

PowerPlays from Avtex

Make the Most of Microsoft Power Platform with Guidance from Avtex

Microsoft Power Platform offers the tools and functionality needed to analyze data, build custom solutions, automate mission-critical processes and streamline interactions – all from an integrated solution. Power Platform brings together intelligent process automation (Power Automate), low-code app development (Power Apps), business intelligence (Power BI) and intelligent chatbots (Power Virtual Agent). Power Platform's low code technology lets anyone begin automating routine tasks like approvals and building apps, empowering them to help solve business challenges.

To help you seize the full benefit of the Power Platform, we have developed Avtex PowerPlays, a comprehensive consulting and support package. PowerPlays are designed to help you maximize the impact Power Platform has on your business. Each available consulting and support option is fully customized to your specific needs and goals and delivered by our Microsoft technology experts.

PowerPlay Transformation Assessment

Overview

The Microsoft Power Platform has the potential to transform the way you do business. Automate mission critical tasks to increase efficiency and reduce manual oversight. Create applications to streamline workflows, quick access to accurate information and timely completion of required tasks.

The PowerPlay Transformation Assessment from Avtex is designed to help you understand the potential impact the Power Platform can have on your business, and to take steps towards realizing those benefits.

At-a-Glance

Format: Teams Meeting or In-Person

Duration: 2 Weeks

Suggested Attendees: Department Directors, Operations/HR Staff, Leadership

Deliverables: PowerPlay Transformation Roadmap

Assessment

Power Platform Overview

Understanding everything the Power Platform does – and can do for you – can be difficult. To lay a foundation for success, our experts provide a comprehensive overview of the Power Platform, its capabilities and the benefits you can achieve.

Inventory of Manual Processes

Our experts will help you inventory manual processes across departments to identify opportunities for transformation. Each step in these processes is charted and mapped for potential automation. These opportunities are then ranked in order of importance based on economic impact, time savings, cost savings and productivity savings.

Requirements Planning

Identifying future state requirements prior to building an application is critical to its long-term success. Our experts offer the insight you need to identify future state requirements, including such things as security, platform integrations, data access and more. During the planning phase, every department and user impacted by a process is considered to ensure the optimal performance of the end solution.

PowerPlay Transformation Roadmap

Following the workshop, you'll walk away with a detailed PowerPlay Transformation Roadmap that includes a prioritized list of business processes that could/should be automated through the Power Platform, key components of an application to streamline each process, and the actual identified economic impact and business outcomes.

PowerPlay Modernization Assessment

Overview

Organizations that already leverage automation tools may benefit from the Microsoft Power Platform's innovative capabilities. The Power Platform combines the features and functionality of several key Microsoft technologies to enable automation opportunities that were previously unavailable.

The PowerPlay Modernization Assessment from Avtex is designed to help you review your current legacy applications and automation efforts and compare them against the solutions possible on the Power Platform. By doing so, we help you identify areas of improvement and increased efficiency.

At-a-Glance

Format: Teams Meeting or In-Person

Duration: 2 Weeks

Suggested Attendees: IT, App End-Users, Department Directors

Deliverables: PowerPlay Modernization Roadmap

Assessment

Power Platform Overview

Understanding everything the Power Platform does – and can do for you – can be difficult. To lay a foundation for success, our experts provide a comprehensive overview of the Power Platform, its capabilities and the benefits you can achieve. We'll also offer insight into the new capabilities the Power Platform has to offer.

Inventory of Existing Applications

Our experts will help you conduct a comprehensive inventory of your current automation efforts. In addition to identifying each of your current automation applications, we will help you explore their current effectiveness and pinpoint potential improvements. Finally, we will help you stack rank improvements based on economic impact, business outcome and their effect on individuals or groups.

Modernization Planning

Once modernization opportunities are identified, our experts provide the insight you need to plan migration or recreation of the application on Power Platform. The modernization planning process includes identifying data sources, integrations, connectors and security concerns, then charting a roadmap to address each of these factors. During this phase, we will also review enhancements to your existing applications to facilitate the addition of missing functionality.

PowerPlay Modernization Roadmap

Following the workshop, you'll walk away with a detailed PowerPlay Modernization Roadmap detailing your current automation efforts, a prioritized list of modernization opportunities and a roadmap for migrating applications to the Power Platform.

PowerPlay Accelerator

Overview

The PowerPlay Accelerator workshop takes your Power Platform utilization to the next level. The Accelerator workshop includes all aspects of the above Assessment (either Modernization or Transformation) and extends the focus into practical applications.

The Accelerator workshop is designed to give organization the tools, knowledge and experience needed to turn hypothetical solutions into actual applications through the Power Platform.

At-a-Glance

Format: Teams Meeting or In-Person

Duration: 4-8 Weeks

Suggested Attendees: IT Staff, Technology Users, Directors, Leadership

Deliverables: PowerPlay Roadmap, 3-6 Production-Ready Applications (across both Canvas Apps and Model Driven Apps based on need and use case)

Accelerator

Define Excellence

When building applications within the Power Platform, it is important to define your organizations level of excellence. Our experts will help you develop your own technical Center of Excellence, which includes defining your standards for:

- Security
- Data loss prevention
- Monitoring
- Logs and analytics
- Alerts and notifications
- App champions and makers
- Auditing
- Deployment processes
- Set up of Microsoft's COE Starter Kit

Drive Enablement

Empowering all staff members – not just those with technical or development backgrounds – to leverage Power Platform is key to achieving the most benefit. To do so, our experts employ the OPI Build Framework, which includes three valuable steps:

- **Observation:** During the Observation phase, our experts will build a custom application while staff members look on and learn.
- **Participation:** In the Participation phase, our experts and your staff will build an application together.
- **Implementation:** During the Implementation phase, your team will build an application with Avtex coaching and oversight.

Continue Growth

Continual check-ins with our experts will help you further refine and grow your use of the Power Platform. We offer quarterly 1-day sessions with your team to give you the chance to ask questions, address challenges and identify new ways to use the system.

About Avtex

Avtex is a full-service Customer Experience (CX) consulting and solution provider focused on helping organizations create better experiences for their customers. With an unparalleled breadth of knowledge and experience, and partnerships with leading technology vendors like Microsoft and Genesys, we are uniquely suited to address any CX challenge.

Our portfolio of solutions and services supports our unique approach to Customer Experience, which includes two key phases to achieving CX Transformation.

- Our **CX Design** solutions and services aid in the process of defining and improving CX. From journey mapping to CX design thinking, we provide the support you need to set the foundation for CX success.
- Our **CX Orchestration** solutions and services enable the realization of your CX strategy through people, processes and technology. From technology implementation to training, we ensure you have the capabilities to execute your CX strategy.