creation** / **On Project Marked For Deletion** / **On Project Cancellation**

Create Project
Create & setup dev env, repo, solution, assign role

Deploy to Stage
Automate deployment to test & prod env

Delete Project Cleanup
Delete env & build requests attached to the project

Build Request Cancellation
When a project is canceled, cancel build requests, & delete associated envs.

Child flows used by other flows – makes it easier to maintain
- Fetch localized text
- Get solution
- Log telemetry
- Read env variable
- Send email notification
- Get apps & flows
- Deploy to Prod

- Delete Env
- Create Solution
- Create Repo
- Create Env
- Assign Role
- Setup Dev Env

Collect O365 Audit Logs

Rung once every day

Audit Log
Build Time Windows, & run the child on each window

Child Log
Collect Audit logs For a given Time period

Office 365 Mngt API
Custom connector to O365 audit log API

Core – Catalog Tenant Resources

Less frequent schedule   Schedule flows Runs once per day   Triggered by env update runs once per env per day

Orphaned Makers
Tag as Orphaned items created by makers that left the tenant

Check Deleted
Tag or delete items deleted by makers since last run

Apps Shared With
Collect who apps are shared with

Environments
Collect info update each env to trigger flows related to specific env

Connectors
Collect info standard connector only

UI Flow Runs
Collect UI flow run history and session details

Flows Action Details
Collect detail flow definition

Flows Error
Send email to admins about env that failed to sync

Canvas App **Flows** / **Model Driven Apps** **RPA** / **Customer Connectors** **PVA**

Theming

Component Library
Contains a header, tab control and preloader components

Theme Gallery
Browse existing themes and download a corresponding template app

Theme Editor
Allow designers to create and manage themes

Attend trainings · *Share & Collaborate* · *Approve archiving* · *Participate to compliance* · *Build & use themes*

CoE Discovery Team

Team	Team Functions	Role	# of Positions	Ownership	Location
Strategy Team	• Ideation, Prioritize ideas • Responsible for adoption and change management • Driver for digital innovation	CoE Owner	1	Client	
		Business Unit/Practice Representatives	1	Client	
		Power Platform Architect/Engagement Lead	1	TechVista	Onsite
		Project Manager	1	TechVista	Onsite
Admin & Support Team	• Re-strategize • Data loss prevention (DLP) policies • Governance best practices • Support for end users	Power Platform Architect	1	TechVista	Offshore
		Microsoft Azure Administrator	1	TechVista	Offshore
		Azure Cloud/Security Architect	1	TechVista	Onsite
Nurture Team	• Provide training plan, implementation plan • Document CoE strategy • Roadmap for CoE implementation • User adoption practices development	Business Analysts	2	TechVista	Offshore
		Training Coordinator	1	TechVista	Offshore

Centre of Excellence – Philosophy

A group of citizen developers will be able to take ownership of the Power Platform administration, nurturing and operations support. Part of devising a strategy for this will require interaction with the platform directly.

Admin Center	Platform Extension	Templates Readiness & Customization	Strategy	Nurturing
Capabilities for admins and makers exist in the supported product portal features. These features are designed to be the easiest and most robust way to complete tasks, and are fully supported by the engineering team: • Environment & Environment Security management • Data Loss Prevention (DLP) policy management • Data integration & Gateway management • Admin Analytics (to view Capacity and activity on CDS, PowerApps and Flow)	There are four connectors that provide access to the same APIs that the out-of-box product use. This gives users the ability to create custom solutions to execute administrative or governance related tasks. • Power Platform for Admins • PowerApps for Admins • Power Automate (Flow) • PowerApps for App Makers With TechVista's CoE, Citizen developers can identify their use cases and develop on their own.	The CoE starter kit will provide access to the existing library of templates. Citizen developers can utilize already developed apps from the Power Platform Community. It is better to first explore the apps available before instantiating a template, unless it's clear that the template has everything you need from the start.	Define the strategy from the continuation of the discovery and setup of CoE. This will span across Administration , Governance and Nurture phases. This is for establishing the strategy, such as set up data loss prevention policies, and manage users, capacity, and licensing.	Provision of the trainings and mentorship to the team to evangelize that the platform strategy is aligned with Client internal goals. Provision of adoption mechanism and change management

Business Cases – Advantages & Benefits

TechVista's Center of Excellence (CoE) is a collection of best practices and methodologies designed to help you get the most out of your Power Platform investment. Our **CoE** drives innovation and improvement, bringing together like-minded people to share knowledge and success. Through a few simple steps, you can run projects and ideas by experts to identify areas for improvement, add value, and ensure you remain on track with your business goals.

Reduce time & cost building web & mobile applications

Data security and prevention

Ensure balance between people, processes, & technology

Build applications in a managed, secure, & compliant way

Measure success & identify areas for improvement

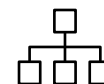Help define roles & responsibilities for all stakeholders

Centralized vision and strategy

Re-use of existing application

Increase user adoption & engagement

Align newly introduced applications with your existing IT landscape

Empower users to deliver quality applications

Build applications based on best practice & industry standards

CoE Power Platform

Centre of Excellence

The purpose behind **TechVista**'s devised Centre of Excellence is to enable all the people within an organization with an ability to quickly build low to no code business applications, automate business processes within and between multiple applications, data bases and more, it allows you to build artificial intelligence into your solutions and receive rich analytics and intelligent insights through advance reporting tools.

Once the client has the right compliance mechanisms and monitoring tools in place to ensure that their users can leverage and utilise the Power Platform toolset, the next stage is to ensure they have been trained on how to appropriately build enterprise ready solutions.

License Pre-requisites: This can be accessed by anyone with an Office 365, Dynamics or other license.

Responsibilities of a Center of Excellence

1. Administration & Information governance
2. Requirements gathering and validation
3. App development & technical support
4. Data loss prevention (DLP) policy management & Data integration
5. ALM + Infrastructure automation
6. Admin analytics (to view capacity & activity on CDS, Power Apps, & Automate)
7. Training, implementation & end user support

Who can building solutions with the Power Platform?

Professional Developers	Citizen developers
• Enables high productivity app development • Reduces time to develop and deploy • Centrally managed and rolled out	• Lower barrier of entry for app development • Power users in your business units close to the problem building solutions for their teams • Often with IT oversight or in an approved sandbox

Proposed CoE Team Strategy

Digital Consulting/Low Code Strategy team	Key decision maker team that ensures the Microsoft Power Platform strategy is aligned with our internal goals. Responsible for adoption and change management
Power Platform Admin	Establish strategy, set up data loss prevention policies, and manage users, capacity, and licensing.
Power Platform Nurture Team	Key decision maker team that ensures the Microsoft Power Platform events and hackathons, provides trainings and mentorship to the team to evangelize the platform strategy is aligned with our internal goals.
Automation & Reusable Components	Responsible for automating tasks/processes and share common templates and reusable components.
Support Team	Responsible for adoption and change management

Thank you