Tech Mahindra

POWER PLATFORM SERVICES
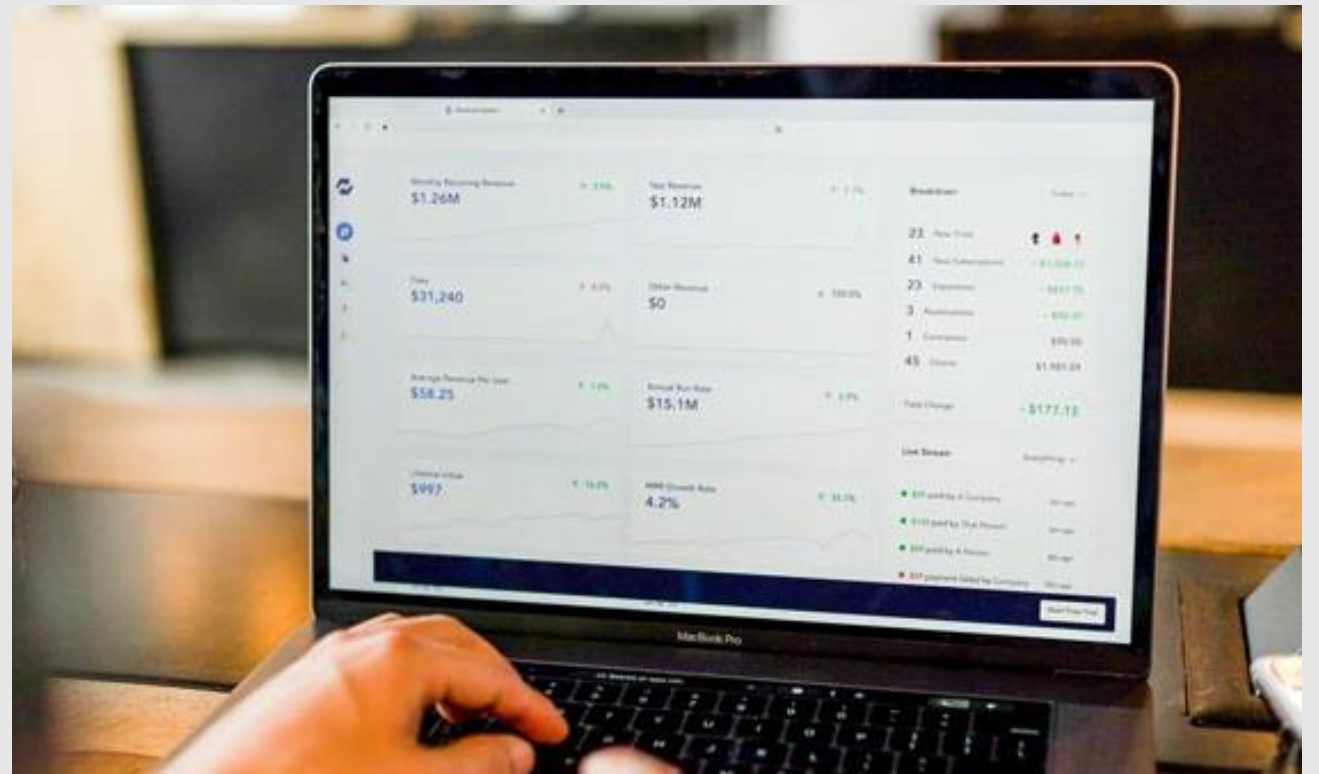
https://www.techmahindra.com/

Tech Mahindra

Microsoft

Uncovering intelligence within the Enterprise

Tech Mahindra utilizes state-of-the-art Power Platform to enable customers to reimagine their business journeys within their organization to become more intelligent and pro-active in engaging their people and achieve competitive differentiation through delivery of superior user experience.
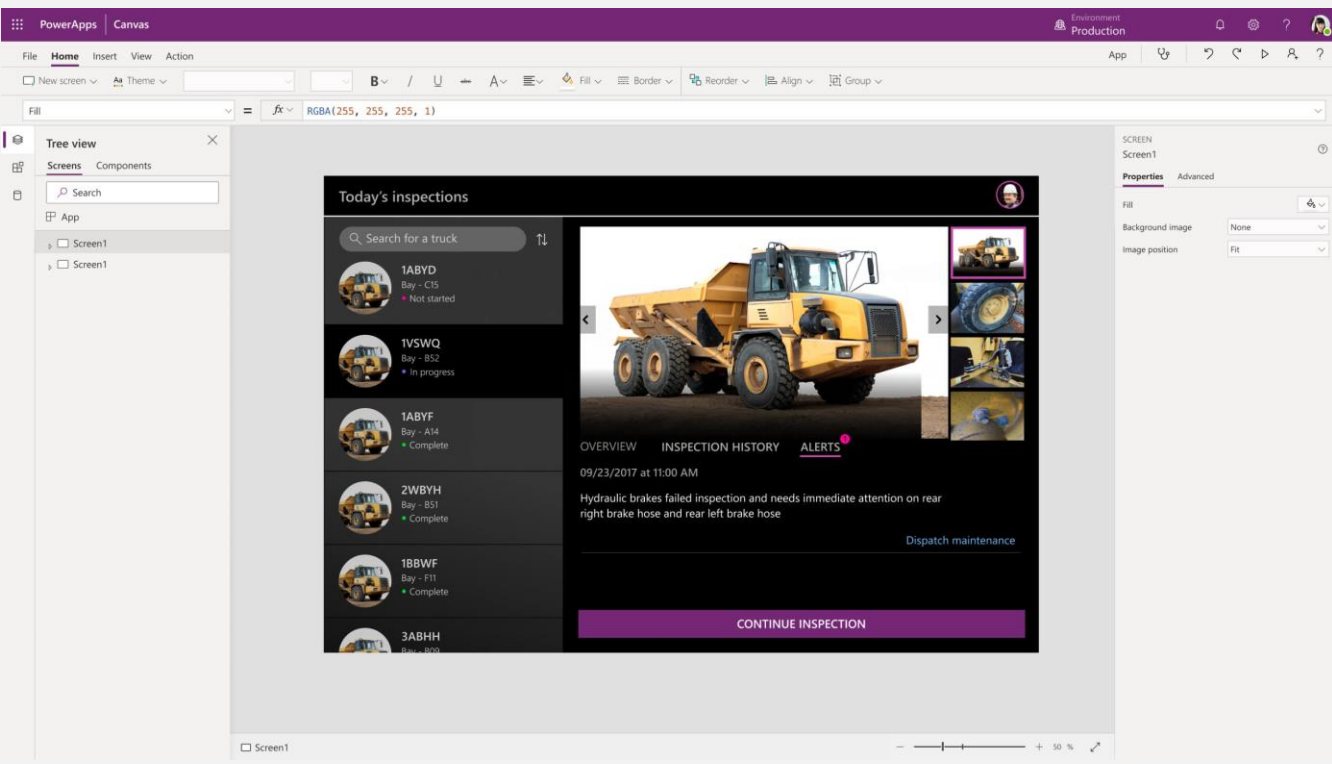

CHALLENGES

Companies struggle with collaboration, transparency, and using the best tools for the problem to reach the best solutions. Multiple teams and individuals are unable to reach success when working alone in silos.

IDEAL SOLUTION

Leveraging Microsoft Power Platform to position within the organization to help employees collaborate, increase productivity, transparency and experience a higher level of success.

DESIRED OUTCOMES

Power Platform puts power into the hands of the employees and expands their horizons of thought.

Tech Mahindra

Power Platform Services

Tech Mahindra enables customers to embrace the power of automation to drive the efficiency and optimization. With Microsoft Power Platform, Tech Mahindra accelerates time-to-value by designing and developing solution to automate manual tasks with a faster and cost-effective approach. Built on Power Platform and 250+ connectors to integrate with most of the CRMs, ITSM Tools, Enterprise Office applications, Sharepoint, etc, it is elastic, secure, and highly scalable.

INTEGRATION

Readily available 250+ connectors for the integration with wide range of applications offers a fast, simple ways of automating the business flow in secured manner.

ADAPTABILITY

Use Power Platform to build solutions that are customized for your organization, industry and specific roles or geographies. Automate various manual and mundane tasks, leaving time for important tasks.

PRODUCTIVITY

Enable users to Evaluate, Act and Automate to drive business. Power Platform empower employees to accelerate business, while reducing the workload on IT.

Tech Mahindra Power Platform Services & Microsoft

Joint Microsoft + Tech Mahindra Power Platform services engages customers by connecting processes, Empower employees to use and configure the tools, Transform products with the ability to analyze and act on relevant data, and Optimize operations by automating complex business processes.

Power Apps
Turn ideas into organizational solutions by enabling everyone to build custom apps that solve business challenges.

Power BI
Make informed, confident business decisions by putting data-driven insights into everyone's hands.

Power Automate
Boost business productivity to get more done by giving everyone the ability to automate organizational processes.

Power Virtual Agents
Easily build chatbots to engage conversationally with your customers and employees.

Power Apps
Increase agility across your organization with Tech Mahindra to rapidly build low-code apps that modernize processes and solve tough challenges.

Power Automate
Discover a better way to get things done across your organization through digital and robotic process automation.

Power BI
Enable everyone at every level of your organization to make confident decisions using up-to-the-minute analytics.

Power Virtual Agents
Solve common customer and internal-facing issues automatically, freeing up staff to focus on complex requests and high-value interactions.

Tech Mahindra Daily Productivity Reporting on Microsoft Power Platform Case Study

It is important for companies to ensure maximum utilization of their employees and track the daily productivity remotely. TechMahindra utilizes Microsoft Power Apps and Microsoft Power Automate for Daily Productivity Reporting solution.

Microsoft Power Apps

Mobile Apps developed using no-code/low code Microsoft Power Apps platform for easy access to the employee to report daily productivity in absence of access to enterprise application while working from home.

Microsoft Power Automate

Daily Productivity Reporting utilizes Microsoft Power Automate to automate the workflow for

CDS and Microsoft Excel

Daily Productivity Reporting utilizes Microsoft Common Data storage (CDS) as data storage and Microsoft Excel for sending email attachment to reporting manager.

Extracting Stock Market Details From a Financial Application

It Is significant for clients to know their Stock Values in the regular schedule. User can utilize Microsoft Power Automate for everyday report.

Microsoft Power Automation Connections

One drive- Connected to OneDrive to manage files and can perform various actions such as upload, update, get, and delete on files in OneDrive.

Gateway- The gateway is an enterprise-grade secure connection between Power Automate and device where UI flow runs

Mail-Bot will use this connection to send the mail

Activities Used To Build a Flow

UI Flow - Used to automate tasks in Web Application and Desktop

Excel - Fetch & update data .

Mail - Used Email activities to send excel sheet to user.

Challenges While Building Flow

Faced challenge while extracting information from web application , to conquer that I have utilized JSON code into selenium Ide and utilized JSON exercises to make it into JSON .

PDF Extraction using Microsoft Power Automate

Repetitive manual tasks on daily basis have been automated through Power Automate.

Specific data extraction from multiple structured PDF documents through built in connectors & sharing across team with an excel using Power Automate.

Microsoft Power Automate - Connectors

Connectors utilized to build this use case

1. OneDrive for Business
2. Encodian API Key
3. Excel Online

Microsoft Encodian & JSON script

Microsoft Encodian :
Configure the extracted text regions & labelling the activities
Converting PDF to required formats like Excel , Word & Image.

JSON Script :
Converting PDF to JSON format to provide Transmitted Structure Data using Parse Json Activity

Excel Online & Email Activity

Extracted data will be saved into an excel in a tabular format & shared as email.

Customer Data Validation through My CRM

Customer information will be Validated using My CRM application which facilitates in collecting, organizing & managing the information through Microsoft Power Automate.

Microsoft Power Automate

- ✓ Bot steps includes validating the customer data by entering the required details in My CRM.
- ✓ Status of the user will be captured in an excel & shared across the team through email.

List of Actions & Connections

- ➢ UI Flows
- ➢ One Drive for Business
- ➢ Excel Online
- ➢ Mail

Automation Type

Attended automation triggered through Power Automate – Business Workflow Automation mobile application.

Data Extraction from Web Application

Modern Businesses run on data, Web Scraping is tedious task for website owner and developer. Tech Mahindra utilizes Microsoft power automate to extract data

Microsoft Power Automate

Ui flow is used to automate web and desktop applications .Gateway is a secure connection between power automate and our machine where Ui flow runs

Selenium IDE

Interacts with web application that lets to record and play back human actions

One Drive and Microsoft excel

One drive for saving attachment. Microsoft Excel for appending data and sending email attachment to user mail box

Health Check Tracker enabling employees keep employer informed about the health status

Due to the COVID situation, it is necessary for employer to track the daily health of its employees. TechMahindra built quick solution using Microsoft Power Platform leveraging enterprise sharepoint and services from WHO to present the overall dashboard on COVID status

PowerApps

Application built on PowerApps enables to deploy the quick solution for employee to access on mobile for informing employer on the health status by answering required questions.

Microsoft Power Automate

With Microsoft Power Automate, the flow has been automated to get the data submitted through Microsoft Forms and Microsoft PowerApps into Sharepoint and set the reminders for employees who have not submitted the health check.

Microsoft Power BI

With Microsoft Power BI centralized dashboard has been developed for HR to track the health of all the employees.

Microsoft Form

Health Check form created in Microsoft Form for easy scheduling of health check survey for employees

Empower your people in all possible manner with Tech Mahindra

Like to see a demonstration?

Ask a question via email: RPA FrontDoor
RPAFrontDoor@TechMahindra.com

Learn more: www.techmahindra.com

Tech Mahindra

Microsoft