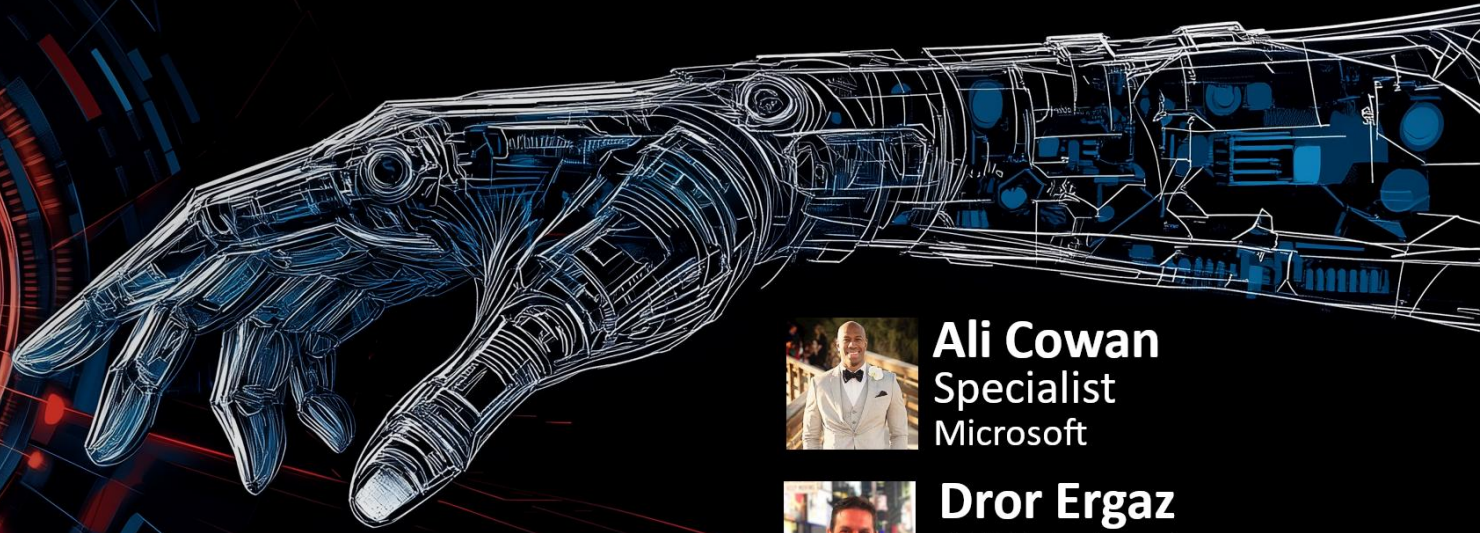


Power Platform Master Series

Hyper Automation: The Future of Innovation & Efficiency



Ali Cowan
Specialist
Microsoft



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AVP Technology
AT&T



John Straumann
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Microsoft



Paul Kiley
Director Specialist
Microsoft



Strategic Digital Transformation with Hyperautomation enabled by the Power Platform

John Straumann

Chief AI/Automation Officer - Microsoft South

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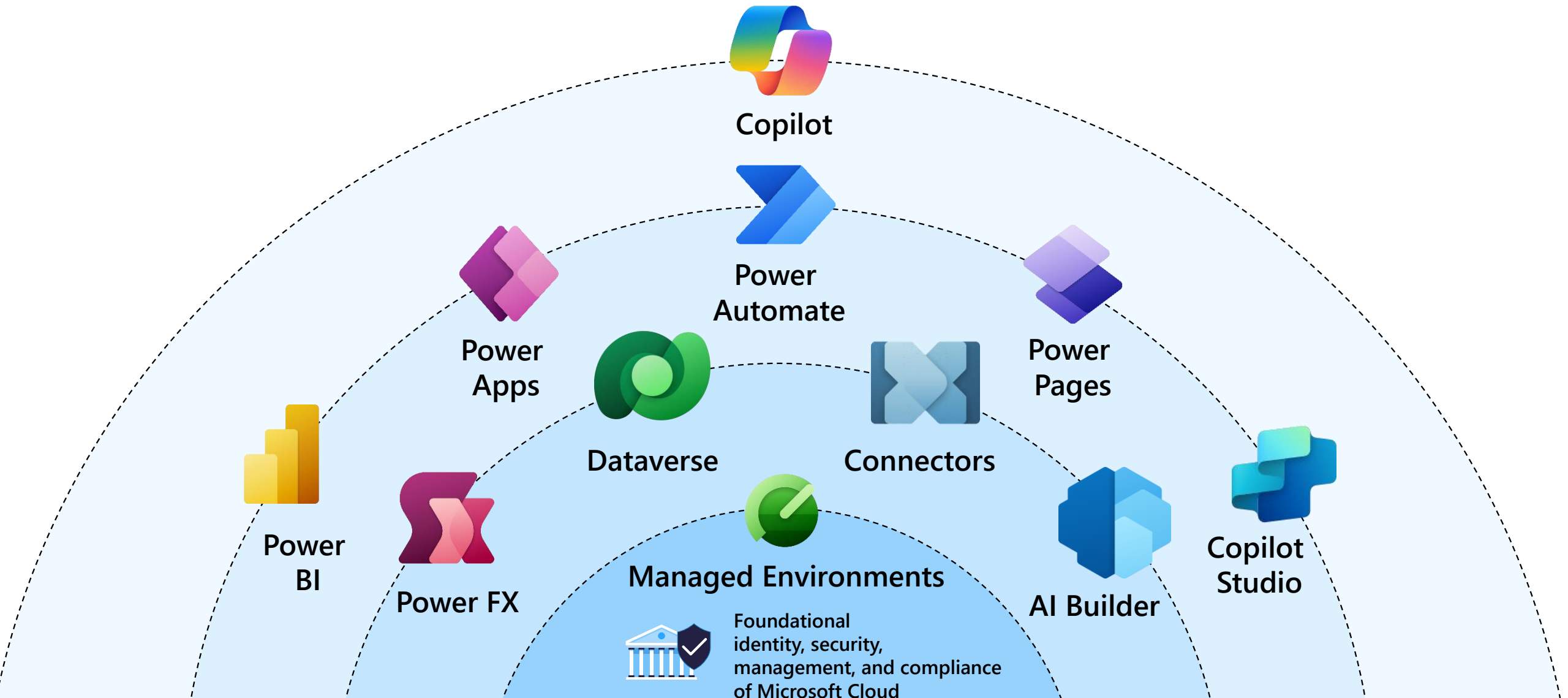
What **IS** Hyperautomation?

Hyperautomation is using advanced multiple technologies, such as DPA, RPA, AI, ML, and other digital tools, to automate business processes end-to-end. It goes beyond basic automation by integrating multiple technologies to enable faster, more efficient, and scalable process automation.



Microsoft Power Platform

The world's **most complete** platform for developer productivity, spanning no-code to pro code



Harness the power of low-code automation

Power Automate boosts productivity for everyone



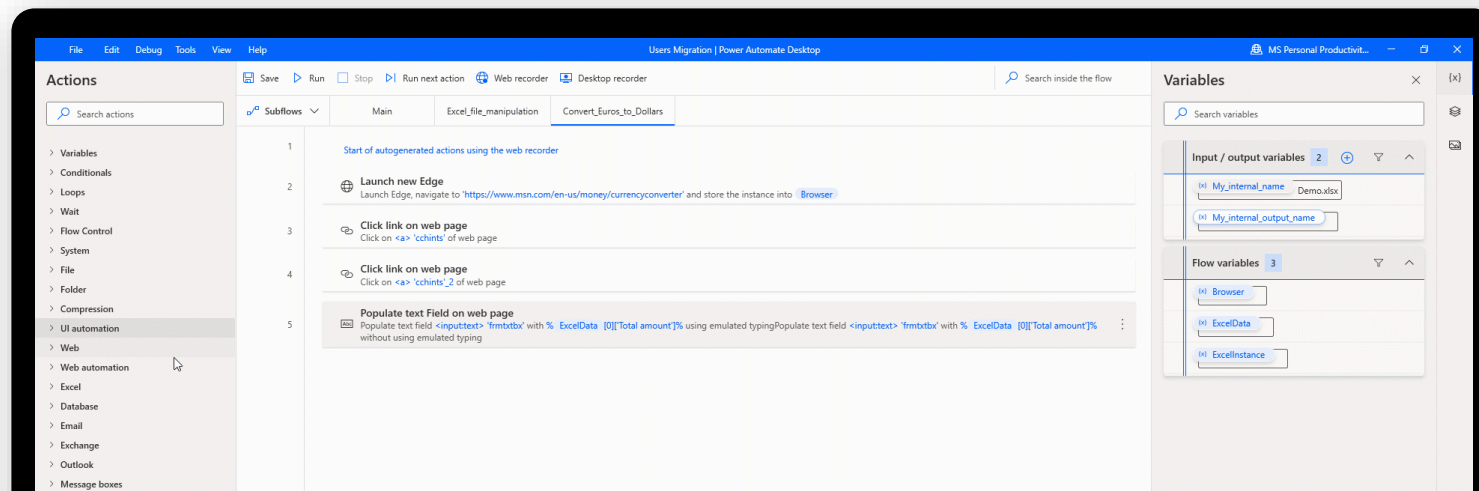
Digital Process Automation (DPA) allows resilient, cloud-native automation through the creation of cloud flows

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



Automation is not an island

Securely automate across your organization

Automate where you work across modern apps and legacy systems

UI-based automation

Connect to legacy systems or homegrown apps without APIs

Automate the user interface (UI) of a desktop or virtual machine (VM) with robotic process automation (RPA)



API-based automation

Connect to modern apps or data in the cloud with APIs

Automate between 1000+ prebuilt or custom API connectors with digital process automation (DPA)



Use both types of automation together to connect all your systems

and **extend** with native integration



Built for citizen developers, pro developers, and IT across entire organizations

Intuitive and AI-powered tools for everyone

Accelerate professional developers and empower business users



Power Automate

Intuitive UI

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

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



Microsoft Copilot

AI-assisted authoring

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

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



AI Builder

AI-assisted authoring

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

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

Connect to all your internal and external data sources

Unlimited connections to all your apps and services

1

Built-in connectivity to 900 cloud services, content services, databases, and APIs including SAP, Salesforce and Workday

2

Seamless hybrid connectivity via the on-premises data gateway

3


Custom connectors as building blocks for citizen developers

4

Robotic Process Automation is the ultimate connector



Microsoft is truly THE Hyperautomation Platform Solution!



Low-code applications




Enterprise applications




Secured web portals




Mixed reality experiences



Custom copilots



Self-service analytics



Communication tools



Core business applications




Collaboration tools

User experiences

Process automation
Hyperautomation

Data and services



Robotic process automation (RPA)




Digital process automation (DPA)




Artificial intelligence (AI)



Business process management (BPM)



Process mining



Task mining



Productivity suite data



Core business data




Cloud services and storage



Legacy on-premises data



Modern data service



1,400+ API connectors



+ many more

A leader in hyperautomation across categories

Platform

Leader | Gartner

Low Code Applications Platform, 2023

Leader | Forrester Wave

Low-Code Development Platforms for Professional Developers, 2021

Automation

Leader | Gartner

Robotic Process Automation Attended & Unattended, 2022

Leader | Forrester Wave

Robotic Process Automation, 2022

Leader | Forrester Wave

Digital Process Automation , 2022

Conversational AI

Leader | IDC MarketScape

Worldwide General-Purpose Conversational AI & Bots, 2022

Leader | IDC MarketScape

Conversational AI Software Platforms for Customer Service, 2021

BI & Analytics

Top Vendor | Gartner

Analytics & Business Intelligence Platforms, 2022

Leader | Forrester Wave

Augmented BI Platforms, 2021

Drive efficiency with automation at scale



Increase organizational agility through end-to-end process automation and orchestration – boosting productivity



Foster employee innovation at every level with AI-powered tools and governance – keeping data secure



Continuously improve processes with 360 visibility, insights, and admin controls – saving time and costs

90% of AI users say it helps them save time at work.

Foster innovation while saving time and cost

End user time savings from RPA



200

high impact
employee hours saved
per year¹



25%

of employees experience
time savings by year 3¹



20%

decrease in automation
development time for
software developers¹

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

— Vice President at an Entertainment firm

Some of our hyperautomation customers



12x
processing
time



95%
reduction
in finance
processes



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



10x
license cost
reduction



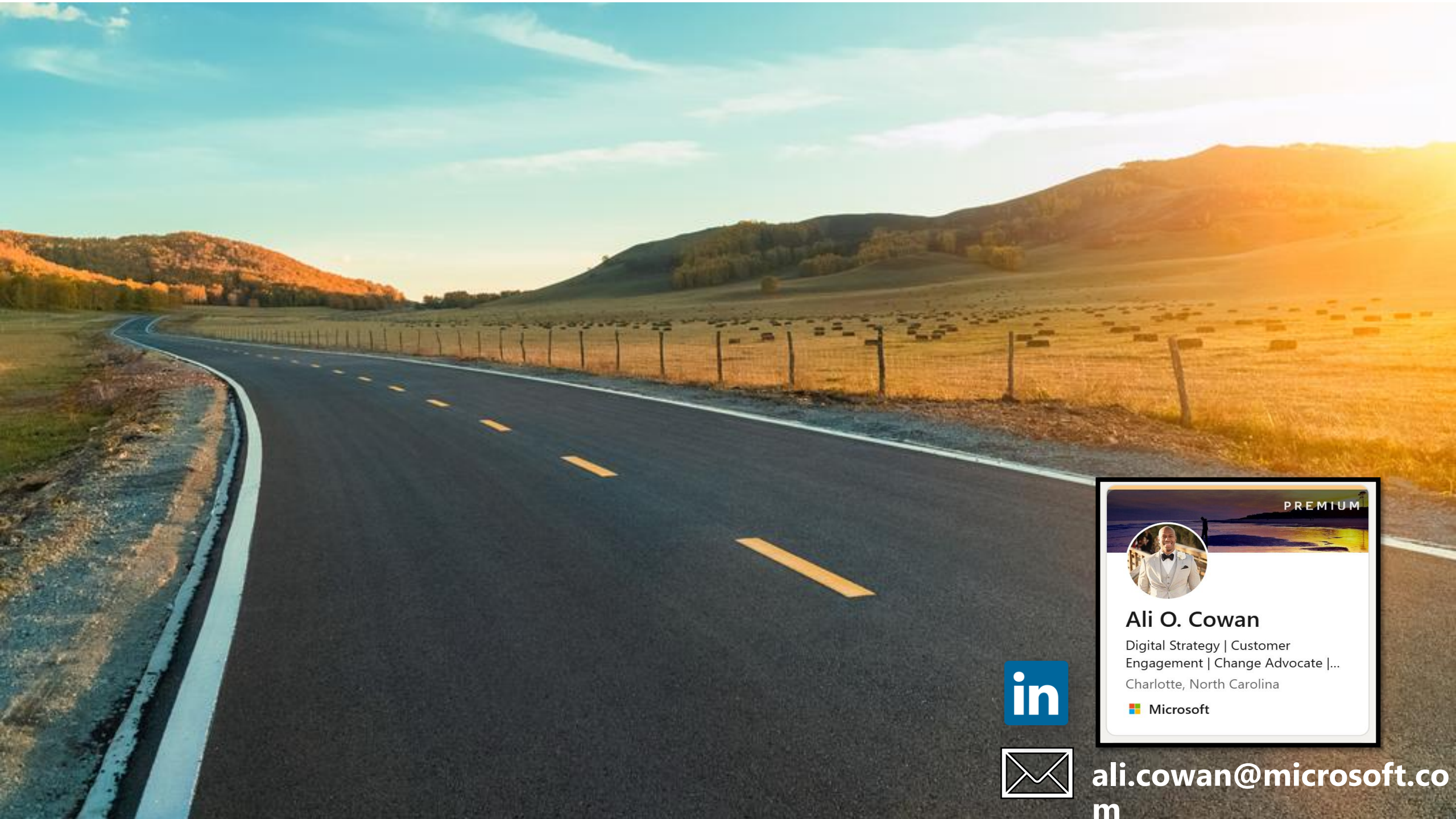
30k
hours
returned to
the business




2,500
unattended
automations


**Strategic Digital
Transformation with
Hyperautomation enabled
by the Power Platform**

Thank you!



PREMIUM



Ali O. Cowan
Digital Strategy | Customer Engagement | Change Advocate |...
Charlotte, North Carolina
 Microsoft



ali.cowan@microsoft.com

m

\$26.3M Opportunity



XYZ Company

As part of this Digital Transformation Journey, XYZ has an opportunity to achieve **\$26.3M** in quantifiable annual benefits. The benefits are computed with inputs about XYZ from publicly available data sources including third party sources and reports.



KPI	Annual benefits
Increase staff efficiency / time savings Increase process automation	\$17.7M
Increase staff efficiency - Process Automation Increase process automation	\$6.5M
Reduce third-party applications license cost Reduced total cost of ownership	\$2.1M
Other KPIs	\$85.7K

*Cash value only. No adjustment for time value. Benefit calculations based on assumptions and data from external sources.

Quantifying Business Value

XYZ's Digital Transformation Journey presents an opportunity to achieve **\$26.3M** in annual benefits.

These benefits include \$17.7M from increased staff efficiency and process automation, \$6.5M from further process automation, \$2.1M from reducing third-party application license costs, and \$85.7K from other KPIs.

ENVISIONING SESSION

Intelligent Automation to improve operating leverage by...

Customer Service	Finance & Accounting	Human Resources	Supply Chain	Marketing	Legal	IT
Analyze customer data and behavior to provide insights to improve CSAT & loyalty.	Provide real-time visibility and analytics for financial performance and risk management.	AI and ML to enhance talent acquisition, retention, and development.	Enable data-driven decision making and collaboration across the supply chain network.	Data driven Insights to optimize Marketing efforts	AI and ML to provide legal assistance.	Monitoring and Analytics IT operations to proactively monitor systems, networks, and applications
Enhance customer service by automating tasks such as chatbot interactions, ticket generation, complaint resolution, feedback collection, and personalized recommendations.	Streamline finance and accounting processes by automating tasks such as invoice processing, expense reporting, reconciliation, tax compliance, and financial reporting.	Automating tasks with recruitment, emp onboarding, payroll, performance management, learning, development, and employee engagement.	Optimize supply chain management processes by automating tasks such as demand forecasting, inventory management, order fulfillment, logistics, and vendor management.	Campaign creation, and optimization, lead generation, nurturing, conversions, customer segmentation and targeting.	Contract drafting, review, and management, document analysis and extraction, compliance and risk assessment, and litigation support.	IT service requests, ticketing, incident resolution, and change management processes
Customer service call analysis to reduce call time (reducing friction)		AI and ML to provide adaptive and personalized learning experiences.		Loyalty and Retention, Personalization, Event Management		Dev Ops, Security Ops, Asset Mgmt, End User Management, Software Testing

VISION MAPPING JOURNEY TO \$30M

Analyze Booking Process

01



Intelligent Chatbot

Imbedded to current calendar solution. Interacts/transacts with clients for booking & confirmation, cancellations & reschedules

Intelligent Contact Center

Store Staff or Contact Center notified of Tier 1, & Tier 2 customers



02

03



Intelligent Automation

Manages backend verification booking process of current (store) calendar solution. Demand to capacity matching

Intelligent Chatbot & Intelligent Automation

Trigger automation for cancellations & reschedules. Chatbot intercepts & surfaces potential appointment backfills to store staff (& c. center). Option for chatbot to notify customer of opening

04

Intelligent Contact Center

05



Intelligent Chatbot

Book next appointment in store via Intelligent Chatbot or online

3 YEAR OUTLOOK

Benefit/Investment Schedule

KPI Benefits - In USD (\$)	↑	3 years	Annual	Year1	Year2	Year3
■ Increase Customer Retention	⊙	241.8K	80.6K			
■ Increase staff efficiency - Process Automation	⊙	19.45M	6.48M			
■ Increase staff efficiency / time savings	⊙	53.02M	17.67M			
■ Reduce risk of security breach	⊙	15.2K	5.1K			
■ Reduce third-party applications license cost	⊙	6.15M	2.05M			
All Benefits		78.88M	26.29M			

Revolutionize the way you work

With comprehensive, end-to-end automation powered by low-code and AI



248%

hours saved per year by employees involved in high-impact use cases¹



< 6 Months

Investment Payback Period¹



\$39.85M

risk adjusted Net present value (NPV)¹

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

— Vice President at an Entertainment firm

ADITYA BIRLA GROUP

Dr. AirWair
Marie
Dr. AirWair
Martens

المهاجد للعود
ALCANNA

ALCANNA

All Solutions

Arçelik A.Ş.

BESTSELLER

BIZERBA

BLOOMIN' BRANDS INC

Bombay Dyeing

CAESARS ENTERTAINMENT

CANADA GOOSE

carpetright.

Chopard

CITTÀ

Columbia

Copper State

Cracker Barrel
Old Country Store

Danish Agro

DOMETIC

farmacity

FORTNUM & MASON

FRETTE
1860

مجموعة غسان أحمد السليمان وشركاه
GASSAN AHMED AL SULAIMAN GROUP & CO.

Gibson

93%

of Fortune 500 companies
use Power Automate

HICKORY FARMS

Shakey's
PIZZA PARLOR

Khaadi

KUTUB

Keppel

merkal
calzados

michael hill

mobilezone

NHP

NKD

oberalp
GROUP

PANDORA

rag & bone
NEW YORK

RNB
RETAIL AND BRANDS

RONA

TRANCOM

SONEE
SPORTS

sonova
HEAR THE WORLD

STARBUCKS
COFFEE

Chateau Ste Michelle

Sterling

stylo
Wear your Style

Telstra

Driving transformational results



20M records processed,
Saving **100k+** hours



95% reduction in finance processes



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



10x license cost reduction



30k hours saved



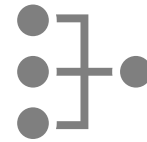
3,000+ RPA unattended automations



Pacific Gas and Electric Company (PG&E) is one of the largest combined natural gas and electric energy companies in the United States. The company has enabled over 4,300 Digital Creators through its Digital Productivity Center of Excellence and created Power Platform solutions that save over 527,000 hours annually and generate almost \$75 million in savings.

\$74.7M

savings annually since 2021



315+

Low-code/no-code solutions



4.3K+

Makers



2.0K

+

Applications



4.2K+

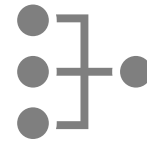
Cloud flows



BROWN-FORMAN

For more than 150 years, Brown-Forman Corporation has built a robust beverage alcohol product line that includes familiar brands such as Jack Daniel's Tennessee Whiskey, Herradura, and Korbel.

When a global process owner in Master Data Management needed to find an alternative to a repetitive, manual process, the firm's Continuous Improvement Digital Transformation team used the robotic process automation (RPA) functionality in Microsoft Power Automate to convert a lower-value task to an automated process. The team has saved thousands of hours in the first seven months.



Connectors

leveraged out of the box integration with core systems



5400 hours

saved in first 8 months

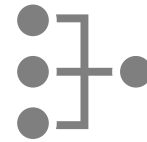


**Data
Consistency**

Manual to automated processes



Epiq is a global technology-enabled services leader, using Power Platform to streamline its HR operations. The solution includes end-to-end process automation, AI-driven forms processing, dashboards, and bots for monitoring and managing requests. A Center of Excellence helps build and maintain a pipeline of over 600 other apps across the company



\$500k
saved annually



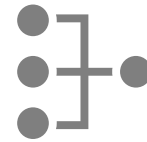
2.0k
hours
saved each month



600+
Low code
applications

KOMATSU

Komatsu Australia is the Australian subsidiary of Komatsu, an industry-leading manufacturer of construction, forestry, and mining equipment. When the parts department at Komatsu Australia struggled to manually process nearly 52,000 invoices annually, it used Power Automate and AI Builder to automate its invoice processing workflow. The solution was developed in just three weeks, saving over 300 labor-intensive manual entry hours for a single supplier alone.



52,000
invoices process
annually



300 manual entry
hours saved for a single
supplier alone



99%

Accuracy using AI document
processing with AI Builder



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.



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



Dror Ergaz is a Technology Assistant Vice President at AT&T with over a decade of expertise in building and leading large development teams. With a specialized focus on development life cycles, automation, data, and Generative AI technologies, Dror consistently stays ahead of industry trends by attending and presenting at various technology summits. His presentations often highlight innovations in self-service and practical applications of Generative AI. A staunch advocate of the Can-Do approach, Dror is renowned for his ability to transform challenged projects into successful ventures through innovative solutions. This proactive mindset extends into his personal life, where he enjoys daily gym workouts, motorcycle riding, and surfing.



Link to Customer Stories Discussed

- [Microsoft Customer Story-Pacific Gas & Electric saves millions each year by automating business processes with Power Platform](#)
- [Microsoft Customer Story-Jack Daniel's Tennessee Whiskey maker saves thousands of work hours using RPA functionality in Power Automate](#)
- [Microsoft Customer Story-Epiq automates employee onboarding with Power Platform and saves over \\$500,000 a year](#)
- [Microsoft Customer Story-Komatsu Australia achieves end-to-end automation with Power Automate](#)
- [Microsoft Customer Story-Komatsu Australia achieves end-to-end automation with Power Automate](#)
- <https://www.microsoft.com/en-us/power-platform/blog/power-apps/power-platform-stories/>

Power Platform Master Series

Enterprise-grade Governance: Managing the Power Platform at Scale

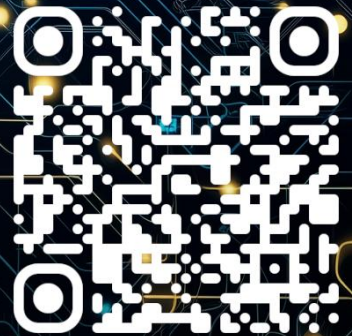
Wednesday, November 13th | 2:00pm CST



Lianne Zelsman
Senior Product Manager
Microsoft



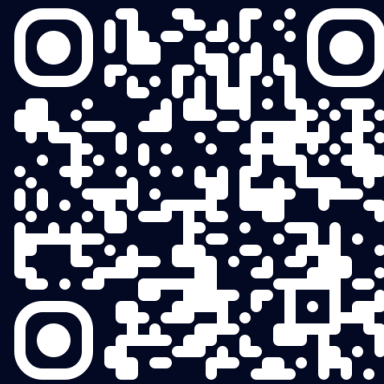
Ryan McDonell
Service Engineer II
Microsoft



<https://aka.ms/governance-at-scale>



Power Platform
Master Series
Hub



<https://masterseries.powerappsportals.com/>