

Importante!

- ❖ Material elaborado pelo time de especialistas em Power Platform da Microsoft Brasil para ser utilizado em **demonstrações online para seus clientes**.
- ❖ O uso deste material é permitido **apenas para clientes** Microsoft que participaram da sua apresentação em ambiente online e para **fins de referência e/ou autoestudo**.
- ❖ Este conteúdo é de **propriedade intelectual da Microsoft**. Todos os direitos reservados.
- ❖ Este material utilizou como referência as funcionalidades da **Power Platform** disponíveis conforme a **documentação oficial** e previstas para lançamento em seu **guia de lançamento** na data de sua elaboração (ver slide de abertura). Como o conteúdo destas fontes é dinâmico, sempre consulta-las em caso de dúvidas.

Em caso de dúvidas ou questões acesse nosso site (Power Platform Connect)

<https://microsoft.github.io/powerplatformconnect/>

Hyperautomation with Power Platform

V 2.2 from Mai 23, 2024

Agenda

The need for automation

A single platform for automation

- About Power Platform
- Power Platform and AI
- Power Platform patterns of value
- Hyper automation with Power Platform

The Hyper automation journey

- Discover
- Automate
- Orchestrate
- Extend

Next steps



The need for automation

Automation for a modern world



Humans excel at **creative** and **strategic** thinking, but we spend much of our time performing **repetitive and manual tasks**



Automating business challenges



More remote workers

Disparate systems, less standardization, lower visibility, greater need for information sharing



Streamlined workforces

Higher workloads, capacity constraints, time-starved employees



Higher customer demands

Greater urgency, higher expectations, and decreased satisfaction

Changing workforce

Isolated systems, disconnected applications

60%

Report an application development backlog¹

Complex, slow, expensive to deploy

37%

Still using paper to manage critical businesses processes²

Difficult to update, maintain and operate

64%

Collecting and processing data have the highest automation potential³

Forrester, Q1 Digital Process Automation Survey¹
Gippsland Business Connect
McKinsey survey³



Growing process complexity

60%

of executives believe their processes
are too complex

\$2 trillion

of potential savings through
automation

Not enough developers

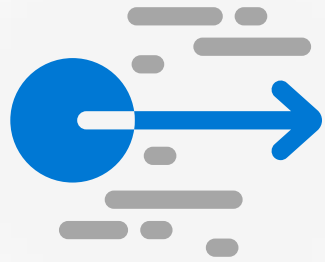


4M

developer shortfall

86%

of companies struggle to hire
tech talent








**Accelerate developers and
empower new makers**

Digital transformation is powered by people



Opportunities for automation

Industry	Use Cases			Scenarios
 Financial Services	Data Management <ul style="list-style-type: none"> Update loan data in a database application Collect all loan payment information 	Client Requests <ul style="list-style-type: none"> Activate customer bank accounts Process customer requests for banking/ insurance statements 	Back Office <ul style="list-style-type: none"> Create and send financial statements to regulatory bodies Track travel and general expenses 	<ul style="list-style-type: none"> Managing credit decisioning Generating reports Processing invoices Processing insurance claims
 Healthcare	Patient Care <ul style="list-style-type: none"> Track patient registration Guide patients upon arrival through check-in processes 	Data Management <ul style="list-style-type: none"> Retrieve medical information and input into medical records Duplicate Electronic Health Records across relevant systems 	Back Office <ul style="list-style-type: none"> Add new providers or renew the contract of an existing provider Monitor payment progress of patient bills 	<ul style="list-style-type: none"> Personalizing patient care Scheduling employees Processing and tracking claims
 Manufacturing	Inventory Management <ul style="list-style-type: none"> Calculate future product demand Forecast inventory 	Labor Management <ul style="list-style-type: none"> Inform data-driven production line staffing decisions based on current and future product demand 	Back Office <ul style="list-style-type: none"> Monitor factory capacity utilization Track and process employee, production and material costs 	<ul style="list-style-type: none"> Conducting quality control Forecasting supplies Tracking production Order processing
 Retail	Logistics <ul style="list-style-type: none"> Calculate future demand for specific retail products Reallocate overages to buyers with shortage/high demand 	Customer Service <ul style="list-style-type: none"> Send real-time updates to customers about promotions or in-store events 	Back Office <ul style="list-style-type: none"> Track inventory price changes Read files in the POS system Scrape websites for tax invoicing 	<ul style="list-style-type: none"> Forecasting product availability Comparing prices Hiring and onboarding associates Managing shift scheduling
 Telecom	Data Management <ul style="list-style-type: none"> Update and verify customer account data and service package data 	Client Relations <ul style="list-style-type: none"> Route and respond to customer queries Take payment information from customers 	Back Office <ul style="list-style-type: none"> Monitor network congestion and outages Process invoices and purchase orders 	<ul style="list-style-type: none"> Routing support tickets Monitoring network performance Managing transaction data Order processing

About Power Platform

Our mission is to empower



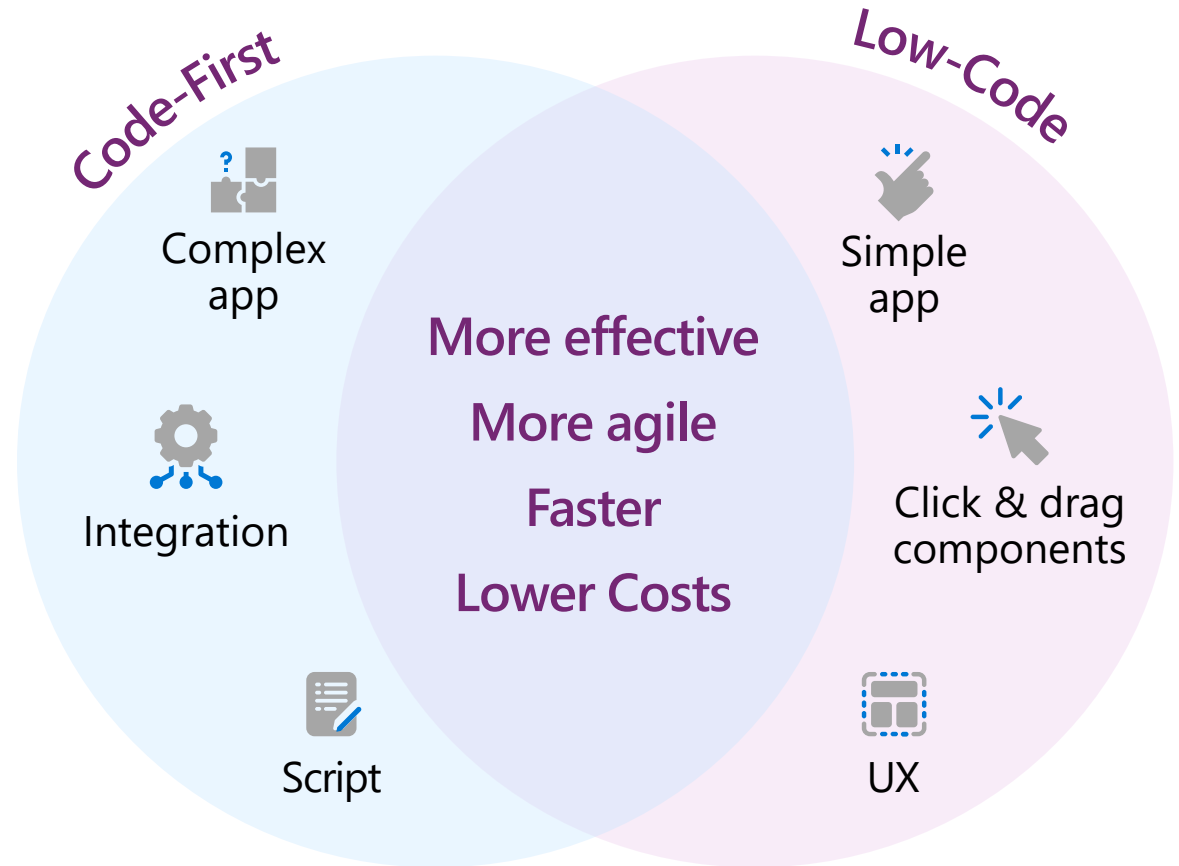
Every developer



Every level of the stack



Every solution



Microsoft Power Platform

Comprehensive platform to build solutions for business problems in fast and collaborative way



Power Apps

Application development



Power Automate

Process automation



Power BI

Business analytics



Copilot Studio

Intelligent copilots



Power Pages

Business websites



Copilot
AI-Assisted development



**Data
connectors**



AI Builder



**Microsoft
Dataverse**



Power Fx



**Managed
Environments**

CONNECT TO ALL YOUR INTERNAL AND EXTERNAL DATA SOURCES

Over 1,000 Power Platform data connectors

Built-in connectivity to cloud services, content services, databases, and APIs

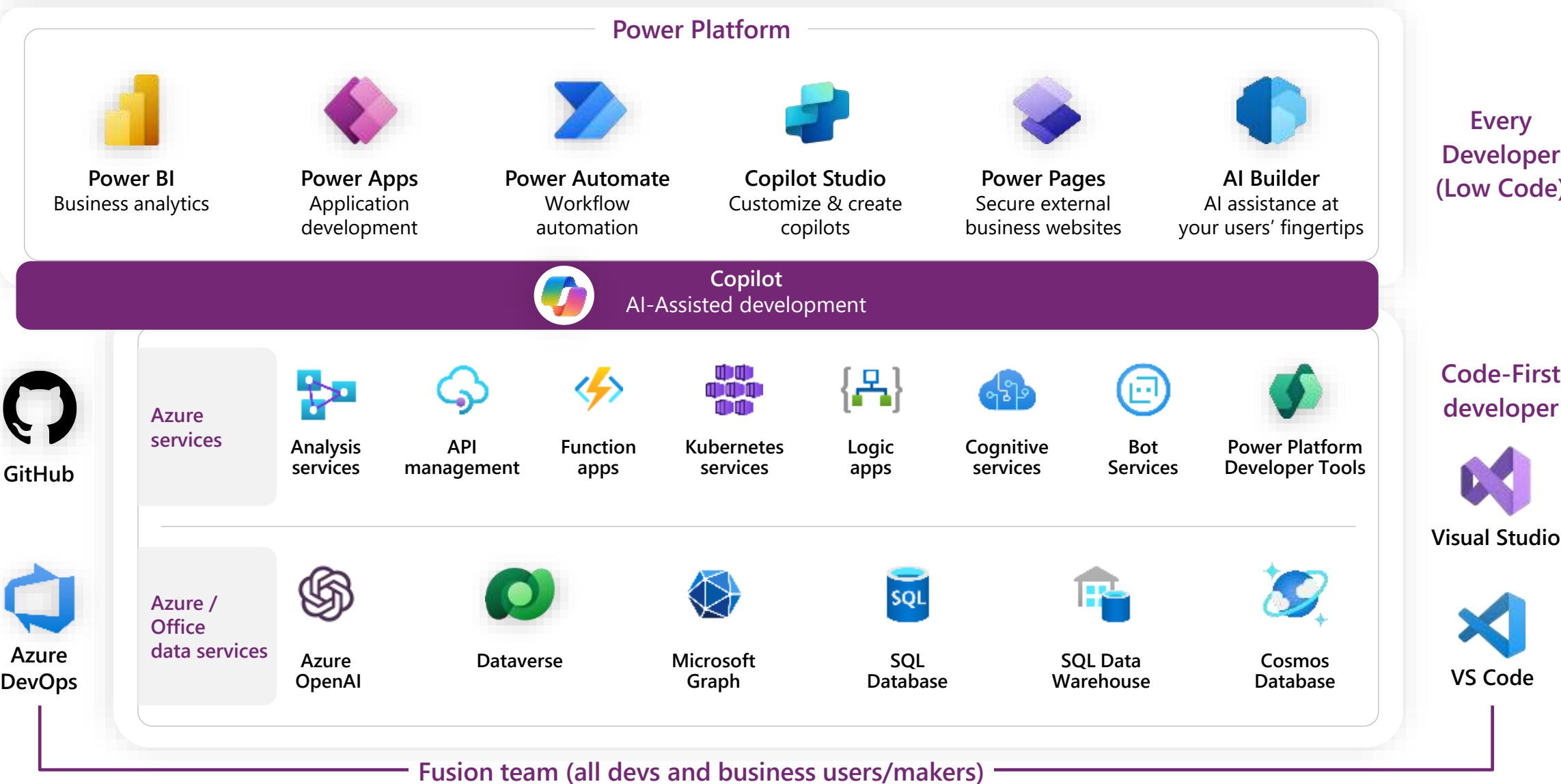
Seamless hybrid connectivity via the on-premises data gateway

Custom connectors as building blocks for citizen developers

Robotic Process Automation is the ultimate connector, if necessary



Develop Faster than Ever Before

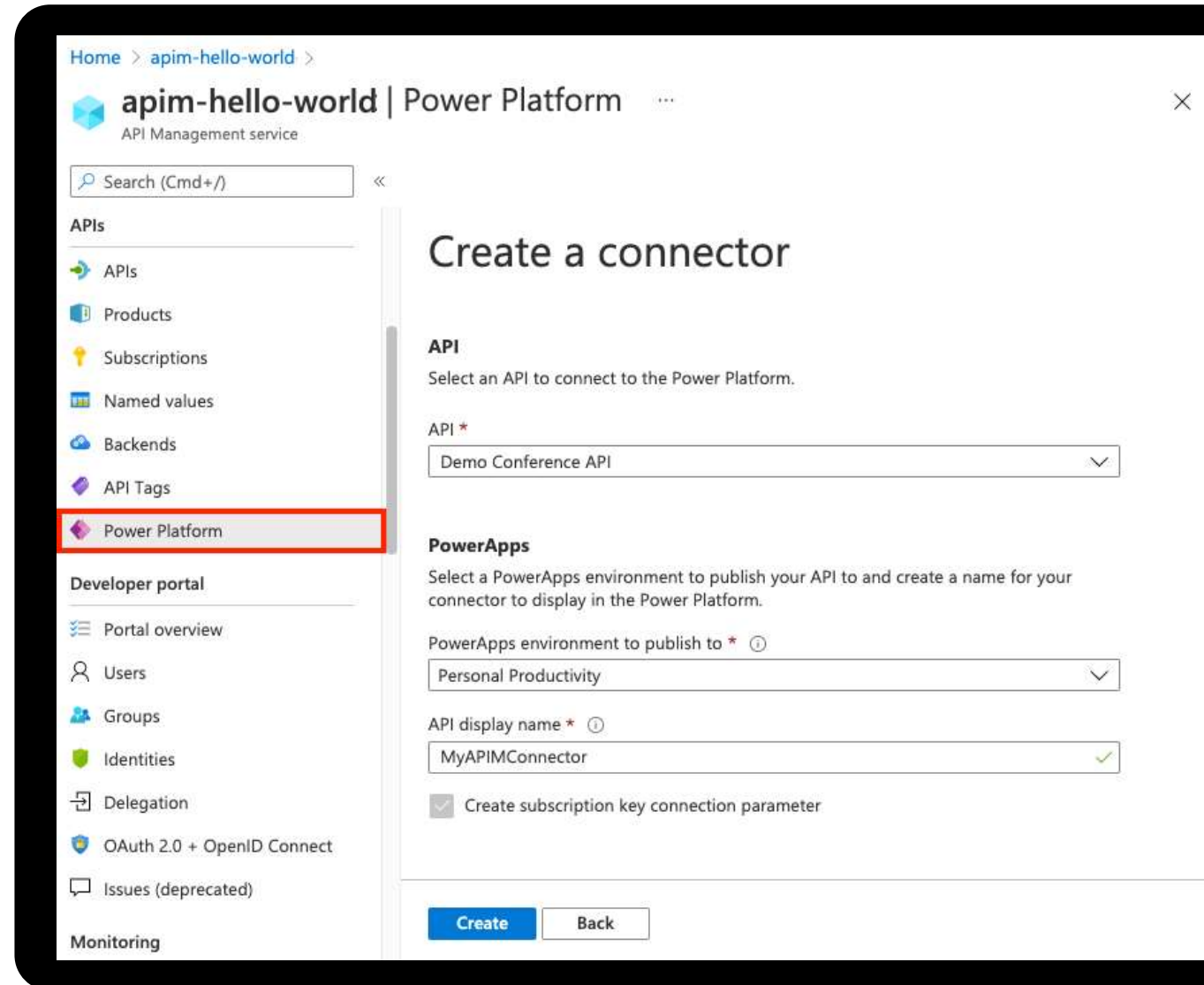


Easily publish your custom APIs to Power Platform

Azure API Management enables professional developers to publish their backend service as APIs, and easily export these APIs to the Power Platform

With this capability, citizen developers can use the **Power Platform** to create and distribute apps that are based on internal and external APIs managed by API Management.

[Learn more](#)



Disconnected Solutions

Increased complexity

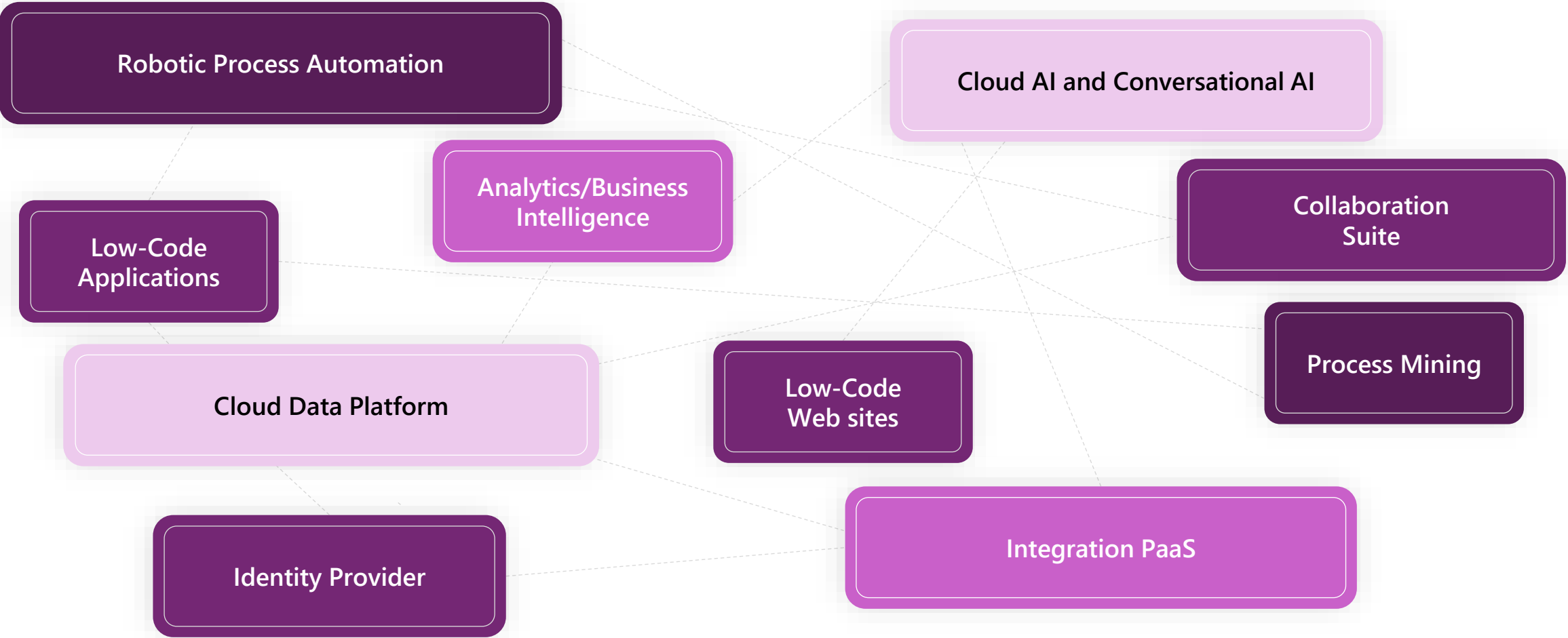
disparate admin/security/governance

Higher TCO

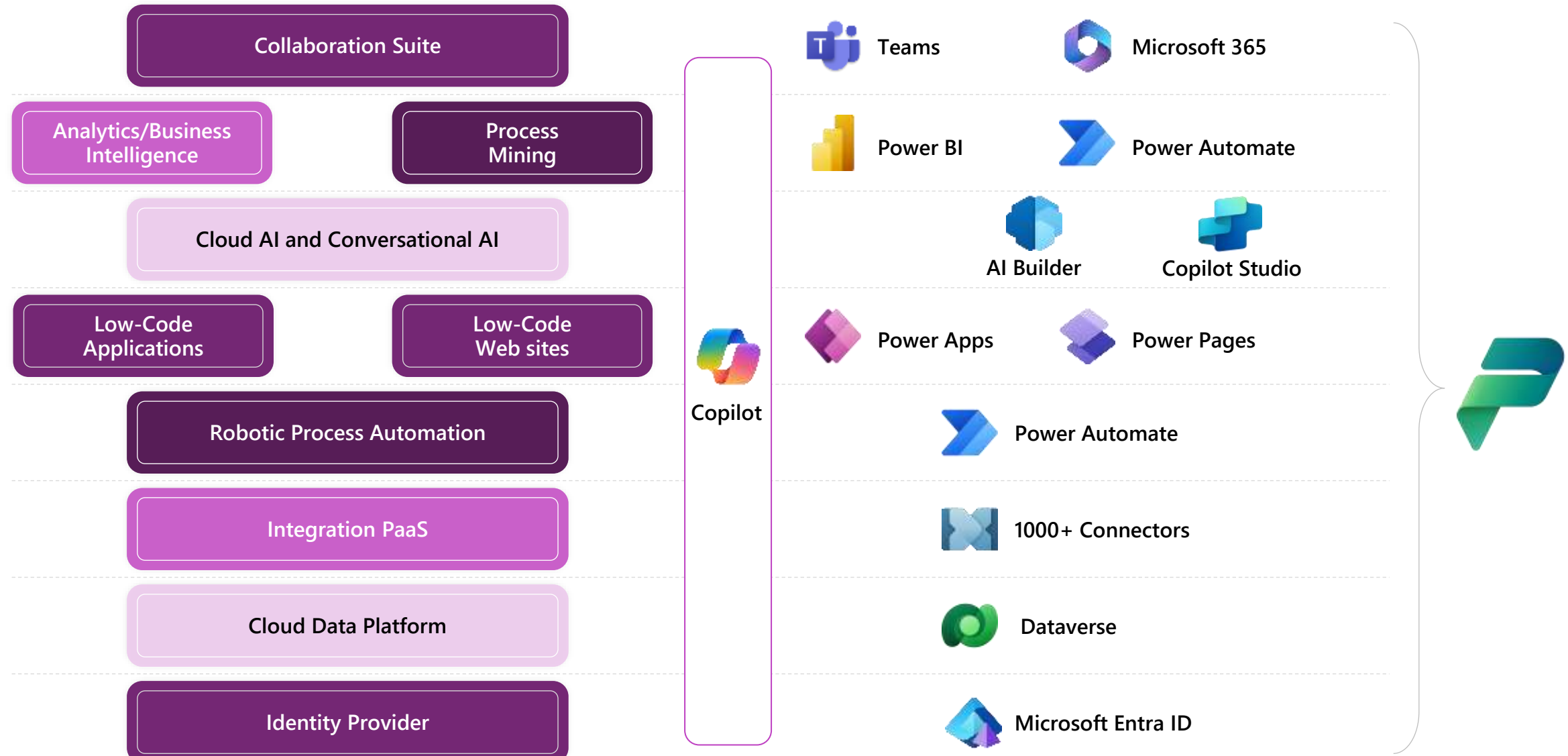
multiple vendors = multiple bills

Additional support considerations

multiple specialist experts



The Microsoft Approach – An Orchestrated Platform



Building with Power Platform pays off

Using all available tools and resources to build solutions faster brings great returns



140%

Return on Investment
over 3 years

45%

Reduction in app
development cost

58%

Increased revenue

Results are for a composite organization based on interviewed customers. The Total Economic Impact of Power Apps commissioned study conducted by Forrester Consulting, August 2022

[Read the study](#)

Customers save time and reduce costs with Power Platform!



~20%

expected decrease in
rent spend

[Read more](#)



1/3

of the cost to develop & maintain the
solution with previous system

[Read more](#)



\$3M

savings in one app for optimizing
refinery furnace trimming

[Read more](#)



10x

faster solution development than
centralized IT solutions

[Read more](#)



Seattle Visiting Nurse Association

97.5%

faster client
processing time

[Read more](#)



~95%

reduced
lead time

[Read more](#)

Additional recommended content

Power Platform and AI

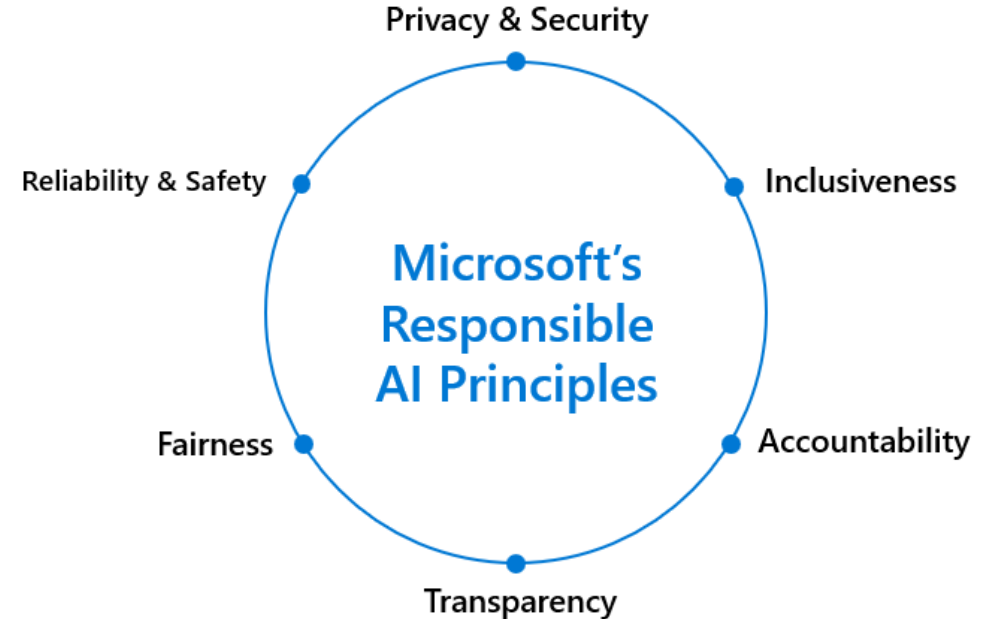
Learn more about AI features available and planned

Responsible AI

Learn about Microsoft's journey towards Responsible AI

Section "**Additional Slides**" in this presentation

Microsoft's Responsible AI principles



Build
to c



Power Platform patterns of value

Power Platform Patterns of Value

Why IT chooses Power Platform



Agility

Create rich apps, automations, and bots fast with AI Copilot and low-code tools.



Governance

View, control, and manage policies, usage, onboarding, ALM via Managed Environments.



Security

Built-in Identity and user management, DLP, encryption, compliance, and privacy.



Responsible AI

AI that is fair, reliable, safe, private, secure, transparent, accountable, and inclusive.



Pro Dev Friendly

APIs, Connectors, Custom Connectors, PCF controls, Azure DevOps, and Visual Studio support.



Accessibility

Build accessible and compliant apps easily for Windows, Web, iOS, and Android.

With Power Platform, organizations can reimagine business, IT, and developer **culture** and elevate all employees.

Power Platform Gartner 2023

Power Platform Patterns of Value

How Business uses Power Platform



App Modernization

Update, rearchitect, and rebuild apps at scale and address backlog.

[Caterpillar](#)

Rental equipment turn around processing app reduced entire process to **1-day**



Business Agility

Improve processes and experiences for core systems: SAP, Oracle, Salesforce.

[Ernst and Young](#)

General ledger posting process connected to SAP yields **30%** Cost reduction from



Accelerate Pro Development

Reduce time and effort in creating enterprise-grade apps.

[Blackmores Group](#)

Pro-code plus No-code practice reduced time to produce key supplier reports by **50%**

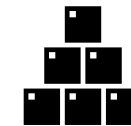


Enhance Employee Experience

Interact with business data with ease in Microsoft 365 and Teams.

[American Airlines](#)

Frontline connected through Teams and Power Apps save **10 hours** of taxi time per day

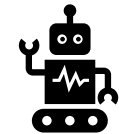


Empower Departments

Enable departments to solve business challenges with IT governance.

[T-Mobile](#)

Employee led initiatives facilitated by Marketing team saves **\$4M+** from employee initiatives



Optimize Hyperautomation

End-to-end automation with RPA, DPA, AI, chatbots, more.

[Pacific Gas & Electric](#)

Digital productivity program supported by Cognizant saved **75,000 hours** across organization

Power Platform Patterns of Value

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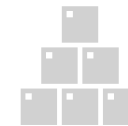


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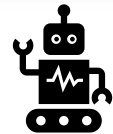


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What is hyperautomation?

Hyperautomation is a business-driven approach to identify, vet and automate as many business and IT processes as possible. It requires the orchestrated use of multiple technologies, tools, and platforms, including RPA, low-code platforms and process mining tools.*

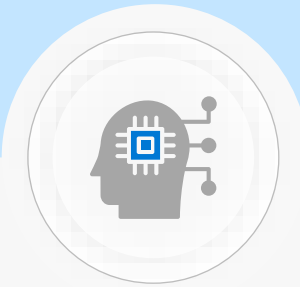
The Gartner logo, consisting of the word "Gartner" in a bold, dark blue sans-serif font, followed by a registered trademark symbol (®).

Why hyperautomation?

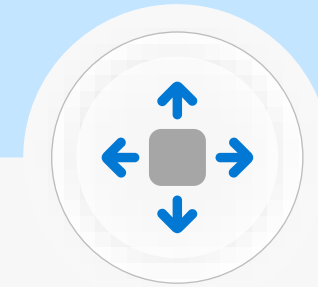
Solve business challenges faster



End-to-end automation and process modernization with RPA, DPA, embedded AI, chatbots, and process mining.



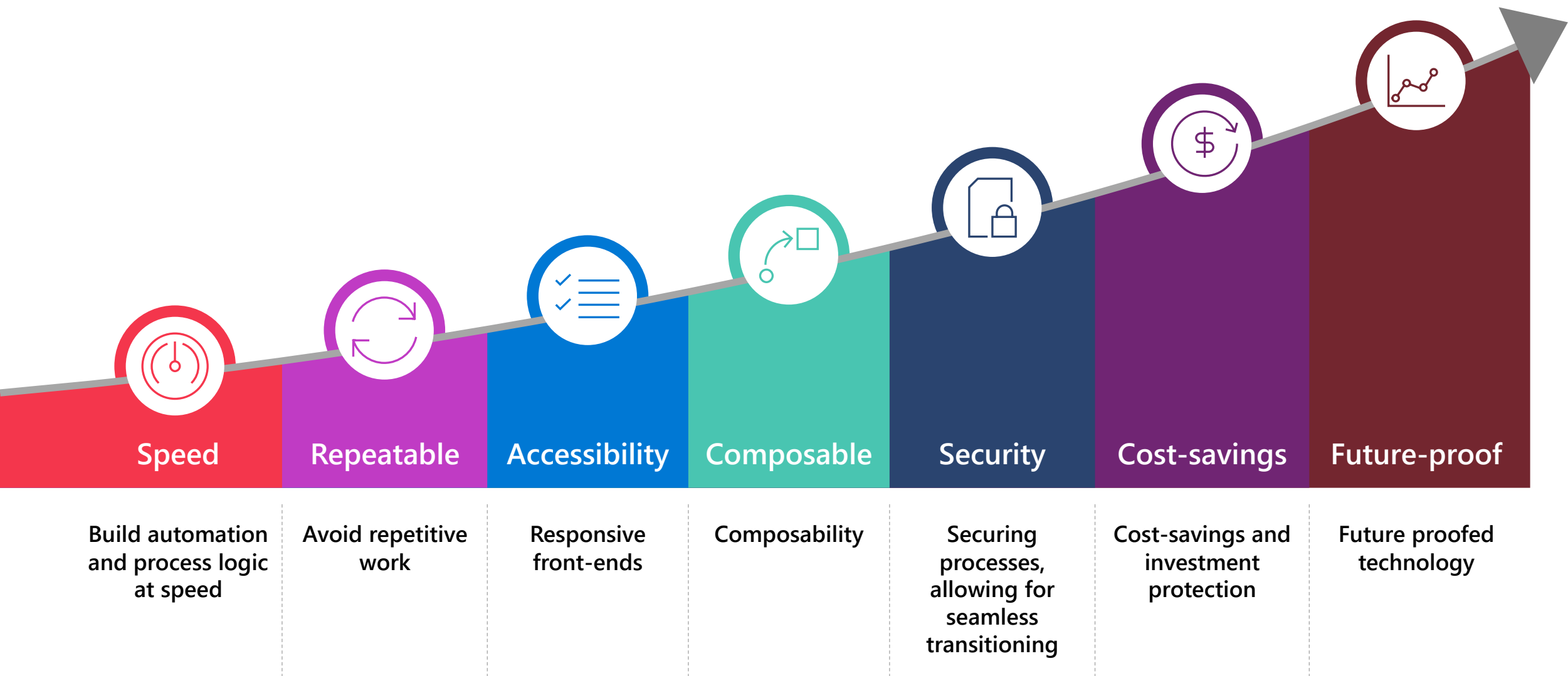
Build a culture of automation and digital transformation with the full Power Platform solution.



Efficiently scale automation and give IT controls they need to drive a secure and compliant organization.

By 2025, 60% of organizations will capitalize on disruption with an enterprise-and ecosystem-wide approach to automation, leveraging model-based enterprise concepts, COEs, and low/no-code platforms.

How does low code help in process modernization?



HARNESS THE POWER OF LOW-CODE AUTOMATION



Power Automate boosts productivity for everyone

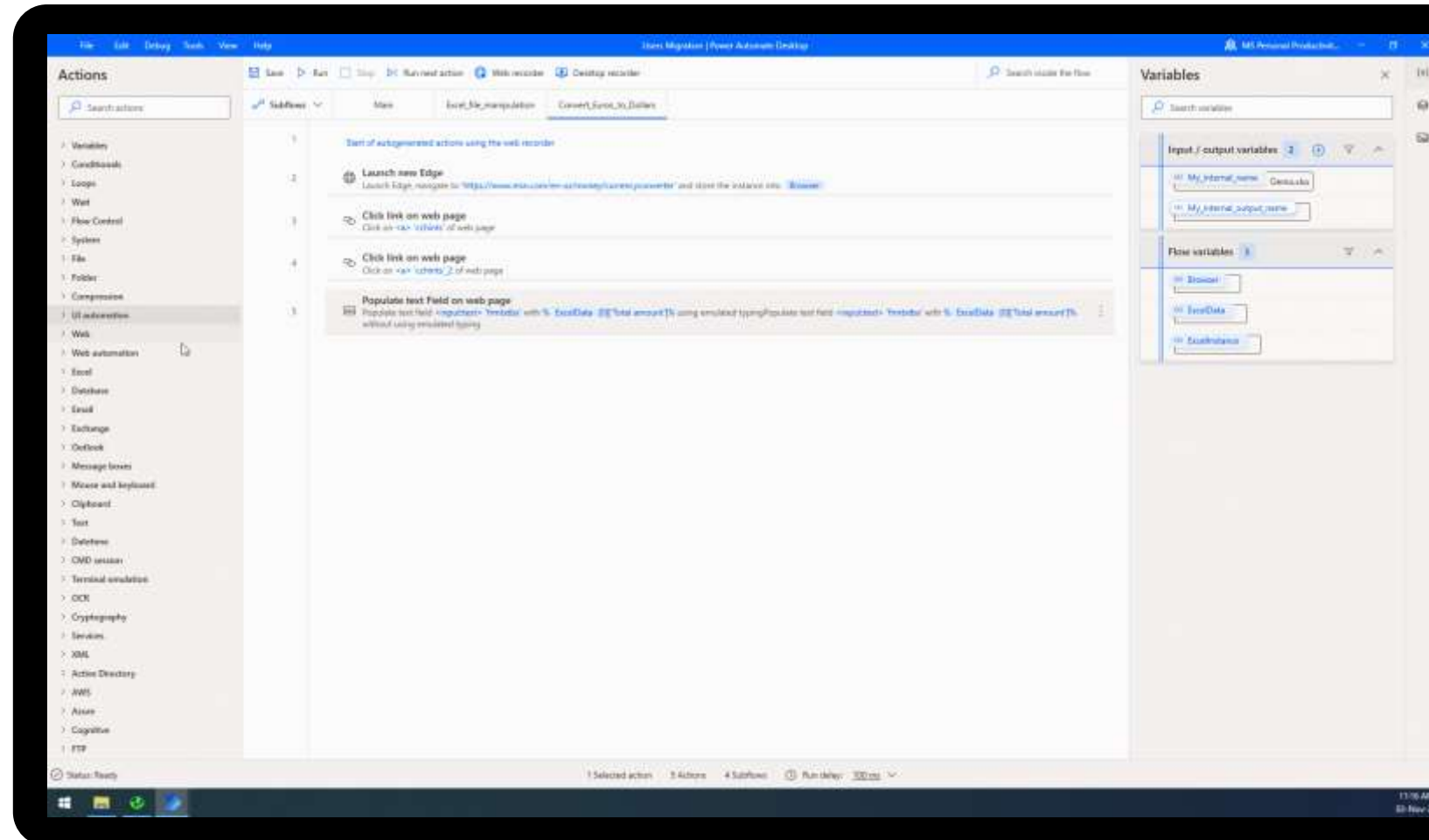
Digital Process Automation (DPA) allows resilient, cloud-native automation through the creation of cloud flows

Business Process Automation (BPA) streamlines complex processes for end users at scale

Robotic Process Automation (RPA) uses robots that emulate human actions to automate activities

AI Builder creates intelligent automated workflows

Process/Task Mining enables users to visualize processes and gain deep insights into opportunities to optimize



Hyperautomate across your ecosystem

A comprehensive, low-code automation solution with extensibility and connectivity

1

Discover

Continuously improve your business with **task and process mining** to identify bottlenecks and opportunities for automation.

2

Automate

Automate workflows with modern and legacy systems alike using advanced **DPA** and **RPA** solutions.

3

Orchestrate







Securely scale across your organization with governance, data loss prevention, and hosted infrastructure.

4










Extend

Infuse automation in chatbots, websites, apps, and more with **Microsoft Power Platform** and native integration within the Microsoft ecosystem.

Extensibility



Connectivity



1,000+ 3rd party connectors, including custom and on-prem

Discover what to automate

Take the guesswork out of automation



I don't know
what to
automate



Use **process mining** to record steps in your process



Review the **visual process map** to identify bottlenecks and opportunities for automation



Based on what you learned, start automating your process with **flows**

TAKE THE GUESSWORK OUT OF AUTOMATION

Process and task mining

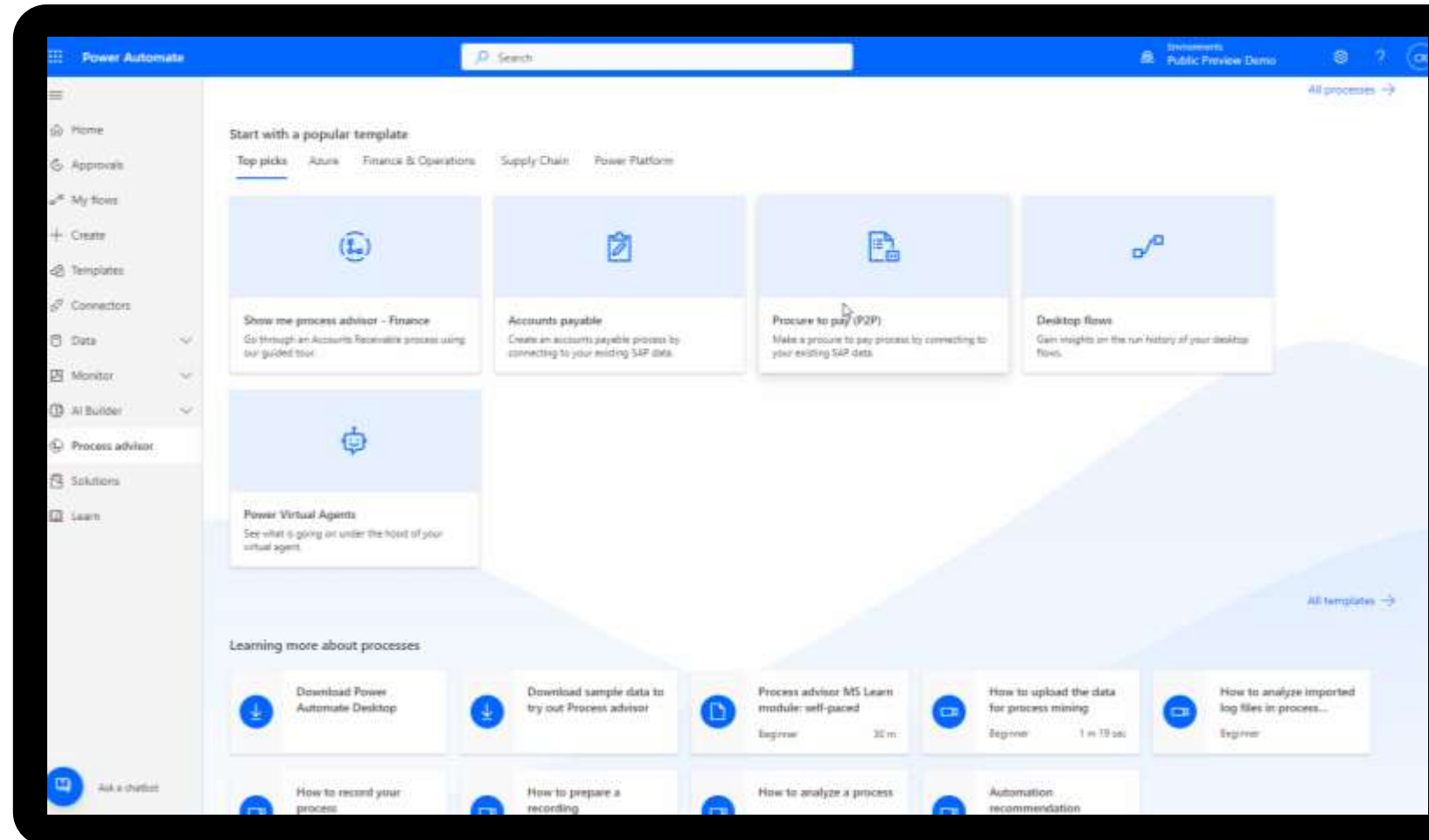
Use out-of-the-box templates for rapid deployment from data ingestion to pre-defined custom reports.

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

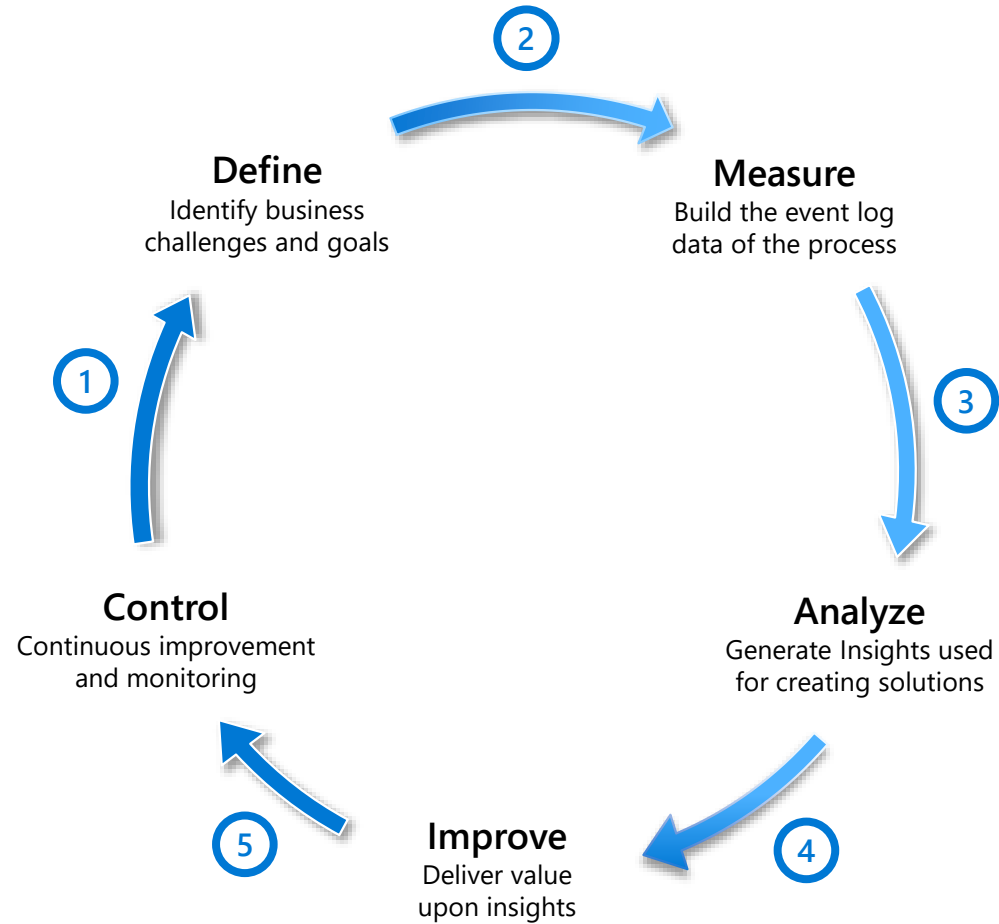
Create views, publish them to create custom Power BI reports and share across the organization

Seamlessly integrate with Power Automate flows to turn insights into action

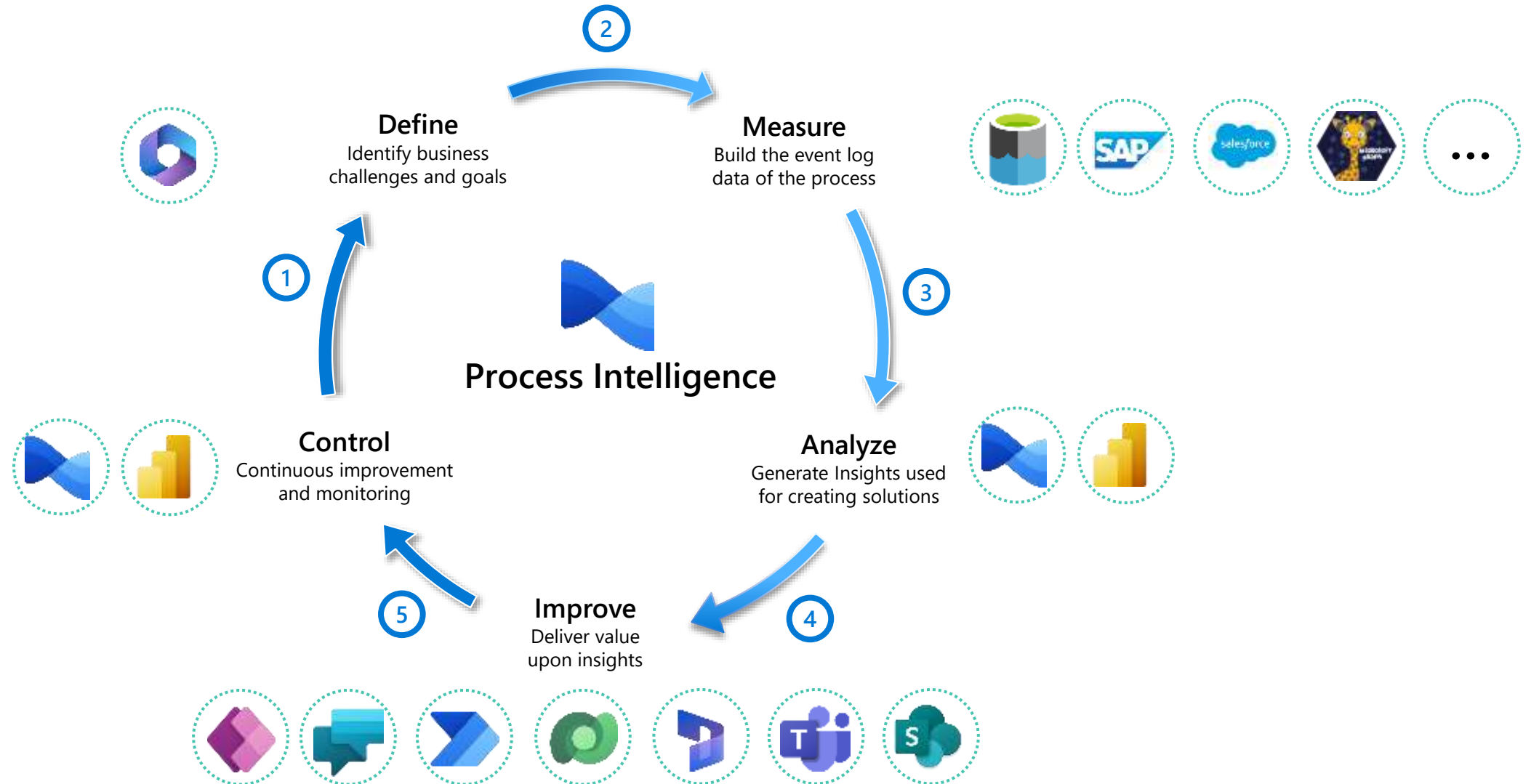
Discover possibilities for automation of individual workflow with task mining



A typical business process optimization journey



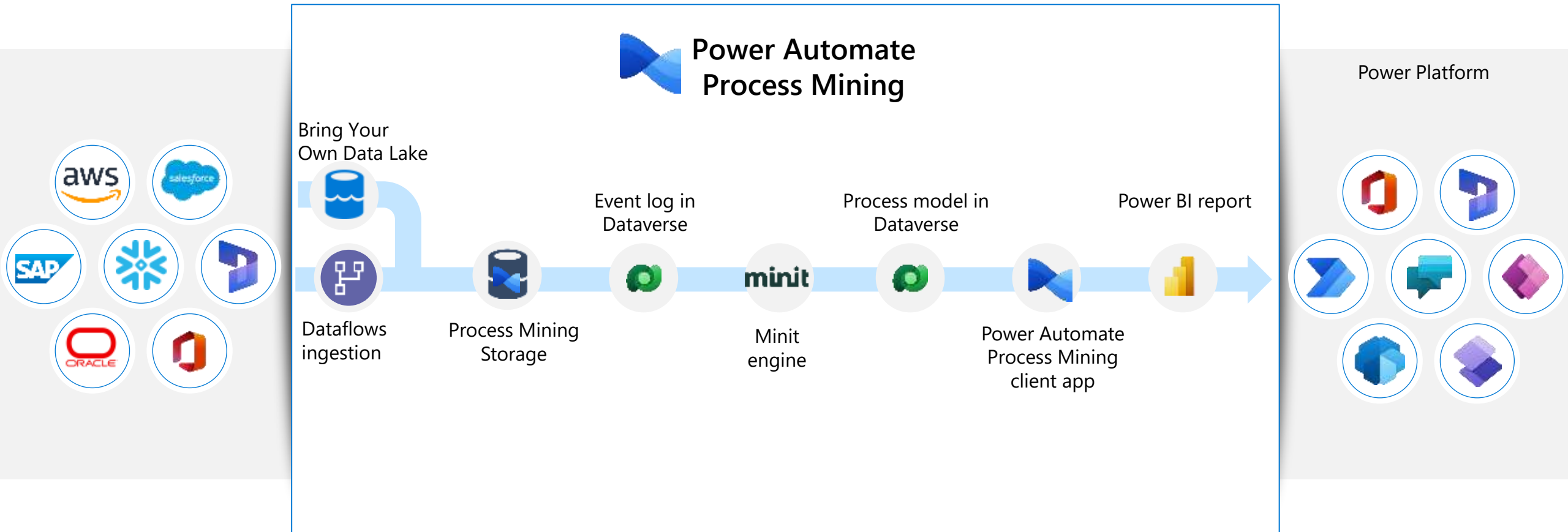
Microsoft's End-to-end Process Intelligence



Process Mining Architecture

[Details](#)

A complete overhaul of Process Mining solution with Minit components



10+ years of Process Intelligence experience

2013

Development of Minit has started

2022

Microsoft acquires Minit

30k+

Microsoft customers use process intelligence capabilities

2013

Development of Minit has started

Minit 1.0 launched

2015

Jun 2020

Formation of Microsoft Process Insights

Task mining in Power Automate becomes Generally Available

May 2021

2021

Minit named top vendor by Everest Group and Nelson Hall

Microsoft acquires Minit

March 2022

Nov 2022

Process Advisor + Minit in public preview

Power Automate Process Mining is lead-status GA

Apr 1 2023

Aug 2023

Power Automate Process Mining is Generally Available



Use-cases

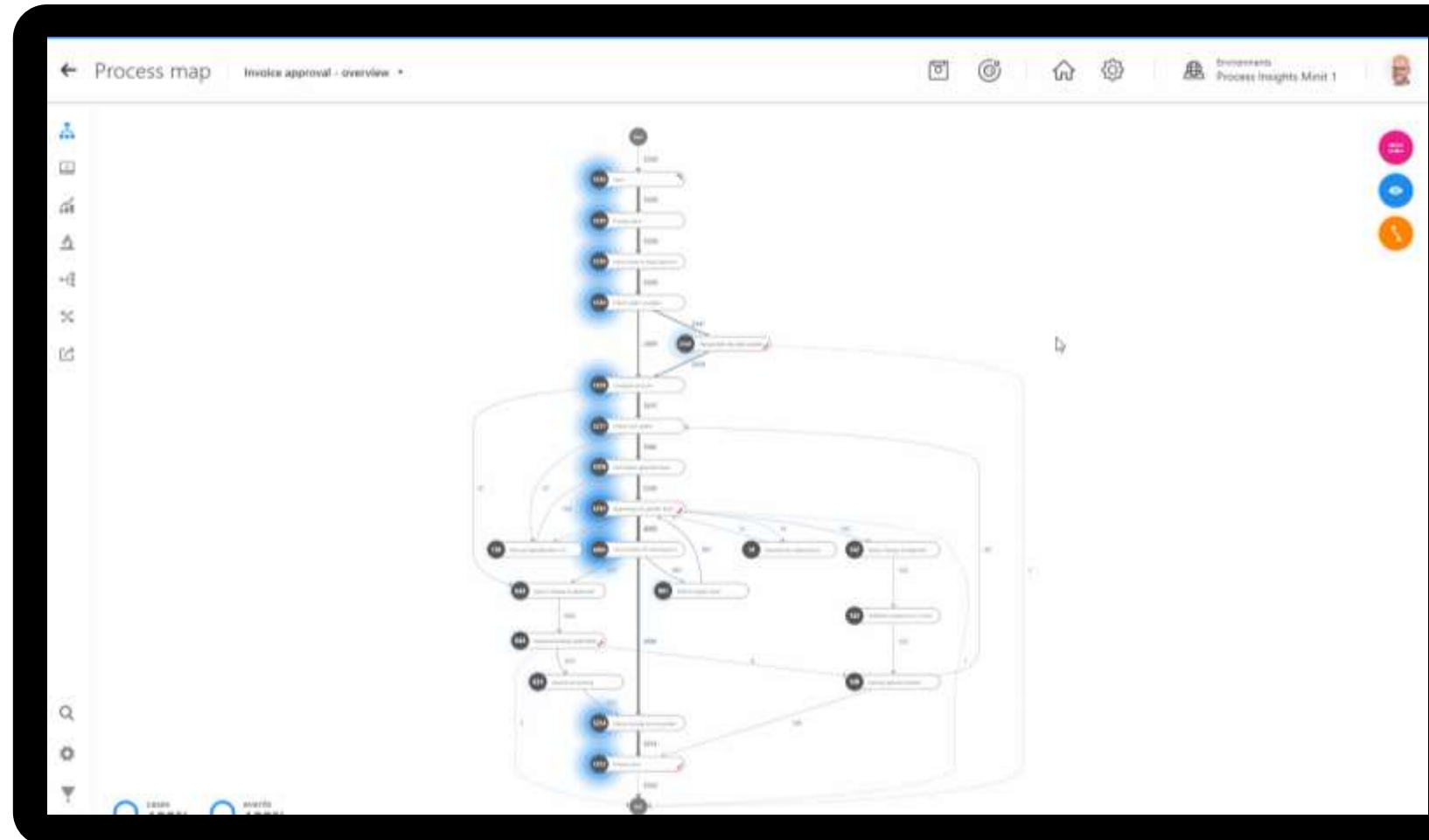
Accelerate your digital transformation efforts with a blueprint for building Cloud flows, RPA, AI and more.

Visualize and analyze your Order to Cash Process (O2C) to see how effectively you convert your products or services into cash.

Avoid automating inefficient processes and continuously monitor to identify process inefficiencies.

Achieve full visibility of your Order to Activation (O2A) process and identify process inefficiencies.

Decrease regulatory compliance risks, improve response time to regulatory questions, spot and fix potential problems.



Process advisor in Power Automate

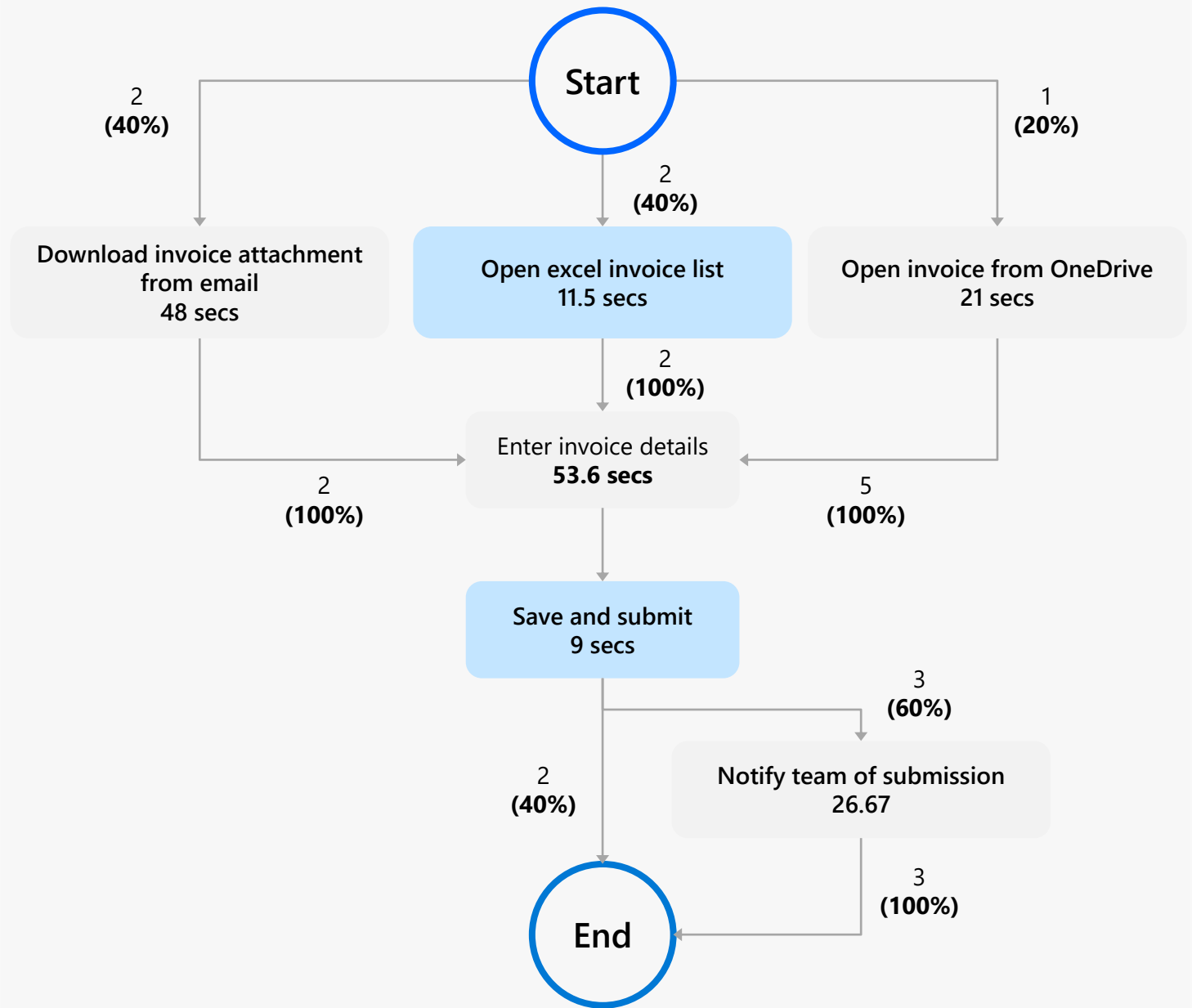
Two powerful capabilities make up process advisor

Process mining

Identify company-wide bottlenecks and inefficiencies in workflows

Task mining

Discover possibilities for automation for individual workflows



Power Automate Process Mining

Key capabilities

Easy-to-use web and desktop experiences

From ingestion to process map and insights in the web, using Power Automate Desktop for task mining to interactive drill-down and set up of custom metrics in the Minit desktop app

Deep Analytics

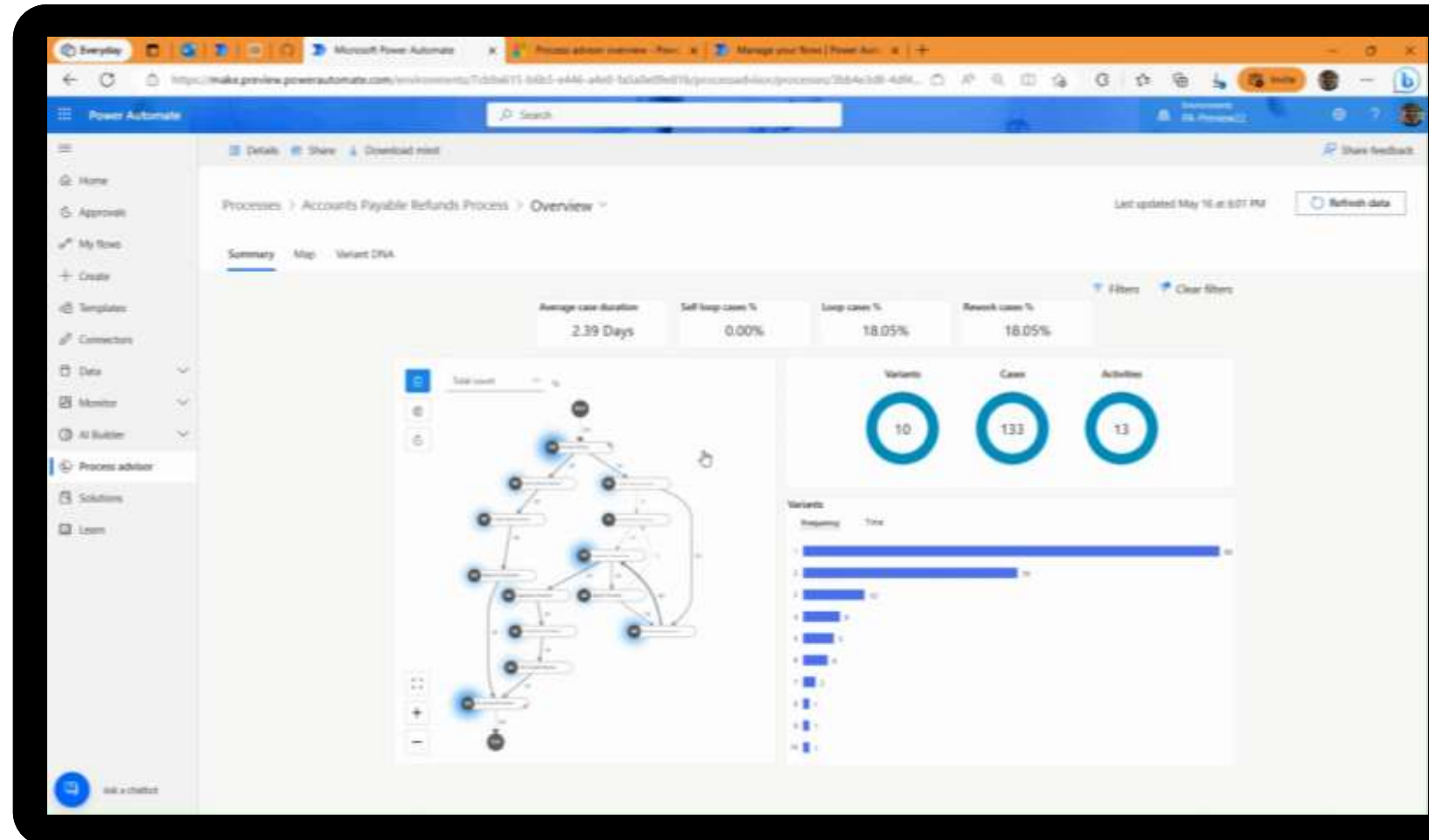
Discover inefficiencies and eliminate them by comparing processes, detecting rework, using AI powered root cause analysis and more

Customizability & Extensibility

From customizing metrics to producing meaningful results and customized reports with Power BI and integration with Power Platform, Dynamics, Azure and M365

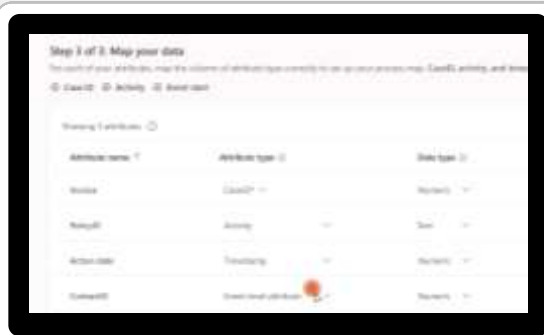
Get started with OOB Templates

Use out-of-box templates such as Finance and Supply Chain, for rapid deployment from data ingestion to pre-defined custom reports



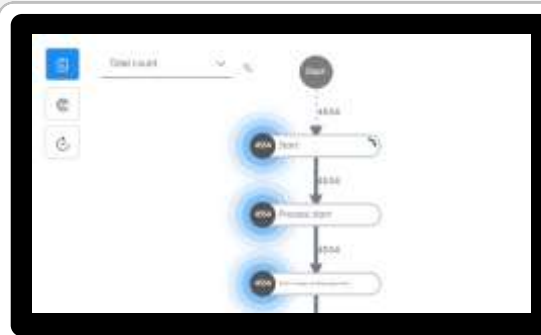
Easy-to-use and Accessible Web & Desktop Experiences

Intuitive experiences ranging from overviews to hands-on deep dives



Data ingestion

Intuitive mapping experience, with out-of-box attributes like resource and financial amount. Schedule your Dataflows refresh and refresh incrementally for efficient ETL



Visualize processes

From a rich process map to hierarchical views and interactive drill downs, switch between overview and deep dive visualizations



AI powered Insights

Use out-of-box recommended KPIs, visuals, and filter options to uncover efficiencies and actions to eliminate them



Process Mining specific Power BI visuals

Use Power BI visuals specifically created for Process mining analysis to broadly share process insights

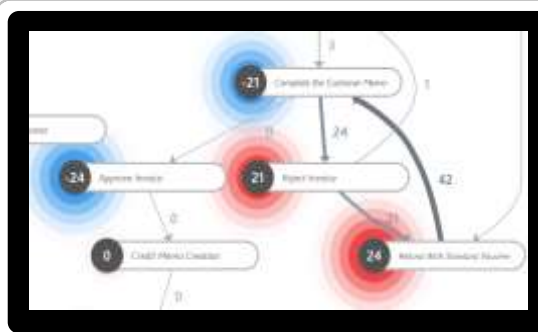
Deep Analytics

Power your analysts with data on your processes



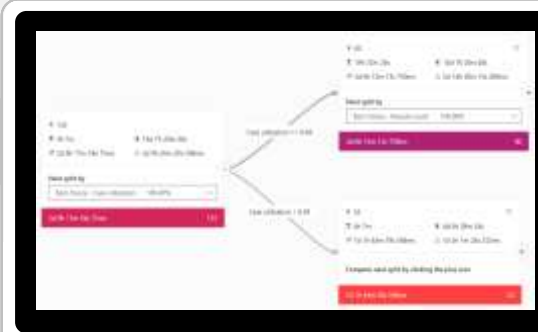
Process Compare

Visualize and analyze processes to find best performers by comparing them against real-life or simulated versions, as well as their BPMN model



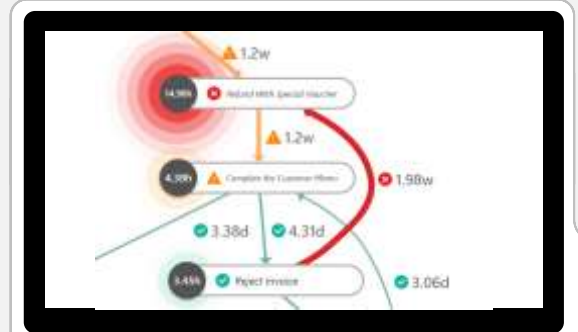
Rework Detector

Find unnecessary rework and eliminate it by analyzing the frequency and scale of rework, and investigate which activities trigger and end it



AI powered Root-Cause Analysis

Compute attributes and the root causes of problems your process experiences to uncover hidden connections and causalities



Business alerts & Rules monitoring

Score process performance and be alerted if operational KPIs and standard are met, by setting up pre-set rules

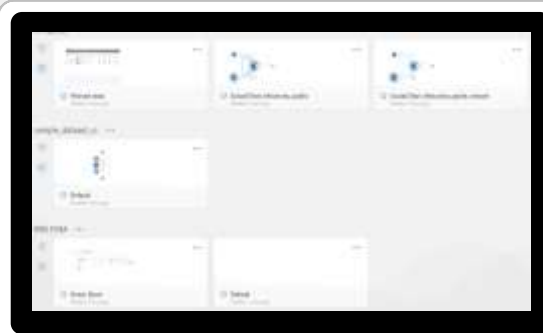
Customizability & Extensibility

Easily customize your reports and integrate with Power Platform



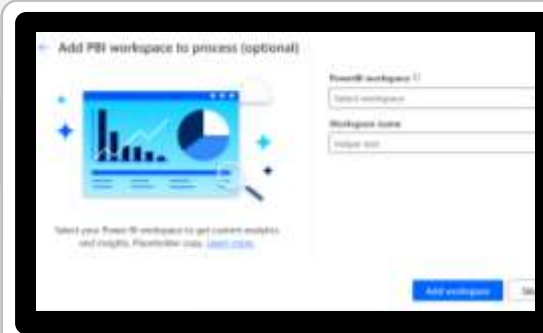
Custom Metrics

Create, edit and customize metrics over process data to produce results and insights tailored to your processes and meaningful to you



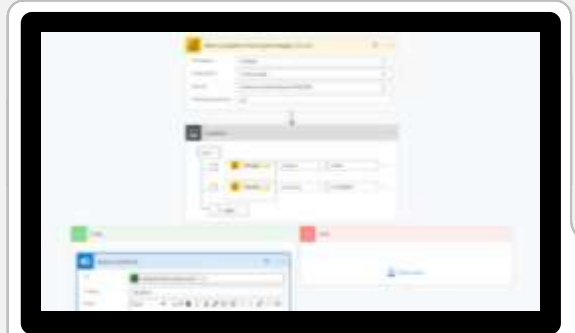
Custom Views

Create custom analytical views to reflect different business contexts/viewpoints and publish them to Power BI as reports



Publish to Power BI

Publish reports to your own Power BI workspace. Use your custom views and KPIs to tailor the PBI report and share them broadly across the organization.



Power Platform and Microsoft ecosystem

Set triggers when KPIs are breached or process rules are violated. Leverage the multiple actions in Power BI and Power Automate, inform your team in Outlook and Teams

Out-of-Box Templates

Rapidly ingest data and get started with templates



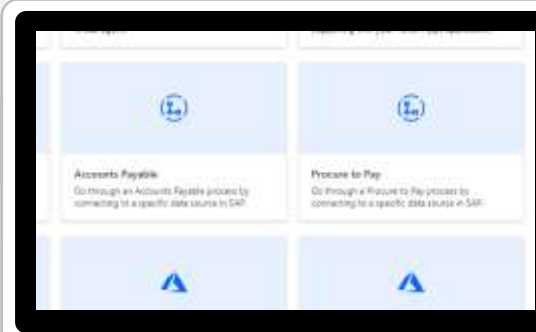
Out-of-Box Ready to Use

Use several out-of-box templates allows rapid deployment from data ingestion to pre-defined custom reports, all in one package



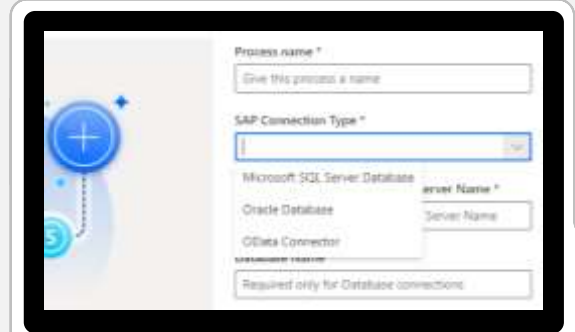
Microsoft data use cases

Templates for Power Platform (Power Automate Desktop, Power Apps and Power Virtual Agents) and Azure (DevOps, Logic Apps, Durable Functions and Bot Framework)



Financial Use Cases

Get started with broadly applicable financial use cases such as using Accounts Payable and Procure to Pay



Easily Connect to SAP

For preview we are concentrating on making it easy to connect to your SAP data by supporting direct connectors and handle any required data transformation for you.

Take the guesswork out of automation

Task Mining

1

Capture **detailed steps** for **tasks** performed on users' desktops

2

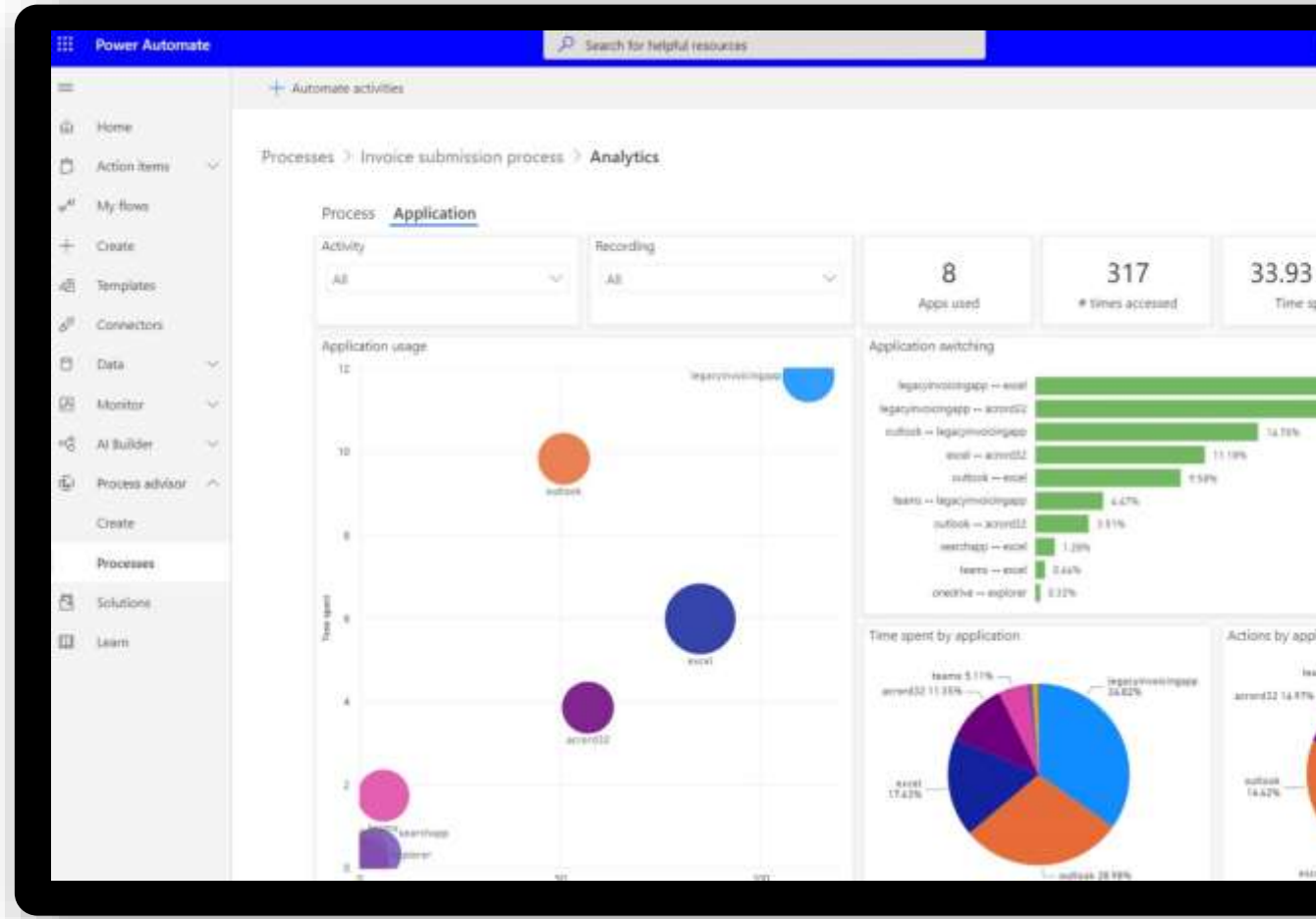
Gain **insights** into task execution, **identify** common mistakes, and **pinpoint** what can be **automated**

3

Optimize business processes identifying **inefficiencies** and **bottlenecks** and **reducing costs**

4

Foster a culture of **continuous improvement** where employees are encouraged to optimize their work processes.



Take the guesswork out of automation

Process analytics (preview)

1

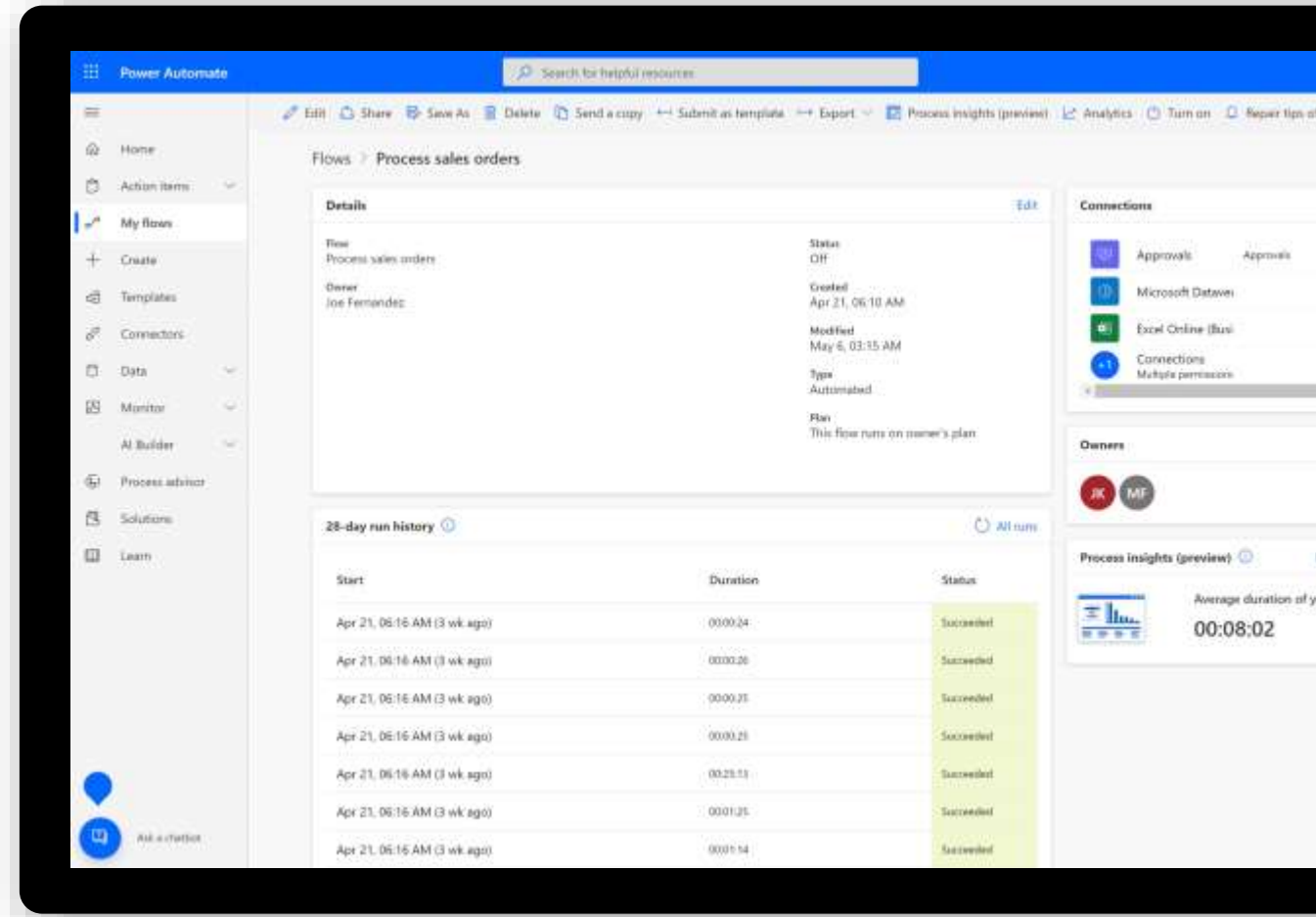
Gain **valuable insights** and **optimize** your **cloud flows**

2

Visualize your flow's **performance** and monitor for **performance drifts**

3

Identify **bottlenecks** and **opportunities** for **improvement**



Automate business processes

Accelerate automation development with low-code and AI



I've learned about my processes; now how do I automate?



Create a flow



Test your flow and debug



Share your flow with others

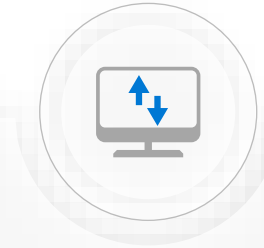
Automate with **flows**



Cloud flows

Automate modern apps, services,
and data with APIs in the cloud

Powered by **digital process
automation (DPA)**



Desktop flows

Automate legacy systems on a desktop
or virtual machine (VM)

Powered by **robotic process
automation (RPA)**

Bridge the gap with API connectors and UI actions



Connectors

Prebuilt: Connect to over 1,000+ prebuilt API connectors

Custom: Develop your own API connectors for personalized solutions

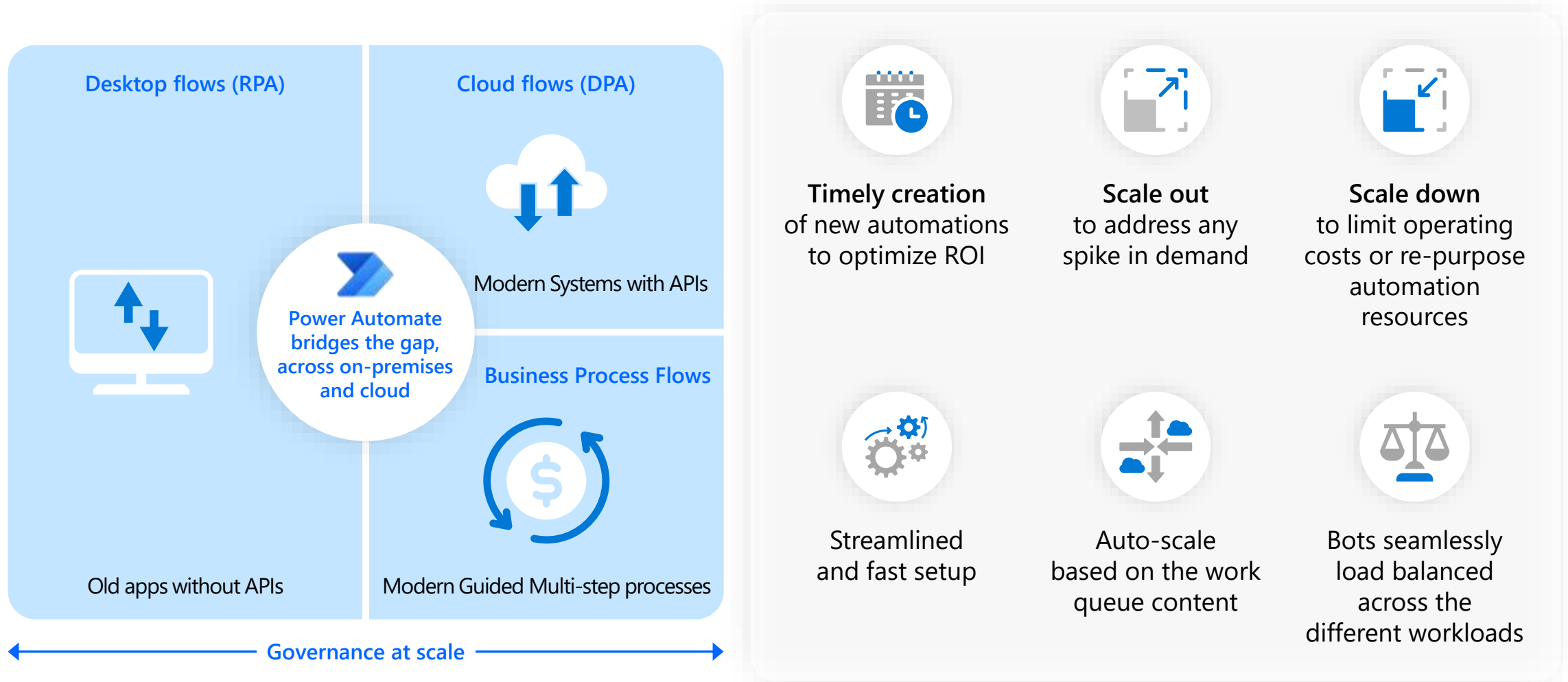


Actions

Prebuilt: Choose from hundreds of drag-and-drop UI actions

Custom: Develop your own UI actions with the actions SDK (preview)

Automate across the old and the new



Enhance automation with AI

Make your automated workflows even more intelligent



AI Builder



Artificial intelligence (AI)

[Learn more >](#)

AI Builder in Power Automate

Document Automation

How it works

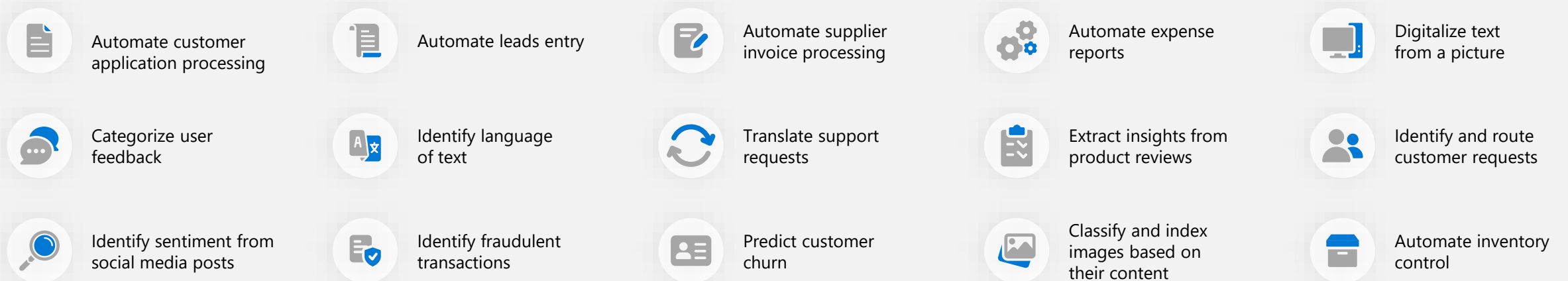
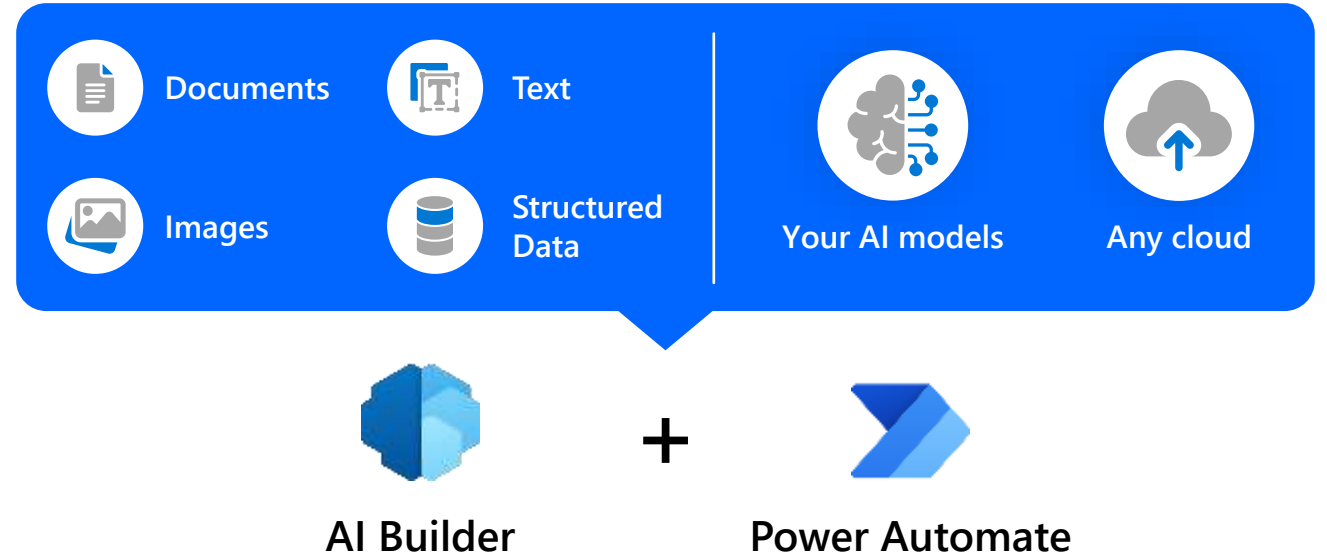
AI Builder in Power Automate

Build intelligent experiences

Invoke an AI model with specific workflows, data, and AI Builder

Embed AI into processes without the help of a data scientist

Build robust, dynamic automations



Document Automation

Automate your documents

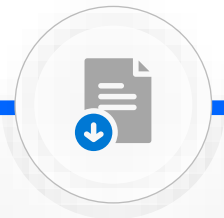
How it works

Power Automate and the Power Platform provide a complete solution for processing documents at scale that includes AI powered data extraction, manual validation, process orchestration, pipeline monitoring, and more.



Receive documents

Receive documents from your customers



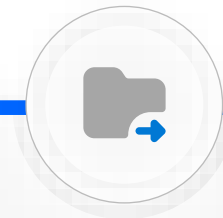
Extract

Extract information from the documents



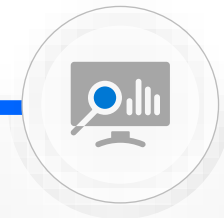
Validate

If needed, a human can confirm or correct the extracted data



Export

Export the extracted data to your ERP or to any other data storage of your choice



Monitor

Supervise your end-to-end process with the provided monitoring application

Increase efficiency through intelligent automated workflows powered with AI



Transform natural language to Automation

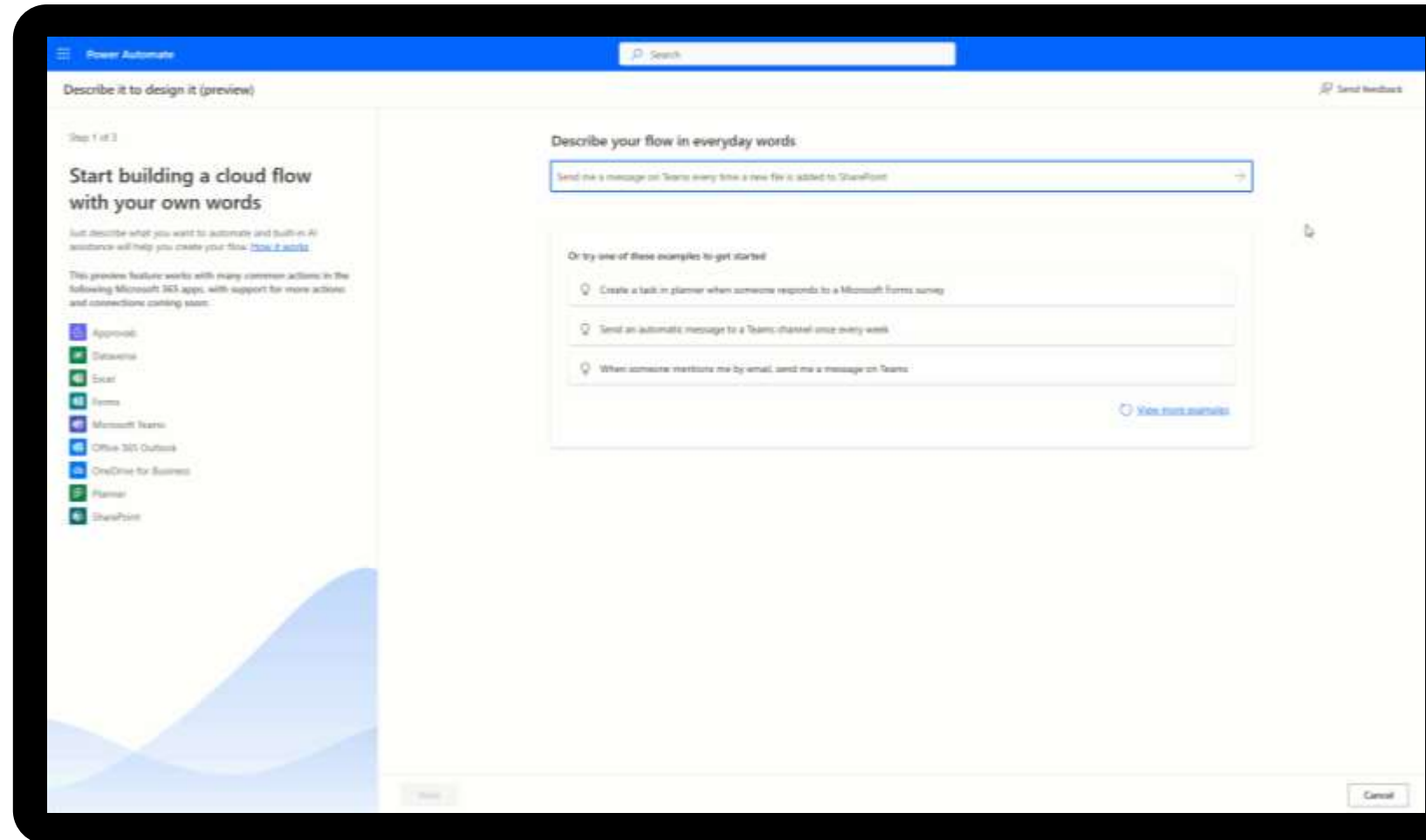
Bring ideas to life with AI powered automation development

Now you can **describe what you want** to automate in a sentence, and an AI-based copilot will build your flow in seconds

This new way to create flows runs on OpenAI Codex, an AI model descendant of GPT-3 that can **translate natural language to code**, in this case, Power Automate cloud flows

This is the same technology behind GitHub Copilot and Power Apps Ideas (preview)

At launch, Microsoft 365 connectors will be supported with **more coming in the future**

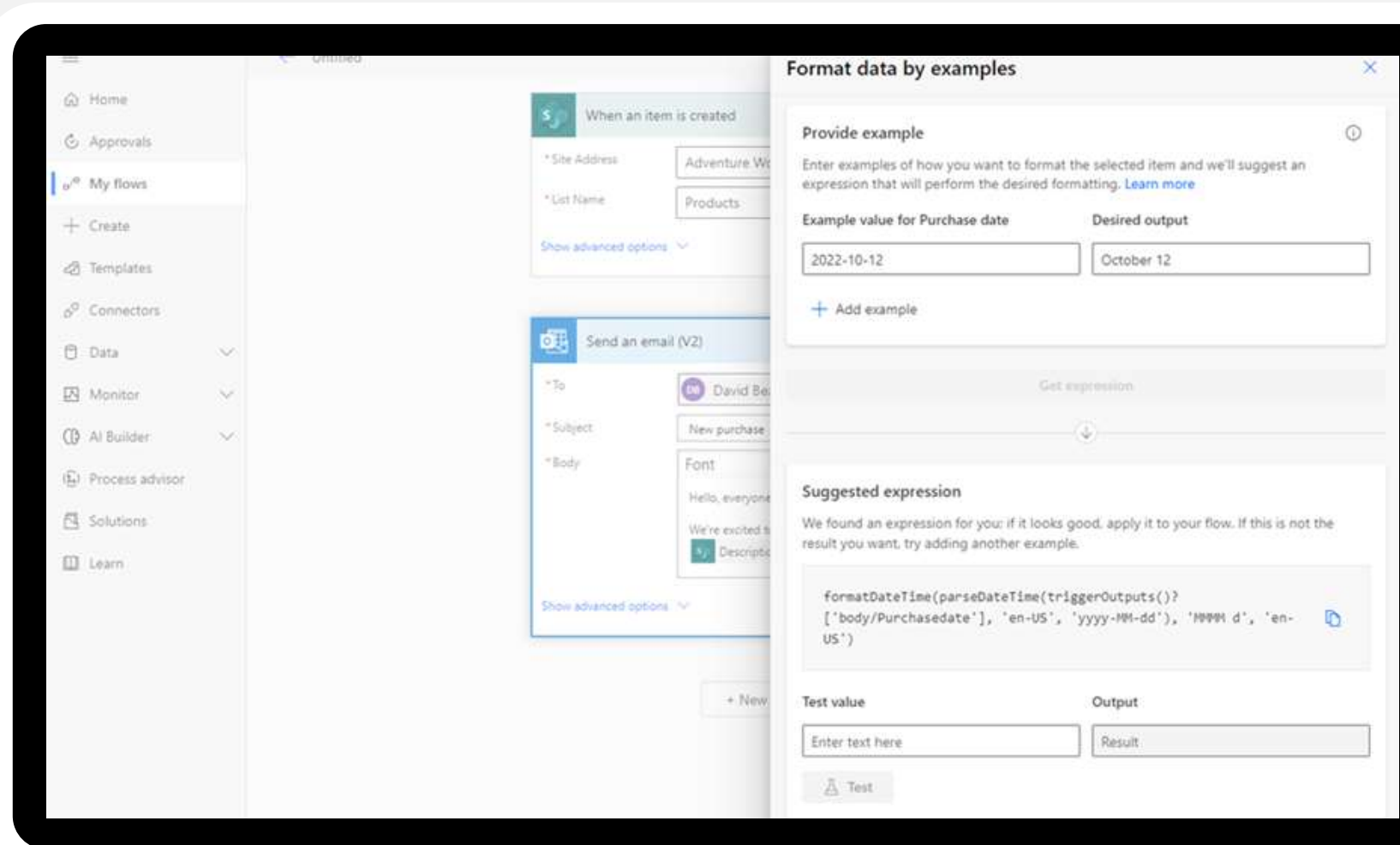


Format data by examples

Bring ideas to life with AI powered app development

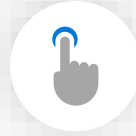
Now, it's simple for users to format data by examples with AI assistance

When you want to format text, dates, and numbers within your cloud flow, you can just provide examples of the desired output format and the copilot will automatically generate the expression formula to use



Cloud flows

Digital process automation
(DPA)



Triggers



Connectors



Designer



Templates



Approvals



AI-powered automation development with GPT



Embed Automation with ISVs

A closer look at cloud flows

Automate between cloud-based apps, services, and data using API connectors and hundreds of prebuilt templates

Triggers

Automated

Run a cloud flow when something happens

Instant

Run a cloud flow manually

Scheduled

Run a cloud flow on a schedule

Connectors

Connect your cloud flows to apps, services, and data

Standard

Connect between a wide range of cloud apps, services, and data

Premium

Expand the cloud apps, services, and data you can connect to

Custom

Developed by enterprise customers for internal use

May be developed by SIs for their customers

Connectors are not required to be open sourced

Support is provided by internal teams/IT

Verified Publisher

Developed & maintained by an ISV or API owner

Certified & deployed by Microsoft

Connector is open sourced in our GitHub repository and submitted to ISV Studio

Tier 2 & 3 support is provided by ISV or API owner

Publicly available for use in Power Automate, Power Apps, & Azure Logic Apps

Independent Publisher

Developed & maintained by 1 or more developers

Certified & deployed by Microsoft

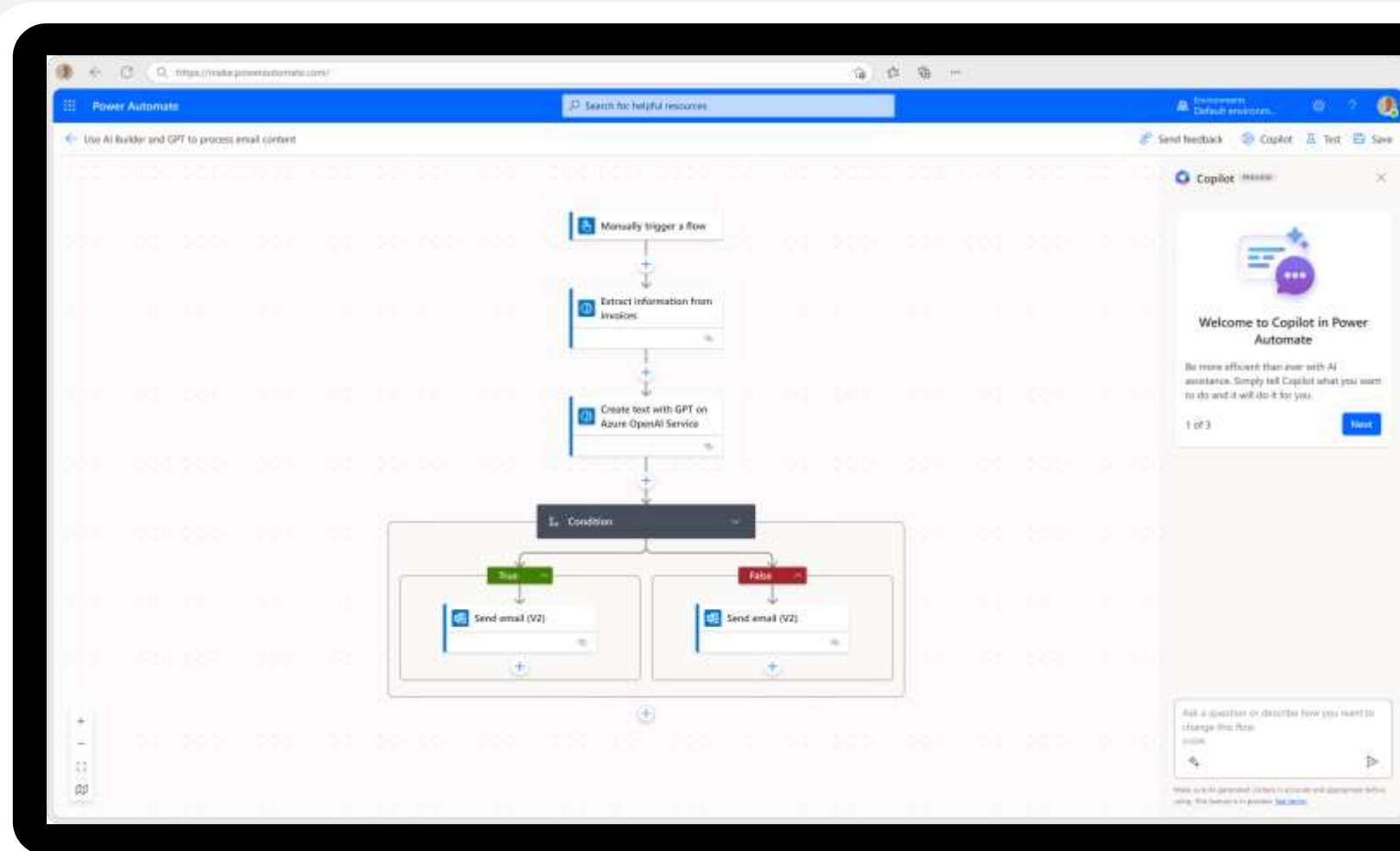
Connector open sourced in our GitHub repository

Tier 2 & 3 support is provided by the community

Publicly available for use in Power Automate, Power Apps, & Azure Logic Apps

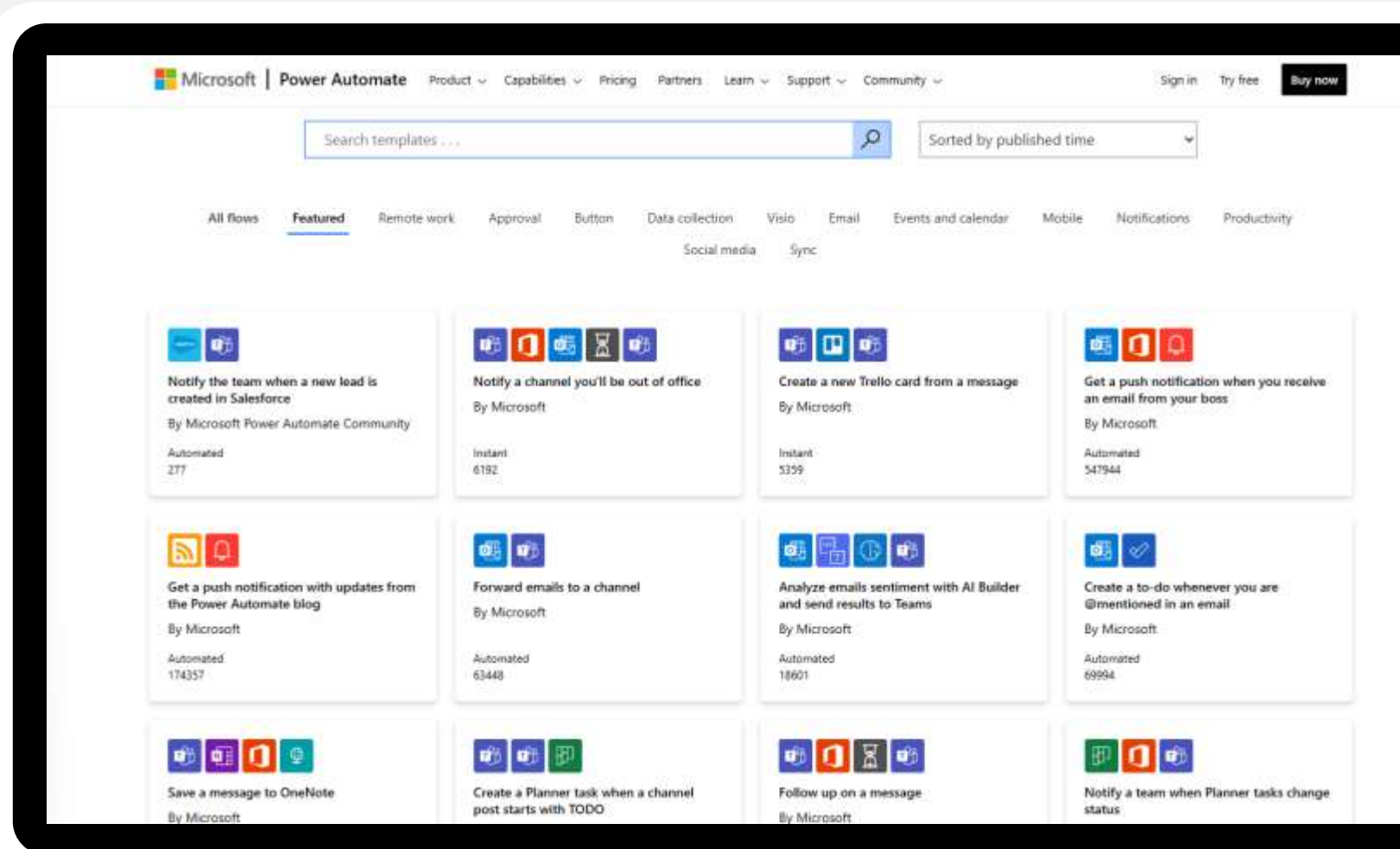
Cloud flows designer

Use API **connectors** for each step in your cloud flow



Cloud flows templates

Get started quickly
with prebuilt,
searchable cloud
flow templates



Approvals with Power Automate

Create, manage and share approval processes across the organization

Connectors

Within Power Automate you can create a new approval flow via a trigger from a system driven event from one of the **1000+ connectors** or **add your own LOB connector**

Storage

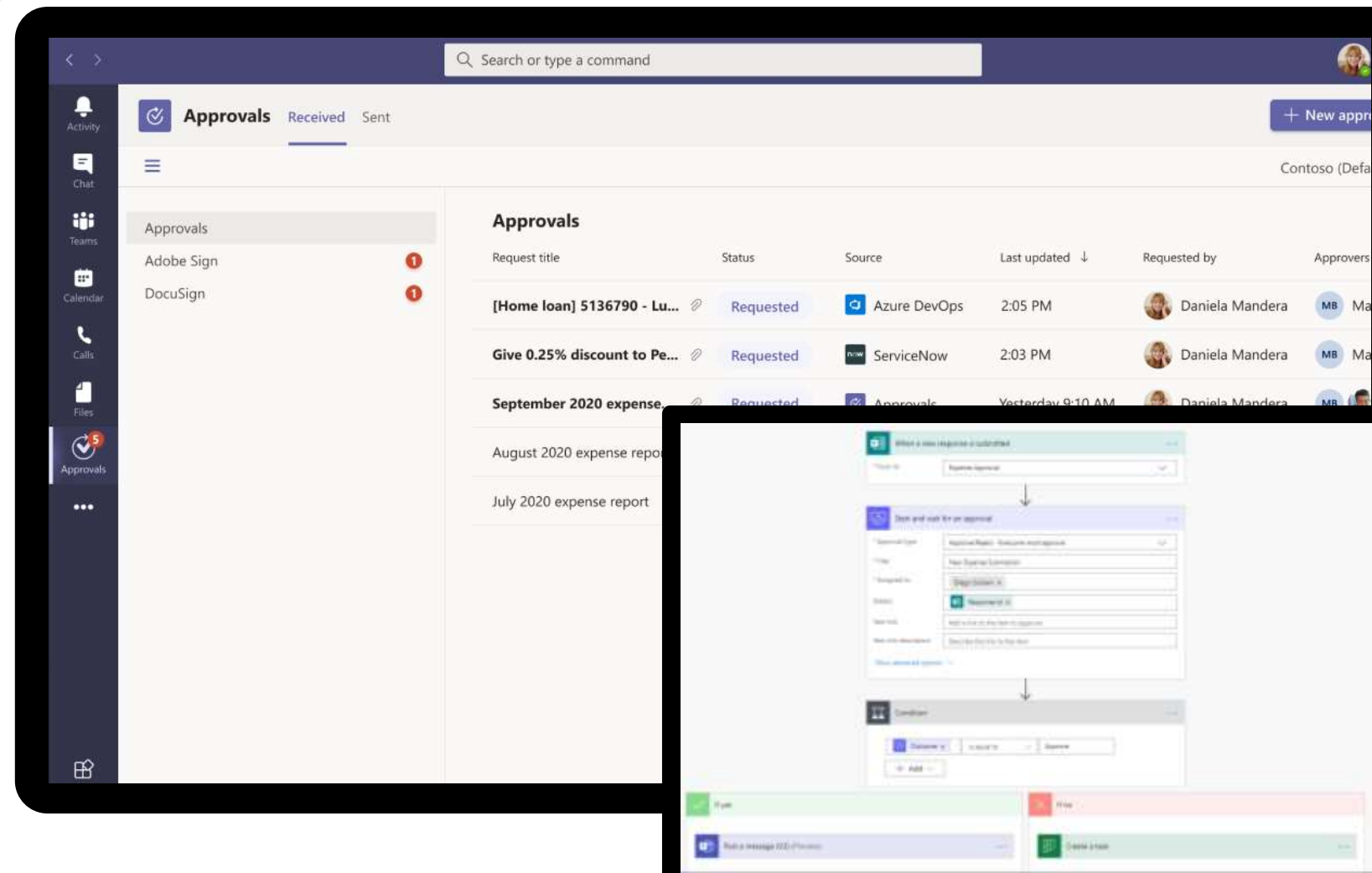
All Approvals are **stored in Dataverse** where the **admins have full access**, and can configure policies and manage Approval's storage, rollover, and policy in Dataverse

Retention

Approvals **last forever** or whatever policy the Admin has set

Security

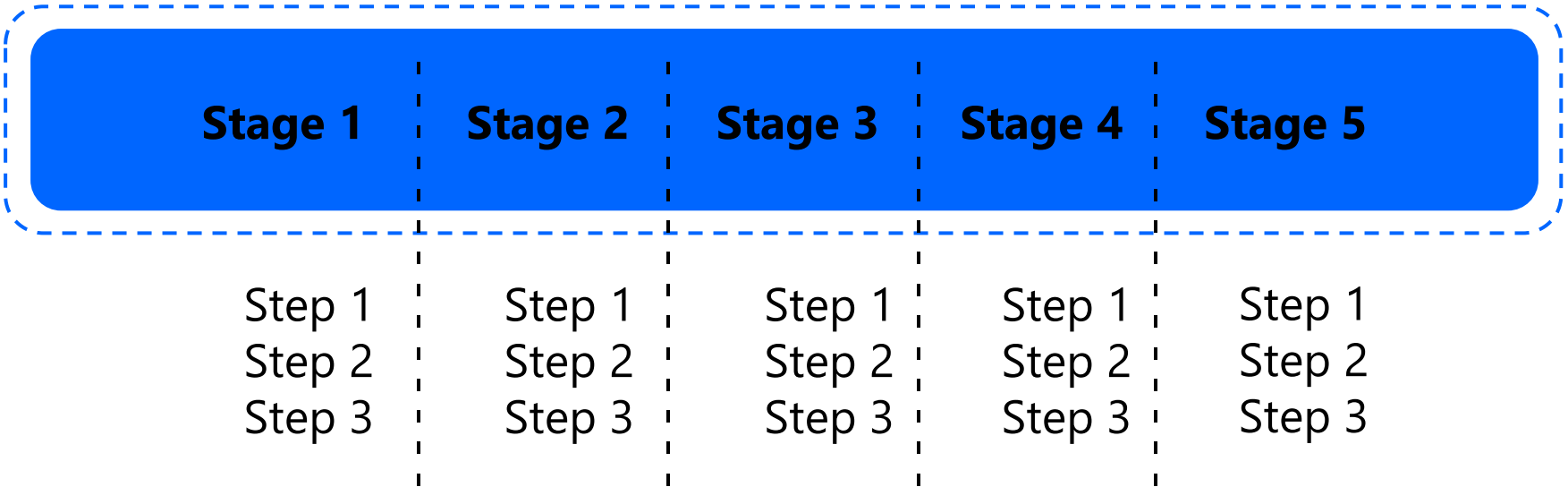
Only the **requestor, approver, and the Global Tenant Admin** can access the data



Business process flow

Automate multistep, guided processes

A *business process flow* automates a multistep business process using Microsoft Power Apps to create an automated visual, guided experience.



Business process flow

Automate multistep, guided processes

The screenshot displays the Dynamics 365 Project Operations interface for a project named "Professional Services Engagement". The interface is divided into several sections:

- Header:** Shows the project name, due date (3/29/2021 4:00 PM), estimated labor cost (\$1,110,952.00), cost consumption (0.00), and progress (0.00%).
- Project Stages:** A horizontal timeline showing the project stages: New (37 Min), Quote, Plan, Deliver, Complete, and Close. The "New" stage is currently active.
- Summary Tab:** The active tab, showing project details.
 - General:**
 - Project ID: P-001024-0
 - Name: Professional Services Engagement
 - Description: Professional Services Engagement
 - Owner Company: USPM
 - Customer: ACutum Corporation
 - Calendar template: PST 8 hrs
 - Currency: USD
 - Contracting Unit: Contoso Software US
 - Project Manager: Molly Clark
 - Status:**
 - Overall Project Status: —
 - Comments: —
 - Status Updated On: —
 - Schedule: Active
- Estimates Tab:** Shows estimated project data.
 - Estimated Start Date: 1/29/2021
 - Finish Date: 3/29/2021 4:00 PM
 - Effort (Hours): 4,962.00
 - Estimated Labor Cost: \$1,110,952.00
 - Estimated Expense Cost: \$52,018.00
 - Estimated Total Cost: \$1,162,962.00
- Actuals Tab:** Shows actual project data.
 - Actual Start: —
 - Actual Finish: —
 - Actual Labor Cost: \$0.00
 - Actual Expense Cost: \$0.00
 - Actual Total Cost: \$0.00
 - Effort Completed (Hours): 0.00

Desktop flows

Robotic process
automation (RPA)



Attended vs Unattended RPA



Logical architecture



Connect to legacy and modern systems



Visual Designer



Recorder



Exceptional handling

What are desktop flows?



Desktop flows enable you to automate repetitive tasks using software robots that act like humans.



It opens the world of automation to include software that's old or new, on-premises or in the cloud.



Employees focus on high-value activities, improving compliance and job satisfaction while removing human error.

Focus on what's most important.

Automate the rest.

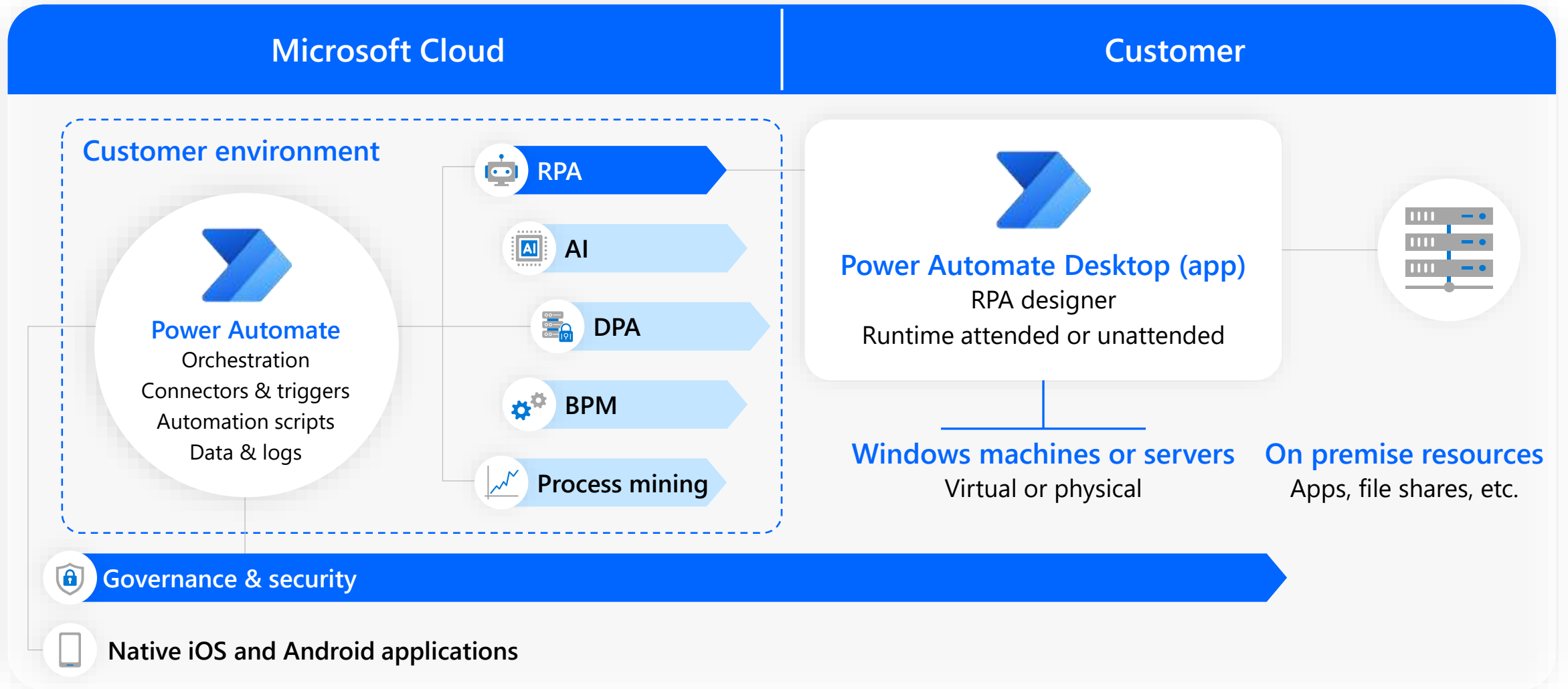


Robotic Process Automation (RPA)

Automate your desktop by creating software robots that act like humans interacting with the user interface (UI)

	Attended	Unattended
Overview	Drive efficiencies and automate manual tasks across desktop and web	Accelerate the automation of high-volume and tedious tasks without lifting a finger
Scenario	On-demand task automation	Automate company processes at scale
Audience	Citizen developer in business unit	Automation specialist in a Center of Excellence dedicated to RPA
Requirement	User signed in on their device/human initiated	Jobs on dedicated machines/ robots do the work
Availability	Power Automate for Windows 10/11 Power Automate per user with attended RPA	Unattended RPA add-on

Desktop flows: Logical Architecture



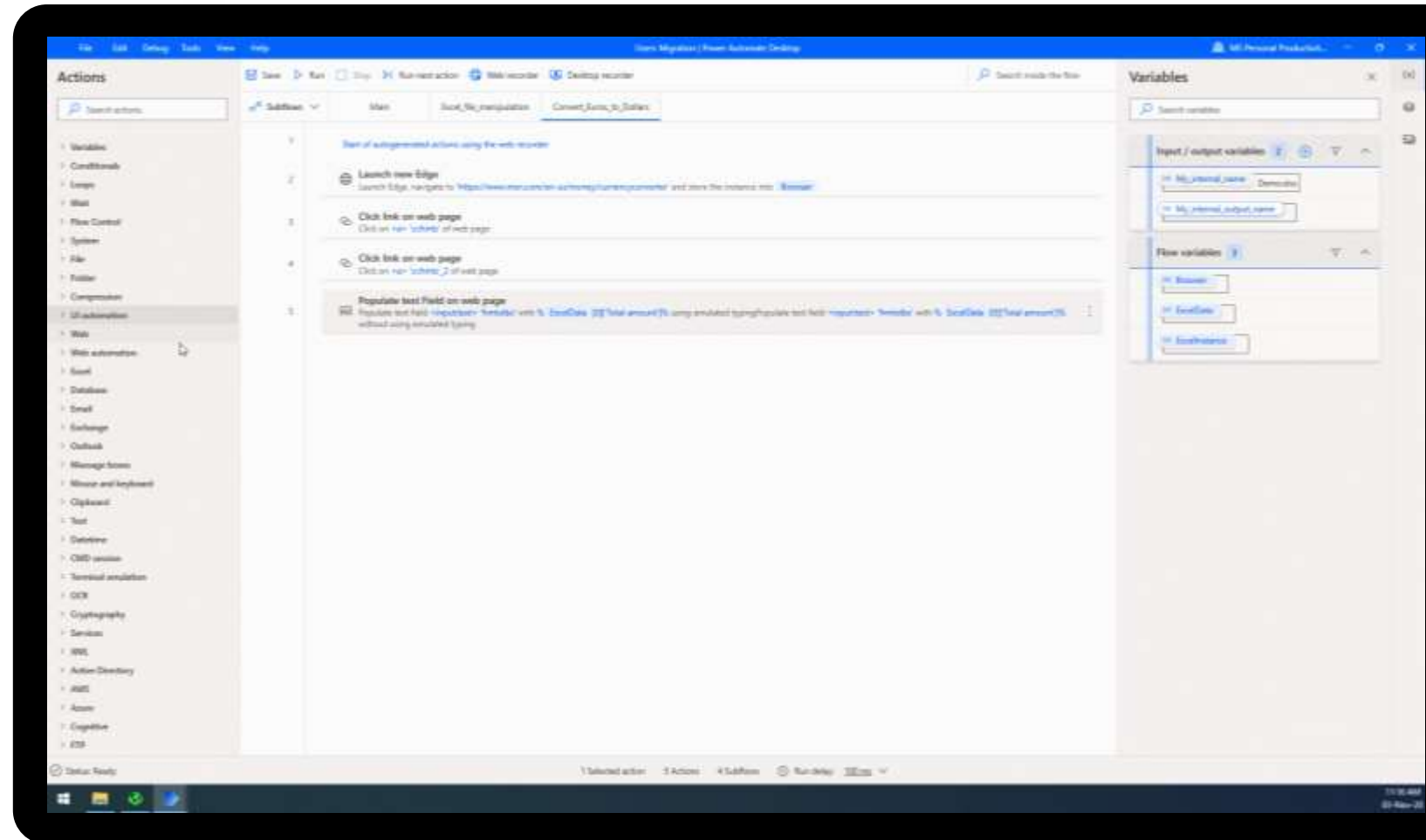
Create quickly and easily with desktop flow designer

Accelerate development, adoption, and deployment with streamlined authoring built for professional developers and citizen developers alike.

Intuitive **drag-and-drop interface** with **400+ prebuilt actions** to create each step in your desktop flow

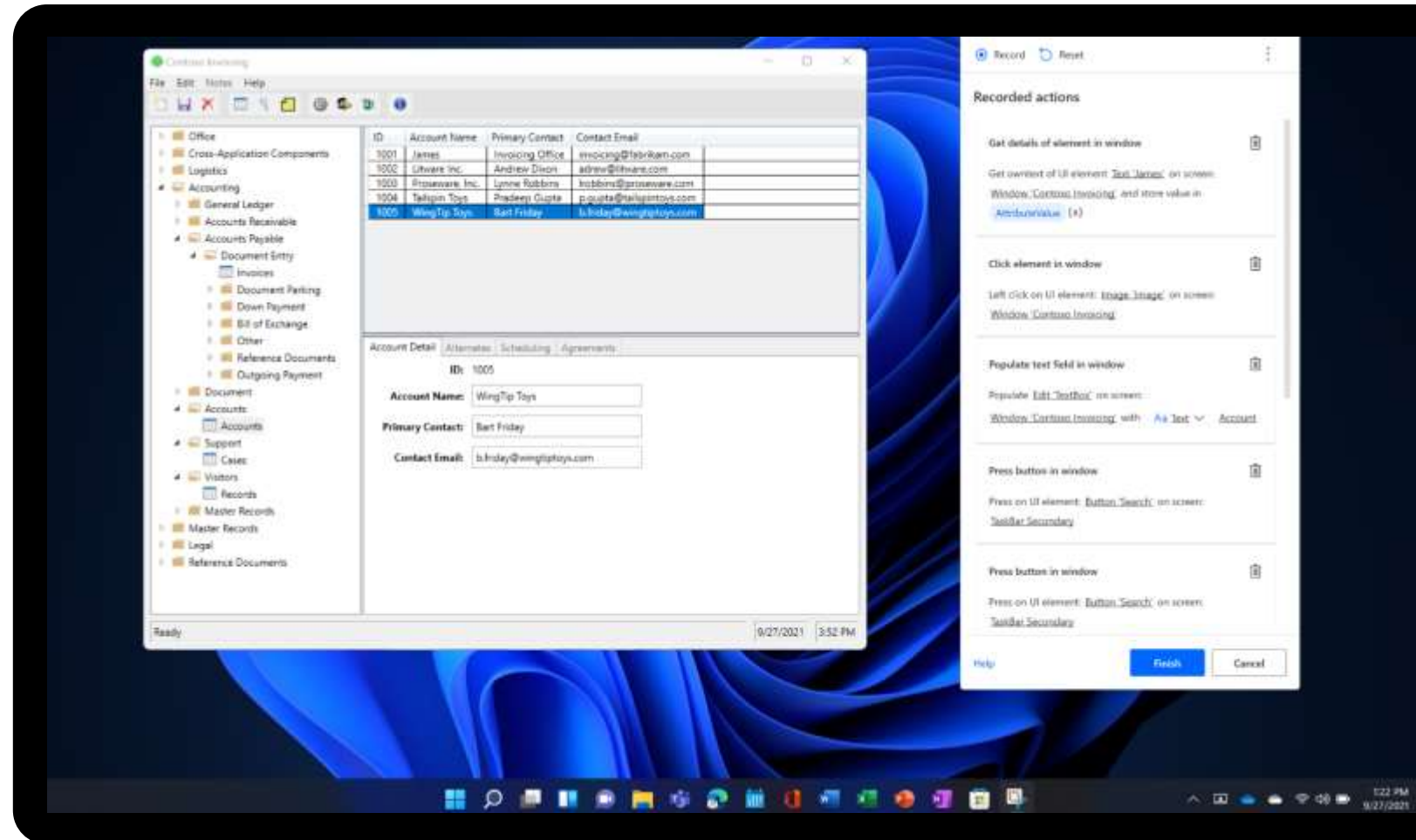
Use the **recorder** to capture your own actions, such as mouse clicks and keyboard inputs

Start quickly with prebuilt examples that are ready to run, or **share flows with others** for collaboration



Recorder

Use the recorder to capture your own actions



Deploy confidently with troubleshooting and monitoring

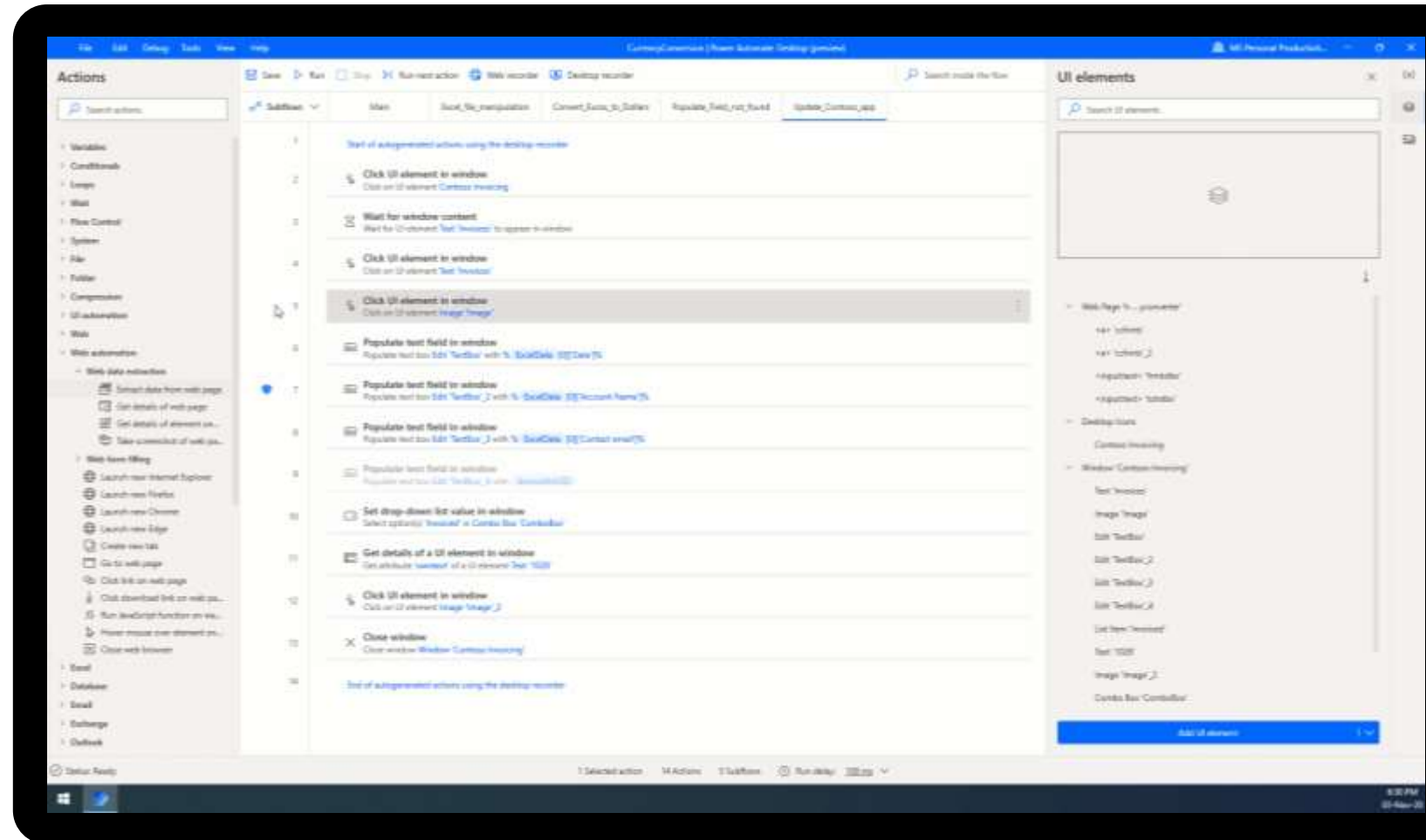
Keep your flows running smoothly with simple tools to test, debug, monitor, and manage your automations in one place.

Ensure flows continue to run with rich **error handling** settings

Use **debugging and testing tools** to troubleshoot as you build

Stay informed with flow **tracking, management, reporting**

Prioritize based on rules, or promote critical workloads to the front of the line



Orchestrate your automations

Hosted RPA for desktop flows

Desktop flows on
Microsoft-hosted
infrastructure on Azure



Scaling workloads



Hosted machine groups



Workload management



Seamless setup

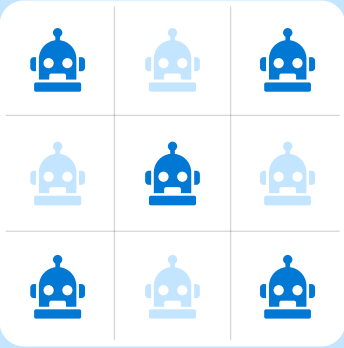


Orchestration



Hosted machine setup

Scale your workloads with hosted RPA



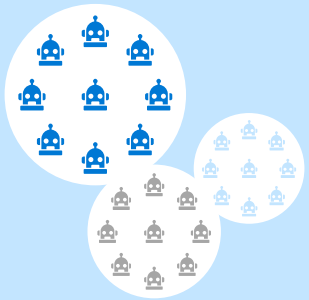
Single hosted machines

For pro and citizen developers

Build or test automation

For business users

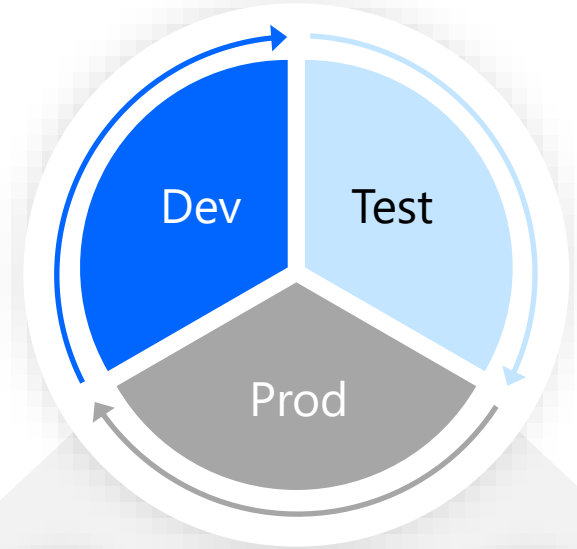
Run automation on dedicated machines



Hosted machine groups

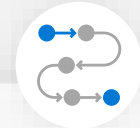
For unattended automation in production

Optimize your resources for higher efficiency and lower cost



Automatic scaling

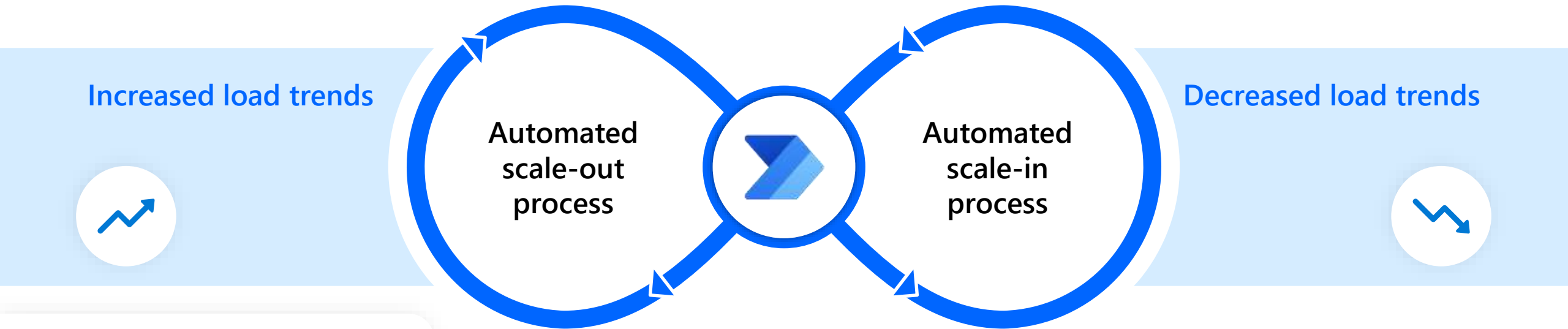
Manage peaks with machines that spin up and down to optimize efficiency



Dynamic load balancing

Optimize resources between processes, teams, and organizations

Hosted machine group: Unattended load-management



~10 mins to 1 hour

Average time to
scale-out/in

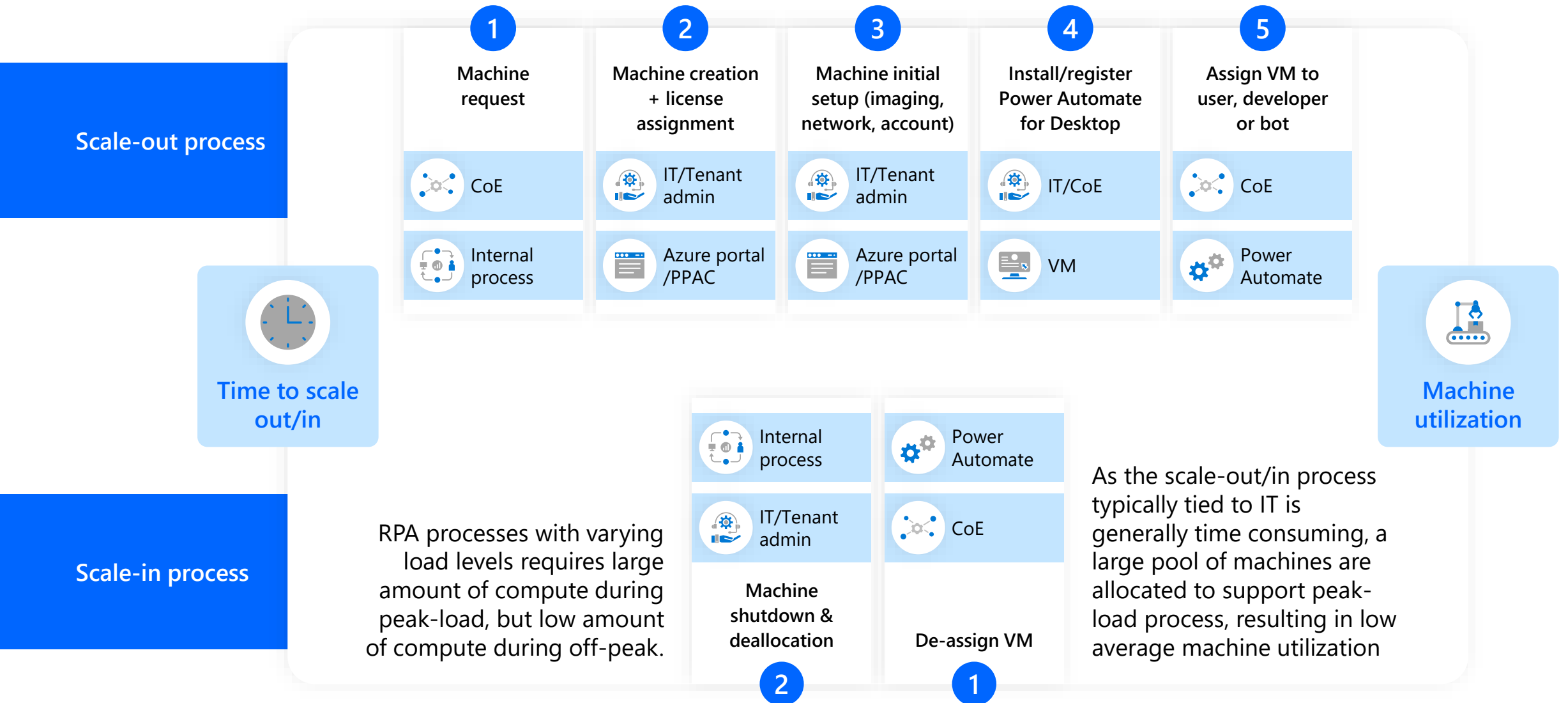


Machine utilization

Observations

- With hosted machine group, multiple RPA processes with varying load levels in an environment are automatically scaled-out/in based on real-time load.
- The number of allocated capacity in an environment are automatically assigned across different RPA processes, ensuring available machines are efficiently utilized

Typical unattended RPA workload management

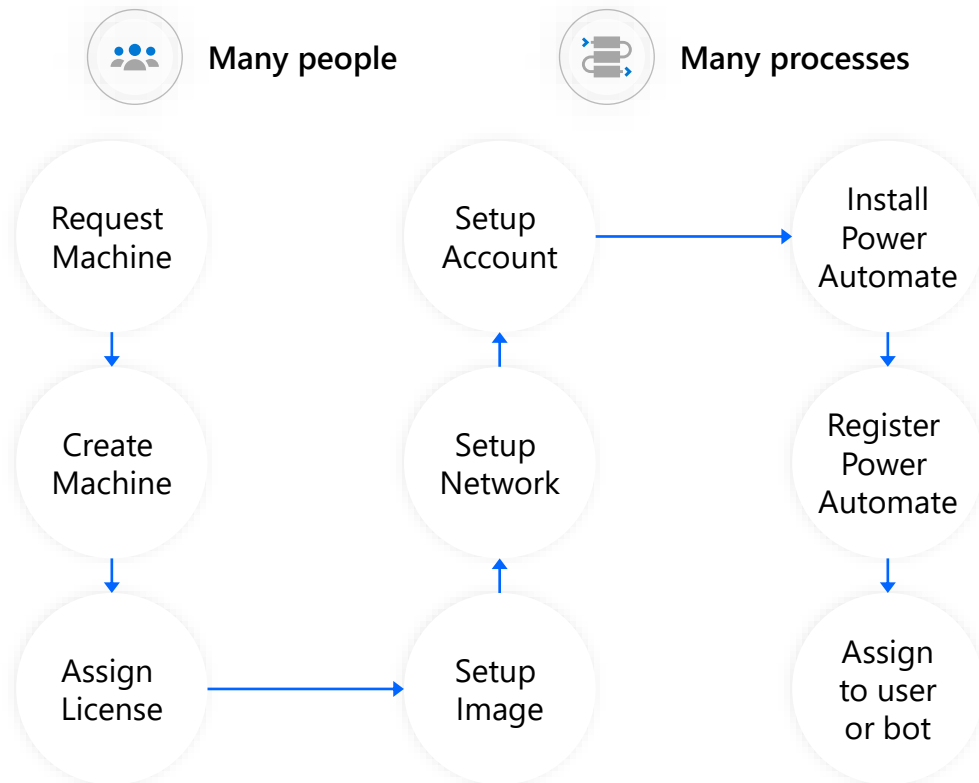


Seamless setup

Simplify and accelerate RPA machine deployment

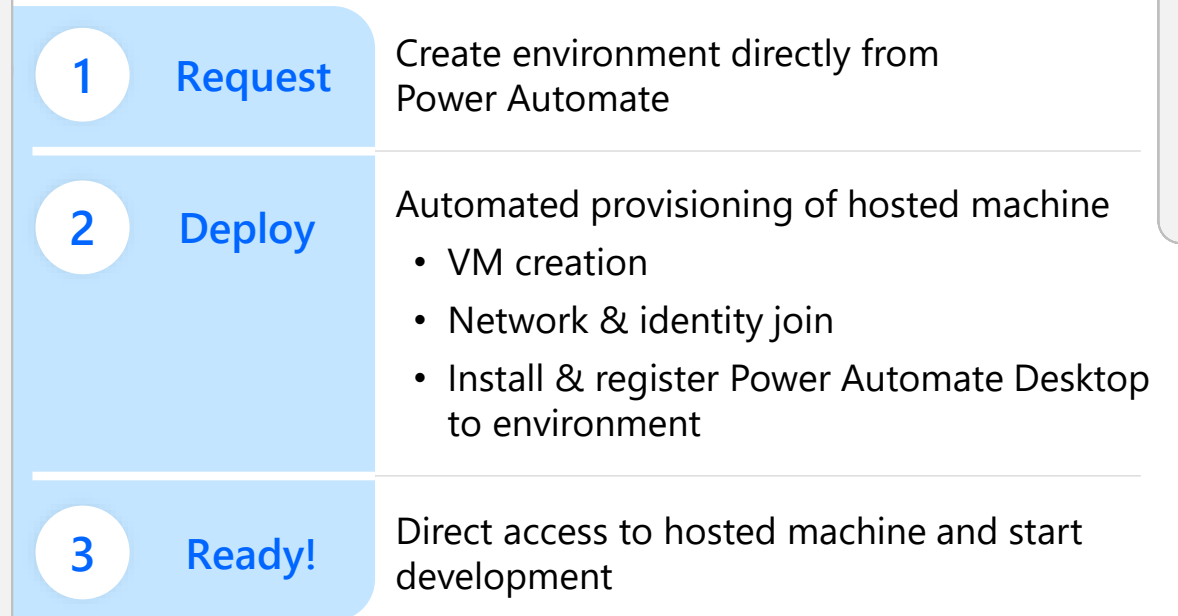
Why make it hard?

Bring your own machine



When it can be easy!

With Power Automate hosted RPA



Dedicated machines available **within minutes** for development, testing and automation

Seamless orchestration

Monitor, manage, and optimize your RPA infrastructure

Monitor

queue and flow status

Prioritize

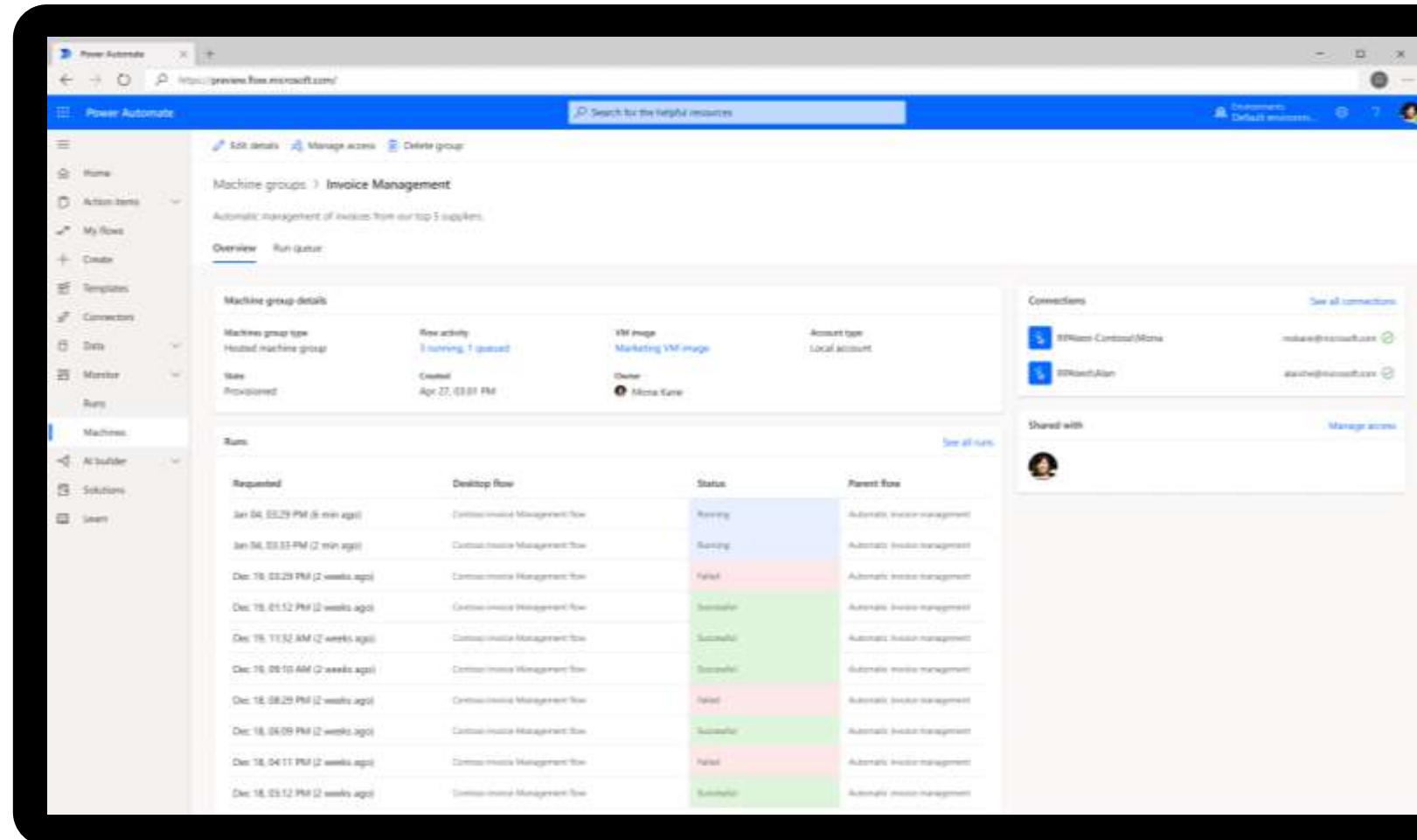
critical workloads

Add, remove, or reassign

resources as needed

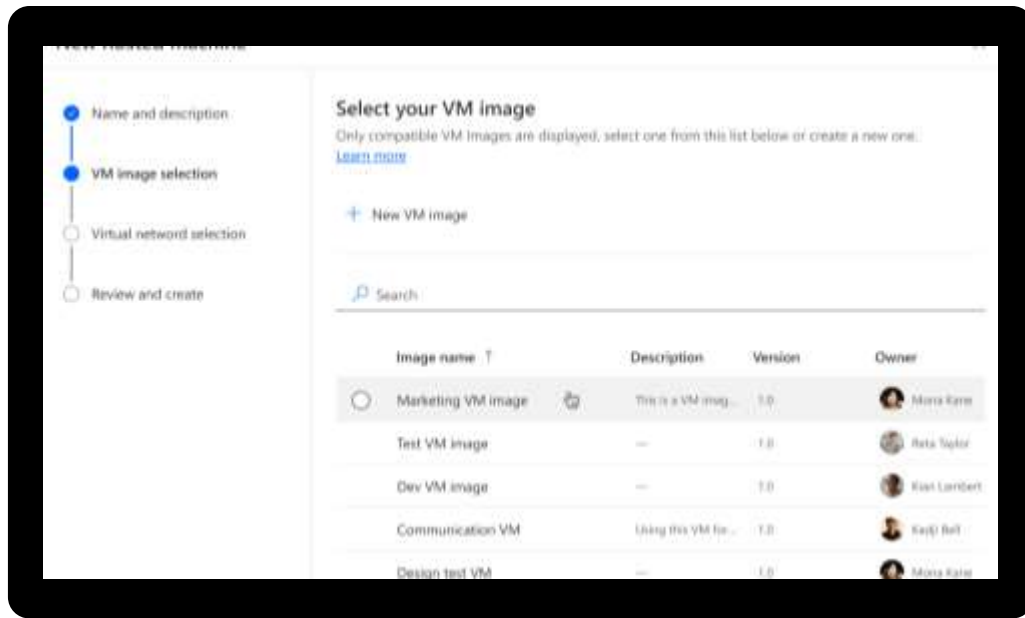
Create

custom VMs for specialized applications
& configurations



Hosted machine setup

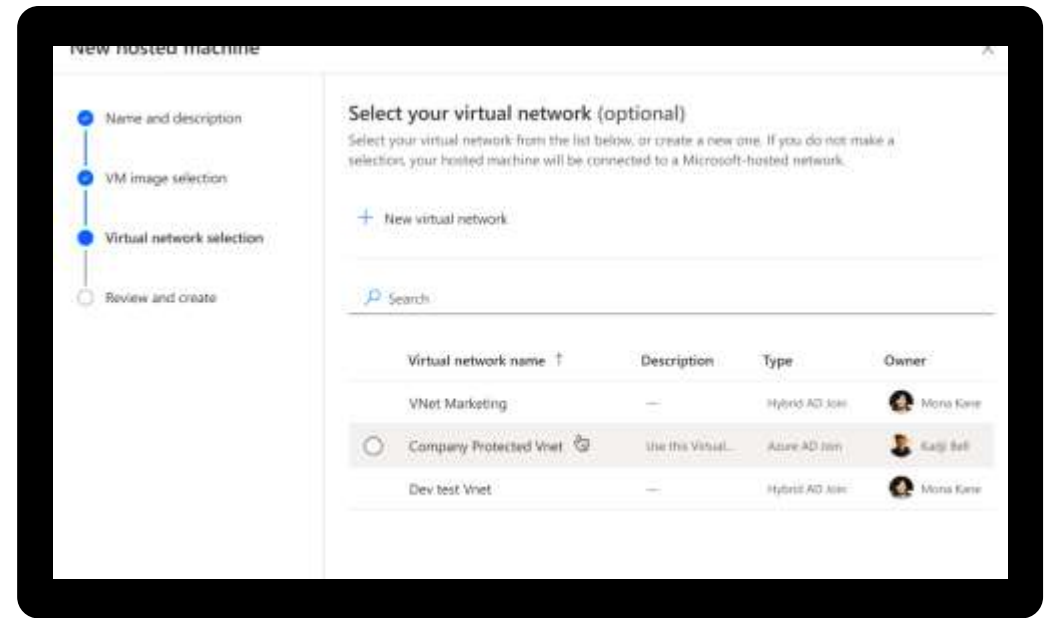
Seamless set up



Two virtual machine (VM) options

Default **Windows image** provided by Power Automate

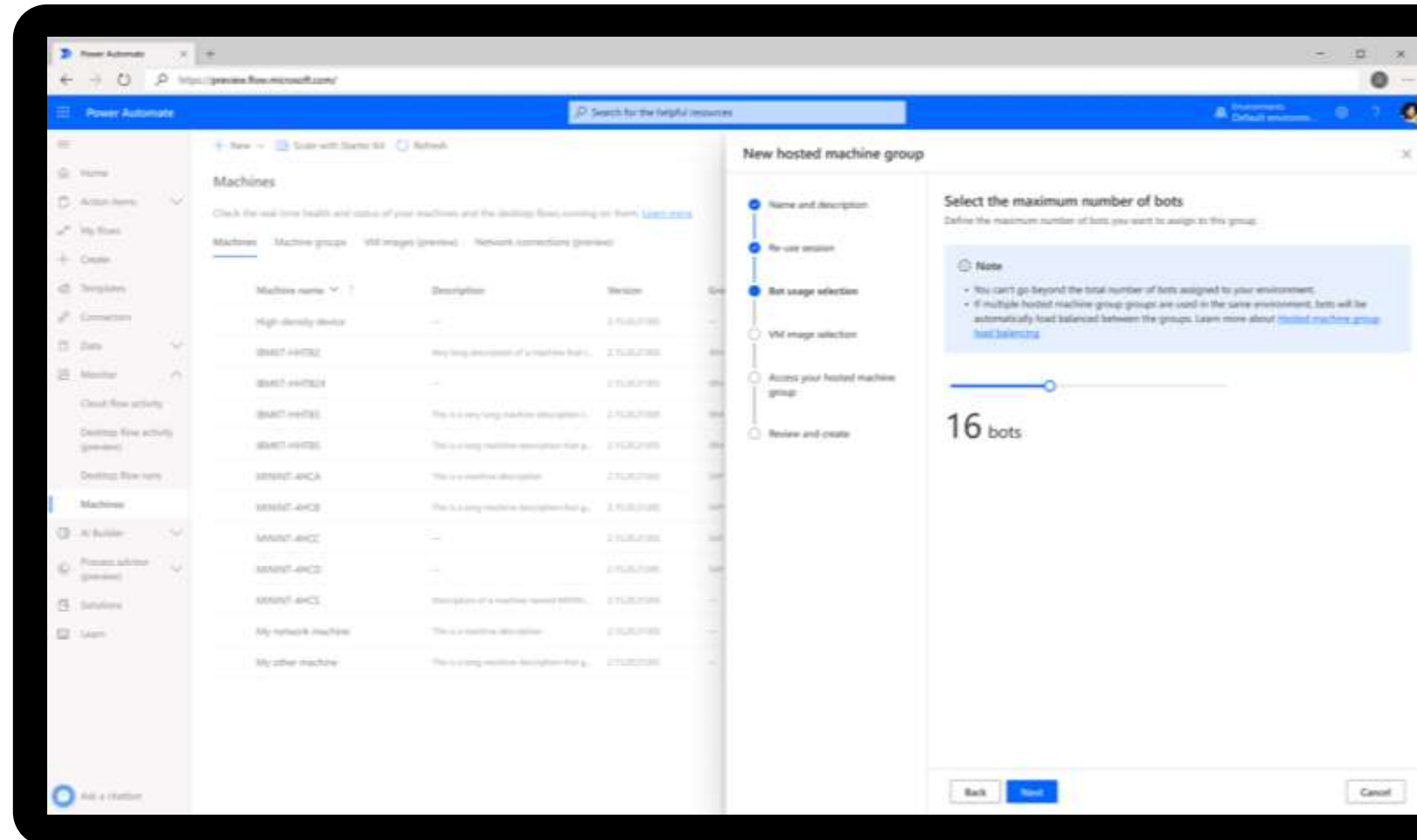
Bring your own custom VM image through native integration with Azure Compute Gallery



Virtual network selection (optional)

Hosted machine group setup

Respond to spikes
in demand with
automatic scaling
and dynamic load
balancing



Reporting and governance

Overview of available features



Governance overview



Out-of-box reports and analytics



Governance tools

Governance is key to an Enterprise Scale Platform

Better Together

Managed Environments for Power Platform

More Visibility

Enhanced **out-of-the-box governance capabilities** that will simplify, automate, and **streamline IT administration** of Microsoft Power Platform at scale.

More Control

Power Platform Admin Center

A **unified portal** for administrators to **manage** environments and settings for **Microsoft Power Platform**.

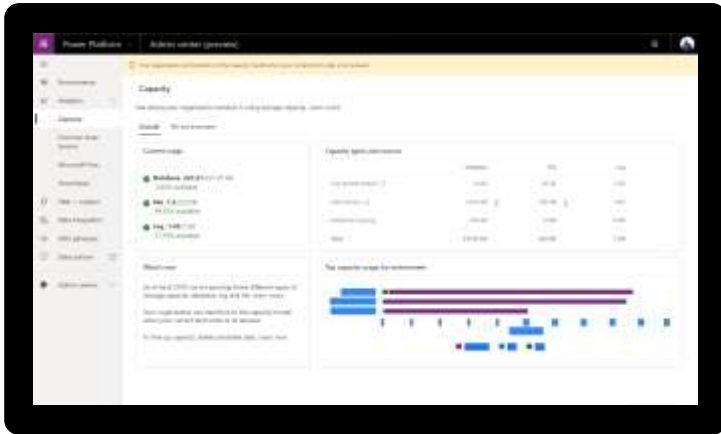
Less Effort

Center of Excellence Kit

A collection of components and tools designed to help you **get started** with developing a strategy for **adopting and supporting** Microsoft Power Platform

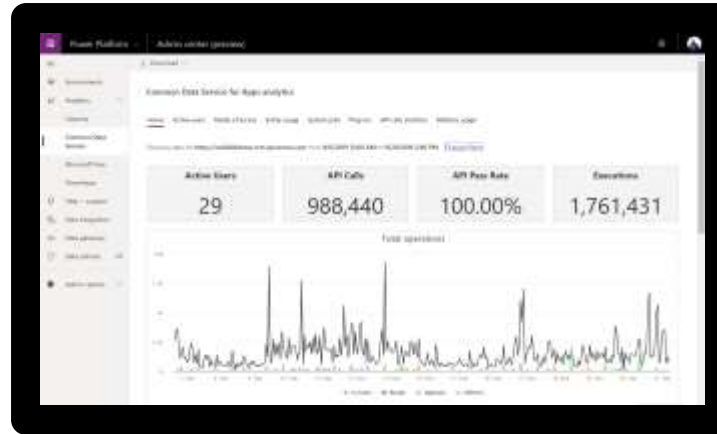
Reporting and analytics

Insights in a unified dashboard



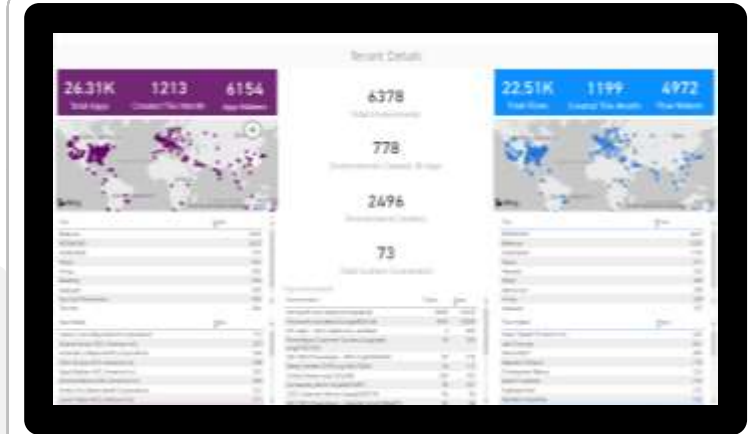
Admin insights provide deep visibility into usage and performance of applications

Users
Locations
Capacity



Analytics track health and implementation metrics and help keep users on track

Service performance
Error reporting
App usage



Personalize insights and drive action with custom Power BI reports and Power Automate

All up view of what's being created
Discover your champions
Trigger automated actions

Powerful Governance Tools

Power Platform Admin Center

The most comprehensive governance and security features **out-of-the-box**

Center of Excellence starter kit

The starter toolkit you need to **drive innovation** and **improvement faster**

Tenant isolation



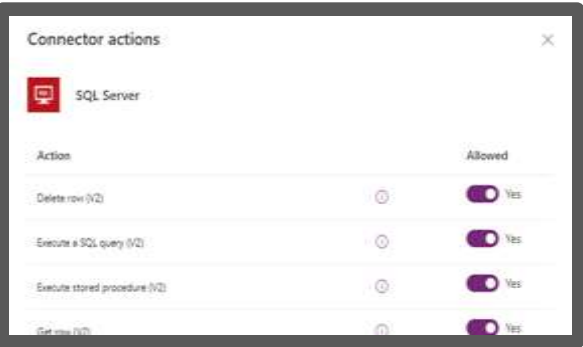
Data Policies



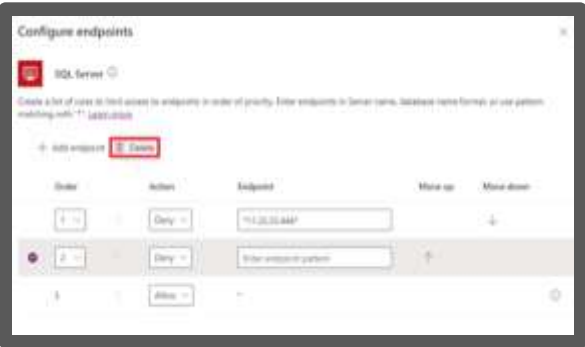
Multiply the effectiveness of IT admins



Control actions



Configure endpoints



Center of Excellence starter kit (CoE)



The CoE starter toolkit



A downloadable Power BI package that is optimized to get you started

Out-of-the-box analytics



Out-of-the-box tenant level analytics for tracking inventory, usage, and health monitoring

Self-service analytics



Export data to Azure for custom analytics and performance monitoring

Power Platform CoE Kit | Automation Kit

Power Platform CoE Kit



Core – Inventory



ALM Accelerator



Environments



DLP

Telemetry



Automation Kit



ROI



Power Platform CoE Kit includes

- Power Platform Inventory
- Innovation Backlog
- ALM Accelerator
- Environment Request Tool
- DLP Editor
- Application catalog



Automation Kit includes

- Monitor Cloud and Desktop Flows
- Automation Project ROI and approval process
- Near real time telemetry and monitoring

Automation CoE Blueprint <https://aka.ms/autocoeblueprint>

Automation CoE Strategy <https://aka.ms/autocostrategy>

Automation Project app



Streamline new automation project requests with approvals, and help with prioritization.

The screenshot displays the 'AUTOMATION PROJECT' app interface. It features a sidebar on the left with a search bar and navigation options. The main area contains a grid of 16 project cards, each with a title, status, submitter, department, owner, project number, ROI, and score. A summary sidebar on the right shows counts for various project stages.

Project Title	Status	Submitted by	Department	Owner	Project Number	ROI	Score
HR Onboarding	Submitted	Miles Giblin	Human Resources	Miles Giblin	AP-00001055	\$32529	38
Operate IT User Support	Approved	Miles Giblin	Information Technology	Wes Stone	AP-00001058	\$10107	12
Check materials and services	Approved	Ashley Shelton	Purchasing	Diash Buckley	AP-00001071	\$16456.48	37
Deliver Digital Products	Approved	Ashley Shelton	Purchasing	Diash Buckley	AP-00001063	\$164512	12
Vending machine replacement	Approved	Ashley Shelton	Accounting	Diash Buckley	AP-00001064	\$100675	25
Process Customer Credit	Approved	Ashley Shelton	Finance	Diash Buckley	AP-00001060	\$42126	8
Account unlock	Approved	Prasen Ranaji PMSandhu	Information Technology	Ashley Shelton	AP-00001047	\$1804400	37
Warranty Claims	Approved	Auto Cat Admin	Accounting	Miles Giblin	AP-00001011	\$42300	50
customer order processing	Approved	Prasen Ranaji PMSandhu	Purchasing	Ashley Shelton	AP-00001048	\$172208	38
Process order status	Approved	Ashley Shelton	Accounting	Diash Buckley	AP-00001065	\$84100	25
Order materials and services	Approved	Ashley Shelton	Purchasing	Diash Buckley	AP-00001059	\$104512	12
SAP Vendor Invoice Verification	Approved	Apoorva Papasamma	Finance	Apurva Papasamma	AP-00001001	\$280945	50
Cartridge replacement in vending machines	Approved	Ashley Shelton	Purchasing	Diash Buckley	AP-00001068	\$101208	25
Document Processing - Inspection Forms	Approved	Ashley Shelton	Human Resources	Diash Buckley	AP-00001070	\$40039	7
SAP Vendor Invoice Improvement	Approved	Ashley Shelton	Finance	Diash Buckley	AP-00001068	\$38065	37
Offboarding Tasks	Approved	Ashley Shelton	Human Resources	Diash Buckley	AP-00001061	\$76362	37

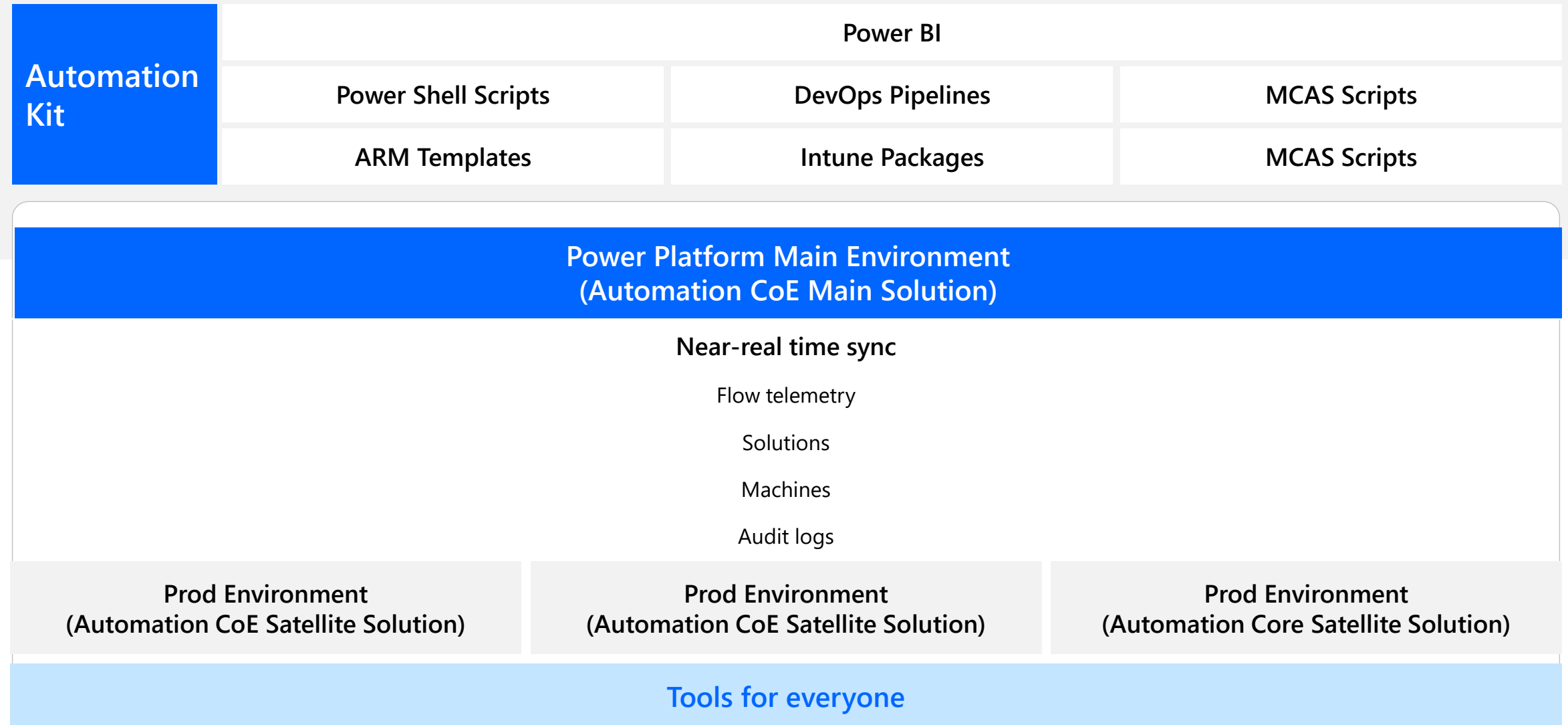
Approved: 20

Declined: 0

Saved: 1

Submitted: 2

Automation Kit Conceptual Design



Extend your automations

Integrating with your ecosystem

Utilize existing investments through connected automation

Integrations



Power Platform

[Learn more >](#)



Microsoft 365

[Learn more >](#)



Azure

[Learn more >](#)



SAP

[Learn more >](#)

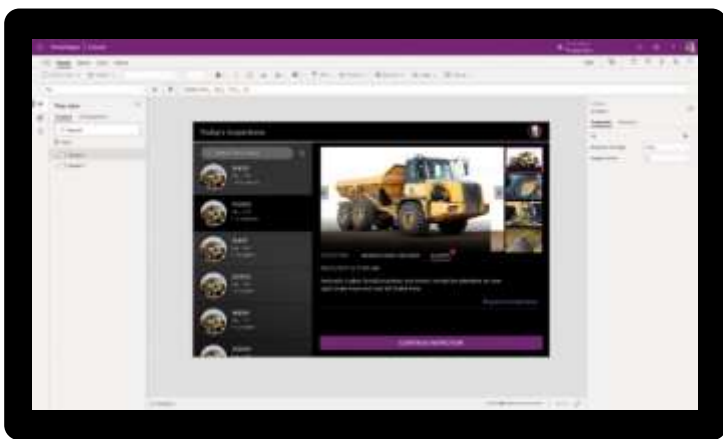


Dynamics 365

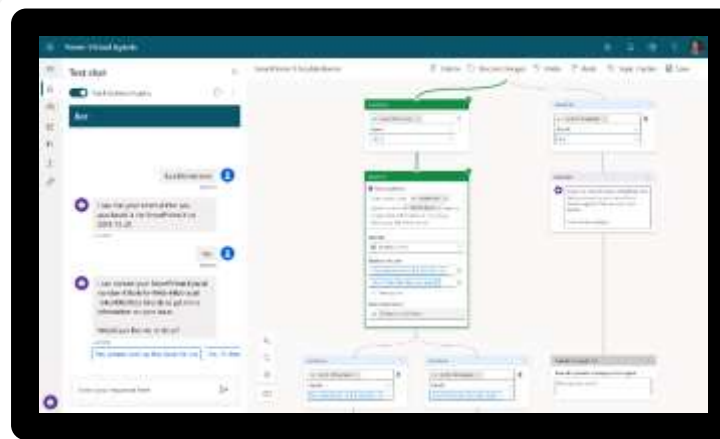
[Learn more >](#)

Bring automation to life

Embedded in your
applications like Power Apps
and Power Pages



Connect to conversation
with Power Virtual Agents



Automate alerts and insights
from Power BI



Leverage the **One Microsoft Cloud** so that automation is not an island

Automate your business applications

Dynamics 365 is the only portfolio of intelligent business applications that combines immediate impact with the flexibility to rapidly extend without limits

Customer Engagement

Sales



Marketing



Customer Service



Field Service



Product Visualize



Customer Insights



Customer Voice



Remote Assist



Connected Operations

Commerce



Human Resources



Business Central



Finance



Supply Chain Management



Connected Store



Fraud Protection



Project Operations



Guides



IOM



Power Automate



Dataverse - data storage and management engine serving as a foundation for Microsoft's Power Platform and Dynamics 365 apps

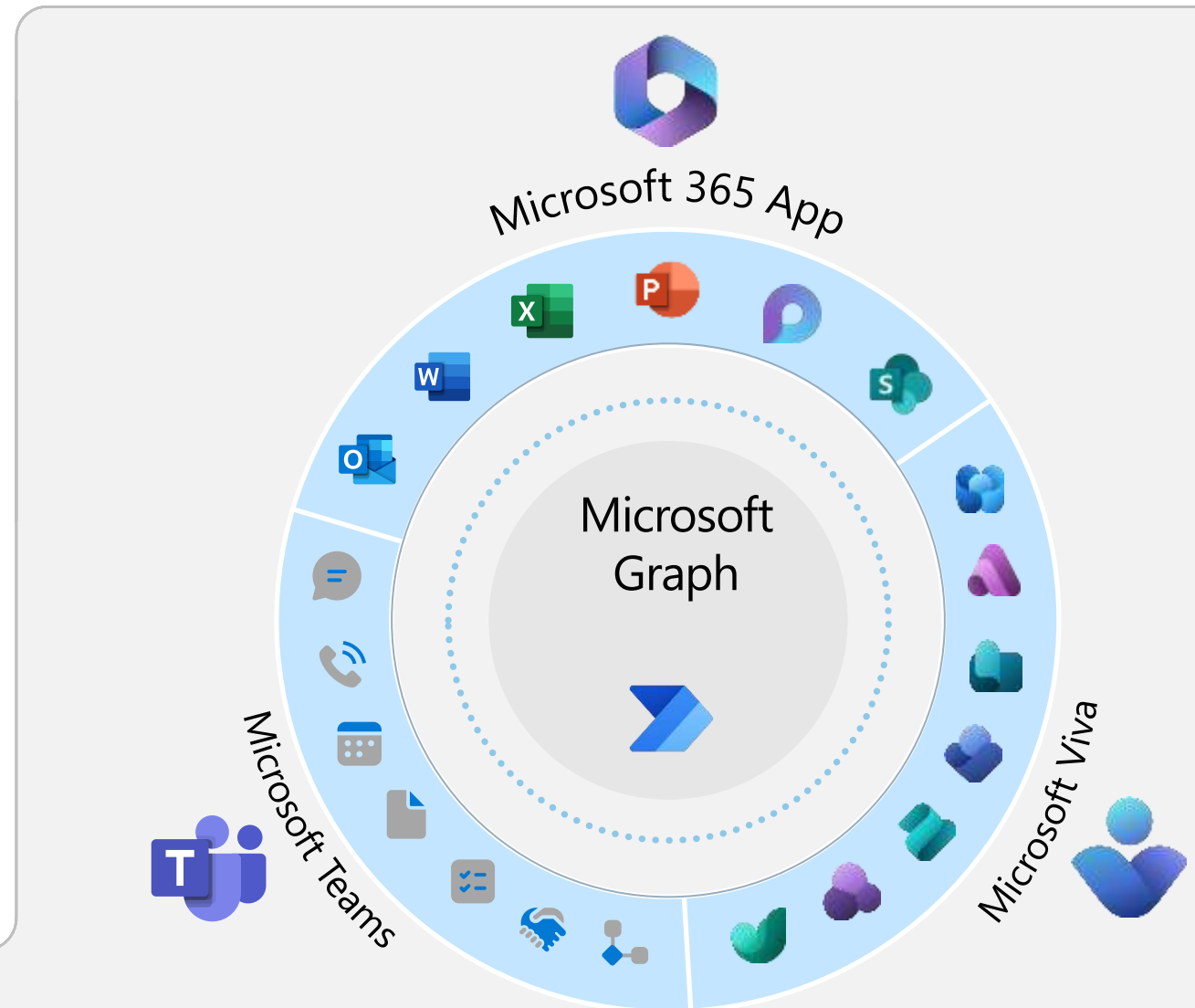
Automate your place of work

Utilize the Microsoft Graph rest APIs with Power Automate to unlock endless productivity gains.

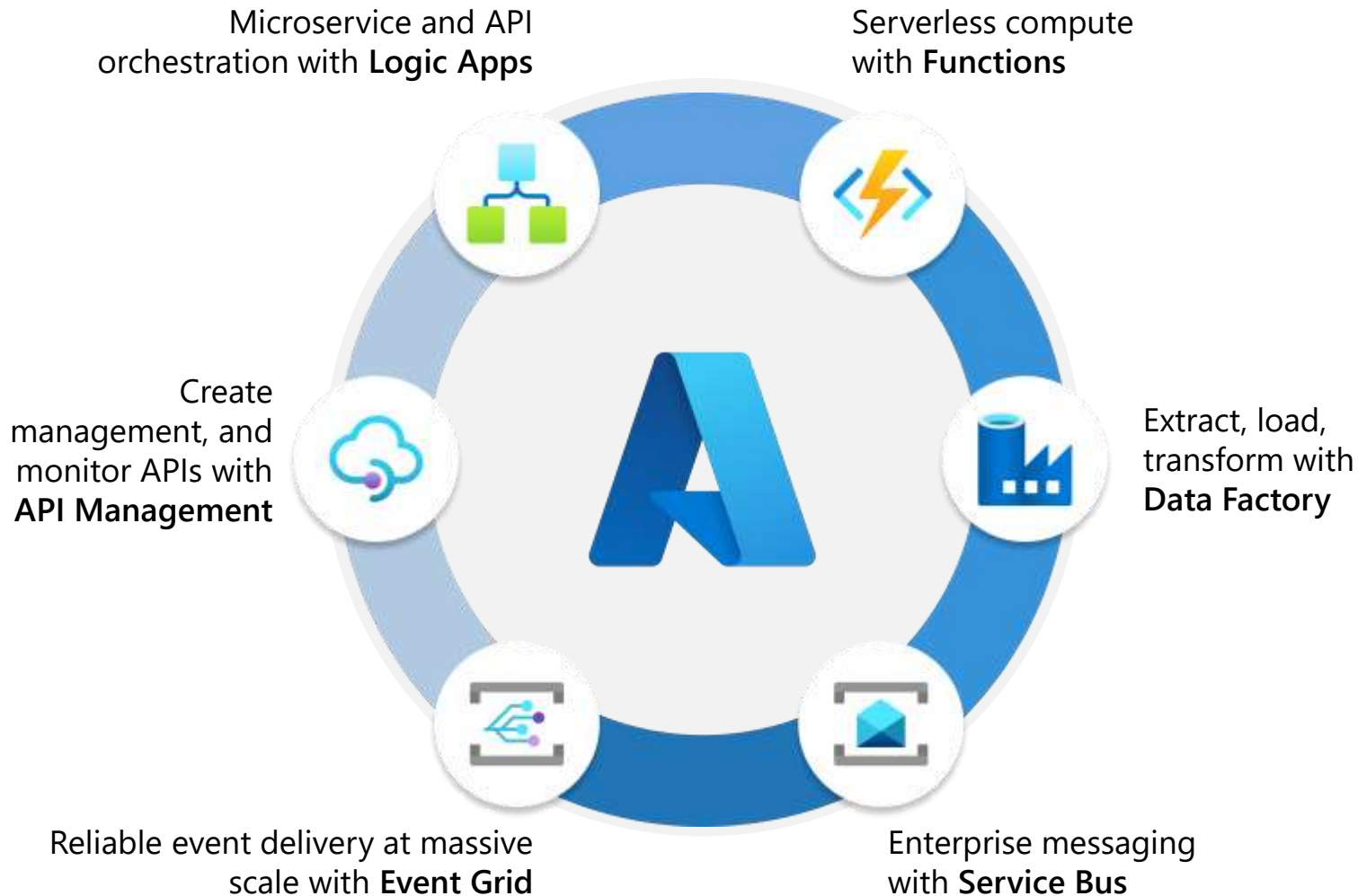
Microsoft 365 core services: Bookings, Calendar, Delve, Excel, Microsoft 365 compliance eDiscovery, Microsoft Search, OneDrive, OneNote, Outlook/Exchange, People (Outlook contacts), Planner, SharePoint, Teams, To Do, Viva Insights

Enterprise Mobility + Security services: Advanced Threat Analytics, Advanced Threat Protection, Azure Active Directory, Identity Manager, and Intune

Windows services: Activities, devices, notifications, Universal Print



Connecting Azure Services



Call Azure Logic Apps and other Azure Services through Power Automate.

Between Power Automate, Logic Apps, and Functions, the integration experience between these services continues to improve over time.

Build a component in one service and use that component in the other services.

Augmenting and extending your SAP solution landscape



Prototype new solutions and co-build custom user experiences to act more effectively on SAP data



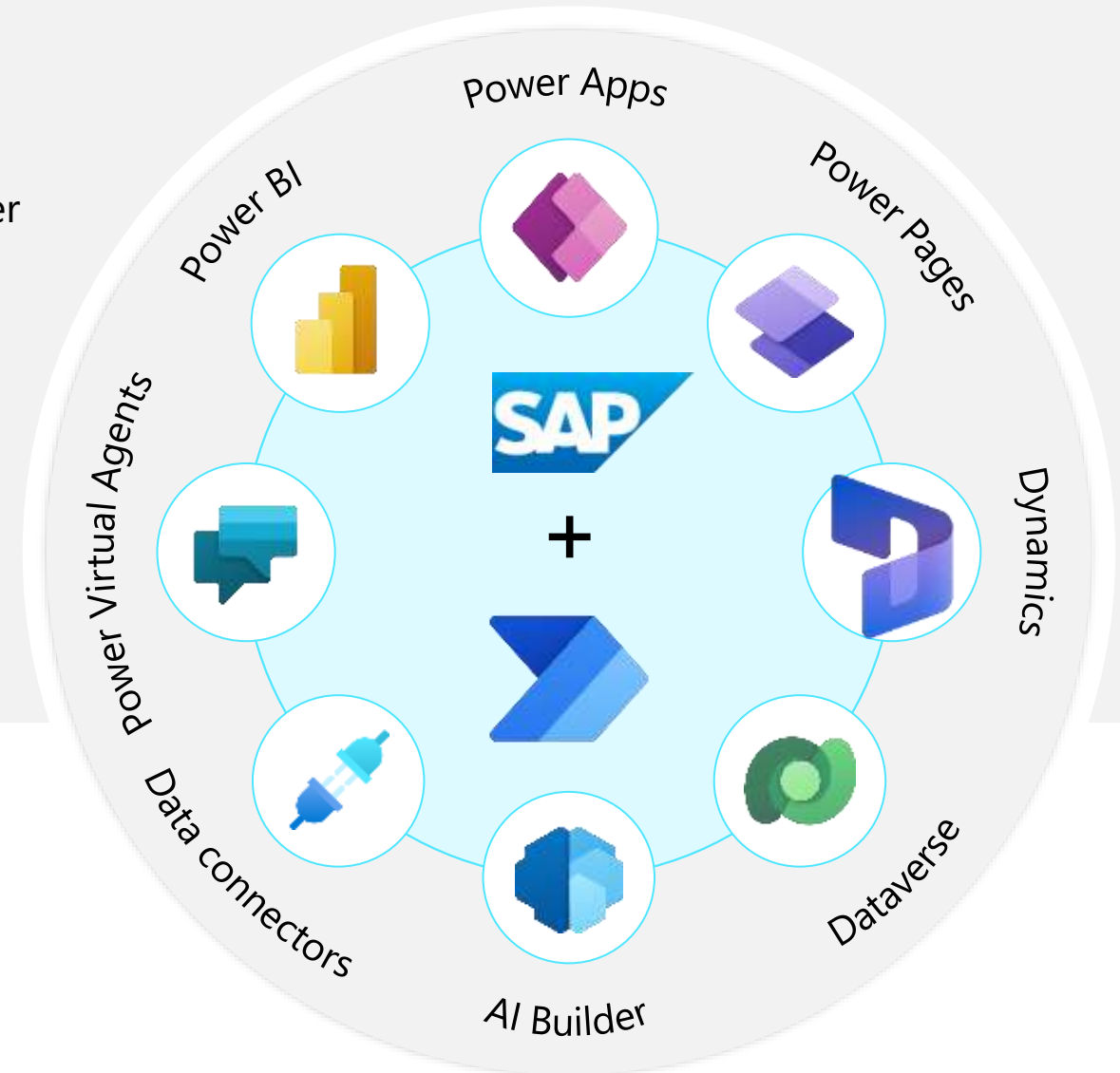
Augment SAP solution and close any gaps for continuous process automation or app usage



Extend SAP solution and connect with 1000+ systems to innovate workforce productivity

How?

- Prebuilt SAP connector
- Advanced SAP system connection support
- Updated on-premises data gateway



Extending SAP with the Power Platform

Maximize SAP value with the world's leading low code platform

Build

Low-code workflows to deliver simple, modern and powerful experiences across SAP data and processes on any device.



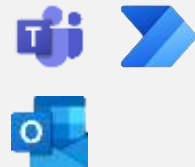
Automate

Processes that span SAP and key line of business systems without the need for complex code – RPA capabilities included.



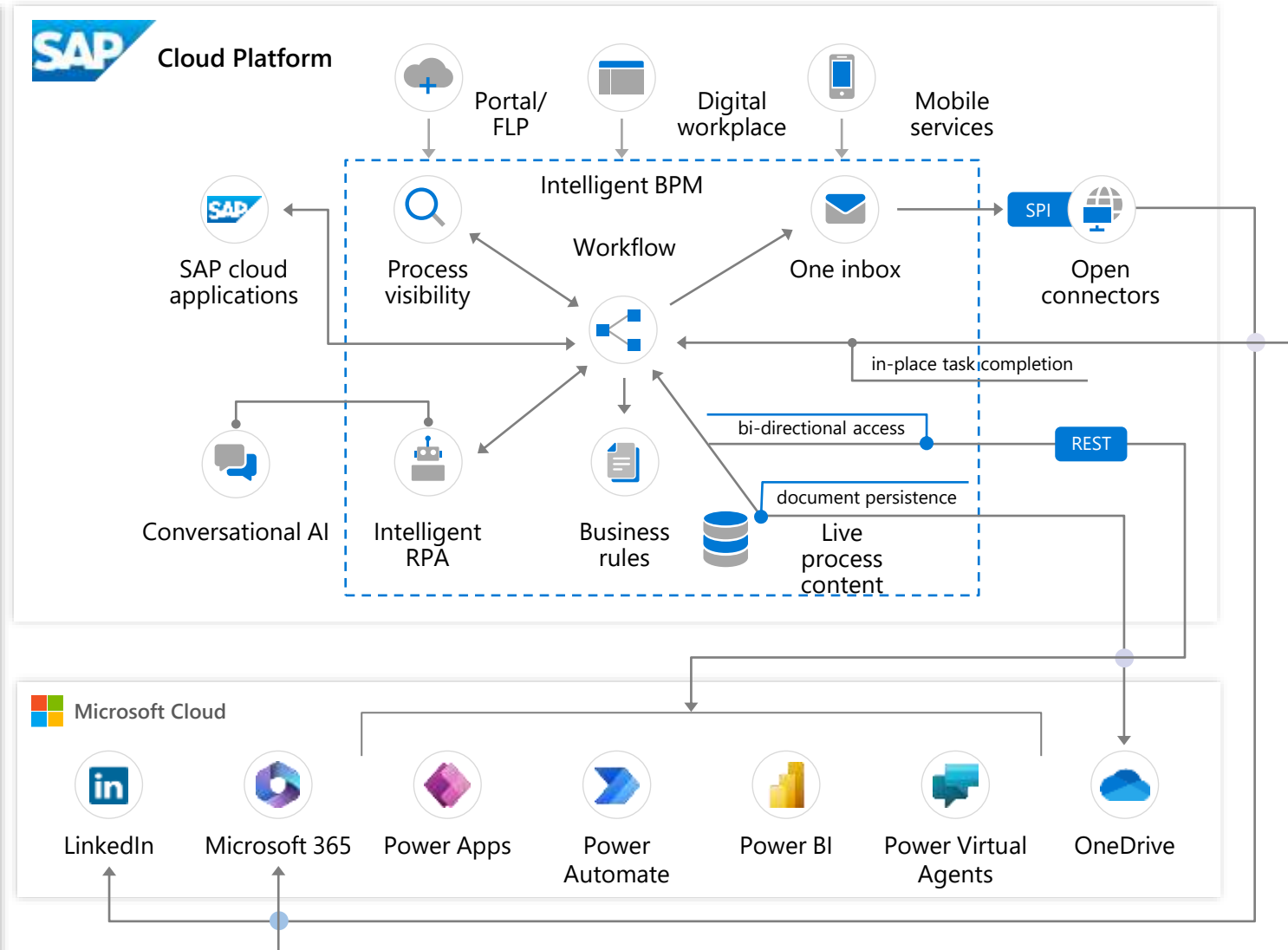
Empower

Users wherever they work by surfacing apps and processes in the productivity tools they use every day such as Teams and Outlook.



Safeguard

Mission critical SAP data with strict security and governance tools for Power Platform apps and processes.



Next steps

A large offshore supply ship, the Pacific Sharav, is shown sailing on the ocean. The ship is white with a blue hull and a red bottom. It has a complex structure with a tall derrick and various platforms. The name "PACIFIC SHARAV" is visible on the side. The ship is moving towards the left of the frame.

~~"Como criamos um aplicativo mais rápido?"~~

**"Como transformar 1.000
processos por ano?"**

Make it Real!

"Como transformar 1.000 processos por ano?"



1

Cultura

Patrocínio executivo de cima para baixo em TI e LOB. [Mudança de cultura](#) para convidar e conectar LOB com TI e Pro Devs para participar da criação de soluções

2

Fundação de TI

Liderança de TI [no centro de excelência](#) e orientação para governança, segurança, orçamento e adoção para ambientes centralizados ou distribuídos

3

Pro Developers

Desenvolvedores profissionais [reformulando fluxos](#) de trabalho para dimensionar e interagir com operadores de informações de LOB em soluções novas e existentes

4

LOB

Departamentos identificando "[usuários avançados](#)" para adoção e representação antecipadas e identificando recursos e orçamentos administrativos

5

Formação

Capacitação e capacitação via [hackathons](#) e programas de certificação para adotantes da Power Platform na organização

6

Nurture

Cadência de [qualificação](#) e celebração de soluções ao adotar novas inovações da Power Platform

Executive Sponsor • Governance Lead • Adoption Lead • Community and Skilling Lead • Power Platform Admin • Pro Devs • Architect • Security

Suporte e recursos externos da Microsoft, parceiros ou consultores profissionais

Basic capabilities

1

Aplicativos e automações em pequena escala

2

Automação pessoal ou somente em equipe

3

Conectividade selecionada pronta para uso

4

Sharepoint, Excel ou Dataverse para equipes

5

Opções limitadas para compartilhar e reutilizar soluções já criadas



Resolva problemas apenas para equipes ou indivíduos



Ganhos de eficiência limitados a indivíduos, equipes ou pequenos departamentos.



A necessidade de troca de solução, entrada de dados repetida e risco de dados ruins



Permite estruturas de dados simples e gerenciamento de acesso limitado a dados.



Construção repetida de aplicativos e automações semelhantes, perda de eficiência.

Premium investment

1

Aplicativos e soluções podem se estender por toda a organização



Dimensionamento rápido e fácil, ganhos de eficiência e melhorias de desempenho

2

Automações entre sistemas e departamentos



Resolução acelerada de problemas, trabalho mais rápido e menor necessidade de repasses manuais.

3

Conecte tudo



Dados conectados significam resolução rápida de tarefas e menos esforço na manutenção de dados.

4

Dataverse



Gerencie dados e aplicativos para obter insights, impulsionar o negócio e reduzir custos.

5

Compartilhamento e dimensionamento fáceis e gerenciáveis



As pessoas que precisam dos aplicativos e dados podem ser concedidas facilmente sem medos.

Impacto do Power Platform premium



Revenue

4-5x growth

Companies with developer velocity in top quartile experience

McKinsey & Company

[McKinsey & Company - Developer Velocity: How software excellence fuels business performance](#)



Efficiency

23%

Increase in developer efficiency

Forrester

Total Economic Impact of Power Platform Premium Capabilities



Costs

45%

Development cost reduction

63%

Lower costs to develop a large-scale solution using premium connectors and Dataverse

Forrester

Total Economic Impact of Power Platform Premium Capabilities

24%

Cost reduction using Power Platform and Azure due increased DevOps efficiency a reducing spending third-party solution

Microsoft

[Microsoft Power Platform and Azure for Corporate IT TEI](#)



Agility

63%

Improved agility to changes

Forrester

Total Economic Impact of Power Platform Premium Capabilities



Security

91%

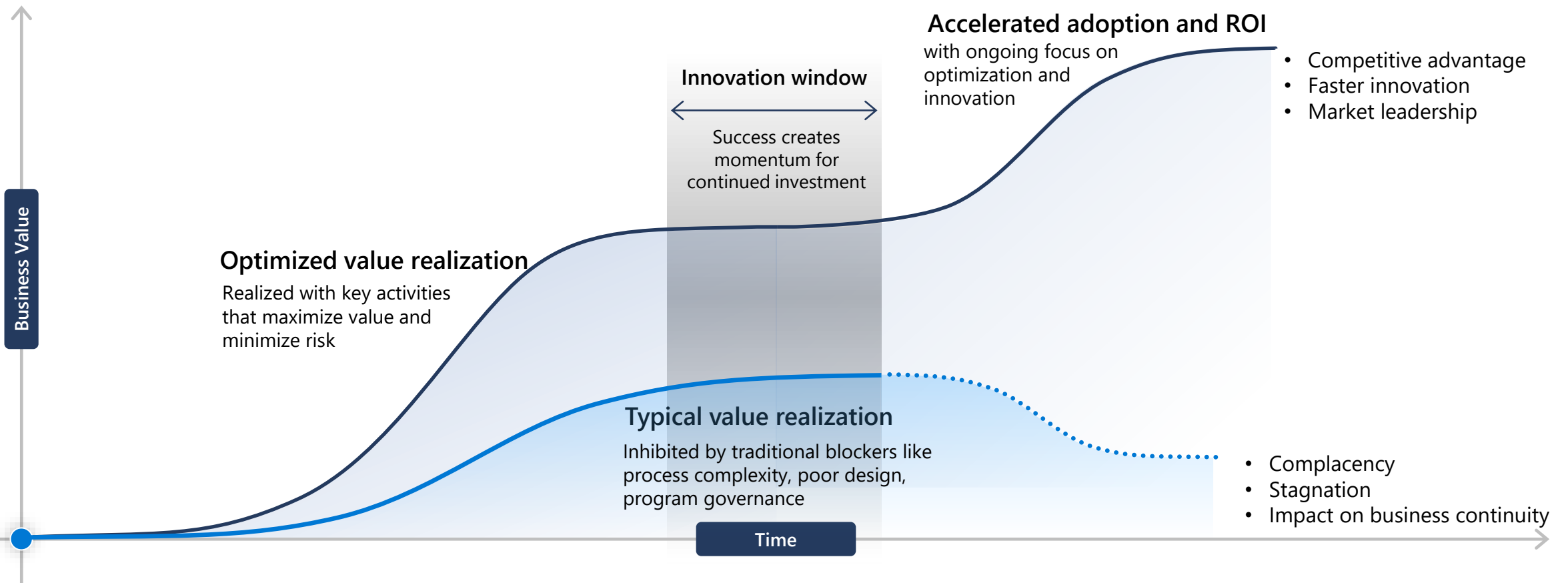
better security and visibility around data connections

Forrester

Total Economic Impact of Power Platform Premium Capabilities

Maximize seus investimentos com o Microsoft Unified

Acelere seu tempo de implantação com serviços liderados por especialistas, desde o planejamento até a implantação e muito mais



Conte com especialistas para construir seus aplicativos

Com acesso direto aos especialistas da Microsoft, você pode criar aplicativos personalizados usando o Power Platform para resolver desafios de negócios e automatizar processos de negócios

O que você quer alcançar...

- Estabeleça um modelo de governança e padrões e prepare-se para a IA
- Implantação bem-sucedida da plataforma de energia em toda a empresa
- Validação de processos de projeto e desenvolvimento de arquitetura de soluções

Como entregamos...

- Assistência na criação de um Centro de Excelência (COE) para governar a criação de aplicativos e acelerar a adoção em toda a organização
- Orientação prescritiva de especialistas para acelerar a implantação com workshops de Maker e Developer para melhorar as habilidades da equipe
- Revisões técnicas e funcionais para validar planos e abordar problemas e riscos

Saiba Mais

Visite **aka.ms/Enhanced-Solutions** para agendarmos uma sessão com objetivo de determinar como nossas **Soluções Aprimoradas** podem ajudá-lo a alcançar os resultados desejados

Continue sua jornada de conhecimento

Demonstrações técnicas de Power Platform

Eventos no **Microsoft Teams** conduzidos pelos especialistas em Power Platform da Microsoft Brasil. Para participar procure seu **gestor(a) de conta** (AE) ou **especialista** (SSP).



Desenvolvimento de aplicativos

Tópicos

Canvas Apps
Microsoft Dataverse
Model Driven Apps
Power Pages

Duração

03 horas

[Saiba mais](#)



Governança e ALM

Tópicos

Governança
Segurança
Monitoramento
Centro de Excelência (CoE)
ALM/DevOps

Duração

03 horas

[Saiba mais](#)



Hiper automação

Tópicos

Process e Task Mining
Cloud flows (DPA)
Desktop flows (RPA)
Gerenciamento e monitoramento
Hosted machines (VMs SaaS)
Automações e integrações

Duração

03 horas

[Saiba mais](#)



Criando copilots com Copilot Studio

Tópicos

Ecosistema Microsoft de copilots
Visão geral do Copilot Studio
Recursos baseados em IA generativa
Automações e integrações

Duração

03 horas

[Saiba mais](#)

Continue sua jornada de conhecimento

Power Platform Connect

Site mantido pelos especialistas em **Power Platform** da **Microsoft Brasil**. Nele você encontrará:



Biblioteca de conteúdo

Coleção de links oficiais das soluções que compõem a Power Platform



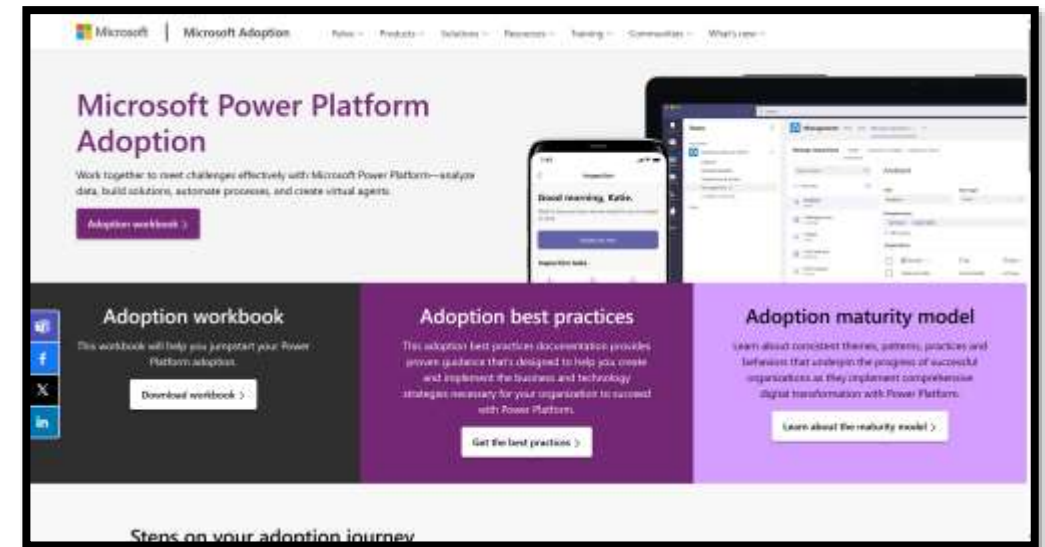
Eventos online

Eventos online promovidos pela Microsoft ou seus parceiros.

<https://microsoft.github.io/powerplatformconnect>

Microsoft Power Platform Adoption

Saiba como o low code pode **acelerar** sua transformação digital e como adotar de forma **segura** e **eficiente** a Power Platform em toda a sua organização.



<https://adoption.microsoft.com/en-us/powerplatform/>

Microsoft Power Platform Community Conference 2024



Las Vegas, Nevada

Conference: September 18-20

Workshops: September 16, 17, 21

[Register Here!](#)

Thanks !

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Technology Specialist - Power Platform

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in <https://www.linkedin.com/in/ricardodesouza/>

Additional slides

Era of the AI Copilot

Augmenting human productivity and ingenuity

The role of technology

From

To

Tools

Helpful “copilot”

Data input / output

Conversational interface, using
natural language

Perform linear tasks

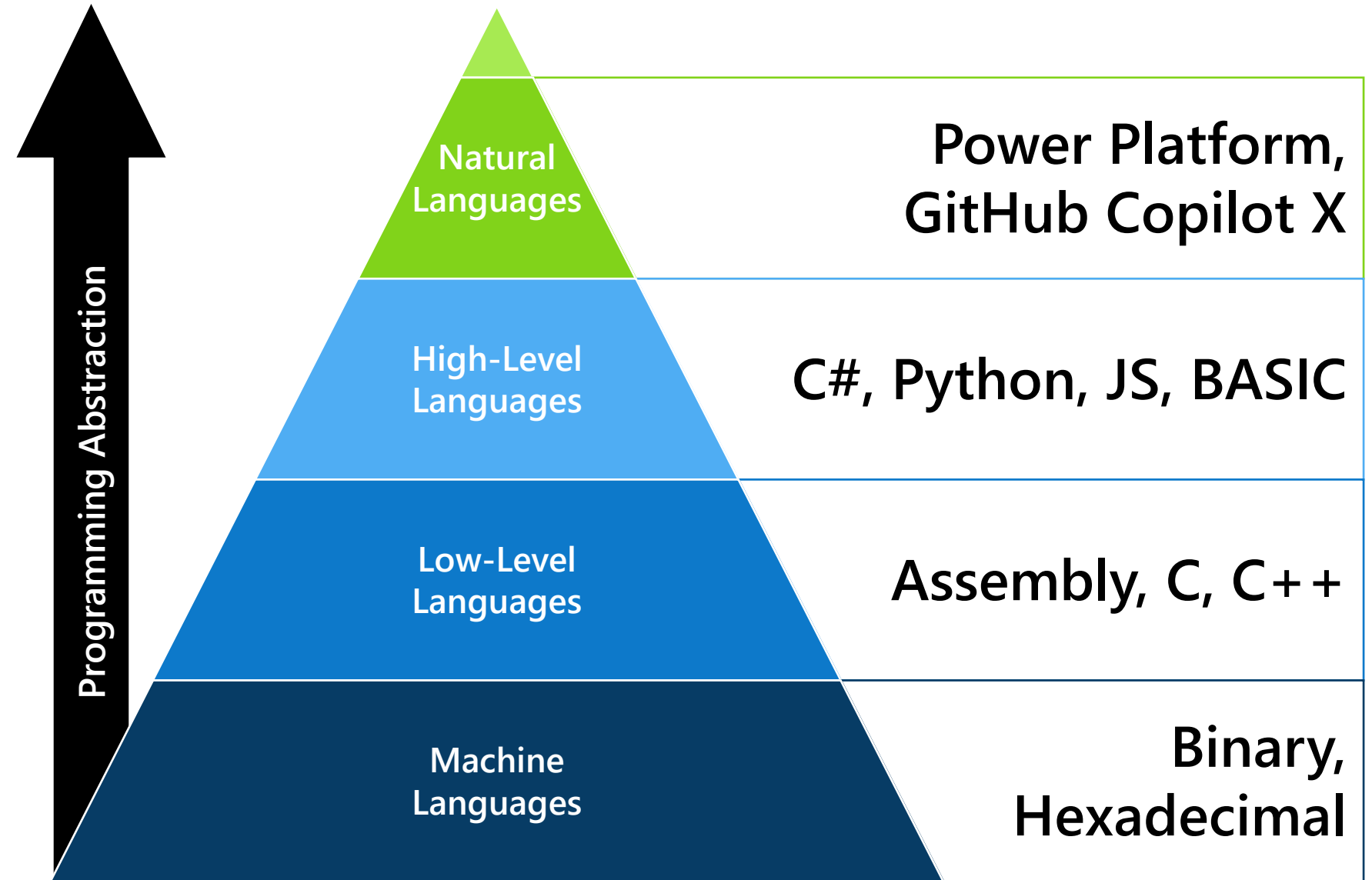
Performs complex, generative
tasks

Follow commands

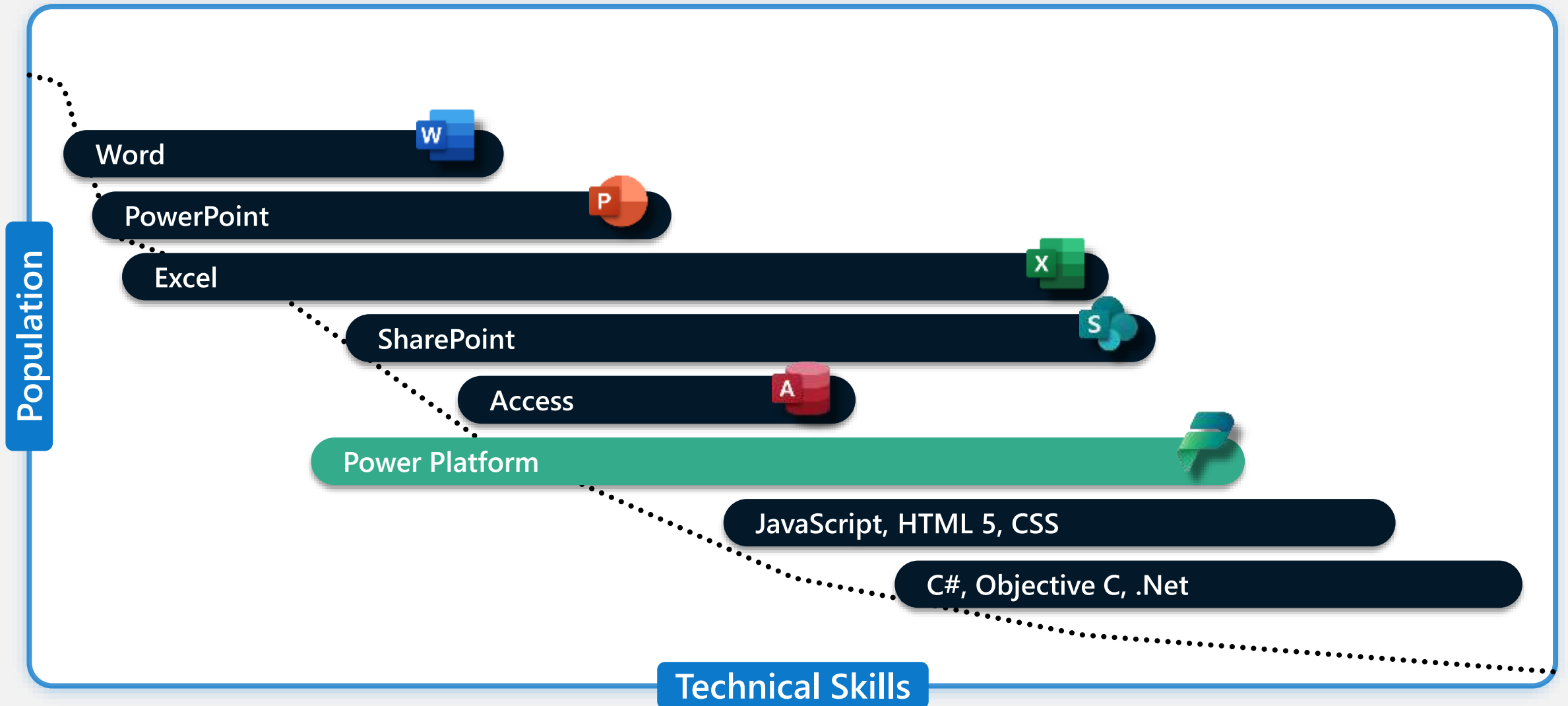
Iterate ideas and output, with
human in the loop



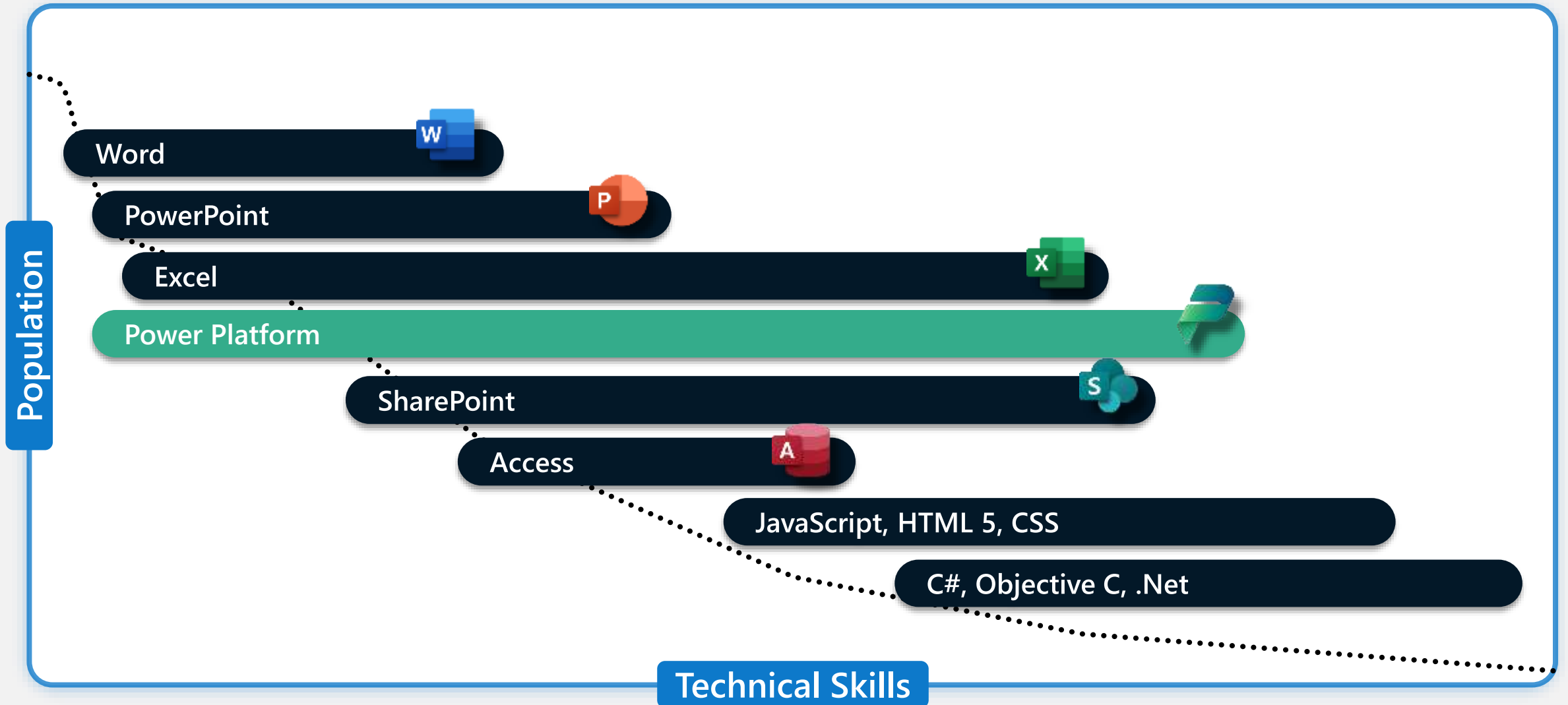
With Copilot in
Power Platform,
your language is
now a
Programming
Language



Low Code Adoption



Low Code Adoption + AI Copilot



What AI does for Power Platform



Next generation AI for developers

NEW

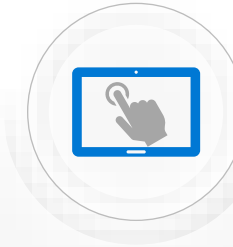
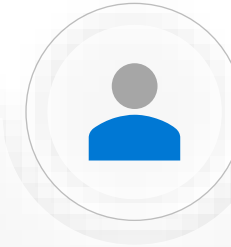
Copilot in Power Platform

NEW

Generative AI templates

NEW

AI assisted data integration



Next generation AI for users

NEW

AI generated analytics

NEW

Generative answers

NEW

Generative actions

AI in Power Platform

Easier to make. Richer to use.



Power Apps

- [Copilot - Natural Language to App](#) (Generally Available)
- [Power FX Ideas](#) (Generally Available)
- [Express Design](#) (Public Preview)
- [Excel to Canvas App](#) (Generally Available)
- [Custom Copilot Control](#) (Limited Preview)
- [Generative actions/plugins](#) (Public Preview)
- [Customization with Copilot Studio](#) (Public Preview)



Power Automate

- [Copilot - Natural Language to Cloud Flow](#) (Generally Available)
- [Cloud flows designer](#) (Generally Available)
- [Format data by Examples](#) (Generally Available)
- [Copilot for Desktop Flows and Scripts](#) (Public Preview)
- [Create and run flows from ChatGPT](#) (Generally available)
- [Copilot to analyze automation activity](#) (Public Preview)
- [Copilot experiences in Process Mining](#) (Public Preview)



Copilot Studio

- [Copilot - Generative Building](#) (Generally Available)
- [Generative Answers](#) (Generally Available)
- [Azure conversational language understanding](#) (Generally Available)
- [Generative Answers sourcing documents](#) (Public Preview)
- [Generative Actions](#) (Public Preview)
- [Extend Copilot for M365](#) (Public Preview)
- [Plugin Builder](#) (Public Preview)
- [Prompt Builder](#) (Public Preview)



Power Pages

- [Copilot - Natural Language to Site](#) (Public Preview)
- [Generate forms with Natural Language](#) (Public Preview)
- [Contextual chatbots](#) (Public Preview)
- [AI to write code](#) (Public Preview)



Power BI (now part of Microsoft Fabric)

- [Copilot - Natural Language to Reports](#) (Public Preview)
- [Azure AI Studio integration](#) (Public Preview)
- [Write prompts for Copilot report pages](#) (Public Preview)
- [Enhanced Q&A with Copilot](#) (Public Preview)
- [Write prompts for Copilot narrative](#) (Public Preview)
- [Natural Language to DAX Quick Create](#) (Generally Available)



AI Builder, Managed Environments, Dataverse

- [Azure OpenAI models with Templates](#) (Public Preview)
- [Power Platform Advisor](#) (Public Preview)
- [Excel to table in Dataverse](#) (Generally Available)
- [AI generated App Descriptions](#) (Public Preview)
- [ALM Deployment Notes](#) (Generally Available)
- [AI Models](#) (Generally Available)
- [Dataverse and AI](#) (Limited Preview)

Microsoft and OpenAI

OpenAI is an AI research and deployment company. Azure OpenAI Service brings OpenAI API + Azure enterprise-level security, compliance, and regional availability.

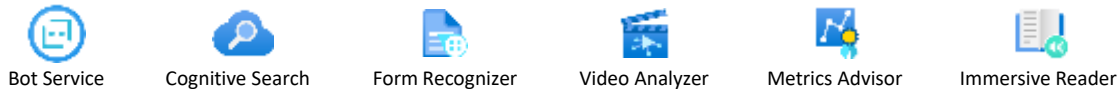


Power Platform | Microsoft 365 | Dynamics 365 | Partner Solutions

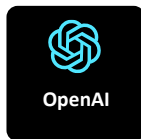
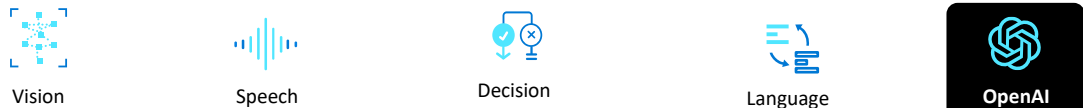


Azure AI

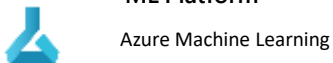
Scenario-Based Services - Applied AI Services



Customizable AI Models - Cognitive Services



ML Platform



ChatGPT

Conversational AI chatbot

GPT-3

Understand and generate natural language

Whisper

Automatic speech recognition

Codex

Understand and generate code

DALL-E

Creating images from text

Microsoft and OpenAI

OpenAI is an AI research and deployment company. Azure OpenAI Service brings OpenAI API + Azure enterprise-level security, compliance, and regional availability.

	Azure OpenAI Service	OpenAI
Security & Data Privacy	Enterprise Security, RBAC, Customer-Managed Keys	Basic Security
Compliance	SOC2, ISO, HIPAA, CSA STAR	None
Reliability	Azure SLA	No SLA
Responsible AI	Built-in, enterprise-grade, low latency moderation, and harm prevention	Separate Safety Classifier (adds latency)
Holistic Solution	OpenAI Models, Complete AI Solution, and a Complete PaaS	Advanced LLM & Image Generation, Basic Speech
APIs	REST APIs + Python, C#, etc. SDKs	REST APIs + Python SDK

[Azure OpenAI Service](#)

Enterprise Grade AI

Enterprise Security

Your data does not leave the **Microsoft ecosystem**

Microsoft **cannot see your data**, except for debugging or abuse

Your data respects existing **permissions models**

Azure security, enterprise promises, compliance

Published availability **SLA**

Responsible AI

Your data is not used to train AI for **other customers** or for ChatGPT

Content moderation

Hallucination filter

Fairness and inclusive policies

Red-teaming and adversarial testing

Governance

Respects **existing security and privacy guardrails**

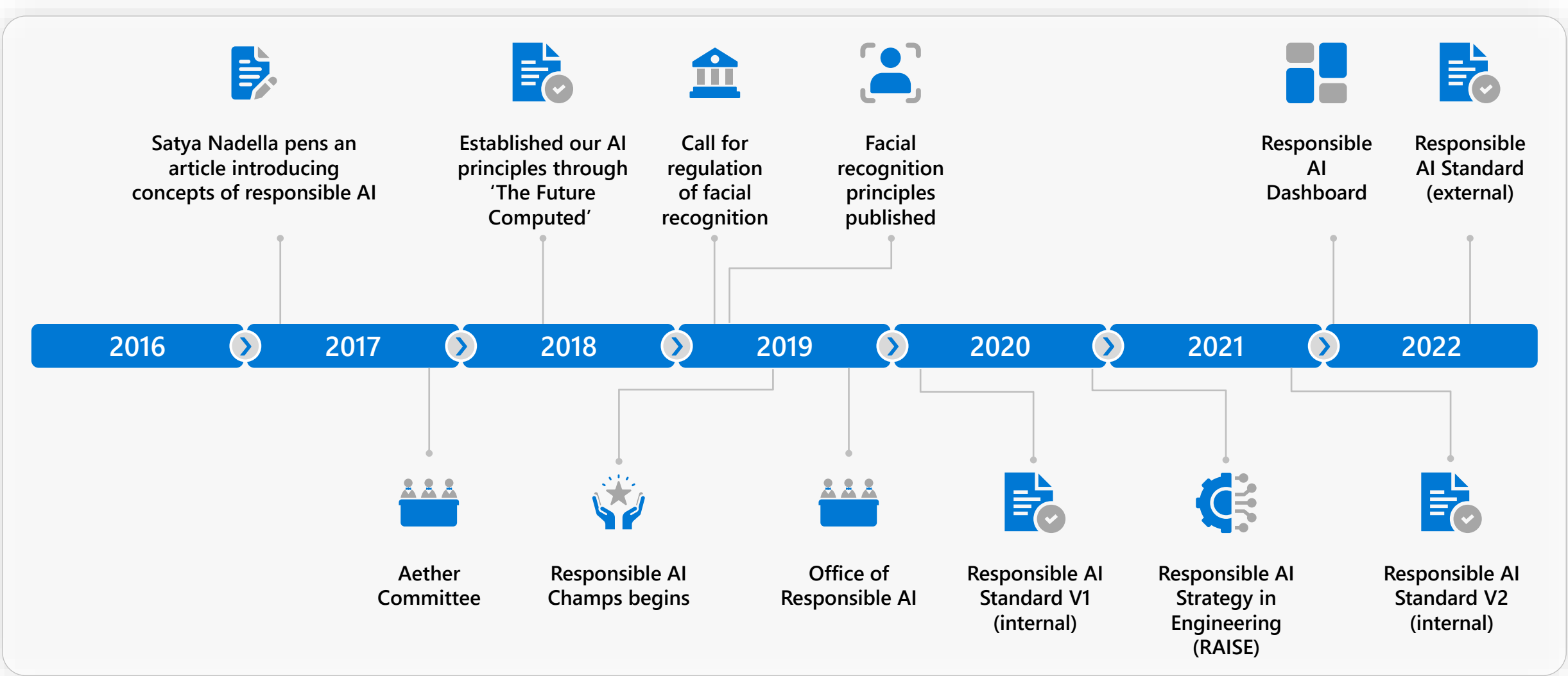
Data loss prevention policies to safeguard data

Analytics reports to provide admin visibility

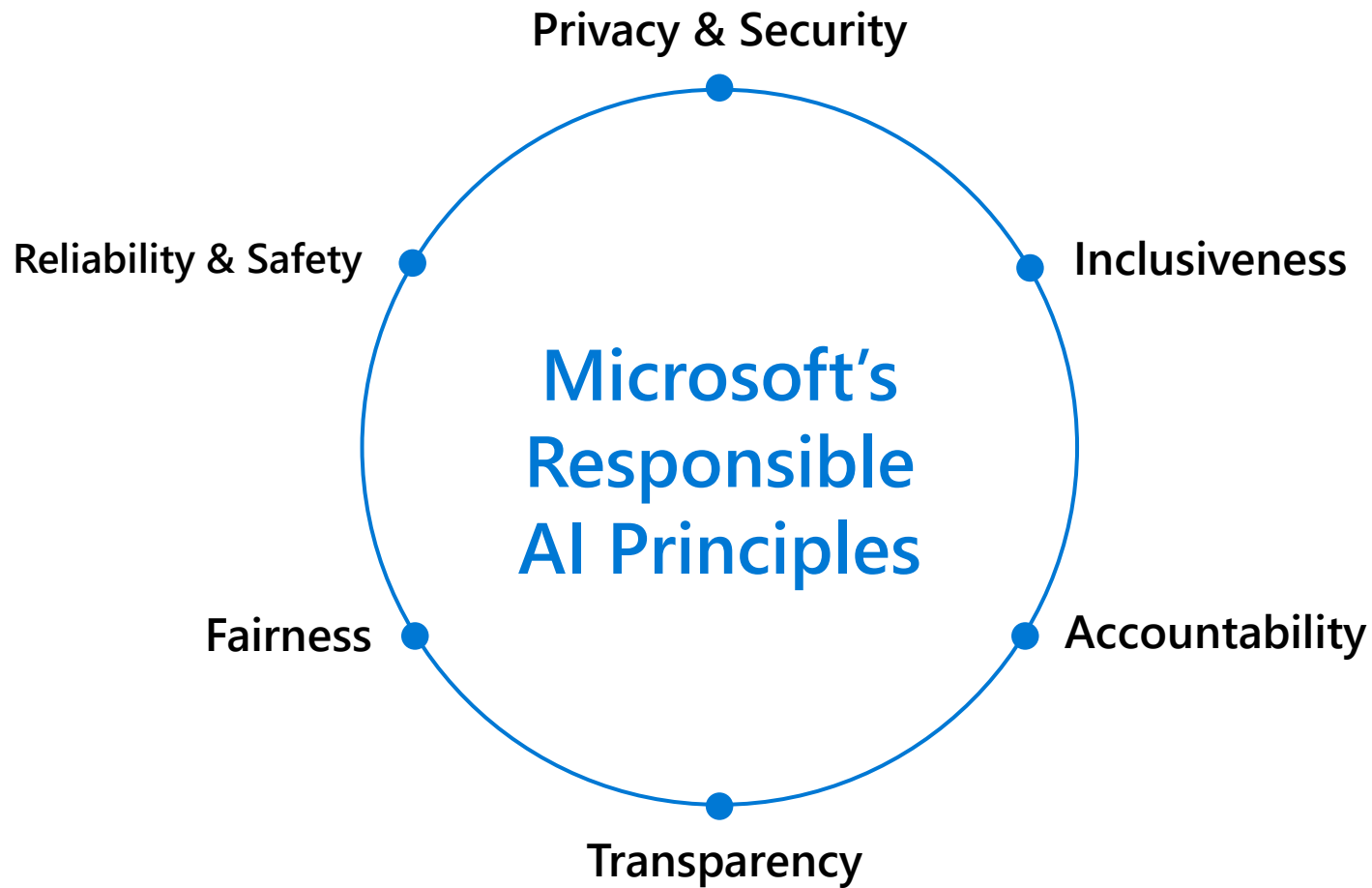
Data sharing is opt-in only

Data, Privacy, & Security

Microsoft's Responsible AI journey

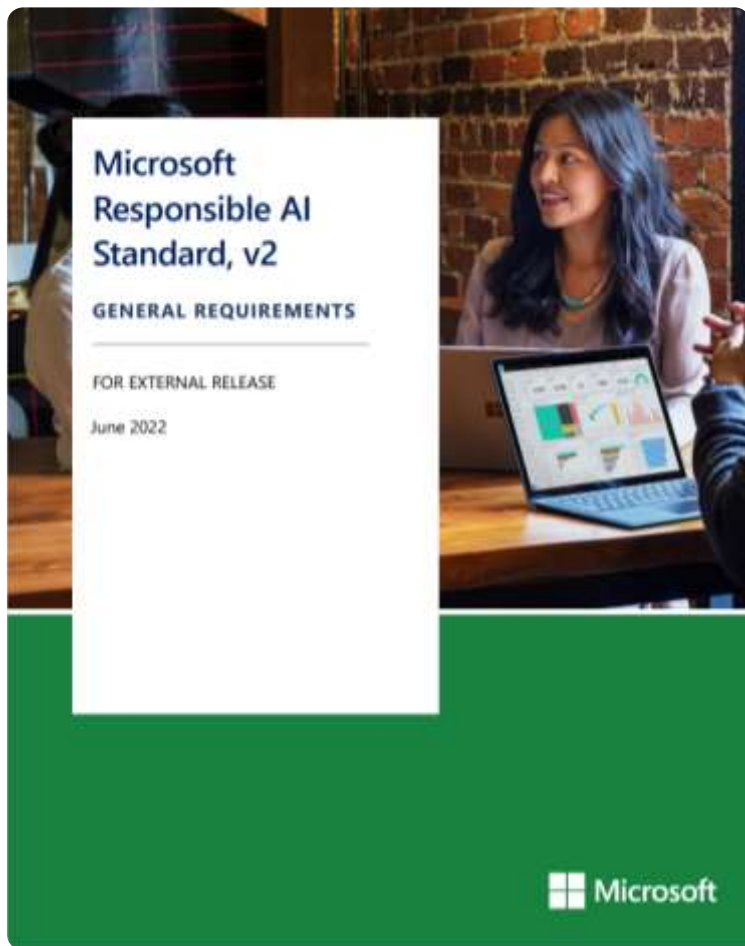


Microsoft's Responsible AI principles



Building blocks to enact principles





Rules

Responsible AI Standard



Records

Our practice of **Responsible AI by Design** – the proactive ways in which we guide the design, build, and testing of AI systems



Establishes

A **durable framework** for the maturing practice of responsible AI and evolving regulatory requirements



Reflects

Our **deeper exploration** of what our six AI principles mean and the steps that must be taken to uphold them

Establish a responsible AI strategy
at [Aka.ms/AIBS](https://aka.ms/AIBS)

Design, build, and manage your AI
solution at [Aka.ms/RAIresources](https://aka.ms/RAIresources)