BizApps

A GAME CHANGER FOR BUSINESS TRANSFORMATION

A new Business Applications and Power Platform
Consultancy from Trustmarque

Microsoft Power Platform

Power BI **Power Apps** **Power Automate** **Power Virtual Agents** **AI Builder** **Dataverse**

Innovation from the ground up

Empower everyone to build and deploy custom apps to any device with Microsoft **Power Apps.**

Power Apps

Power Apps provides a rapid low code development environment for building custom apps to meet business needs. With a range of connectors, a scalable data service and app platform (Microsoft Dataverse), it allows for simple integration and interaction with existing data, to enable you to create web and mobile applications for all devices.

Power Apps eases users into app development with a simple interface so every business user or pro developer can build custom apps.

LOW CODE/ NO CODE

Meet the demand for faster application development

Build apps faster and easier

Everyone, no matter their skillset, can add business value by quickly and securely developing innovative apps to reduce inefficiencies and solve business challenges.

Automate paper processes and manual data collection

Streamline task and role-specific scenarios like inspections, field sales enablement, prospect-to-cash and integrated marketing views.

Connect your data across existing systems

Power Apps provides access to more than 350+ data sources out of the box, including systems like SAP, ServiceNow, Workday, and Salesforce. And it offers seamless hybrid connectivity.

Launch working apps in one click across platforms

Deploy across iOS, Android, Windows, and Web. Continue to push feature iterations in real-time as they're ready.

Collaborate to create even better apps

Business users can immediately start to solve precise business problems, while partnering with professional developers for advanced functionality.

Get even more out of your Microsoft investments

Power Apps is natively integrated with the world's largest cloud ecosystem: Office 365, Dynamics 365 and Azure, so do more with the tools you use.

Transform low-code apps into multi-functional experiences with the Power Platform

Power Apps is part of the Microsoft Power Platform, which combines low-code applications, workflow, bots, analytics, and AI with native integration to the world's largest cloud ecosystem.

Save time and effort with UI flows, a robotic process automation (RPA) capability. Automate mundane, rules-based tasks with point-and-click simplicity—whether the app is old or new, on-premises or in the cloud.

Simplify tasks with intuitive AI with pre-built AI scenarios like text recognition (OCR). Or easily build, train, and publish your own AI models for solutions like image classification and language translation.

Solve common customer and internal-facing issues automatically by designing chatbots using a guided, no-code graphical interface.

Integrate location-based capabilities, add interactive maps, map current location of user, or get dynamic address suggestions as you type.

Develop low-code IoT solutions. Use Azure to intake, process, analyze and store IoT data, then visualize it in a Power App solution to provide instant insights into data.

Add mixed reality experiences using drag-and-drop components to communicate better with 3D models, take measurements directly through an app, and more.

Power Apps in action: Trustmarque customer use case

A large entertainment organisation approached us to help build an application for staff members to declare gifts and hospitality to stay legally compliant. With Power App, we developed a mobile app to record full disclosure, providing managers with clear visibility and compliance control.

We're now enhancing that solution by adding the ability to track employees' gambling licenses, a legal requirement for all employees working on the casino floor. The app provides info on who has a license, the expiration data and has the ability to set reminders.

Mundane and manual tasks taken care of through automation

Automate every day, time-consuming tasks with robotic process automation (RPA) in Microsoft **Power Automate**.

Power Automate

Most organisations could streamline their operations and boost productivity by embracing automation:

- 60% of all occupations have at least 30% automatable activities[1]
- Almost 50% of work activities globally can be automated using current technology[2]
- Data collection and processing times can improve by 64% with automation[3]

A major roadblock in automating systems and workflows can be that legacy and third-party applications have no modern API data access. Now you can modernise your systems and dataflows with RPA tools in Power Automate and Power Automate Desktop. Whether working with modern or legacy apps, on-premises or in the cloud, RPA can automate rule-based UI tasks with point-and-click simplicity. All without the need for API connectivity. By simply recording manual tasks like mouse clicks, keyboard inputs, or data entry, users can automate their work in those applications and accelerate productivity.

Plus, with Power Automate's prebuilt connectors for more than 275 widely-used apps and services, you have an end-to-end automation platform capable of reinventing business processes for a wide range of workloads across industries.

[1, 2, 3] McKinsey Global Institute, "A future that works: Automation, employment, and productivity", 2017

LOW CODE/ NO CODE

Save time and add scalability with RPA in Power Automate

Ease of Use

Create automated workflows with step-by-step guidance and an intuitive, no-code interface anyone can use, even with limited technical expertise.

Rapid implementation

Roll out scalable changes quickly to meet your IT security requirements with the built-in intelligent security of Power Automate.

Unlimited possibilities

Integrate with other Microsoft products, link new and legacy systems while also taking advantage of partner connectors or create your own.

Microsoft Power Automate Desktop

Integrate automation across your organisation with desktop flows in Power Automate Desktop

Build with ease

Drive organic adoption of RPA across your organization thanks to the user-friendly platform and build automations, including simple recorders and an intuitive drag-and-drop designer.

Automate to scale

Leverage Power Automate settings such as Triggers and Schedules to combine many UI Flows in a broader automation and increase efficiency.

Reduce bottlenecks

Save time troubleshooting with simple tools to test, debug, and monitor your automations in one place and identify errors before they happen.

Attended vs Unattended benefits

Attended or unattended RPA, the choice is yours

Attended RPA

Runs on a worker's PC to automate cumbersome or repetitive processes, while allowing the worker to correct any errors as needed. Leverages automation while allowing for human intervention when human intelligence or business experience is required.

Unattended RPA

Runs with no user logged in. Workflows trigger in the background based on events that happen, and then run at any time in the cloud. This can be used to accelerate automation of high-volume, repetitive tasks without lifting a finger.

Power Automate in action: Trustmarque customer use case

A large acute healthcare Trust in England was struggling with manual, paper-based HR processes for starters and leavers. They were wasting time and money in overpayments and had no clear ownership of the process. Using Power Automate and SharePoint Lists, we were able to create a fully automated online solution that has helped to improve budgeting, visibility and accountability,

The customer's Senior Project Manager for Digital Transformation, said: "With the automation we have a dashboard of the whole process. We can see when a person hands in their notice, when HR is notified and when the person leaves. We can see where the issues or the bottlenecks are."

Engage, connect & support around the clock

Quickly create sophisticated, AI-powered chatbots that can resolve common issues and answer questions around the clock with **Power Virtual Agents.**

Power Virtual Agents

Power Virtual Agents enables anyone to create powerful chatbots via a guided, no-code graphical interface, without the need for data scientists or developers. Built on the Azure Bot Framework, Power Virtual Agents helps organisations leverage personalised, cost-effective bot technology, with market-leading artificial intelligence (AI) and Machine Learning (ML) tools, to resolve simple, routine customer and internal-facing issues quickly.

Power Virtual Agents supports everything from HR to sales, on almost any site or channel imaginable—from websites to Microsoft Teams to Facebook. Business users and subject matter experts can easily build sophisticated, conversational virtual agents and integrate them with hundreds of enterprise services and systems without the time and expense of writing code or maintaining multiple chatbots.

LOW CODE/ NO CODE

Respond rapidly to customer and employee needs at scale

Create your own chatbots easily

Empower anyone in your business to build versatile, adaptable chatbots, with no coding or AI expertise required. For advanced scenarios, extend using Microsoft Power Automate and Azure Bot Service.

Engage users naturally

With Power Virtual Agents you can engage with your customers and employees conversationally. Resolve routine issues easily, freeing up staff to focus on complex matters.

Monitor and improve virtual agent performance

Built-in dashboards provide powerful metrics and insights to help you identify new and high-volume support topics, decide what topics to build next, and get in-depth AI insights to improve bot performance.
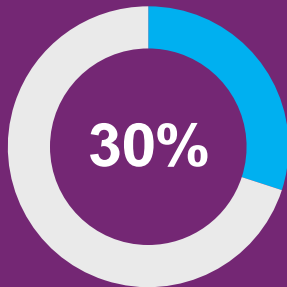
Seamless hand-offs to live agents

If a bot can't handle a user's request or if a user asks to talk to an agent, it's important to gracefully bring in a human. Power Virtual Agents gives you the ability to configure and connect to multiple live chat engagement hubs.
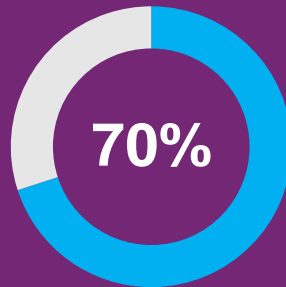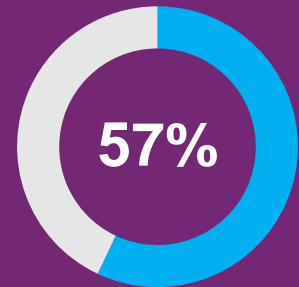
Chatbot adoption is growing

As communications and business processes multiply across channels, companies are seeing the advantages of integrating chatbots in their organizations.

30%

annual growth is expected in the conversational AI market – including chatbots – over the next four years.[1]

70%

of millennials report a positive experience when interacting with chatbots.[2]

57%

of CIOs and CTOs agree that conversational bots can deliver large ROI for minimal effort.[3]

[1] Conversational AI: The next wave of customer and employee experiences, Deloitte, 2019

[2] Conversational AI makes its business case, Deloitte, 2019

[3] Conversational bots are here to stay, Accenture, 2018

Power Virtual Agents in action: Trustmarque customer use case

A large healthcare customer was due to introduce a new insurance scheme for GPs, which they knew would result in lot of queries about the changes.

Drawing on the AI capabilities in Power Virtual Agent, we created a highly customised chatbot that could answer key questions around the new insurance scheme. From direct responses to common questions, to signposting to alternative information and contacts, the solution allowed GPs to self-serve. This reduced calls to the support team, saving them time and allowing them to focus on more complex issues.

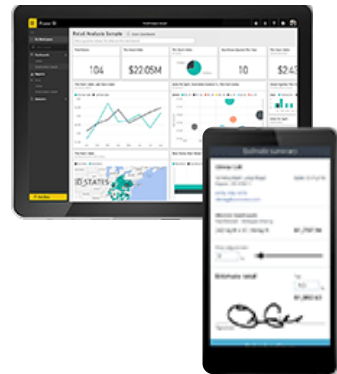# Achieve a data-driven culture for smarter transformation

Answer your business questions faster to react, adapt and predict using real-time analytics in Microsoft **Power BI.**

Power BI

Microsoft Power BI is a self-service business intelligence platform that provides real-time access to rich analytics and intuitive dashboards in order to answer business questions fast. Power BI simplifies data preparation, modelling, and analysis with built-in automation and intelligence to propel a data-driven culture.

It connects natively to Office 365 and Azure analytics tools with access to hundreds of free data connectors to popular cloud and on-premises sources like Excel, SharePoint, Azure SQL Database, Dynamics 365, and Salesforce. Users can unify multiple data sources to create interactive dashboards and reports containing actionable insights that enable fast, informed decisions to drive business results.

Expand the possibilities of what your data can do for you

Empower everyone to make confident decisions anywhere

Enable everyone to bring insights into their everyday work by automating manual processes and activating siloed data.

Get self-service analytics at enterprise scale

Reduce the added cost, complexity, and security risks of multiple solutions with an analytics platform that scales easily.

Use smart tools for strong results

Find and share meaningful insights with hundreds of data visualisations, built-in AI capabilities, Excel integration, and prebuilt or custom data connectors.

Help protect your analytics data

Gain leading sensitivity classification and data loss prevention capabilities to keep your data secure and compliant—even when it's exported.

Infuse teamwork with data-driven insights to react and adapt

The Power BI app in Teams helps users seamlessly infuse data into their work, making it easier to collaborate and make decisions. It creates a centralised place to find and analyse data and improves the organisational usage of Excel and Teams with embedded channel, chat, and meeting experiences. By combining these capabilities in Teams, organizations are enabled to deliver a trusted modern BI experience,

Improve Decision Making with Microsoft Power BI

Learn how businesses reduced development costs and increased overall efficiency using Power Automate in this commissioned Total Economic Impact™ study.*

366%
ROI over three years

42%
Reduction in effort

125 hours
Saved per user per year

Read the full study at aka.ms/PBI-TEI

Make the most of your big data with Azure

Connect and analyze your entire data estate by combining Power BI with Azure analytics services — from Azure Synapse Analytics to Azure Data Lake Storage. Analyze petabytes of data, use advanced AI capabilities, apply additional data protection, and more easily share insights across your organization.

Deliver insights to all who need them by bringing Power BI visualization and reporting capabilities into your Azure apps.

Go big with the ability to analyze your entire Azure data estate—no matter the size or type of data—using Power BI.

Employ advanced machine learning and AI capabilities within Power BI and connect to even more in Azure as needed.

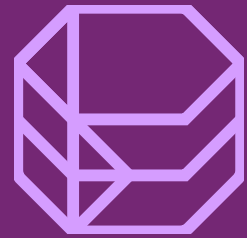## Power BI in action: Trustmarque customer use case

A local Government customer needed to access operational data and KPIs on children's services for looked after children. With information held in multiple systems it was very time consuming to create a coherent overview of the service, the providers and individual children.

Through Power BI, operational staff have a central view of personally identifiable data relevant to their team, as well as a service-wide view of relevant operational data. It also provides the Director of children's services a single information source for regulatory inspections like OFSTED and CQC. Trusted partners can view subsets of the data, which is shared securely via the Power BI Cloud Service.

A single source of truth for your data story

Innovate easily and expand the potential of your business with Microsoft **Dataverse**.

Dataverse

Data is at the center of everything a business does today. To succeed, businesses need to enable stakeholders across the organisation to capture, analyse, predict, present, report, and act on their data – all with a high level of agility.

Microsoft Dataverse is a database service built on top of Microsoft Azure and delivered through a simple, low-code web interface that gives every user access to robust database features and functionality.

Dataverse is designed to work with any type of data and offers easy-to-configure integration features that help connect with data across the devices, apps, systems, services, and SaaS offerings used in your business. Dataverse uses Azure Active Directory to manage user access and benefits from the Azure platform's powerful security technologies while offering a service level agreement of **99.9% uptime**. With Dataverse, Pro developers can build apps faster and citizen developers can create applications more easily without worrying about things like scaling and data partitioning.

Expand the possibilities of what your data can do for you

Deliver services with agility

Quickly add business value with an extensible data platform that uses out-of-the-box common tables, extended attributes, semantic meanings, and an open ecosystem enabled by the Common Data Model.

Enable offline work

Access and use mobile Power Apps in offline mode with Dataverse even when internet access is limited or not available. Store needed data locally on mobile devices to enable continuous access with almost no changes to an app's logic.

Get more from your data, easily

Boost productivity and reduce costs by quickly developing applications, processes, and reusable data schemes.. Repeatedly deploy your apps using GitHub and Azure DevOps and leverage Dataverse to create low-code AI models and intelligent automation.

Rely on the security of a trusted platform

Protect your data with a robust security management infrastructure that provides critical security and compliance capabilities—advanced encryption, rich access control, and deep integration with Azure Active Directory.

Empower users to work better together with Dataverse for Teams

Make working in Microsoft Teams more productive and collaborative with Dataverse for Teams. This suite of Power Platform tools is built right into Teams without requiring additional license costs.

This enables users to easily leverage the Power Platform to build low-code apps, automate processes, and deploy chatbots, all without having to switch between multiple tools and services.

Rapidly build low-code apps and bots in Teams with a no-code editable grid to easily build your data model.

Scale Power Apps created on top of Dataverse for Teams to all Teams users across your organization.
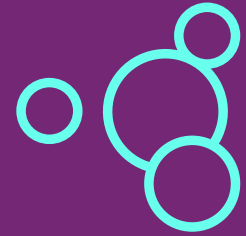
Streamline processes for app makers and users with responsive layouts and a built-in database that supports relational, file, and image data.

Share expertise and support with every team member by answering FAQs at scale using embedded intelligent bots with Power Virtual Agents.

Supercharge every day processes with AI

Enhance your apps and business processes with AI that's easy to build and configure within Power Apps using **AI Builder**.
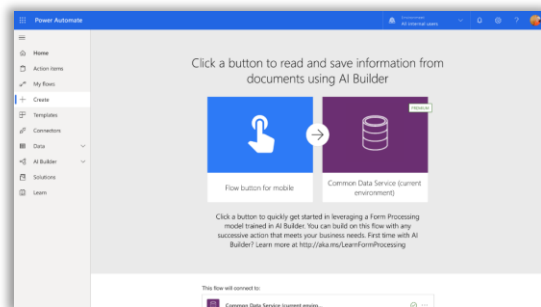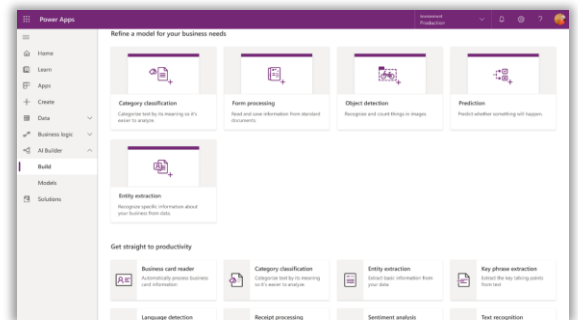
Microsoft AI Builder

Now everyone in your organisation can add AI capabilities to their apps, workflows, and business processes, regardless of their technical experience thanks to **AI Builder.**

AI Builder is a Microsoft Power Platform capability that provides AI models designed to optimise business processes and glean insights from your data in Power Apps and Power Automate. Your teams can build custom models tailored to their needs or choose a prebuilt, ready to use model. This solution uses a point-and-click experience, so no coding or data science skills are needed to access the power of AI.

Inject AI into everyday business processes

Quickly simplify tasks using AI models such as form processing, object detection, and category classification via a simple, intuitive interface. Get straight to productivity with prebuilt AI scenarios including key phrase extraction, sentiment analysis, text recognition (OCR), business card reader, and receipt processing.

Automate your apps and workflows

Use AI Builder components in Microsoft Power Apps to quickly extract text and visual information using your camera or from available images and documents. Focus on high-value work by automating time-consuming manual processes with AI Builder and robotic process automation (RPA) capabilities in Power Automate.

Gain value from all your data

Built on the strength of Azure AI capabilities, AI Builder in Power Apps allows you to train and build no-code models and enhance the intelligence of your business apps using your data in Dynamics 365, Office 365, and Microsoft Dataverse.

Add intelligence to any business

Thanks to integration with Power Apps and Power Automate,
adding AI to your business is simple:

1 Choose an AI model type

Use the model type that suits your business need. Choose from a growing set of AI solutions.

2 Connect data

Select your business-specific data from the available options.

3 Tailor your AI model

Depending on the type of model, you can tweak custom models to optimise how your AI performs.

4 Train your AI model

Training is an automatic process, where AI Builder "teaches" your AI model how to resolve your business problem (for example, how to recognize your products on an image) thanks to your business data and tailoring. When trained, your AI model can generate insights such as the result of a prediction, or the list and number of objects detected in an image.

5 Use insights from your AI model

Use the results from your AI model across Microsoft Power Platform to create solutions that meet your business needs, even if you have no coding skills. For example, you can create a flow that automates document processing in Power Automate or an app in Power Apps that predicts whether a supplier will be out of compliance.

BIZAPPS

A GAME CHANGER FOR BUSINESS TRANSFORMATION

A new Business Applications and Power Platform Consultancy from Trustmarque

BizApps is a powerful new consultancy by Trustmarque here to help you unleash the potential of the Microsoft Power Platform and Business Applications.

Together, we'll bring your targets into sharper focus, accelerate your vision and help you meet the demands for: the faster roll-out of new applications, process automation, secure remote working, visibility and governance, and data intelligence.

Talk to your Account Manager or find out more online.

Gold
Microsoft
Partner

Microsoft

Take you busines transformation to the next level

HIT START