

Power Platform Master Series

Powering Utilities with the Power Platform



Amber Sanglier
Director Specialist



Daniel Borrelli
Sr. Technical Specialist



Jeffrey Bennett
Sr. Technical Specialist





PG&E saves tens of millions from Power Platform solutions and a Center of Excellence

60+ solutions built

300K hours saved

\$38M cost savings



We used to lose equipment prior to this, and this solution has now saved over \$1 million by leveraging RPA and enabling it to be used on both desktop and mobile devices.

– Thomas Bilbo, Principal Product Owner



Challenge

PG&E aimed to shift their focus towards dedicating people in their organization to doing high-value work. They searched for a solution to streamline and automate low-value work to improve efficiencies and strengthen tech equity within their workforce.

Business Impact

With the adoption of Microsoft's Power Platform, PG&E has created over 60 solutions that have saved them over 300K hours and \$38.5 million in two years. The platform has also enabled over 1300 digital creators to develop a "community of practice" for support and growth.

[Read the full story](#)



"Peggy Bot" IT helpdesk assistant

Situation

As with many other organizations, PG&E's helpdesk agents were often burdened with mundane and repetitive requests that led to increased wait times for workers and reduced overall productivity. PG&E needed a solution that would reduce the load on Help Desk agents, while providing workers with quick, automated solutions to some of the more common challenges.

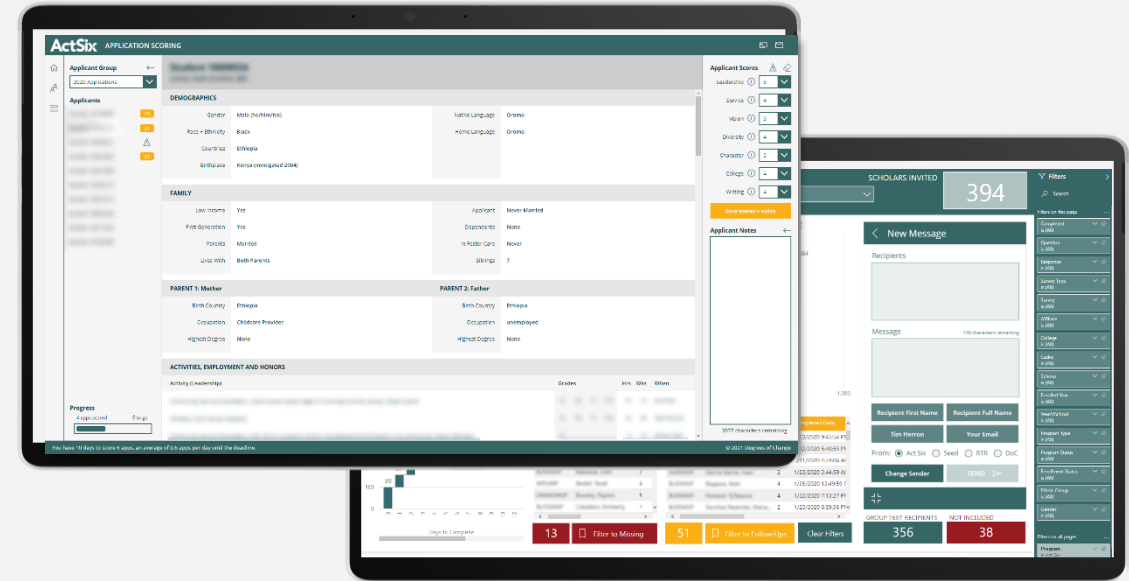
Solution

- Built using Microsoft Copilot Studio (formerly Power Virtual Agents), Peggy (a word play on "PG&E") can directly answer employees' questions or redirect them to a specific resource. Capabilities include:
- **Citrix log in.** The chatbot recognizes trigger phrases and asks targeted questions regarding a user's login device. It then provides all the information required for a first-time login, without having to contact the help desk.
- **SAP access requests.** PG&E's help desk team receives over 4,200 calls a year from users who need to unlock their access to SAP systems. Peggy has automated the end-to-end SAP account unlock request process, which alone has reduced support hours by over 840 hours per year.

Next steps

- Using generative answers in Microsoft Copilot Studio, Peggy will soon be able to access the company's knowledge based automatically and return answers back to more questions – no scripting required.

Products used



Benefits & Impact

- 25%-40% of Help Desk demand fulfilled by AI Chatbots and RPA, leading to significant agent workload optimization, providing sizeable labor savings and service level improvements
- Solution is available on mobile devices using the Teams iOS App
- Productivity Gain for workers that were previously experiencing excessive hold times for a Help Desk agent
- Automation solutions significantly reduce wait times and shorten the length of calls
- \$830,000+ Annualized Savings based on hours and overall time needed to resolve (\$225K in Hard Savings and \$608K in Soft Savings)



IT Emergency Communications Inventory Management

Situation

As a critical infrastructure entity for the majority of California, PG&E has a responsibility to assist local areas in rebuilds and continued operations during natural disasters such as wildfires and earthquakes.

As part of the response to those scenarios, PG&E sets up hubs for first responders with equipment used to manage the event. The IT Emergency Communications (ITEC) team at PG&E manages an inventory of 3000+ pieces of equipment that include handheld radios, temporary cell towers, satellite uplinks, and many others.

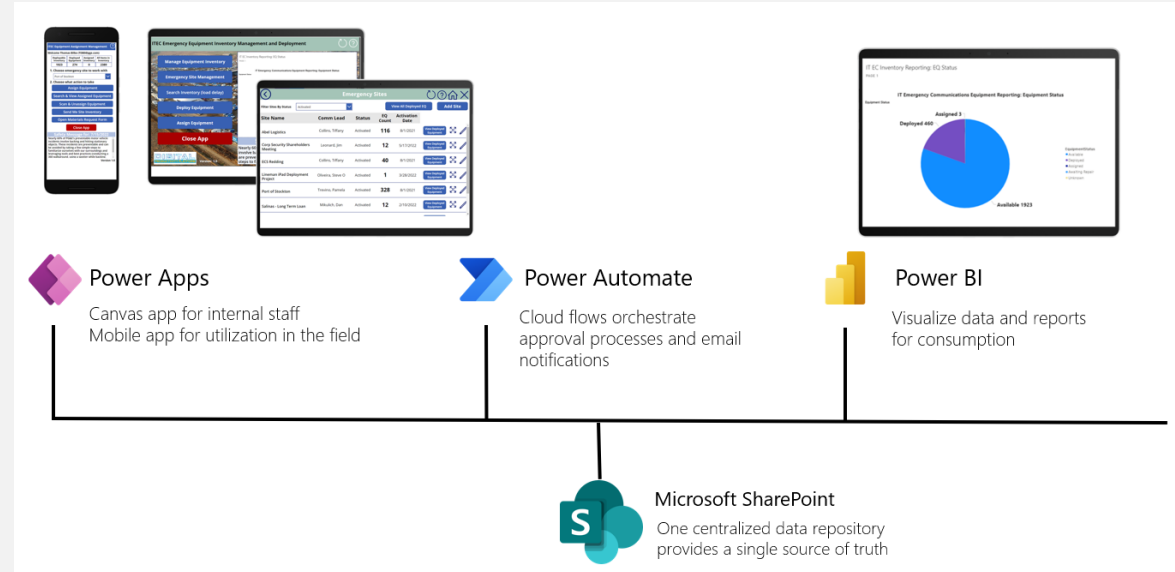
PG&E was looking for a way to mitigate the loss of inventory, effectively track devices, and reduce the cost burden of replacing equipment.

Solution

Utilizing Power Apps and Power Automate, PG&E developed a solution to track its entire emergency site inventory's condition, general location, and assignment. That information is stored in a SharePoint list and reported on via Power BI.


Leveraging the mobility of Power Apps, bar codes attached to each piece of equipment can be scanned in the field using mobile devices.

Power Platform components



Benefits and impact

- The solution gives the team the ability to track the condition, general location, and assignment of each piece of equipment
- Overall management is centralized, deployment tracking managed at warehouse facilities across the territory, and assignment of equipment is completed in the field using mobile devices
- 8,600+ hours of time saved annually
- \$1,000,000+ annual savings based on hours and overall time needed to resolve



TransAlta uses Power Apps to create a decision validation tool to minimize operational costs



When you can build something that fast and see pretty much an instant return, it does allow you to prove out some of these ideas and deliver value to the business very quickly without engaging a large team to do it.

– Kent Weare, Senior Enterprise Architect

Challenge	Business Impact
TransAlta, a Canadian-based multi-national power generation and energy company, changed how they resourced operations and needed an effective way to accurately and economically dispatch employees to repair power equipment and related assets without heavy coding.	Using Power Apps, TransAlta developed a decision-making tool to calculate the economic viability of sending an immediate response to service calls outside of operating hours. Due to the tremendous reduction in unnecessary dispatches, the cost of building and implementing Power Apps was returned in the first 2 weeks of deployment – and continues to pay off with maximized ROI.



Mainstream Renewable Power drives innovation with Microsoft Power Platform



We have more than doubled the number of business applications in a short period of time using Microsoft Power Platform and our other Microsoft services.

– Mark Kane, Head of Information Solutions

Challenge

Mainstream Renewable Power was looking for a faster, more efficient way to build business applications and drive continuous improvement across multiple business processes.

Outcome

Mainstream has developed a wide range of applications – from case management solutions to a multi-lingual helpdesk bot built in a week by a citizen developer. An even more advanced bot, built with DXC Technologies, automates testing of updates to its Dynamics 365 platform. The company's automated software testing solution built using Power Apps saves 40 hours per month of testing time, the helpdesk bot manages over 30% of employee queries, and Mainstream continues to develop more Power Platform solutions.

[Read the full story](#)



Equinor embraces Power Platform to increase process efficiency while cutting costs

5K to 13K

increase in average monthly users for citizen-developed Power Apps solutions between August 2021 and April 2022



Power Platform's low-code technology fosters better innovative relationships between business experts and IT experts and enabling IT to deliver solutions to new business areas much more quickly with ease of adoption and delivering significant value.

– Per Kåre Foss, Vice President Enterprise Infrastructure Platforms

Challenge

Technology leadership at Equinor was looking for ways to enable rapid development of enterprise-level solutions that would deliver immediate business value. They were also keen to alleviate challenges around some of Equinor's complex systems and user interfaces (UI) to provide a simplified user experience for employees and contractors.

Business Impact

The Equinor IT organization tasked a team to design and organize a Power Platform citizen development governance model the company calls its Center for Enablement (CfE). The evolved solution has increased cooperation and productivity, enhanced quality, and delivered standardization for the logistics center and supply chain management.

[Read the full story](#)





FortisAlberta prioritizes worker safety and boosts productivity with Power Platform



Injury prevention planning is one of our 10 fundamentals of safety. It's critical that injury prevention plans are completed before every job and updated anytime there is a change to the job, or a new person enters the site.

– Dan Thayer, Corporate Safety and Environmental Manager

Challenge

With 350 front-line employees working on power lines across the province, injury prevention is an enormous priority for FortisAlberta. The company, however, was using an inefficient paper-based system.

Business Impact

Leveraging Power Platform, FortisAlberta digitized their safety planning and processes. By formalizing IPP data entry, FortisAlberta can ensure all IPPs are completed to the same high standard. The streamlined process of creating and executing IPP and safety meetings has enabled quick and easy access to all the data associated with each site and project. In 2021, FortisAlberta won the Canada's Safest Employers Award for Most Innovative Use of Safety Technology.

[Read the full story](#)





Repsol inspires a multinational community of citizen developers with Microsoft Power Platform

€5M estimated costs
saved between 2022-23

2K active users in the DIY
community



I truly believe that low-code technology is the biggest, most game-changing solution the market has to offer.

– Javier Espasa, Head of the DIY Center of Excellence

Challenge

Repsol needed a way to bring together its employees from all parts of the world and give them the confidence, pride, and support to create whatever tools they may need.

Business Impact

Repsol partnered with Microsoft and Kabel to create the Do-It-Yourself program – Aimed at encouraging citizen development across its global workforce. The program opens the Microsoft Power Platform suite and its low-code development tools to all employees. The initiative is now fostering a new community of innovation-driven citizen developers and saving Repsol millions in costs.

[Read the full story](#)



centrica

Customer:

- Centrica

Industry:

- Energy

Organization size:

- 10,000+ employees

Country:

- United Kingdom

Products and services:

- Azure
- Microsoft Dataverse
- Microsoft Teams
- Microsoft Teams meetings
- Power Apps
- Power Automate
- Power BI
- Power Virtual Agents

[Read full story here](#)



“We’ve really embraced [the Microsoft Power Platform] in Centrica. We’ve made an effort to be on the front foot and use the latest technology first, rather than waiting for it to be embedded and then acting... It’s giving us some great benefits and rewards and we’re well on the way to ensuring all our employees are digital employees.”

—James Boswell, Director, Design and Engineering, Centrica

Situation:

Centrica had seen great success with Microsoft Power Platform but wanted to ensure its solutions were futureproof.

Solution:

Leveraging Microsoft Dataverse and Power Apps connectors, the Centrica team has eliminated any constraints on its Power Apps ambitions.

Impact:

New, robust enterprise-wide apps are deployed within months and new opportunities to link with third-party tooling like SAP are being explored. The scope of app development has been varied. Many apps are designed to automate routine processes. Others are enabling new processes that solve long-running business challenges.



Customer:

- Yorkshire Water

Partner:

- Hexaware

Industry:

- Utilities

Organization size:

- 1,000 – 9,999 employees

Country:

- United Kingdom

Products and services:

- Power Apps
- Power Automate
- Power BI
- Power Platform

[Read full story here](#)



“Hexaware is helping us leverage Power Platform to find new efficiencies. Low code development, and the ability to connect legacy data sources to modern processes, opens up a raft of new opportunities for our business to improve.”

—Nathan Deeming, Head of IT Operations & VMO, Yorkshire Water

Situation:

Yorkshire Water provides essential fresh water and wastewater services to 2.3 million households and 130,000 businesses. It's Project Management Office used a manual, Excel-based process for demand intake, project approvals, and tracking weekly status of open projects—which needed improvements.

Solution:

Hexaware, a Microsoft Partner, replaced the process with a canvas Power App with approval and status update workflows enabled through Power Automate.

Separately, they provided a low-code fix for manually having to check hourly metrics using Power Automate to build an RPA-powered COVID-19 IT Services tracker.

Impact:

- The solution was quickly adopted by employees and led to a 55 percent improvement in process efficiency.
- With an entire data collection and input process automated and visualized in a Power BI dashboard, Yorkshire Water was able to reduce its team's effort to gather data by 90 percent and use the data to optimize scaling of IT resources that resulted in cost savings of 32 percent.



Customer:

- Viridor

Industry:

- Power and Utilities

Organization size:

- 1,000 – 9,999 employees

Country:

- United Kingdom

Products and services:

- Azure
- Azure Data Lake Analytics
- Azure Data Lake Storage
- Dynamics 365
- Dynamics 365 Finance
- Dynamics 365 Supply Chain Management
- Power Apps

[Read full story here](#)



“Dynamics 365 has brought all this information together in a unified way so that communication of information and risk is fully intertwined with all our people, right up to board level.”

—Edita Adamcikova, Head of ESG, Visidor

Situation:

In 2021, as the end of a transitional service agreement approached, Viridor was forced to look for a new ERP solution that could underpin its business operations.

Solution:

Viridor chose Microsoft Dynamics 365 Finance and Dynamics 365 Supply Chain Management, delivering the solution early and under budget.

Impact:

They reported a 25% reduction in run costs, 400 hours p/m saved in accounts processing, a 30% reduction in reporting effort and a reduction in risks in its risk register. Now, the team are poised for further improvement around sustainability goals.

Existing Projects in the Works Across Companies

Utility

1. Transformer Tag Reading (using AI Builder) – asset management
2. Gas refueling app to streamline reporting
3. Digital Inspection of assets
4. Distribution Power Delivery – Damage assessment, Red Tag, PDS Forms, Partner collaboration
5. Vegetation Management - Distribution Ops Programs, Vegetation Contractor Evaluation, etc
6. Electric Distribution – Distribution Timesheets
7. App for improving Estimated Time of Restoration
8. Project tracking (Finance)
9. Legal/General Council Tracking
10. Power Generation - Operator Rounds
11. Gas Engineering – Project Tracking
12. Chatbot for helping field technicians find information quickly
13. Chatbot for internal help desk queries

Microsoft Copilot Studio in your department

Results worth chatting about

- An **overall ROI** of **261%**
- **80% reduced effort** needed to build and maintain a bot
- **Reduced manual ticket support** for internal employees and customers **by 66% and 55%**, respectively

Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.

Customer Service

Reduce call volume for quick resolutions

Where are you located?


Request a refund

Describe your issue

Centralized FAQs

Support tickets

Pre-screening



Finance

Save time by automating budget and expense approvals

Check payment status


Update tax information

Submit expenses for approval

Invoices

Payroll

Budget requests



HR

Improve employee satisfaction and retention

Sign up for healthcare plan


Book time off

Report office issue

Benefits

Leave and absence

Incident reporting



IT

Optimize employee troubleshooting

Reset my password


How do I reconnect to the VPN?

Refresh my laptop

Support services

Technical FAQs

Equipment requests



Operations

Improve efficiency by digitizing paper processes

Find case file


Report equipment malfunction

Check order delivery times

Find documents

Employee safety

Manage inventory



Sales and Marketing

Increase up-sell and conversion opportunities

You're eligible for a free upgrade!


Update your email preferences

Purchase an in-flight meal

Promotions

Email

Upselling



Customer Spotlight

VATTENFALL



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

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



Process Mining Goals

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



Use Cases

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



Outcome

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