

Microsoft Power Automate

Revolutionize the way you work with
automation and AI



d365.Global



Agenda

1

Introduction

2

Momentum

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Close



Business challenges



Organizations need **digital transformation** to thrive, but manual processes and legacy automation solutions can be costly, inefficient, and difficult to manage



Revolutionize the way you work with automation and AI

1 Automate

Streamline processes
with revolutionary low code, AI-powered automation tools that empower personal, team, and business-wide productivity.

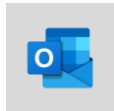
2 Optimize

Continuously improve
processes with in-depth analytics, insights, visual maps, and AI recommendations for process and task mining.

3 Orchestrate

Securely scale and manage
across your organization with enterprise-grade governance, 360 monitoring, data loss prevention, and hosted infrastructure.

Connectivity



1,400+ 3rd party
connectors, including
custom and on-prem

Extensibility



Windows 11





93% of Fortune 500 companies use Power Automate

Supporting customers across industries

Maximize your ROI by automating large-scale processes, managing and exporting data, streamlining recurring reporting, and so much more.

Many industries

Telecommunications

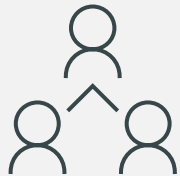
Financial

Healthcare

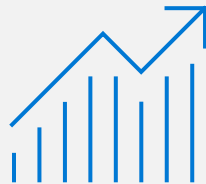
Retail

Manufacturing

Many departments



HR



Finance



Customer
management



IT

Driving transformational results



T-Mobile™

12x
processing
time



EY
Building a better
working world

95%
reduction
in finance
processes



PG&E®

\$74.7m
saved annually
[Learn more>](#)



10x
license cost
reduction



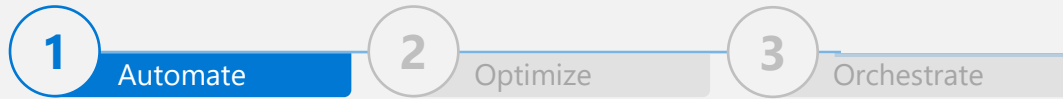
CINEPLEX™

30_k
hours saved



AT&T

2,500
unattended
automations



Streamline processes

Streamline processes



Retain the value of your existing investments

Bring all your systems and data into scope for automation by connecting with or without APIs



Engage everyone to save time and cost

Develop solutions at every level of your organization with intuitive and AI powered tools



Extend automation to multiply impact

Enhance your processes with seamless integration with apps, custom copilots, webpages and more

Retain the value of your existing investments

Bring all your systems and data into scope for automation



Cloud flows

Digital Process Automation (DPA)

With APIs

Modern automation for apps, services, and data with APIs in the cloud



Desktop flows

Robotic Process Automation (RPA)

Without APIs

On-prem or legacy system automation on a desktop or virtual machine by mimicking user actions on a screen

Prebuilt

Connect to 1,400+ prebuilt API connectors

Choose from hundreds of drag-and-drop user interface (UI) actions

Custom

Develop your own API connectors for personalized solutions

Develop your own UI actions with the actions SDK

Intuitive and AI-powered tools **for everyone**

Accelerate professional developers and empower business users



Power Automate

Intuitive UI

Automate across your ecosystem with easy-to-use low code connectors and desktop recording

- Access from desktop, browser, or mobile app
- Drag & drop interfaces
- 1,400+ prebuilt connectors and hundreds of UI actions
- Custom connectors and actions
- Desktop recording



Microsoft Copilot

AI-assisted authoring

Build, edit, and extend automation with AI experiences embedded in the flow of work

- Build flows and write code with natural language
- Use AI to record steps with speech and screen sharing
- Get recommendations
- Get help from documentation
- And more...



AI Builder

AI-assisted processing

Build, train, and publish AI models without a single line of code or help from a data scientist

- Prebuilt and custom models
- Document processing
- Image data extraction
- Prediction
- Analytics



AI recording for desktop flows

NEW

Early Access Program

natural | accessible | resilient

Multi-modal AI recording with screen understanding and speech processing

“Show and tell” user experience is like training a new team member

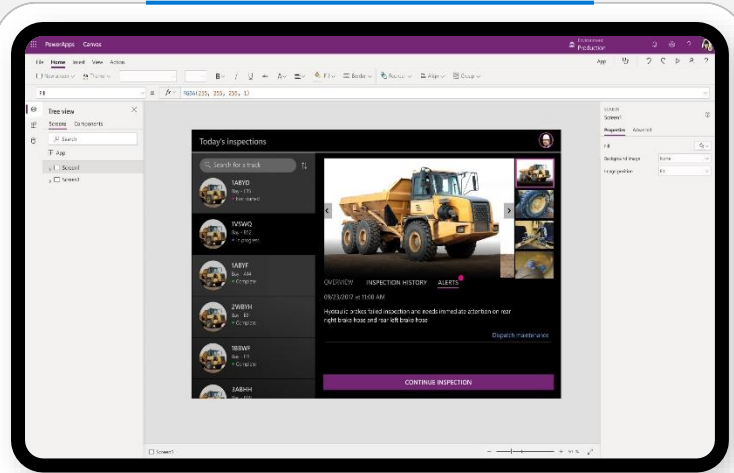
Generative AI builds the flow when recording is complete

Self-healing with AI when user interfaces change

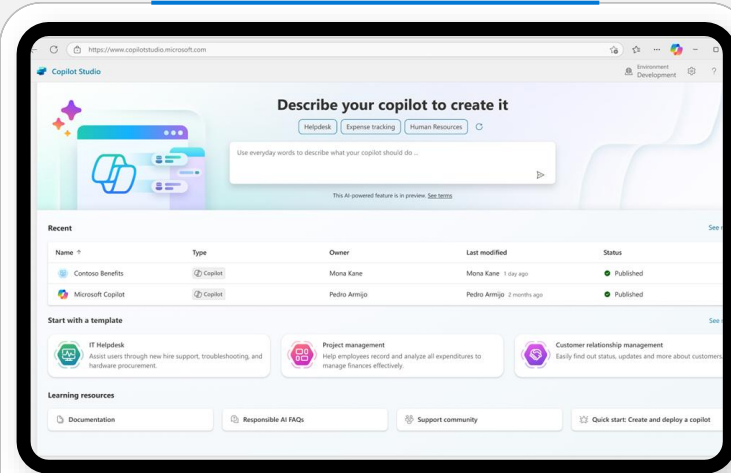


Extend automation to multiply impact

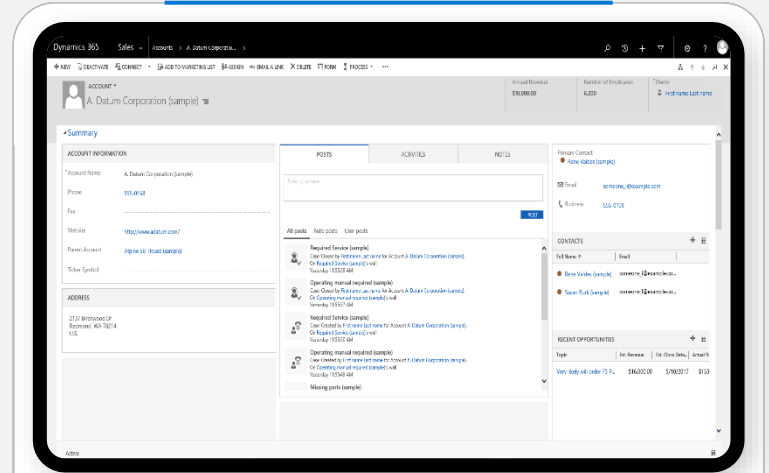
Embedded in
your applications
with Power Apps



Bring to life with
intelligent conversations
with Copilot Studio



Bring to your
business applications and
websites with Power Pages



Extend automation across **Microsoft Power Platform**



Cognizant

Pacific Gas and Electric (PG&E) is a San Francisco-based utility company. In 2021, the company embarked on an ambitious program to leverage automation and citizen development. They engaged long-time partner **Cognizant** and its Intelligent Process Automation (IPA) team to assess the best approach to rationalizing the company's automation toolset and select a technology that enabled digital productivity.

75k hours+

saved to date with projects underway
estimated to save another 645K hours

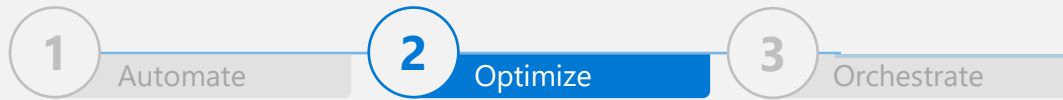
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solutions delivered in the first year



Energy

Source: [Case study: Pacific Gas and Electric partners with Cognizant for innovative digital productivity solutions strategy](#)



Continuously improve

Better understand and optimize processes



Uncover inefficiencies

Gain “x-ray” like visibility into processes that are taking too long or have bottlenecks, then compare with efficient processes



Identify optimization opportunities

Gain insight and get recommendations for opportunities to automate and deploy solutions across your company



Continuously monitor performance

Track how your processes are performing with optimization in place and continually bring improvements

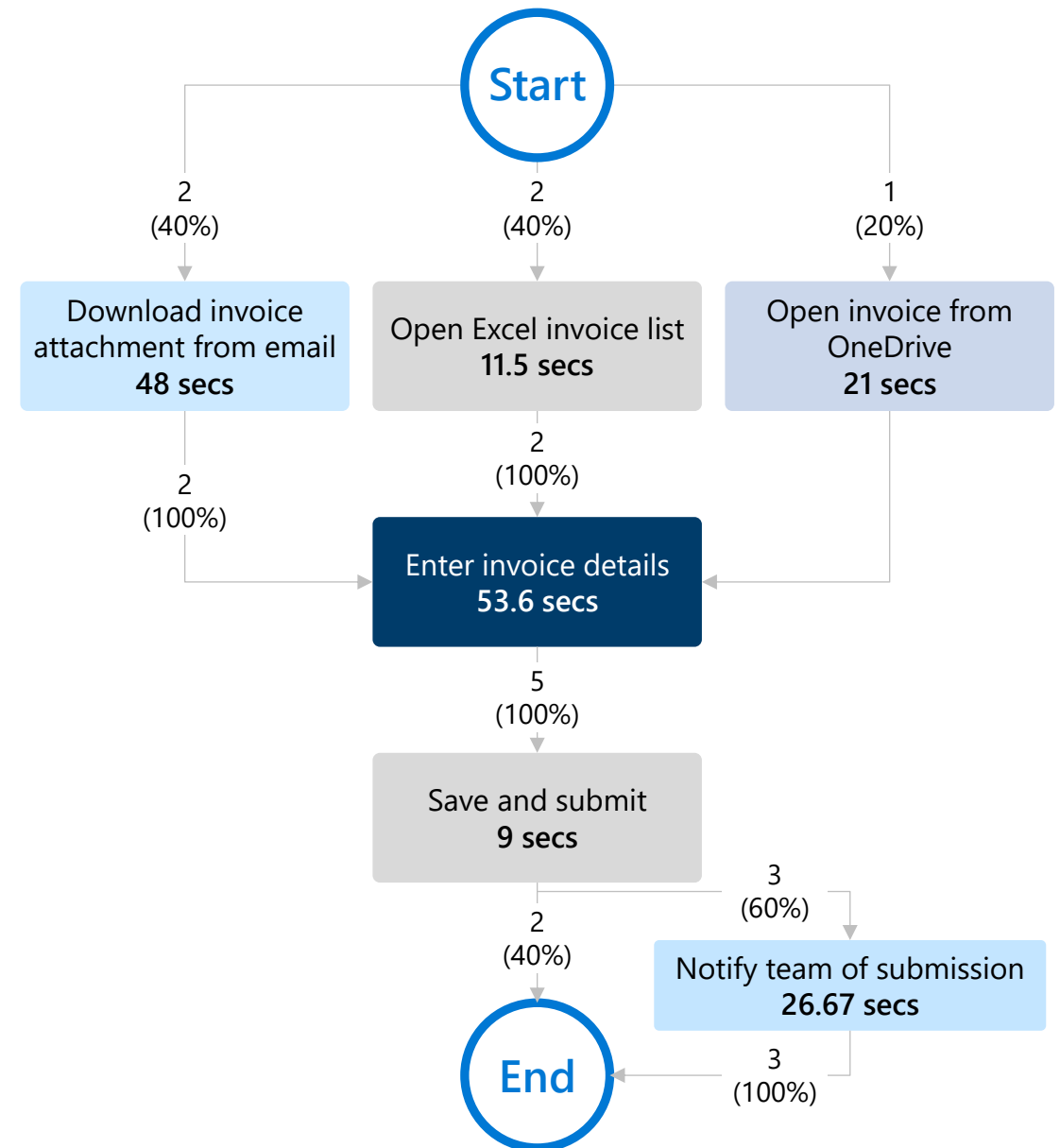
Two ways to discover and optimize

Process mining

Identify company-wide bottlenecks and inefficiencies in workflows

Task mining

Discover possibilities for automation for individual workflows



TAKE THE GUESSWORK OUT OF AUTOMATION

Optimize with task and process mining

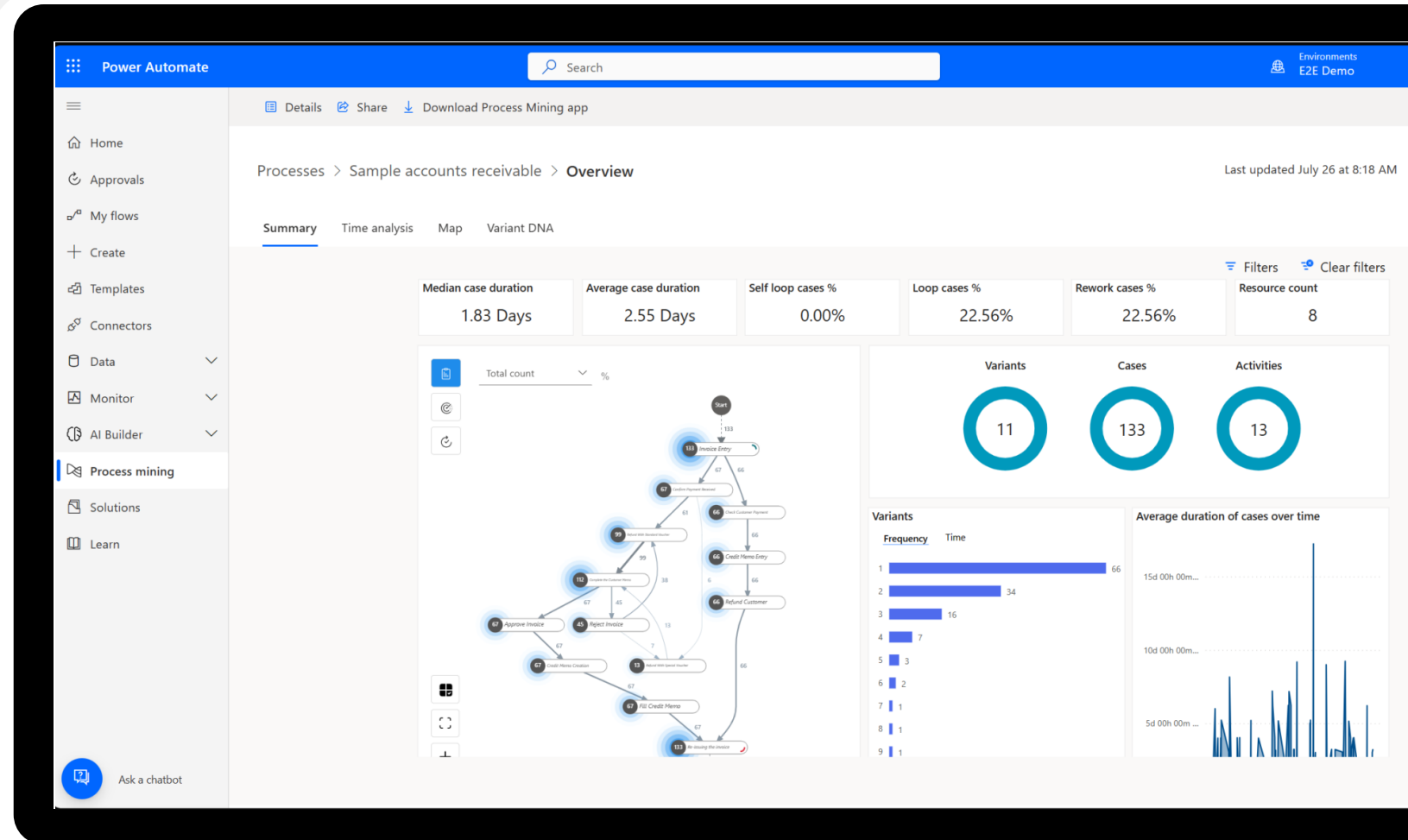
Gain deep insights with powerful features including rework detector, root cause analysis, process compare and custom metrics

Create views, publish them to create custom Power BI reports and share across the organization

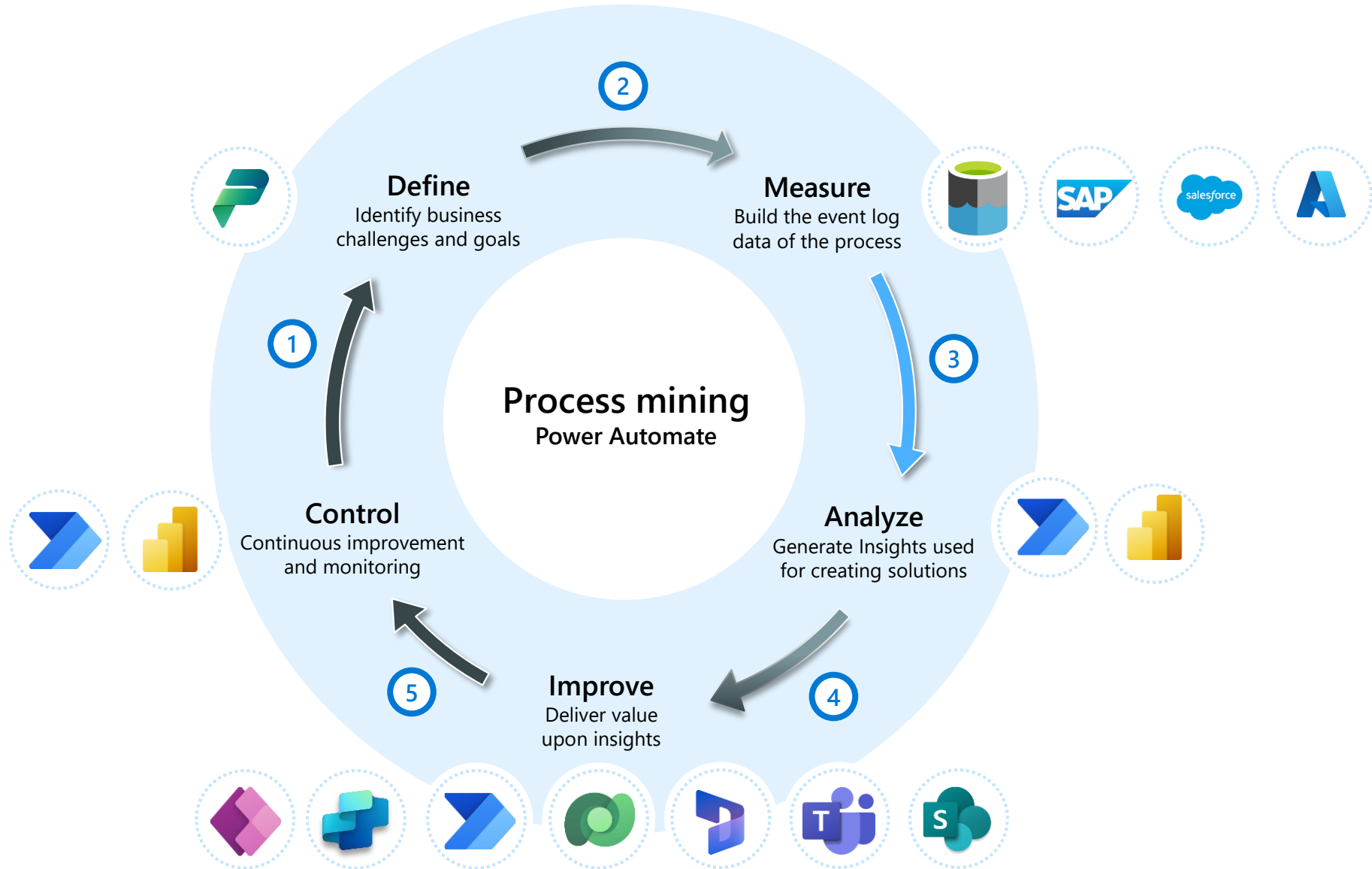
Discover possibilities for automation of individual workflows with task mining

Seamlessly integrate with Power Platform and beyond to turn insights into action

Use out-of-the-box templates for rapid deployment from data ingestion to pre-defined custom reports



Microsoft's end-to-end process intelligence



Customer Spotlight

VATTENFALL



Vattenfall, founded in 1909, is a leading European energy company with a rich history spanning over a century.

Headquartered in Stockholm, Sweden, and operating across several European markets, Vattenfall is committed to providing **reliable, affordable, and sustainable energy** solutions to meet the evolving needs of society.



Process Mining Goals

Vattenfall has been at the forefront of our product offering testing several use cases to drive continuous improvement, achieve operational excellence, and stay ahead of their competition.



Use Cases

Wind Maintenance, Customer Operations—these use cases centered around customer journey processes and wind and heat plant maintenance.



Outcome

Vattenfall can identify patterns, bottlenecks, and inefficiencies in maintenance workflows by analyzing the operational data from wind turbines and heat systems. This analysis enables Vattenfall to optimize maintenance schedules in wind and heat maintenance, identify early warning signs of equipment failures, and improve resource allocation reducing downtime and increasing operational efficiency.

1

Automate

2

Optimize

3

Orchestrate

Securely scale and manage

Securely scale and manage



Deploy with confidence

Stay in control with enterprise ready security, compliance and governance



Get 360 visibility

Manage and monitor your end-to-end business processes



Simplify and save

Easily deploy and scale RPA on Microsoft hosted infrastructure

STAY IN CONTROL

Deploy with confidence

Security

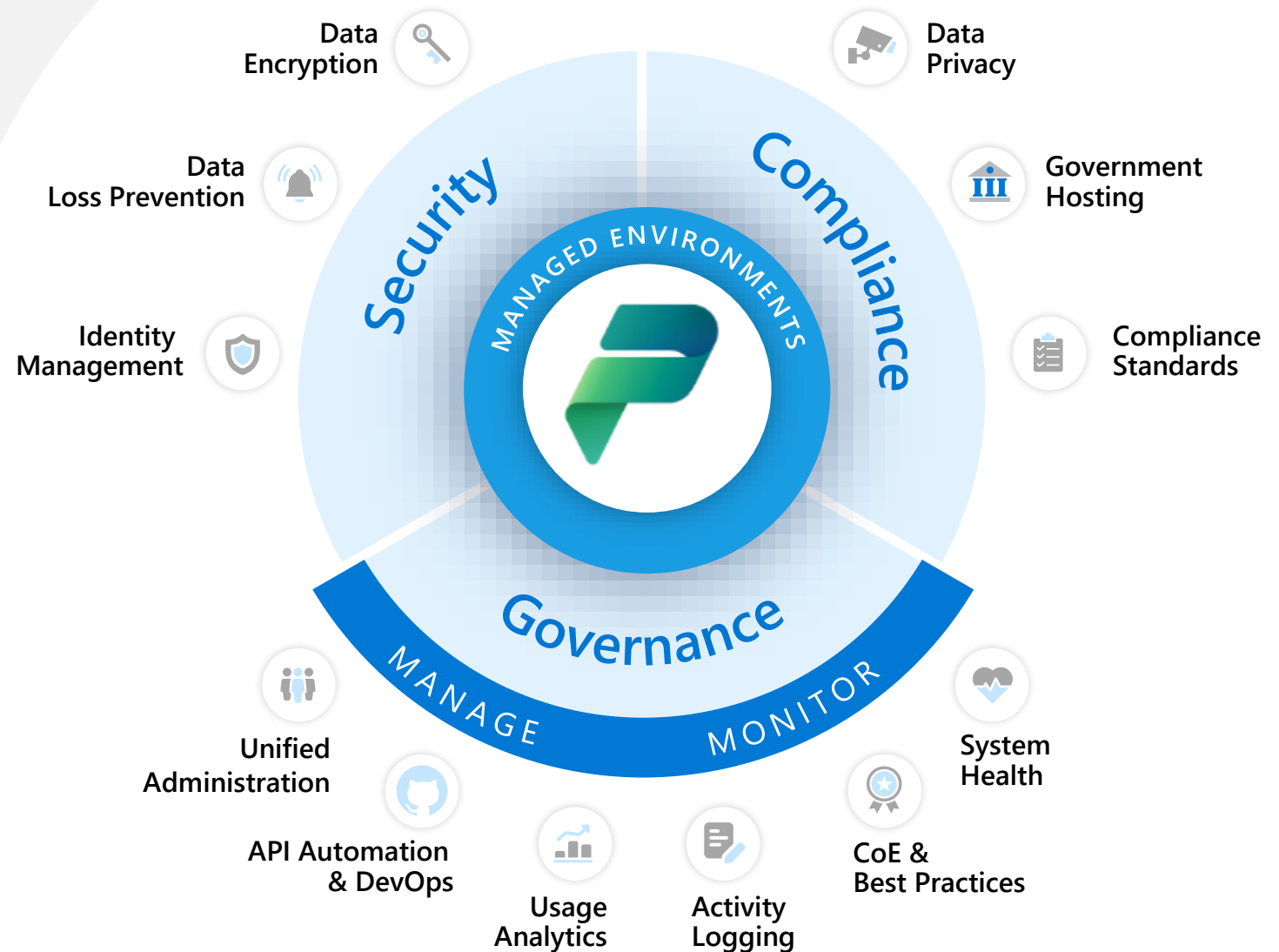
1B+ USD investment in security R&D and 3,500 cyber security experts

Compliance

Hosted in Azure and globally available with 90+ compliance offerings including CIS Benchmark, CSA STAR Self-Assessment, SOC 1 Type 2

Governance

Enterprise scale governance capabilities native part of the platform



MANAGE AND MONITOR

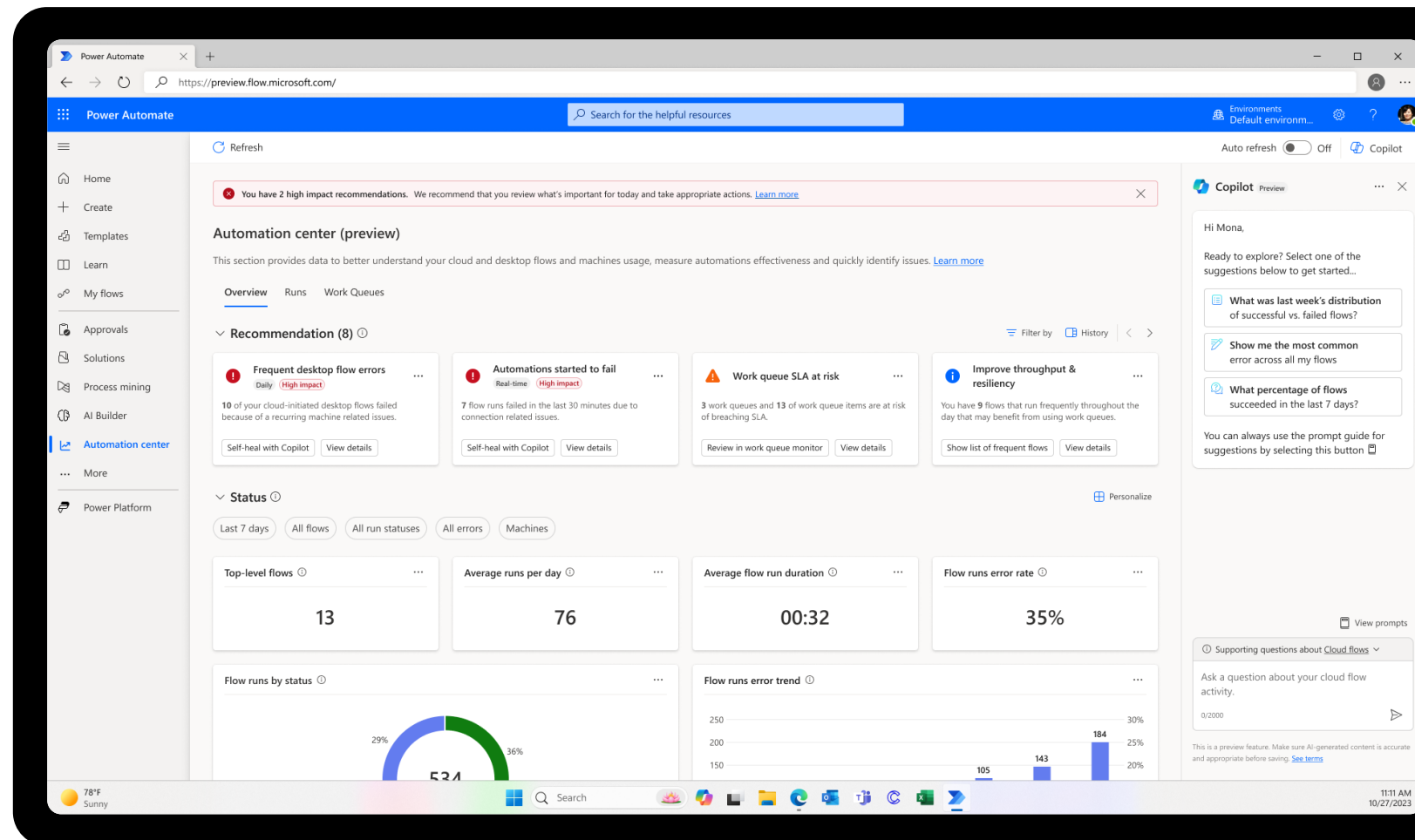
Get 360 visibility with automation center

Gain an **end-to-end view** of your automation status with flow analytics and insights

Dedicated **work queue monitoring** to closely track SLA attainment, average processing time, and throughput

Recommendation area provides users with **actionable insights and best practice** recommendations

Use **Copilot to query** cloud and desktop flow telemetry, work queue throughput, and documentation



EASILY DEPLOY AND SCALE

Simplify and save with hosted RPA infrastructure

Simplify setup and orchestration using Microsoft-hosted virtual machines powered by Azure

Manage workload peaks with machines that **automatically scale** to optimize efficiency

Optimize resources between processes, teams, and organization with **dynamic load balancing**



Accelerated deployment

Deploy machines **within minutes** for development, testing and automation



Business continuity

Production workloads **seamlessly scale** to respond to spikes in demand



Investment optimization

No more unused machines
IT admins **freed up**



Enterprise governance

Automation COEs **monitor and manage** infrastructure
Machines are **secured and up-to-date**



AT&T has been taking advantage of unattended RPA in Power Automate since the start of 2021, and we've been partnering with them on building and improving our hosted RPA bots at scale, pushing the edge of what's possible in digital transformation. They've welcomed citizen and pro developers to create automations that not only help individual groups but their entire enterprise.

3,500 hours

saved per year on manual tasks with just one flow

99%

accuracy

2,500

unattended automations running across 1,600 virtual machines



A leader in automation across categories

A Leader in

Enterprise
Low-Code
Applications

A Leader in

Process
Mining

A Leader in

RPA
*Robotic
Process
Automation*

A Leader in

DPA
*Digital
Process
Automation*

A Leader in

IDP
*Intelligent
Document
Processing*



A Leader

2023 Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms



A Leader

2023 Gartner® Magic Quadrant™ for Robotic Process Automation



A Leader

2023 Everest Group® Intelligent Document Processing (IDP) PEAK Matrix® Assessment



A Leader

2023 Everest Group® Process Mining PEAK Matrix® Assessment



A Leader

2024 Gartner® Magic Quadrant™ for Process Mining Platforms

Accelerate professional developers

Reduction in time required for software developers to build automations

20%

decrease in automation
development time for
software developers¹



\$2.0M

saved in software developer
labor¹



*"You can use the connector-based functions that are super easy to code and then marry in the Power Automate desktop interface to do some of the other functions. ... Compared to when we started doing RPA [with our previous solution], the time it takes the team to automate a process is around a fifth."*¹

— Automation Leader at a Financial Services firm

Foster innovation while saving time and cost

End user time savings from RPA



200

high impact employee
hours saved per year¹



25%

of employees experience
time savings by year 3¹



\$13.2M

saved in
employee labor¹

"[Power Automate] has changed our culture, as people are now thinking about innovation and continuous improvement. Our C-suite is seeing some of the use cases that people are building, and they're saying, 'Wow, that is game-changing.'" ¹

— Vice President at an Entertainment firm

Amplify ROI by extending automation

End user time savings for automation with Power Apps and Power Automate



250

high impact employee
hours saved per year¹



66%

of employees experience
time savings by year 3¹



\$31.3M

saved in
employee labor¹

*We are absolutely able to automate more processes and more complex processes now. We're able to get about four times as many automation prototypes into the hands of users. ... the user base is now feeling like their needs are heard and responded to quicker."*¹

— Director at a professional services firm

Get started today



aka.ms/startautomating



Learn more

Go deeper into hyperautomation [Click here](#)

Center of Excellence resources [Click here](#)

Community resources [Click here](#)

Governance & security resources [Click here](#)

Thank you!

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