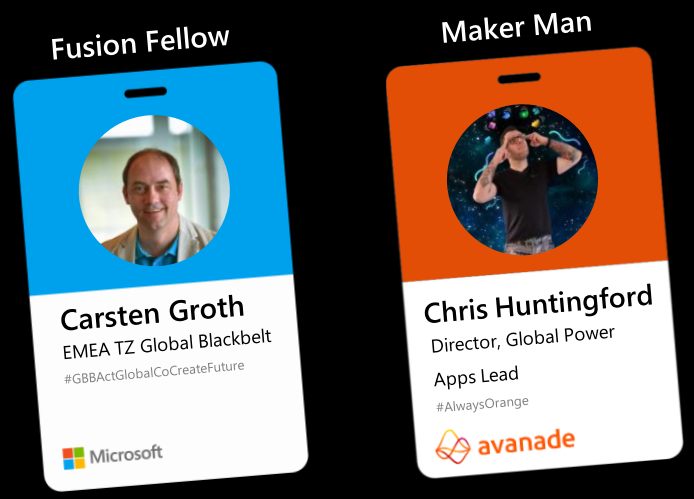
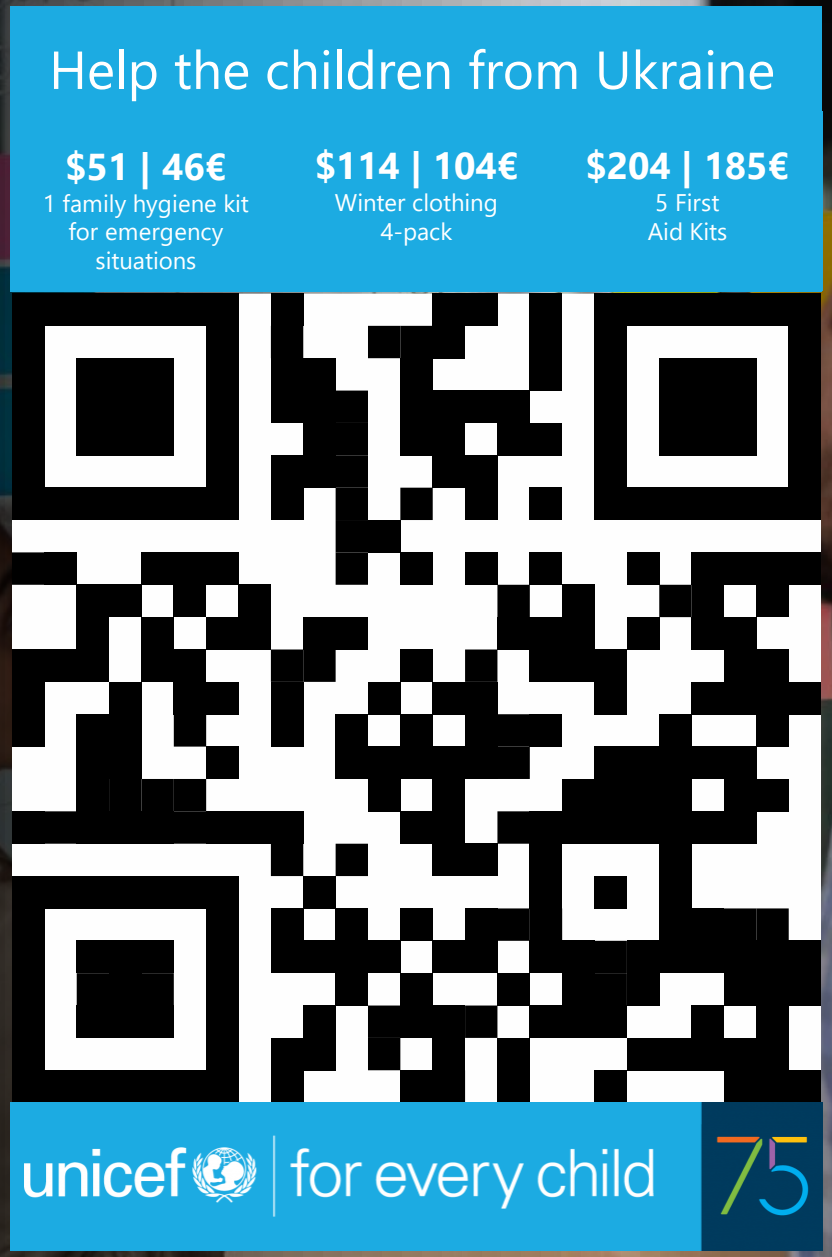
POWER PLATFORM 24

Power Platform
The Rise of the Business Technologists





The Rise of Business Technologists

IT-driven Technology strategy

Technology is no longer reserved solely for IT departments

Work Transformation

4 / 5 Technologists work in business areas outside of IT

Digital Transformation

Companies supporting business technologists are 2.5 times more likely to accelerate digital transformation

Establish new Technology

According to Gartner research, 41% of employees can be described as business technologists, though this number varies significantly by industry.

Source: Why Do Business Technologists Matter? (gartner.com)

JOHN
Chief Supply Chain Officer / VP of Supply Chain Management

Business Technologist

Business Technologist

- A business technologist is an employee who reports outside of IT departments (centralized or business unit IT) and creates technology or analytics capabilities for internal or external business use. Business technologists can be individuals whose primary job entails technology work. They can also be citizen technologists whose primary job is done through technology work.

Source: Definition of Business Technologist - Gartner Information Technology Glossary

Bio

Executive leader responsible for making investments in supply chain technology to drive operational excellence.

John is responsible for leading and supporting the supply chain team and ensuring that all procurements are done on a timely basis. John is responsible for following up on certain procurements remotely in different sites as needed and works closely with all sectors to ensure that planned activities are implemented accordingly.

Typical projects

- Pursuit of insight and personalization using artificial intelligence and advanced analytics
- Optimization of complex systems using predictive analytics to minimize downtime
- Automation of manual tasks with robotic process automation to boost productivity
- Integration of customer journeys across channels and delivering an omnichannel experience

Wants & needs

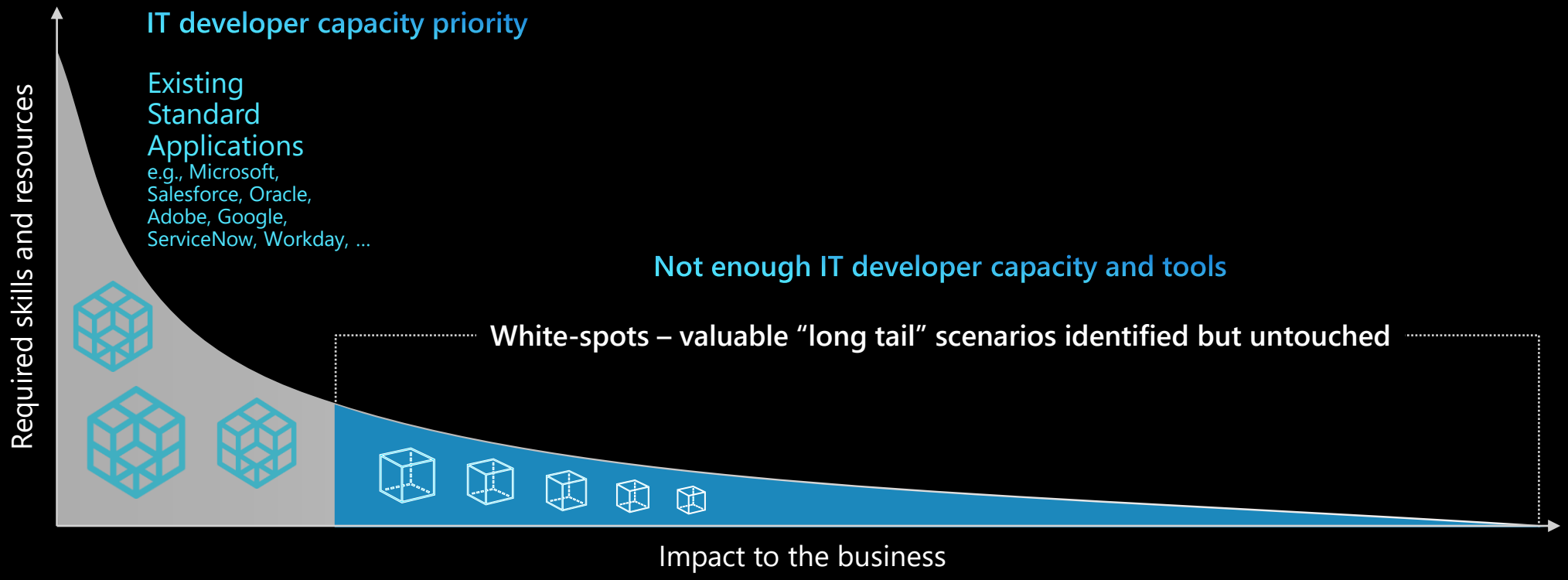
- Ability to pivot to changing business needs like shifting to digital commerce, going direct to consumer, adding new order intake and fulfillment systems
- Complete visibility into the supply chain, logistics, inventory, maintenance and factory operations 24/7
- Balance customer service commitments with the right inventory levels and mix at the right place to reduce costs
- Making business technologists a part of Fusion Teams

Challenges

- Lack the ability to proactively mitigate supply chain disruptions and constraints
- New solutions are difficult to implement
- Lack the ability to identify supply chain risks and inability to effectively track and trace products and raw materials through the value chain.
- Inability to perform multiparty collaboration in a secure way.

POWER PLATFORM 24

Power Platform can cover new & evolving scenarios with new developer economics



Migrate siloed data apps to centralized Collaboration App accessible via Teams

Replace 3rd Party Workflows

Enable Control-Tower-Scenarios via Power BI, Power Apps, Power Automate & Co.

Center of Excellence to control & pursue low-code adoption

>10 M€/Y
annual EBIT impact for 15k users

70% of customer interactions are now digital

still though organizations struggle to provide completely connected user experiences across all channels

Avg. of **$6.8M ↓**

Financial impact of a failing digital transformation initiative

Avg. of **976 ↗** Apps

only 28% of these apps on average are integrated, compared to 29% in 2021

Avg. of **52%↘**

IT projects weren´t delivered on time over the past 12 months

Nearly **46% ↗**

of Organizations' internal software assets are available for developers to reuse (API)

API-led connectivity **52% ↗**

Increases productivity, drives agility via self-service, enhances innovation

Nearly **⅓ ↗**

plan to invest in robotic process automation, most centrally tracking & managing via IT

MuleSoft's 2022 Connectivity Benchmark Report, in partnership with Vanson Bourne and Deloitte Digital, was produced from interviews with 1,050 IT leaders across the globe.

Source: MuleSoft's 2022 Connectivity Benchmark Report

When my team got involved in the project, we started to listen and ask questions: "Where are you trying to go with this? What data are we hoping to analyze?"

Turns out, what they were really trying to do was analyze text-based data.

The tool they had been looking at performed data visualization, which was what they thought they needed. The tool didn't solve the problem of analyzing text. When we really listened, we found that's where the problem was and we were able to introduce a different tool that had really high adoption.

How to uncover the typical long-tail scenarios, untouched by classic IT software development?

Running Design Thinking workshops typically unfold business problems without immediately mapping those to Technology. Rethinking business problems resulting in solutions is a common exercise.

365 training

POWER PLATFORM 24

Typical business technologist´s found in Manufacturing industry

Quality-control Inspector

Quality control inspectors monitor operations to ensure products are being produced according to standards. They review specifications, oversee processes and identify defects in goods and materials. Some quality control inspectors make suggestions to improve the efficiency and accuracy of machines and operations.

Manufacturing Technician

Manufacturing technicians are responsible for setting up and operating equipment as well as making necessary adjustments to meet safety and quality standards. Manufacturing technicians often blend their technical and mechanical skills to get their job done. Many of their skills can be learned on the job.

Assembler

Assemblers study instructions to understand the work or construction process. They also measure, connect and weld parts together. Assemblers should be good communicators, have technical knowledge and be skilled in using tools and machines.

Packaging Engineer

Packaging engineers develop packaging ideas, performing research and evaluate package production. Employees in this field use their knowledge of science, engineering and technology to design product packaging. Packaging engineers should be good problem solvers and communicators.

Warehouse Worker

Warehouse workers are responsible for various tasks, including preparing and placing orders, shipping merchandise and completing deliveries. It's also their job to track and unload the various merchandise housed within their warehouse. Warehouse workers need to have a high school diploma and experience working in this line of work. They should also have great time-management and organization skills.

Plant Managers

Plant managers oversee the operations of manufacturing factories. They manage employees, monitor processes and perform quality control. They also hire employees, create schedules and maintain certain quotas. Plant managers should have excellent problem-solving and critical-thinking skills to do well in this role.

What are typical Power Platform usage scenarios by those roles?

Quality-control Inspector

Quality approval from engineer to supervisor with signature, Dock audits for shipments

Assembler

New hire onboarding process from start to finish, incl. checklists

Warehouse Worker

Factory line processes like Center lining, Clean-Inspect-Lubricate and Tagging.

Manufacturing Technician

Production line machinery inspections and remediation app and processes. Identifying problems, coordinating equipment repairs including parts, suppliers, workflows/checklists

Packaging Engineer

Truck In / Out – Delivery trucks entering or exiting factory area being traced and tracked

CPG and automation of supply chain - automation of shipping documents and access for partners & customers

Plant Managers

CAPEX / OPEX request tool. Digital manufacturing: Project-, Expenditure requests & approvals and allocation of budgets

365 training

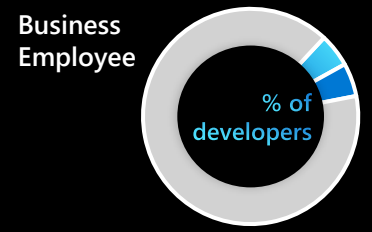
Only showing Power Platform components being used here – live scenarios may contain additional technology

POWER PLATFORM 24

Business Technologists

Helping enterprises establish a new technology delivery model

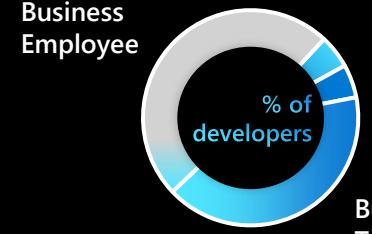
Traditional development

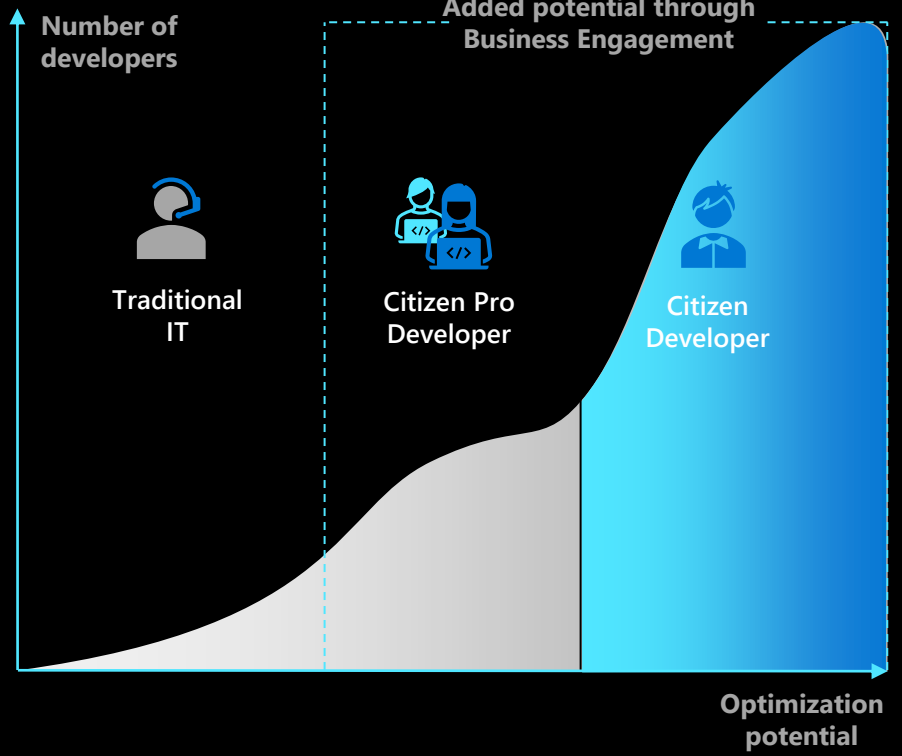


% of staff potentially able to develop solutions

Vs

Code-first AND Low-code development





Topics a Business Technologist deals with in 2022

Data Fabric

Cybersecurity Mesh

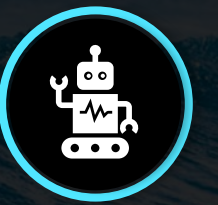
Privacy-Enhancing Computation

Cloud-Native Platforms

Composable Applications

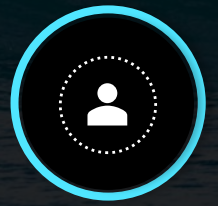
Decision Intelligence

Hyper-Automation



AI Engineering

Distributed Enterprises



Total Experience

Autonomic Systems

Generative AI

Source: [Top Strategic Technology Trends for 2022 | Gartner]

Democratization of digital delivery

Putting the responsibility, tools and accountability for building digital capabilities in the hands of business units and not just IT

PRE-PANDEMIC

- Sole responsibility of Technology work in the hands of IT only
- Digitalize on main focus areas only
- Limited- or non-hybrid work models
- Shadow IT – business units that circumvent IT´s infrastructure and go their own way
- Non-agile software development with large IT Backlogs and Maintenance overheads
- Slow-running digital transformation projects

PANDEMIC-TIME

- Reassessment of the way of delegating technology responsibilities
- Dramatic growth of Hyperautomation
- Rise of low-code and no-code development tools
- Serve clients remotely
- Rise of Business Technologists collaborating very closely with IT departments
- Innovative, secure and speedy software development due to Fusion Teams development
- 2.5 times more likely to accelerate digital business transformation
- Quick span and derive value of digital initiatives
- IT put front and center to most strategic and significant conversations having Business Technologists

POST-PANDEMIC

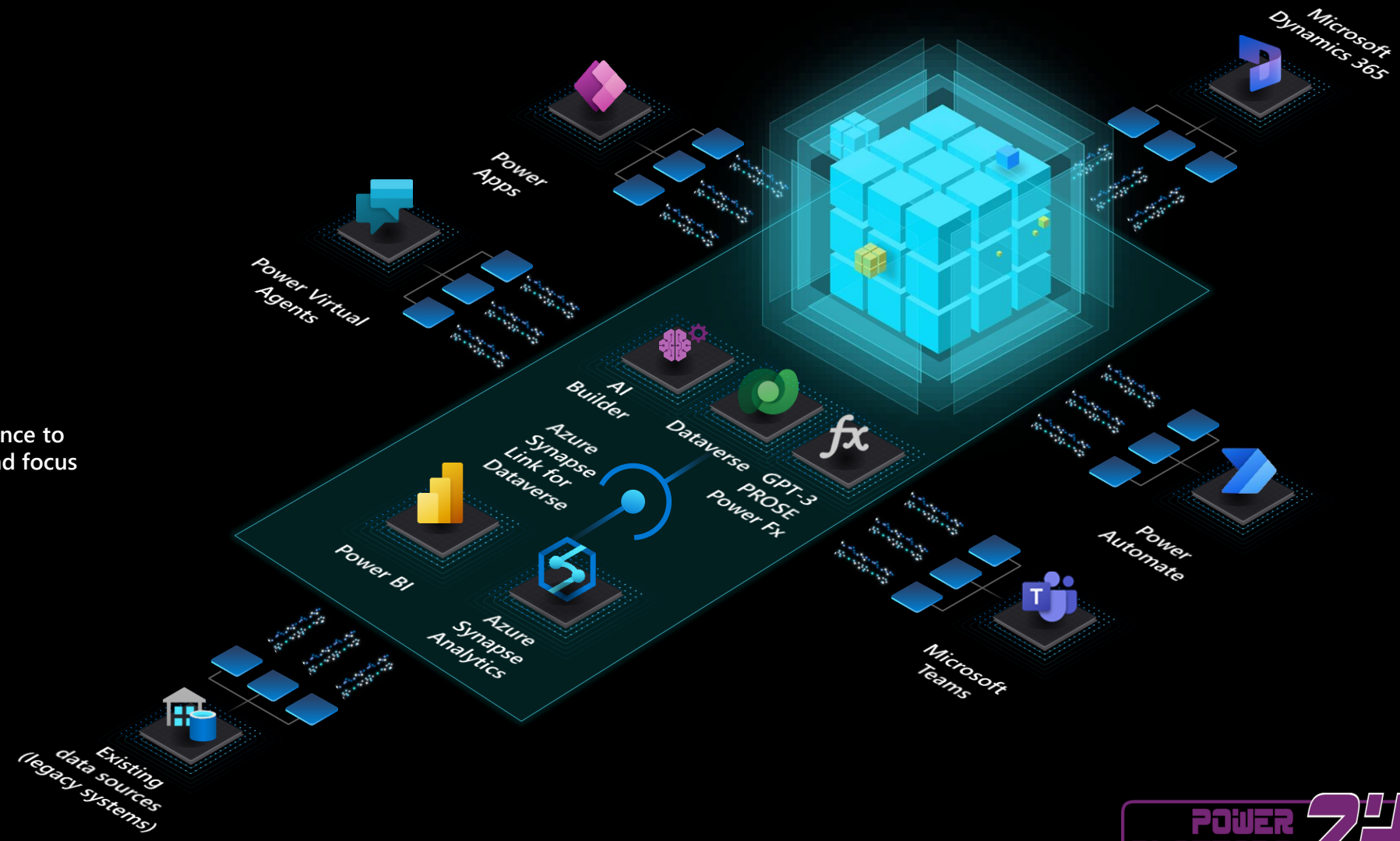
Addressing the wants & needs and enabling for self-service

Visualize data from your processes

Glean insights across your business

Use Artificial Intelligence to filter out the noise and focus

Turn insights into action



365 training

POWER PLATFORM 24

The Power Platform is designed to empower fusion teams allowing three key audiences to come together.

The **code-first** developer who can extend or build-upon the platform using code first

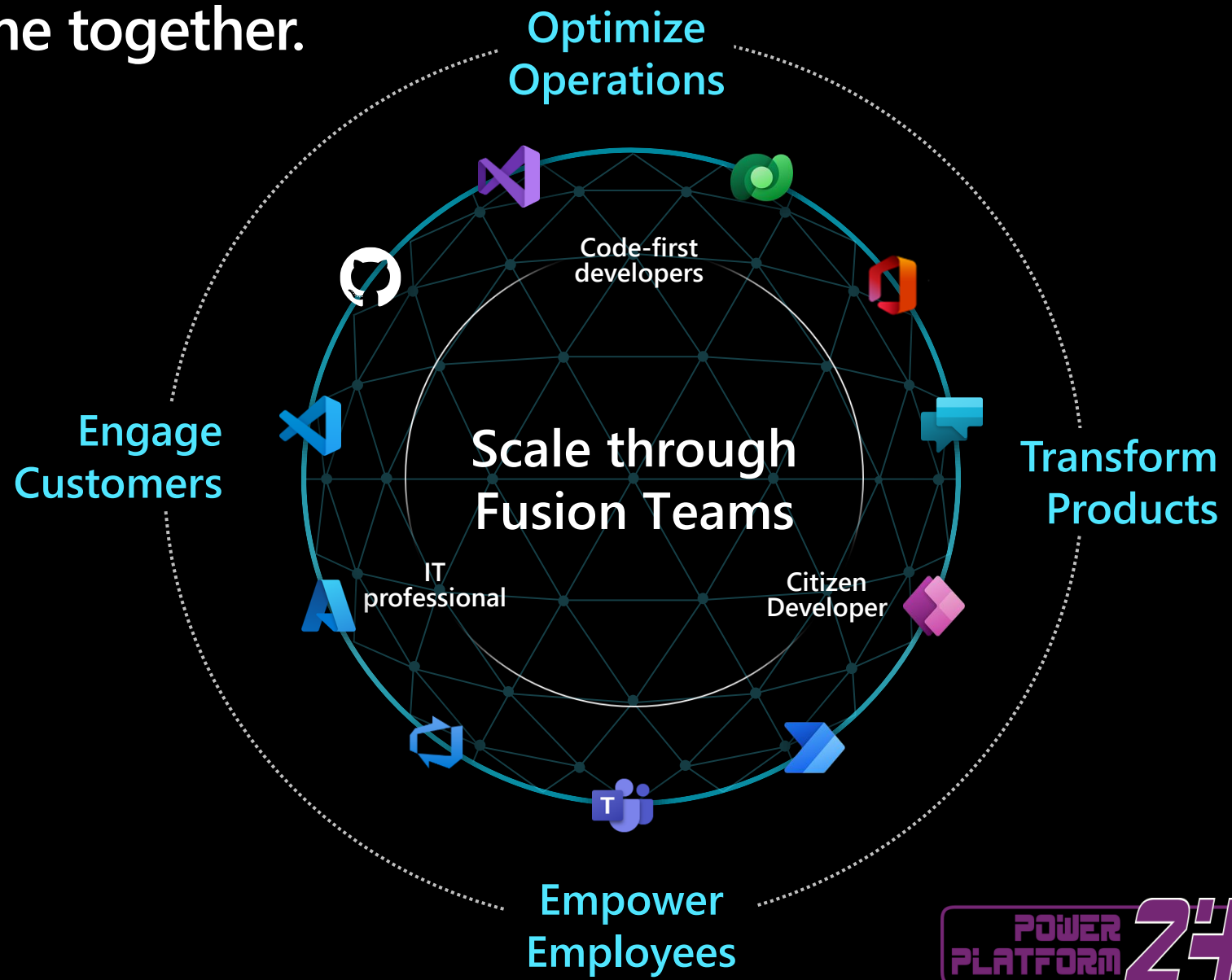
The **citizen developer** who can build solutions without writing code

And finally, **the IT Professional**, which frankly tends to be a persona that can wear many hats: It can be the administrator, or the governance team

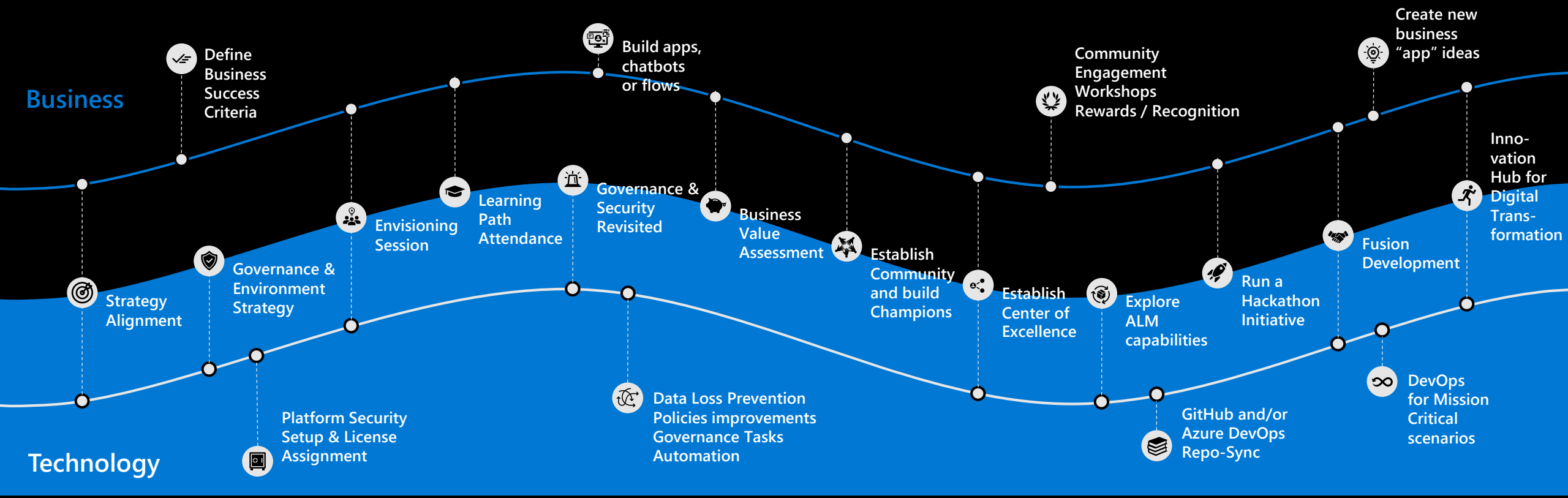
The IT security team that set up the foundation but also represents the IT team managing the E2E process, the deployment, the application lifecycle

This is where the **Power Platform** is so magical: Not only do we support all these persona, but we allow each audience to **work in the tooling of their choice**, using the tools for the process they're already familiar with

Scaling with fusion development means you will be tasked to build and deliver the app, with ongoing maintenance of the solution, and then any CI/CD for it that come from the continual update processes your business uses.



Business Technologists supporting Adoption journey



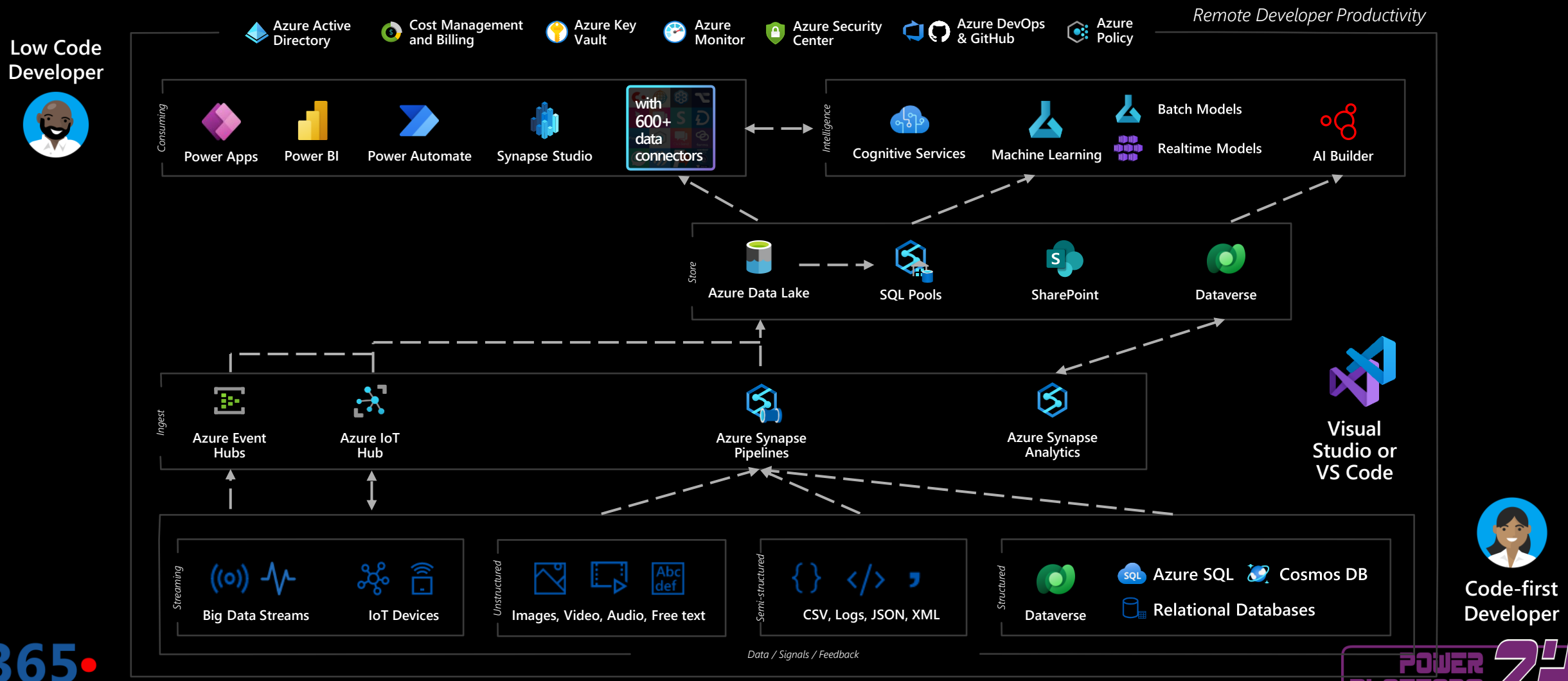
	Strategy Alignment	Adoption Strategy & Vision	Governance & Security	Community & Champions	Center of Excellence	Fusion Development
Goal	• Understand low-code positioning, the "big picture and scope"in terms of driving digital transformation initiatives • Defining common principles across all platforms • Gain alignment on Adoption journey • Get Center of Excellence sponsorship	• Empower every employee to leverage Microsoft Power Platform to drive digital transformation • Review Adoption Planning Workbook • Define your goals, and S.M.A.R.T. success criteria • Ensure organizational readiness	• Define cadence around deployment plan, security and rollout • Compliance Feasibility • Monitor, Act, Automate • Timeline & Process	• Business Value Assessment • Community rewards and recognition • Ensure continuous ideation & improvements • Scale-out knowledge • Best-practices sharing	• Recruit multi-disciplinary teams to establish a Center of Excellence • Invest in organic growth while maintaining governance & control • Drive innovation and improvement • Continuous Assessment of maturity level • Enable development at scale	• Unite and combine code-first and citizen developers • Drive Fusion development scenarios (e.g., Azure + Power Platform) • Enable code-first developers with additional low-code tools
Outcome	• High level understanding of needs • Agreed upon action/deployment plan	• Adoption Workbook • Ensure learning & readiness plans in place • Ensure establishment of community	• Commitment to implement and regular adjust governance and security	• Setting org-wide standards • Quick span and derive value of digital initiatives	• Establish robust guardrails • Break down geographic and organizational silos • Unite like-minded people	• Lower IT-Development Backlog • Accelerate digital business transformation

365 training

POWER CONFERENCE 24

When Developers + Business Technologists meet

Example: Building a Citizen AI enabled Control Tower with the help of Azure + Power Platform



365 training

POWER PLATFORM 24

Key Takeaways and learnings

Employee Demand

Employees demand co-decisions made on future IT strategy. Participate in strategic conversations and shape the digital transformation journey together

Teamwork has changed and new expectations raised

Accelerating digital transformation, successful companies are establishing the culture of Fusion Teams development, enabling for rapid application development & Hyperautomation

Post-pandemic Democratization

Business Technologists help establish a Fusion Dev culture, Low-code tools being used by code-first developers, Software to transform from single product suites to orchestrated platforms.

Thank you!

Thank you to all of our presenters and attendees!

Special thanks to 365 training for hosting the live event and recordings!

Help the children from Ukraine

$51 | 46€
1 family hygiene kit for emergency situations

$114 | 104€
Winter clothing 4-pack

$204 | 185€
5 First Aid Kits

unicef | for every child 75