

Intelligent App Roadmap

Build and Modernise Intelligent Apps

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Leverage the right tools for your sales challenges

For business leaders and developers alike, cloud migration represents an accessible path to creating intelligent apps and delivering more value to users. By migrating to the cloud and taking advantage of cloudnative tools and capabilities, you can create apps that help sharpen your competitive edge with cloud-native development, data and Al tools.

This e-book will provide an overview of intelligent apps so you can start planning your strategy. It includes descriptions of the different components, solutions and practices to get your organisation started on its own app transformation.

What is an intelligent app?

An intelligent app is a new form of application born from the cloud and innovative Al tools. These apps are created from the combination of managed app platforms, built on top of expansive cloud-native data systems, and powered by the latest in generative Al. With the right platform, enterprises can rapidly build, deploy and maintain these apps without sacrificing the innovation that allows them to bring value to their customers.

Use intelligent apps to...

- **Build custom copilots** to provide personalised and instant assistance to employees and customers.
- Automate repetitive tasks to free up your workforce's time for creative and strategic work.
- Accelerate decision-making processes using real-time data and analytics.
- **Gather deeper insights** into customer needs and preferences by analysing user feedback, behaviour and sentiment to deliver more personalised experiences.
- Create engaging and human-like interactions between people and software by adding generative Al capabilities.

Build, modernise or both?

The first question that comes up when developing an intelligent app strategy is a complex one – **do you want to build an intelligent app from the ground up?** Or do you want to modernise and add AI to one of your existing apps? Many organisations will opt for a strategy that makes room for both options.

When building intelligent apps in the cloud, the development team can design them from scratch with AI in mind. This means that they can select the most appropriate AI models and algorithms for the task at hand and design the application architecture to support these models. The team can also choose the most appropriate programming languages and frameworks, ensuring the application is scalable, secure and reliable.

On the other hand, modernising a legacy app involves bringing the app and its data tiers to the cloud, and then adding AI capabilities to further optimise and enhance its capabilities. This approach requires carefully analysing the existing application architecture, data sources and business processes. The development team must identify which parts of the application can benefit from AI, and which AI models and algorithms are most appropriate for these parts. The team must also ensure that the application is compatible with the chosen AI models and algorithms, and can handle the increased computational demands of these models.

- On-demand video | Building and scaling cloud-native, intelligent applications on Azure Watch or download the transcript > (45 minutes)
- On-demand video | Cloud-native development with .NET 8
 Watch or download the transcript and slides > (45 minutes)
- Guide | Modernising existing .NET applications
 Read the guide >
- On-demand video | Modernise your applications on Azure SQL Managed Instance Watch now > (45 minutes)

Intelligent apps use cases

Another early decision is determining how you plan to use your intelligent apps. Begin by reviewing your organisation's most pressing needs to narrow potential intelligent app use cases.

Use Cases

Connected smart products

Smart products, also called connected products, are internet-connected devices offering added functionality and data insights.

Personalised recommendations

Provide tailored recommendations, offers and discounts based on individual preferences and behaviours.

Customer service and support

Give call centres fast access to customer information so they can act quickly to provide knowledgeable service.

Automated AI copilots

Al copilots use generative Al capabilities to serve as virtual assistants that can streamline and expedite tasks like content summarisation, document drafting, presentation creation, code generation and more.

Information and product discovery

Use an AI-driven search engine to receive instant answers in a natural, conversational manner, and receive product recommendations and insights that align with customer needs.

Real-time transaction processing

Extract data from structured documents and semistructured documents to expedite invoice processing, claims processing for healthcare, proof of delivery and online transaction processing.

Fraud detection

Detect anomalies and potentially fraudulent transactions to combat financial crime.

Intelligent apps in action: Real-world examples

TIBCO creates a fraud detection breakthrough on Azure.

Read the story >

Elasticsearch enables next-gen search with Azure OpenAl Service.

Read the story >

Thread creates a game-changing solution for IT service providers with Azure OpenAl Service.

Read the story >

Architecture

Build a roadmap for hassle-free app building and modernisation

Traditional network architecture uses physical data centres to store digital assets and operate network systems for daily functions. In this setup, user access to data, software or storage is restricted to the device or official network they're connected to. Traditional computing prioritises data security by storing sensitive data on-premises, safeguarded by measures like firewalls and encryption.

However, with a more modern setup, cloud architecture gives you on-demand access to shared computing resources such as servers, storage, applications and services via the internet. Cloud architecture lets you scale resources as needed and effectively handle dynamic workloads without running into failures. Cloud-based applications are designed with a focus on infrastructure development based on automation principles and user-friendly interfaces. In contrast, traditional applications adhere to a three-tier structure encompassing the applogic, presentation and database tiers.

Steps to modernise your architecture

Transitioning to a cloud architecture involves a structured process divided into three key phases: assessment, planning and execution.

Assessment. Evaluate your current infrastructure, applications and data to determine their suitability for migration to the cloud. Assess cloud migration's associated risks, costs and benefits while selecting the most suitable cloud service provider.

Use the Azure Migrate: Discovery and assessment tool >

Planning. Create a comprehensive migration plan outlining the steps to transfer your applications and data to the cloud. This plan should include timelines, budgets, resource allocations and contingency strategies.

Build a migration plan with Azure Migrate >

Get advanced analytics for building Al cloud-native apps with Azure Innovate >

Execution. Implement your migration plan by shifting your applications and data to the cloud. This process entails optimising your applications to include cloud-native features like scalability, elasticity and fault tolerance. Ensure that your applications meet security and regulatory requirements during this phase.

Find an Azure support plan for your migration >

Event-driven architecture (EDA)

Event-driven architecture (EDA) is a software architecture paradigm in which an application is built as a collection of autonomous services that can communicate with each other by consuming events. Typically implemented through microservices, EDAs operate in real time, responding to events or changes in state, spanning from user interactions to instantaneous analytics.

Learn how EDAs work >

Containers

Moving applications from one environment to another can cause them to malfunction. These issues often stem from disparities in configurations, underlying libraries and dependencies. Containers help avoid malfunctioning by bundling an application or service with its dependencies and configuration into a container image. This containerised application can be assessed as a cohesive unit and deployed as an instance of a container image on the host operating system. Containers help developers and IT experts seamlessly deploy applications across diverse environments, requiring minimal to no adjustments.

Learn how to run containers in a hybrid environment

Kubernetes services on Azure

Azure Kubernetes Service (AKS) is a fully managed container orchestration service that helps simplify the deployment, scaling and management of Docker containers and container-based applications within cluster environments. It serves as an open-source platform, automating the essential aspects of containerised application management. AKS is accessible on the Azure public cloud, making it a versatile choice for handling Docker containers and container-based apps at scale within cluster environments.

Get started with AKS using this curated journey >

Azure Container Apps

Azure Container Apps is a cloud-native application platform that lets you deploy applications and microservices from code or containers without the need for intricate infrastructure orchestration. It provides support for open-source technologies, including Dapr for runtime portability and KEDA for scalability, and enables flexible deployment of apps from the cloud to the edge.

Follow these how-to guides for using Azure Container Apps

Microservices

A microservices architecture is a collection of small, autonomous services that are self-contained and meant to implement a single business capability. Unlike traditional monolithic architectures, microservice architectures are scalable, allowing you to scale individual components of an application independently. They're also more resilient, meaning the application can function normally even if one of the components fails. Because microservices are isolated from each other, developers can make changes to one component without impacting the rest of the application, so you can update an existing service without rebuilding and redeploying the entire application. **Explore microservice solution** architectures >

Integration

Enable a seamless flow of information between your systems and services

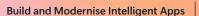
Integrations play a pivotal role in the development of intelligent apps, allowing you to easily link different services and data sources for more streamlined and efficient workflows. Using modern cloud-based integrations, you can build intelligent apps capable of highly intricate tasks like image recognition, speechto-text conversion, language translation, text analytics, sentiment analysis, anomaly detection, recommendation systems, predictive modelling and more.

Cloud-based integration involves using out-of-thebox connectors and lightweight APIs to connect apps with software as a service, systems and data. With Azure, you can use pre-built or custom connectors to build or modernise apps using data from on-premises, multicloud and third-party sources.

1,400

Azure offers over 1,400 connectors to connect third-party services with solutions like Microsoft Power Platform, Microsoft Power Query, Microsoft 365, Microsoft Sentinel and others.

View all published Microsoft connectors >



Requirement	Azure integration service
You have business processes to orchestrate across multiple systems where you understand their structures well.	Azure Logic Apps
You need to run complex business logic that's better implemented as code instead of workflow expressions. You need to build a centralised utility function that you can access from other integration platform components.	Azure Functions
You have unique data transformation requirements.	
You need the capability to transform and move large datasets across multiple data sources, such as file systems, databases, SAP, Azure Blob Storage, Azure Data Explorer and more.	Azure Data Factory
You need a messaging system that supports the publish-subscribe model, ordered delivery, duplicate detection, message scheduling and message expiration scenarios.	Azure Service Bus
You need an event subscription architecture to stay updated on state changes in one or more applications and systems because your integration solutions depend on events to communicate such changes and make any related data changes.	Azure Event Grid
You want to abstract and protect your underlying service implementation in Azure Logic Apps from end users and consumers.	Azure API Management



Use this video for a quick overview of using the core services mentioned above to integrate your apps with Azure. Watch now > (6 minutes)

Data

Manage your data efficiently for rapid app development and deployment

Intelligent apps require data – a lot of it. Today's data comes in different formats, including structured, unstructured, semi-structured, graph data and more, which complicates app development if you don't have the right tools and processes in place.

Building and modernising apps requires a strong data management foundation that can collect, store, process, visualise and integrate data. Fully managed multi-model databases – like Azure Cosmos DB – let you work with data in different formats with limitless scalability, flexibility and security.

Here's a breakdown of different databases for building and modernising apps:

Azure Cosmos DB

Azure Cosmos DB is a fully managed, serverless NoSQL and relational database for modern app development. It offers SLA-backed 99.999% availability, single-digit millisecond response times, automatic and instant scalability, and guaranteed speed at any scale. Azure Cosmos DB enables fast, flexible app development with support for multiple SDKs and open-source PostgreSQL, MongoDB and Apache Cassandra.

Best for building new apps

- Single-digit millisecond latency
- 99.999% availability
- Instant and limitless elastic scalability
- ✓ Enterprise-grade security
- Support for open-source PostgreSQL, MongoDB (including vCore) and Apache Cassandra
- Vector search support and integration with Azure AI services

Azure SQL Database

Azure SQL Database is a fully managed relational cloud-based database that provides all the features of Microsoft SQL Server with increased scalability and flexibility. It provides a managed environment to simplify provisioning, patching, upgrading and monitoring.

Best for modernising .NET applications and SQL Server databases

- 99.995% availability
- Always up to date
- Built-in security and compliance
- Security threat protection
- Rapid storage scaling up to 100 TB with Hyperscale storage
- Native support for Azure Functions and Azure App Service

Azure Databases for PostgreSQL

Azure Database for PostgreSQL

is a fully managed, scalable PostgreSQL database service designed for high availability and performance for missioncritical applications. It supports features for geospatial support, rich indexing, and Al-powered intelligent performance optimisation and query store.

Best for modernising Java applications and **Oracle databases**

- 99.99% availability
- Interoperability with Azure App Service and AKS
- Enterprise-grade security and compliance
- Compatible with the latest community editions
- Maximised performance for large databases up to 96 vCores, 672 gigabytes of memory and 16 TB of storage

Learn more about Azure Cosmos DB capabilities for intelligent app innovation with this on-demand video. Watch now > (45 minutes)

AI

Infuse your apps with intelligent human-like capabilities

When considering how to incorporate AI into intelligent apps, it's crucial to pinpoint the specific business challenge your app will address. This initial step will guide you in defining the project's scope and the necessary resources. Next, you'll need to identify the data required to train the machine-learning models that power your intelligent app. This involves determining which data sources to tap into and how to gather and store that data effectively.

Once you've got your data sorted, it's time to select the most suitable machine-learning models for tackling your business problem. This decision will guide your choice of algorithms and the training process. Lastly, consider the infrastructure needed to support your intelligent app, which includes hardware, software and cloud services.

Azure Al services

Azure AI services

Use this set of cloud-based APIs in Al applications for Language, Speech, Vision and other services, which require no data and no model training.

Azure Machine Learning

Equip your data scientists, developers and machine-learning engineers with a diverse toolkit for training, deploying, automating, managing and monitoring ML models.

Azure OpenAl Service

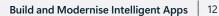
Use today's most advanced AI models for conversational AI, content creation and data grounding.

Azure Al Bot Service

Construct, link, deploy and oversee intelligent bots capable of natural interactions with users across various platforms, including websites, apps, Microsoft Teams, Skype, Slack, Facebook Messenger and more.

Azure Databricks

Unify your workloads and democratise your data to help data scientists, engineers and analysts collaborate on datasets for effortless large-scale machine-learning model development.



What's possible with Azure OpenAl Service?

Generative AI has taken over AI conversations – and it's no mystery why. The ability to generate content and code presents limitless opportunities for meeting business challenges, offering solutions where none were previously possible.

Here are some of the ways businesses are using Azure OpenAl Service to transform operations:

- Generate high-quality content and design
- ✓ Provide automated IT support
- Create hyper-personalised marketing campaigns
- Deliver chatbots and virtual assistants
- Innovate new products and services
- Assist with real-time, contextual language translation
- Deploy fraud detection and security capabilities
- Enhance predictive analysis and forecasting
- Improve medical research and diagnosis

Get started with Azure Al with these learning resources

Microsoft Azure Al Fundamentals > (4 hours 7 minutes)

Develop generative AI solutions with Azure OpenAI Service > (5 hours 34 minutes)

Quickstart guide for building bots with GPT >

Software delivery

Deliver your intelligent apps quickly and securely

Software delivery covers the entire journey of providing a software product to customers, including conceptualisation, design, coding, testing and deployment. However, the process is never a straight line from start to finish. It's important to remember that there will always be setbacks – the key is to change tactics when necessary and build on those experiences as you go.

Continuous integration and continuous delivery (CI/CD) | tools included <u>Azure DevOps</u> help teams follow a reliable pathway to building, testing and deploying intelligent applications. DevOps is a suite of services that includes tools designed to improve team collaboration, streamline build procedures, assist in project management, support testing and more.

When building and modernising intelligent apps, follow these basic DevOps principles to avoid setbacks so you can go to market faster:

Automate pipelines with CI/CD

Automation includes release pipelines with DevOps practices like <u>continuous</u> integration (CI), automated testing and <u>continuous delivery (CD)</u>. Automated CI/CD allows teams to release new features and updates to customers without downtime while reducing manual testing and deployment costs.

Deploy frequently

Longer intervals between deployments can lead to a buildup of issues, resulting in what's often referred to as "deployment debt". Instead, divide work into smaller, more frequent deployments and prioritise creating more efficient and reliable deployment tools and pipelines.

Use microservices

<u>Microservices</u> help simplify delivery and provide boundaries for team ownership, allowing them to prioritise features and extend functionalities without affecting other parts of the application.



Performance monitoring and optimisation

Keep intelligent apps running smoothly with every update

Performance monitoring and optimisation for cloud applications serve several crucial purposes. Firstly, they ensure the reliability and availability of cloud-based services by helping to identify and address issues before they lead to downtime. Optimisation also improves the user experience, offering faster response times and smoother interactions. Moreover, it helps reduce costs by finding resource inefficiencies.

Performance monitoring helps scale applications effectively, understand how they behave under different workloads and make informed capacity planning decisions. Additionally, it facilitates troubleshooting by providing visibility into application behaviour and metrics, reducing downtime during issue resolution. It also promotes resource utilisation and optimisation, enhancing the value derived from cloud infrastructure. Furthermore, performance monitoring plays a role in security by detecting anomalies that may indicate security breaches.

Azure Monitor

Azure Monitor is a comprehensive solution that helps you collect, analyse and respond to monitoring data from your cloud and hybrid environments so you can maximise the availability and performance of your applications and services. It helps you understand your applications' performance and allows you to manually and programmatically respond to system events.

Azure Monitor collects and aggregates the data from every layer and component of your system across multiple Azure and non-Azure subscriptions and tenants. Then it stores that data in a common platform for consumption using a common set of tools that can correlate, analyse, visualise and respond to the data. You can also integrate additional Microsoft and non-Microsoft tools.

Azure Monitor monitors these types of resources in Azure, other clouds or on-premises environments:

Applications

✓ Virtual machines

✓ Guest operating systems

Containers, including Prometheus metrics

Databases

Security events in combination with

Azure Sentinel

Networking events and health in combination with Network Watcher

Custom sources that use the APIs to get data into Azure Monitor

You can also export monitoring data from Azure Monitor into other systems to integrate with third-party and open-source monitoring and visualisation tools, ticketing and other ITSM systems.

Learn the basics of tracking resource performance with Azure Monitor.

Start the learning module > (49 minutes)

Security

Maintain trust and enable confident app innovation with multilayered security

Fraud and security are significant problems in modern app development, from user-facing interfaces to APIs and secured infrastructure.

Multilayered security offers a proactive protection strategy involving different components that each serve a specific function to safeguard operations, IT infrastructure and services. If one layer of security is breached, other layers are in place to prevent further damage.

Furthermore, fraud detection via machine learning is widely used in industries like banking, e-commerce and insurance. These algorithms learn from training data to recognise suspect behaviour at any level of app development and use.

As you build and modernise intelligent cloud-based applications, multilayered security and fraud detection become paramount in defending against cyberthreats and data breaches.

Microsoft Defender for Cloud

Microsoft Defender for Cloud is a cloud-native application protection platform (CNAPP) that protects code-to-cloud against cyberthreats and vulnerabilities. It includes capabilities for protecting cloud servers and databases and uses advanced Microsoft Threat Intelligence data to help identify threats to your storage resources.

Microsoft Defender includes plans that cover a range of needs, including:

- 1 A development security operations (DevSecOps) solution that unifies security management at the code level across multicloud and multiple-pipeline environments.
- 2 A <u>cloud security posture</u> <u>management (CSPM)</u> solution that surfaces actions that you can take to prevent breaches.
- A cloud workload protection platform (CWPP) with specific protections for servers, containers, storage, databases and other workloads.

Use this interactive guide for a step-by-step walkthrough of Microsoft Defender for Cloud. Take the walkthrough

Defender for Cloud capabilities:

Security posture monitoring

Visualise and improve security posture proactively

Regulatory compliance

Get compliance benchmarks mapped to industry standards

Fraud detection

Use AI and machine learning to catch fraud throughout your app infrastructure

Attack-path analysis

Discover and prioritise critical risks and contextual threat analysis

Workload protection

Protect workloads from malware across virtual machines, containers, databases and storage

Vulnerability scanning

Use an agentless or agent-based approach to scanning for vulnerabilities

DevOps posture visibility

Unify visibility into DevOps inventory across multicloud and multiple-pipeline environments

Infrastructure-as-code security

Secure configurations throughout the development lifecycle

Code security guidance

Speed up remediation of critical issues in code

GitHub Advanced Security

GitHub Advanced Security for Azure DevOps is an application security testing service that provides enhanced security to DevSecOps teams so they can innovate quickly and confidently. It includes tools for secret scanning, dependency scanning and code scanning, and also provides a high-level overview of the security status of your repositories.

Watch this video to learn how to integrate automated security into your app development workflows. Watch now > (45 minutes)

Cost optimisation

Reduce costs across the entire development lifecycle

When building and modernising applications in the cloud, it's important to keep tight control of expenses. Based on a recent Forrester Azure App Innovation Report,1 the composite customer was able to get to market up to 1.5 months faster, increase developer efficiency up to 25% and reduce app downtime up to 25%.

These results lead to real business benefits by supporting real innovation that helps a company stay competitive in rapidly evolving markets. Other benefits include significant ROI on optimised processes and infrastructure while reducing costs related to product and infrastructure deployment.

Here are some Azure tools designed to help you manage spending and reduce costs:

Microsoft Cost Management helps you monitor and optimise your cloud spending, providing visibility into your usage and costs, and helping identify areas where you can save money.

Azure Advisor is a free cloud service that offers personalised guidance for optimising your Azure deployments. Analysing your resource configuration and usage data provides actionable recommendations to enhance reliability, security, operational excellence, performance and cost-effectiveness.

Azure Advisor simplifies remediation with step-by-step guidance and guick actions, assesses your workload architecture with a cloud score and informs you of available recommendations through alerts. You can prioritise these recommendations based on their relevance to your specific environment and easily share them with your team or stakeholders.

Azure Hybrid Benefit is a licensing offer that reduces the costs of running your workloads in the cloud by allowing you to use your existing on-premises Windows Server and SOL Server licences with Software Assurance. Using adjacent Azure services and benefits, you can use Azure Hybrid Benefit with Azure benefits and offers such as reservations, Azure savings plan for compute and Extended Security Updates to maximise cost savings while optimising business applications.

Azure Cost Management

- Visualise and take control of expenses with cost analysis
- Implement accountability by creating budgets
- Use industry best practices for cost optimisation

Azure resources for controlling costs

- Cost optimisation checklist >
- **Autoscaling documentation** >
- Resizing virtual machines >
- **Estimate costs for AI and** machine learning >

IT talent and culture

Prepare your teams to embrace intelligent AI app innovation

In your journey to creating intelligent apps, it's important not to overlook the human component. Every individual in your organisation will have a different attitude towards Al at the onset, and it's leadership's task to clear the air and set a positive outlook for others to follow.

An Al-ready culture is one where curiosity, experimentation and continuous learning are encouraged. It involves breaking down traditional silos and promoting crossfunctional collaboration between IT professionals, data scientists and Al specialists. Furthermore, it necessitates a mindset shift, replacing Al hesitancy with an eagerness to explore its potential. Organisational leaders play a pivotal role in driving this cultural transformation by championing Al adoption, providing training and skill development resources, and emphasising Al's value. Ultimately, embracing Al as an integral part of the IT landscape requires a cultural shift that views Al as an enabler of human innovation rather than a replacement for human talent.

Change management strategies to establish an Al-ready culture

Effective change management is crucial for a smooth transition to building and modernising intelligent apps. Strategies involve assessing the impact, communicating benefits, providing training and support, and integrating changes into the culture.

Use these approaches to help foster an innovation-ready culture:

Demonstrate the benefits of Al. Begin by ensuring everyone on your team understands why they're integrating Al and how it benefits them and the organisation. Actively showcase Al's potential to build trust and help ensure IT teams are fully engaged and aligned with your organisation's Al-driven goals.

Evaluate existing skill levels. Begin by assessing existing skill levels and identifying areas lacking expertise. From there, establish a plan for developing skills, like writing effective prompts for LLMs and incorporating the OpenAl programming interface (API) into an intelligent app.

Encourage continuous training. The Al field will always be evolving. Continuous learning keeps teams up to date with the latest Al advancements. It helps them implement, troubleshoot and optimise their solutions, ultimately leading to more successful and impactful intelligent app development.

Overcome AI hesitancies by listening to concerns. IT team leaders can address concerns regarding AI adoption by embracing Responsible AI standards. Responsible AI is a framework that helps steer the creation and deployment of AI systems to guarantee their safety, reliability and fairness.

Expand your team's skills and build a culture of Al-readiness

Read about the benefits of Azure OpenAl

Browse Microsoft assessments

Get certified in Azure Al Fundamentals

Develop AI skills with self-paced modules on Microsoft Learn

Learn more about cultivating a culture for intelligent apps

Using Al systems and capabilities can blur the lines between humans and machines, contributing to hesitancy. Follow these steps to implement responsible Al standards and instil confidence across the board:

- Clearly define the AI system's scope, identifying potential risks and benefits.
- Involve stakeholders affected by the AI system in the development process.
- Make sure the AI system is easily explainable to end users.
- Test the AI system for bias and discrimination to ensure fairness.
- Implement appropriate security measures to safeguard user privacy.
- Establish clear lines of accountability for the AI system's decisions.

Compile a complete solutions stack for Al app innovation with Azure

Azure offers a complete solutions stack for cloud computing, data analytics and AI so you can outshine competitors with differentiating apps and experiences. Just as importantly, it provides a huge collection of constantly updated resources for learning so your teams can continually level up their AI and cloud skills for modern app development. By combining infrastructure, data, Al and app solutions, you can empower your teams to deliver more value to customers, maximise ROI, reduce technical debt and gain a competitive edge in the market.

Azure is the trusted partner for enterprises that want to transform their business with intelligent apps:

Up to 25% increased developer efficiency

40% reduction in application development-related infrastructure costs

1.5 months

Up to 1.5 months faster time-to-market for new applications

Learn more about Azure intelligent app development

Contact Sales >

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