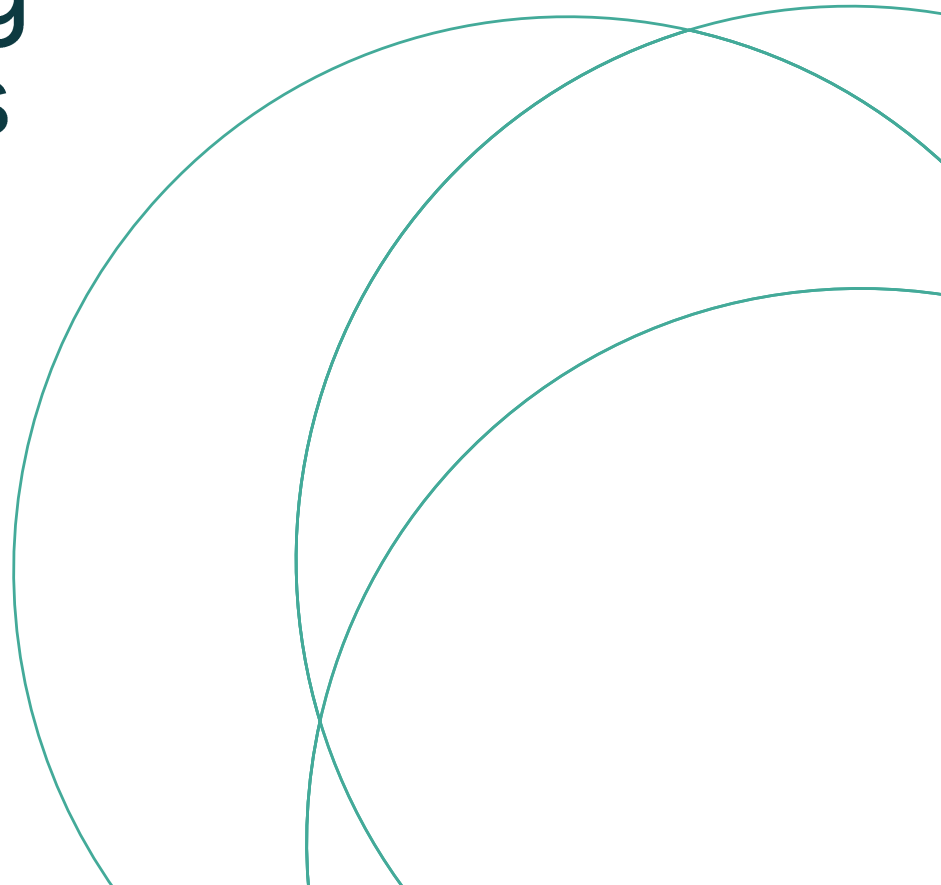# Unlocking Efficiency with Power Platform & RPA: Driving Transformation Across Sectors

Innovative automation boosting productivity in industries

Introduction

- Power Platform Enthusiast
- Accessibility and Inclusion Champion
- CRN Women and Diversity award winner

"Behind every successful person is a substantial amount of coffee."

Heather Perriam

Business Applications Practice Lead

The Efficiency Challenge Across Sectors

Central Government: Balancing Compliance, Scale, and Responsiveness

Complex Compliance Management

Central government agencies handle numerous regulations and standards to ensure lawful operations and public trust.

Serving Large Populations

Governments provide essential services to millions, requiring scalable solutions to meet diverse citizen needs.

Balancing Efficiency and Responsiveness

Agencies strive to deliver services quickly while maintaining quality and adapting to citizen feedback.
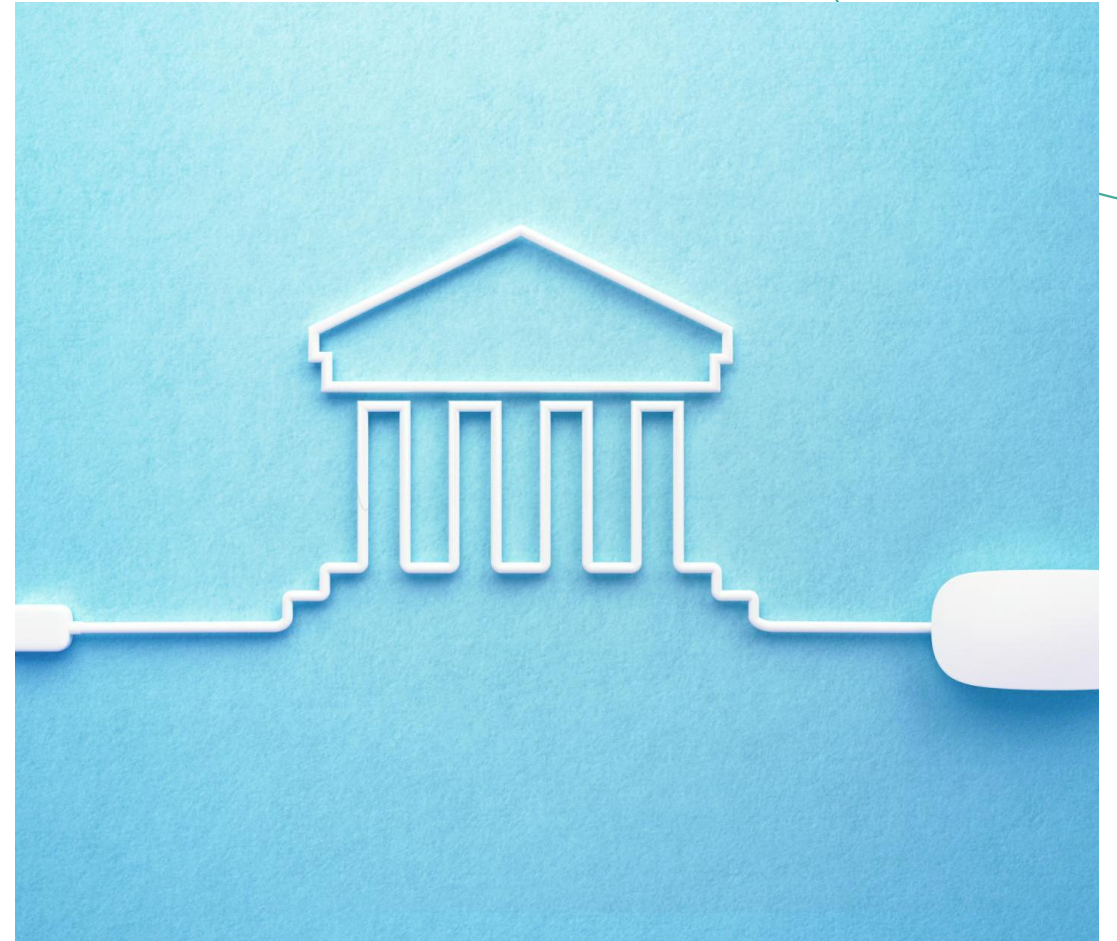
Healthcare: Addressing Capacity and Operational Pressures

Increasing Patient Demands

Healthcare systems face rising patient volumes that put significant pressure on resources and staff availability.

Operational Bottlenecks

Workflow inefficiencies and bottlenecks hinder smooth healthcare delivery and delay patient care.

Capacity Constraints

Limited capacity in facilities and staff restricts the time clinicians can dedicate to individual patients.

Administrative Burden

Clinicians spend substantial time on paperwork and administrative duties, reducing direct patient care time.
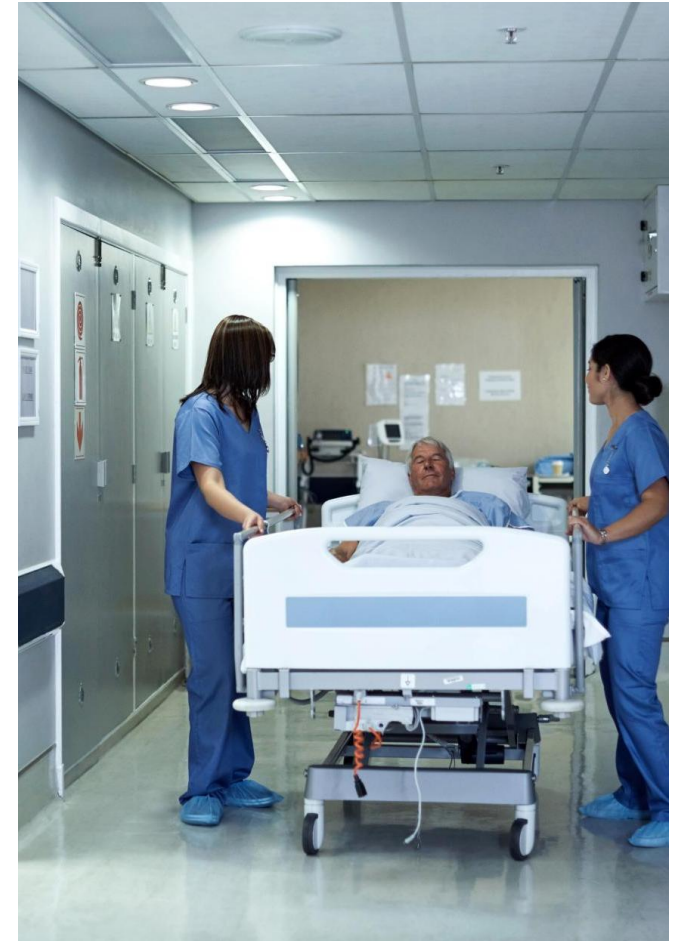
# Corporate Sector: Enhancing Agility and Competitiveness

Importance of Agility

Agility allows corporations to adapt quickly to evolving market demands and maintain competitiveness.

Streamlining Processes

Improving internal workflows boosts efficiency and reduces operational bottlenecks.

Enhancing Employee Experience

A positive employee experience drives productivity and fosters innovation.
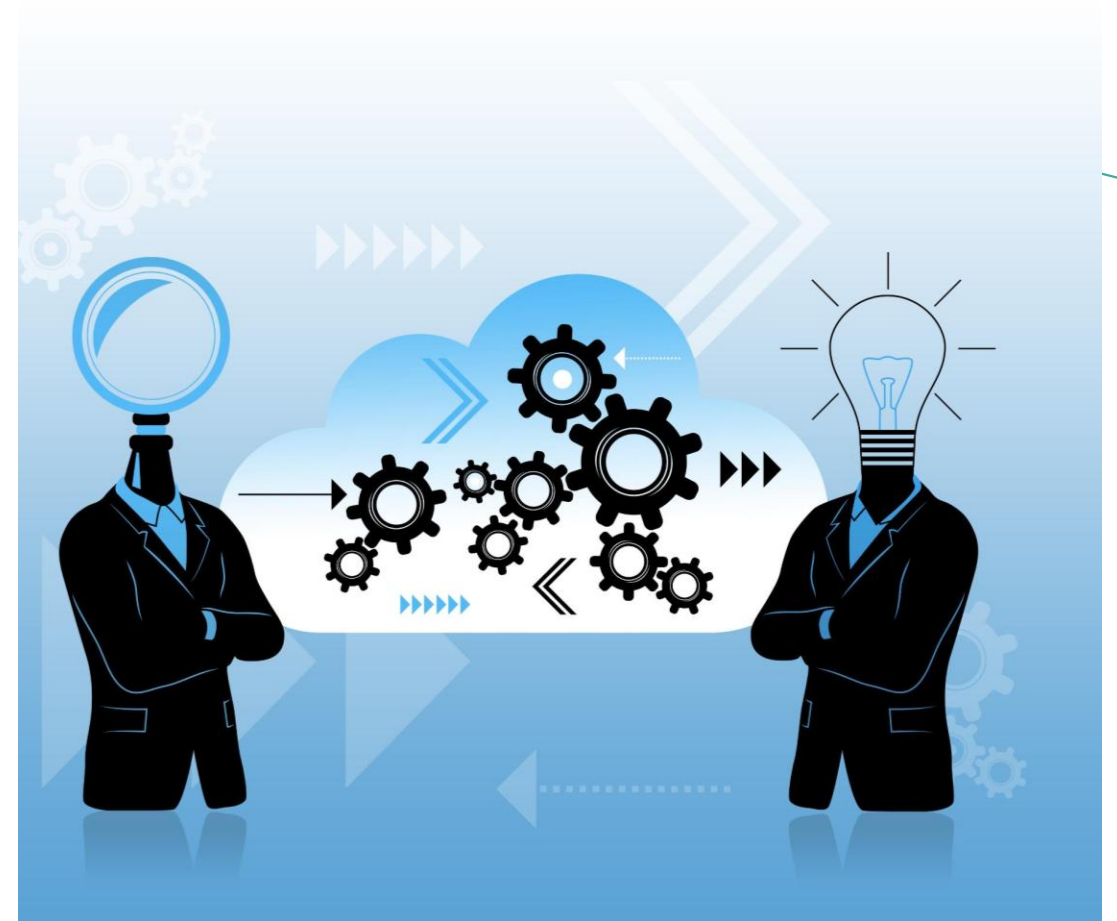
The Evolution of Automation – Key Milestones

Ancient Period

1500 BCE: Development of water clocks by Egyptians and Greeks, enabling automated time measurement.

Medieval Period

1206 CE: Al-Jazari's creations, including water-powered musical automata and complex water clocks, marked significant advancements.

The Evolution of Automation – Key Milestones

Early Modern Period

1730s: Vaucanson's automata (flute player, 'Digesting Duck')

1801: Jacquard Loom – punch card–driven weaving (precursor to programming)

Industrial Revolution

1780s: James Watt's steam engine governor – automatic speed regulation

Late 19th century: Automated looms, typecasting machines

Early 20th century: Ford assembly line introduces mass-production automation

The Evolution of Automation – Mr. Coffee

The First of Its Kind (in the U.S.):

Mr. Coffee was the first automatic drip coffee maker for home use in the United States. Before that, most Americans relied on percolators or instant coffee.

Instant Hit:

Within its first few years, millions of units were sold — by 1979, over 40,000 Mr. Coffee machines were being produced each day to keep up with demand.

Revolutionised Morning Routines:

It changed how Americans drank coffee at home — offering better flavour than percolators by dripping hot water evenly over the grounds instead of boiling them.

Introducing Microsoft Power Platform and RPA

Power Apps: The App-Making Machine

Push the button, brew your solution.

Power Automate: The Drip System

Let the machine handle the flow.

Power BI: The Carafe of Insights

Clear, ready-to-pour data at your fingertips.

Power Pages – The Café Counter

Your digital café – serving apps and data to the world.
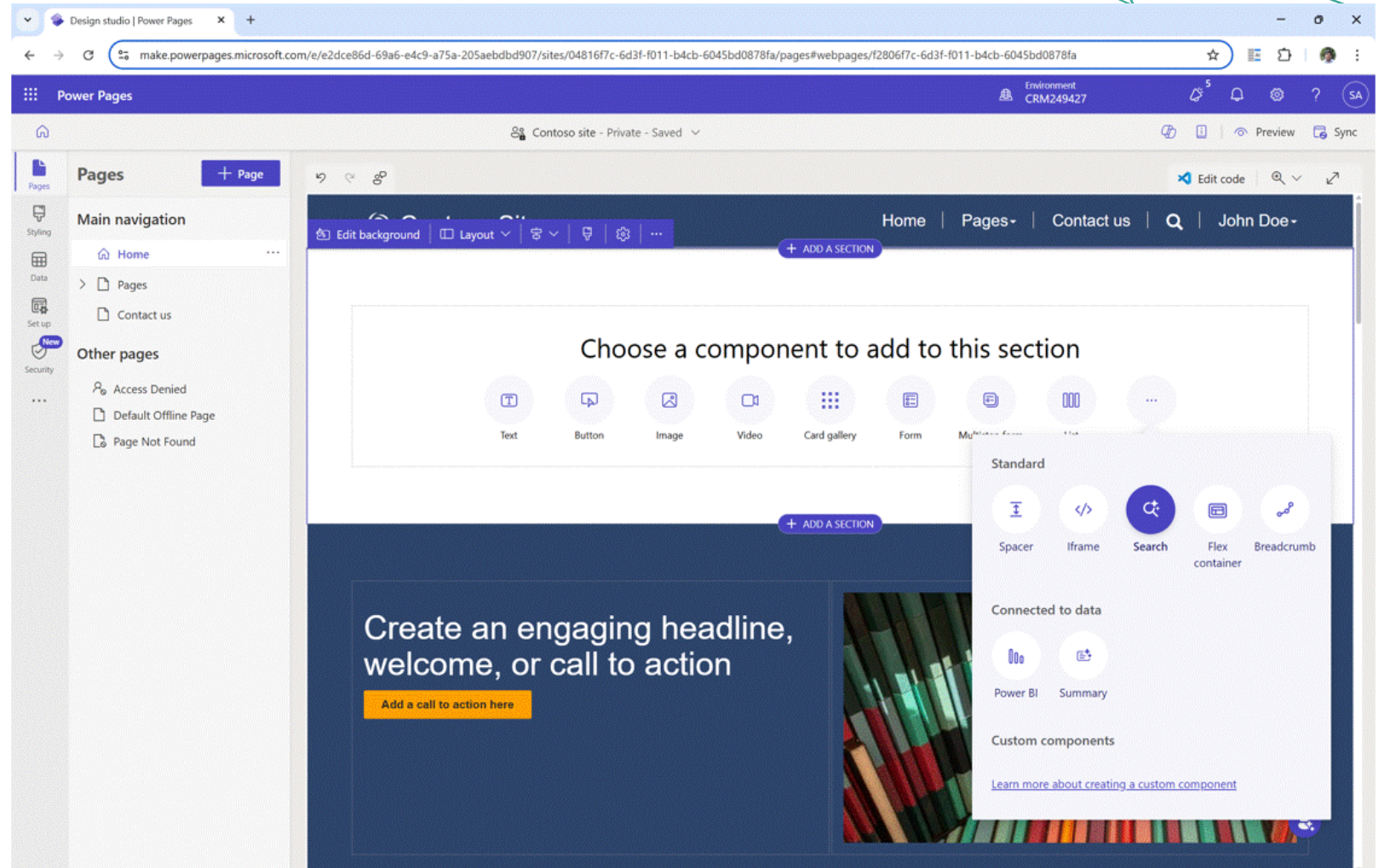
Copilot Studio: Your personal Barista

Ask, customise, and brew smarter.
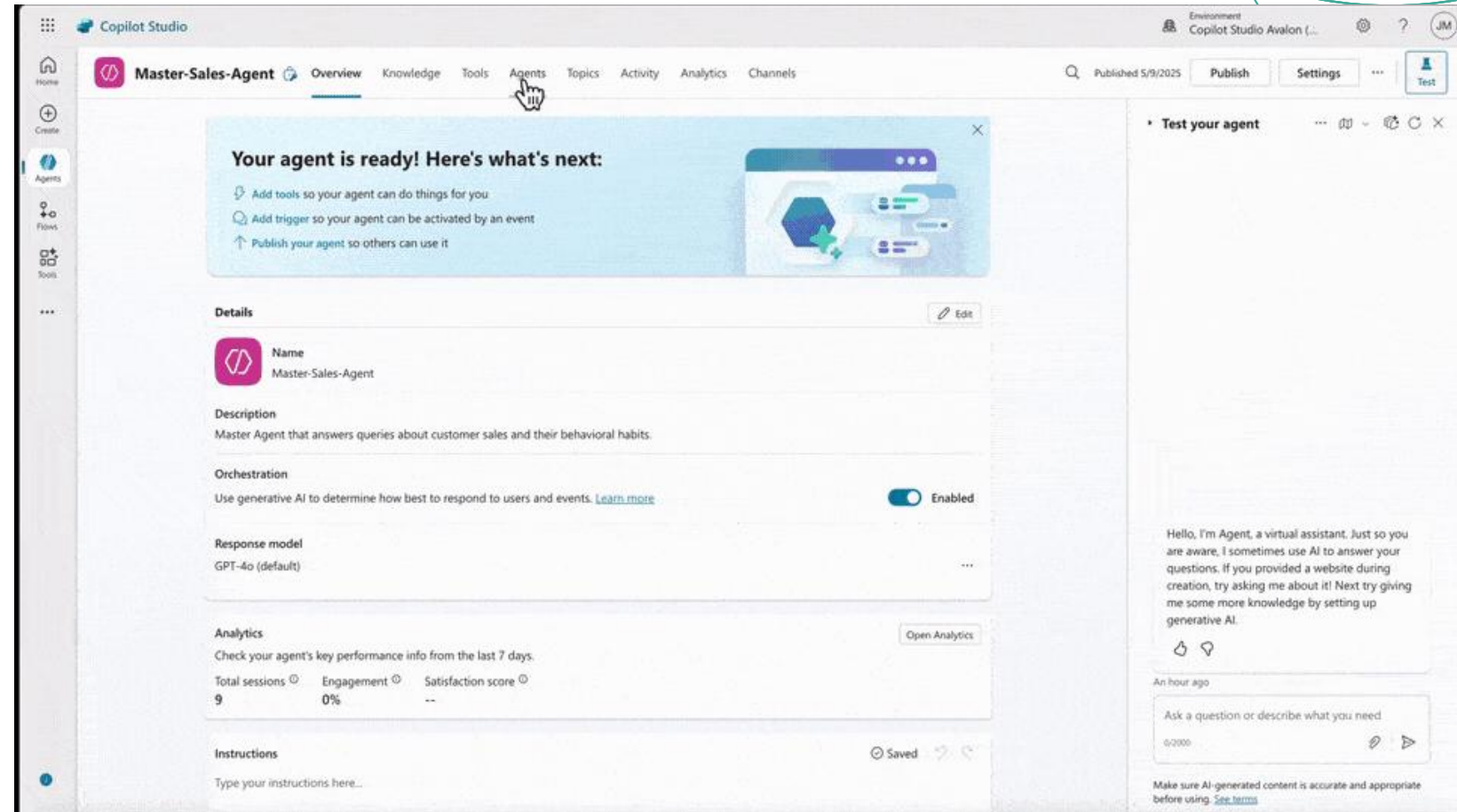
Robotic Process Automation (RPA)

Unattended RPA – Scheduled Coffee Maker

Attended RPA – Teaching Someone your Coffee Ritual
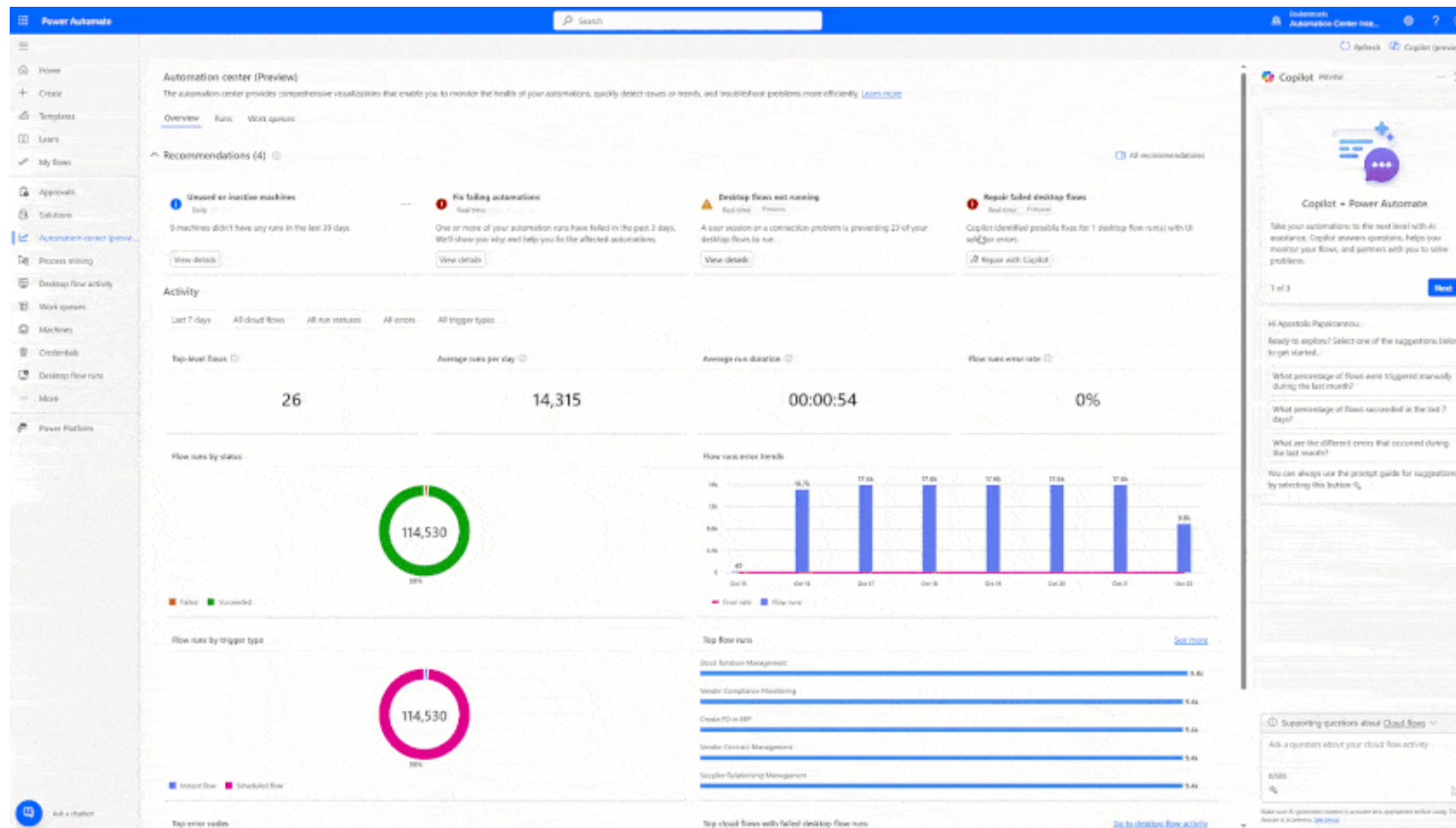
Key Efficiency Drivers: People, Process, Technology, and Governance

Empowering Staff to Focus on High-Value Work

Automation Reduces Repetitive Tasks

Automation efficiently handles routine tasks, freeing staff to focus on higher-value activities.

Focus on Strategic and Creative Work

Employees can devote more time to strategic planning and creative problem-solving.

Enhancing Relationship Building

Staff build stronger relationships through meaningful interactions enabled by automation.

Optimizing and Reengineering Business Processes

Process Review Importance

Thoroughly reviewing existing business processes identifies inefficiencies and areas for improvement.

Redesigning for Automation

Redesigning processes focuses on enabling automation to drive meaningful operational improvements.

Eliminating Inefficiencies

Effective process reengineering removes redundant steps and streamlines operations for better efficiency.
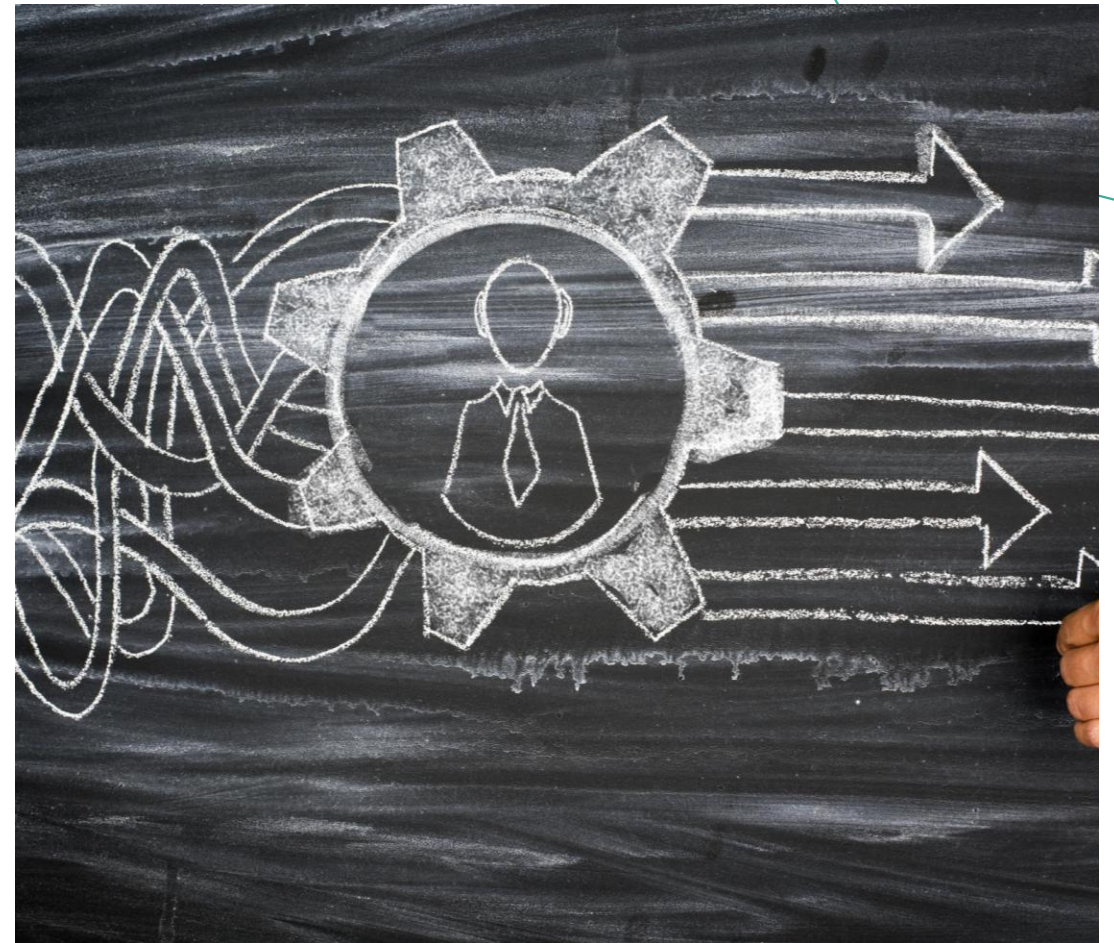
Leveraging Technology for Integration and Automation

System Integration Benefits

Integrating disparate systems creates unified workflows and improves operational efficiency across platforms.

Seamless Automation

Automation enables smooth and efficient processes, reducing manual effort and errors.

Enhanced Data Insights

Technology integration provides richer data collection for better analytics and decision making.

Establishing Robust Governance for Sustainable Change

Alignment with Business Goals

Governance ensures automation projects align with overall business objectives for maximum impact.

Security and Compliance

Strong governance maintains security standards and compliance throughout automation implementation.

Sustained Value Delivery

Governance frameworks help automation initiatives deliver continuous value over time.

Real-World Success Stories Across Sectors

T-Mobile "PromoGenius" application + AI agent on Power Platform

Employee accesses promotional data and product information from app and embedded AI agent.

Power Apps application available from iPad on retail floor and website in call center.

Dataverse stores data sent via Fabric pipelines.

Copilot Studio AI agent embedded enables natural language product search.

Azure AI Studio drives GPT Large Language Models for summarization.

Oracle stores the latest promotional data for devices, offers, services.

SQL Server

Microsoft Fabric shapes data for reporting views in Power BI and Power Apps.

External web sites sourced by AI agent for device details from manufacturers.

Azure AI Search performs vectorized indexes for knowledge sources.

"My goal was never to build apps for my coworkers. The aim was to change the culture in and around IT to one of independence, and the Power Apps community, both here at Heathrow and at Microsoft and across the internet is so welcoming and collaborative that nobody ever feels embarrassed to ask for help."
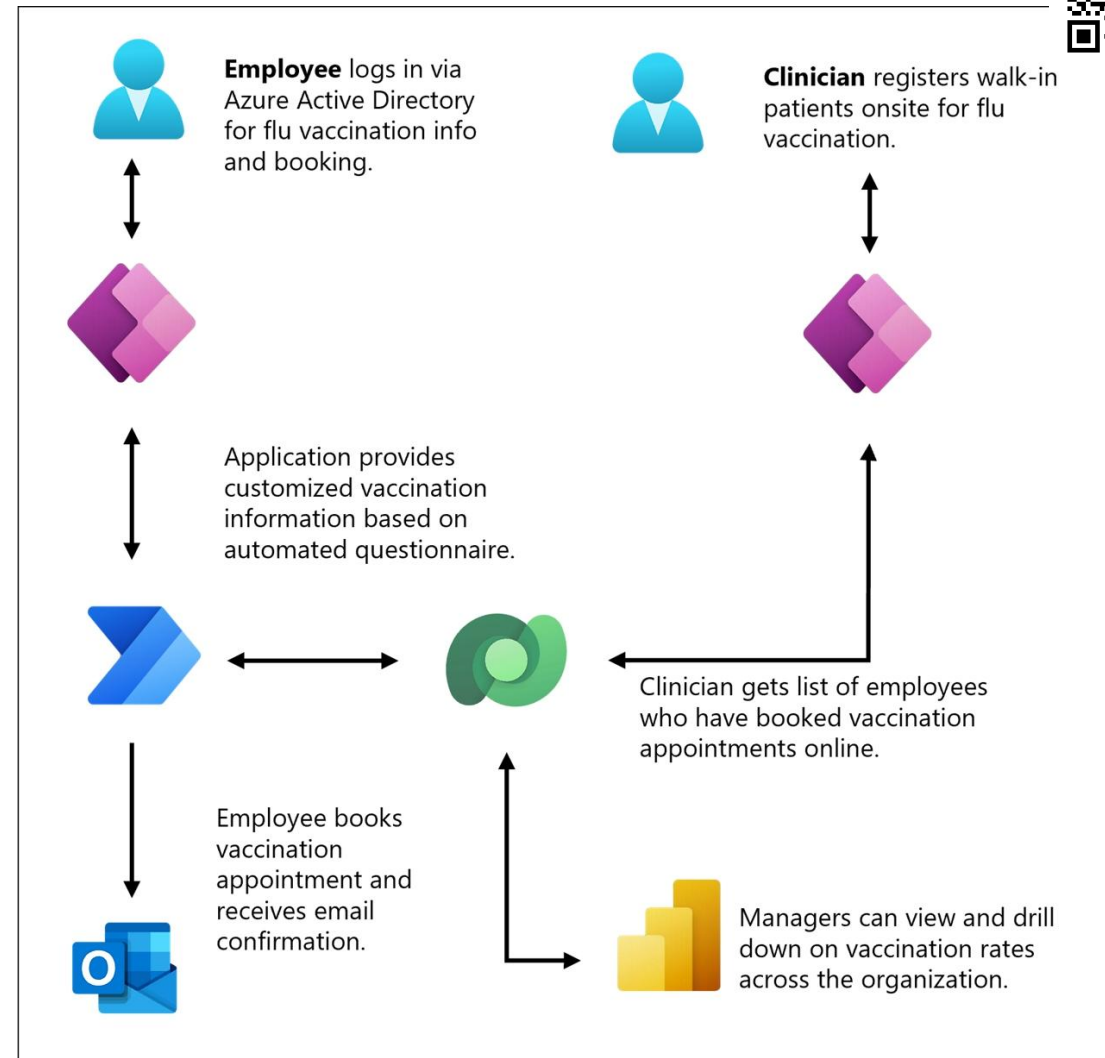
Samit Saini, IT Solution Specialist, Heathrow Airport

"Building on Microsoft Power Platform has been an extremely efficient way to deliver the customized solutions we need for staff and those who use our services, quickly and cost effectively."

Mike Cavaye, Deputy Chief Digital and Information Officer, Surrey and Borders Partnership

Employee logs in via Azure Active Directory for flu vaccination info and booking.

Clinician registers walk-in patients onsite for flu vaccination.

Application provides customized vaccination information based on automated questionnaire.

Clinician gets list of employees who have booked vaccination appointments online.

Employee books vaccination appointment and receives email confirmation.

Managers can view and drill down on vaccination rates across the organization.

Blueprint for Success

Step-by-Step Blueprint: Discover → Prioritise → Pilot → Govern → Scale

Discover Automation Opportunities

Identify key processes suitable for automation to improve efficiency and reduce manual effort.
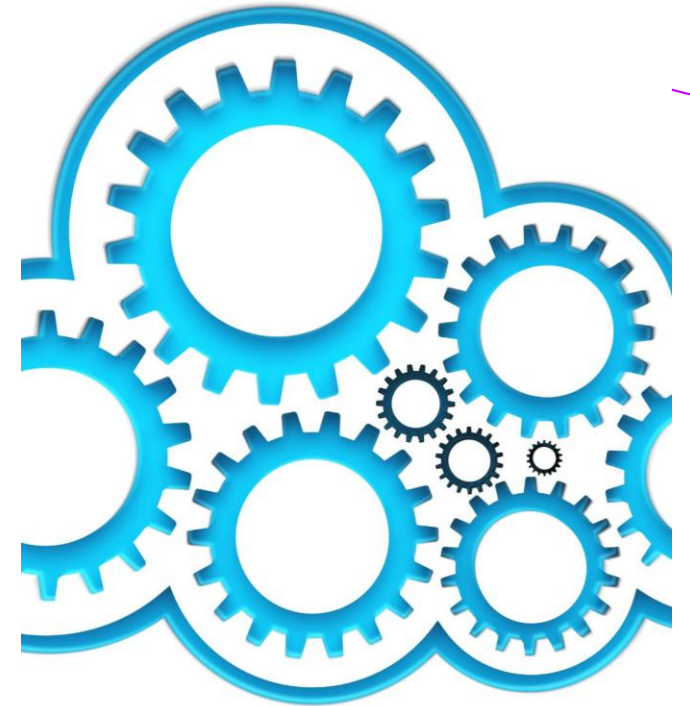
Prioritize Initiatives

Effectively rank automation opportunities based on impact, feasibility, and alignment with goals.

Pilot Solutions

Test automation projects on a small scale to evaluate effectiveness before wider implementation.

Govern and Scale

Establish governance frameworks and scale successful pilots to organization-wide deployment.

Driving Transformation Through Efficiency

Unlocking Efficiency

Adopting automation and Power Platform enables organizations to streamline processes and boost operational efficiency.

Empowering Workforce

These technologies empower employees by simplifying tasks and enhancing productivity across departments.
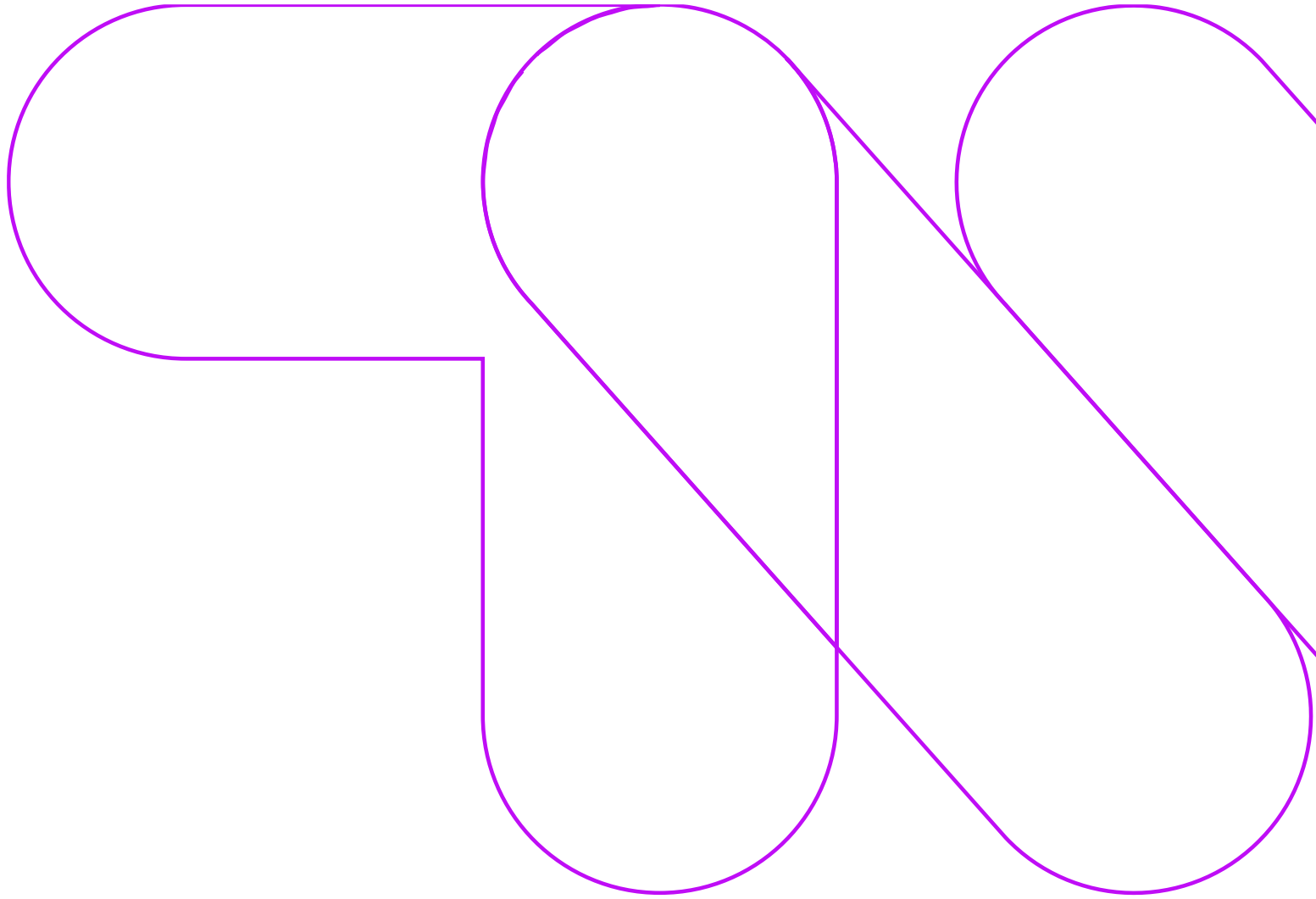
Accelerating Digital Transformation

Digital transformation pioneers adoption of innovative solutions to meet current and future business challenges effectively.

Questions

Want to learn more?

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Business Applications
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LinkedIn: Heather Perriam

Let's chat about how Power Platform can improve your organisation

TRUSTMARQUE

Trusted. Technology. Together.