Automate Inputs to Insights with Microsoft Technology

Conquer the costs and demands of information gathering

Decisive leaders need ready access complete, timely, and accurate data to make informed decisions. In uncertainly times, it becomes even more important as organizations seek to understand and manage risk as operations adjust to a quickly changing economic landscape. Gathering and maintaining consistent, reliable inputs from geographically distributed stakeholders and quickly translating the data into meaningful insights has historically been a complex and expensive challenge that limited the viability of the business case for many scenarios.

The "too expensive" paradigm is rapidly shifting for organizations that have already invested in Microsoft Dynamics 365 and/or Office 365.   Getting from inputs to insights can be achieved by taking advantage of the seamless interoperability of three of Microsoft's industry-leading tools – Customer Voice, Power Automate, and Power BI. When used individually, none of these technologies will produce an end-to-end solution for getting to insights quickly.

- Survey tools are best suited for requirements related gathering inputs based on specific business rules but have basic functionality to support orchestration and delivering insights.

- Workflow tools can handle orchestration but are limited in driving business rules in the capture process and do not deliver insights.

- Data visualization tools excel at delivering insights but only when clean data is made available.

These three applications—Customer Voice, Power Automate, and Power BI-- use Microsoft Dataverse (formerly the Common Data Service) to store and secure the data they use. This means that pre-built data connectors allow for seamless integration of the end-to-end functionality handled by each service, allowing Customer Voice to handle outreach, Power Automate to handle orchestration, and Power BI to handle insights. By combining all three, you can go from inputs to insights automatically and get to making data-driven decisions faster than ever.

Contact Grant Thornton and discover how to unlock immediate value from the technology investments you have already made.

Contacts

Ethan Rojhani

Partner, Advisory Services
T +1 303 813 3478
E ethan.rojhani@us.gt.com

Greg Haberer

Senior Manager, Advisory Services
T +1 703 373 8735
E gregory.haberer@us.gt.com