

Power Platform Solutions

Prepared for: Microsoft
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1. Who is Convverge?

Incorporated in June 2011, Convverge has been in business for 10 years. Our company has continued to evolve to deliver real value to clients with emerging technologies and to overcome the challenges brought on by rapidly changing technology and business demands. With a foundation in implementing, optimizing, and upgrading intranets and portals, Convverge's service offering has expanded to tackle business problems of all sizes using primarily Microsoft-based solutions.

At Convverge our primary business solutions are:

- Power Platform governance, development, solution architecture, and consultation
- Configuring Microsoft 365 tenants and solutions
- Provisioning, maintaining, and upgrading SharePoint and Teams-based intranets and collaboration solutions.
- Introducing and enhancing dashboards, analytics, and automated reporting solutions
- Automating business processes through digital forms and workflows
- Providing on-demand maintenance and support

Convverge offers a level of service coupled with deep technical capabilities that is unmatched by much larger organizations. Our growing team is dedicated to enabling our clients to fully realize value from SharePoint, The Power Platform, Teams, and the entire Microsoft enterprise technology stack.

While we leverage learnings from each client and sector to continuously enhance our delivery, we believe we can work with any organization with a desire to foster better collaboration, create effective technology solutions, and make the most of their investments.

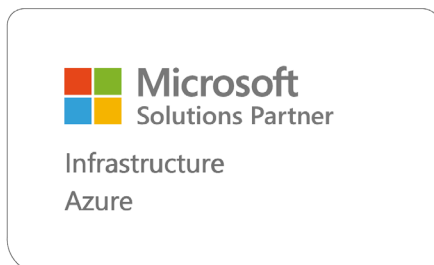
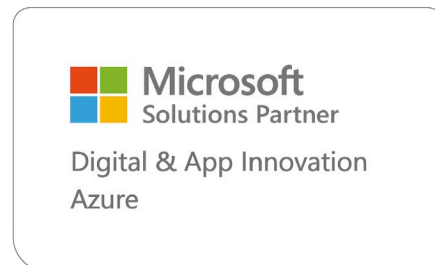
Our Team	Specialties	Sectors
Project managers	Business analytics	Construction
Business analysts	Digital strategy services	IT & Engineering
Solution architects	Business process automation	Energy & Energy Services
Data architects	Data modernization services	Manufacturing
Developers	Modern workplace solutions	Not for Profit
Training and support staff	Cloud services and migration	Power & Utilities

1.1. Convolve Team Certifications

As part of our team's continuous learning, Convolve provides every team member with four (4) hours per week of professional development time. These efforts are largely directed at achieving Microsoft certifications, with the following certifications currently in our team's repertoire:

- Azure Administrator Associate
- Azure Data Engineer Associate
- Azure Developer Associate
- Azure Solutions Architect Expert
- Data Analyst Associate
- Enterprise Administrator Expert
- Power BI Data Analyst Associate
- Power Platform Solutions Architect Expert
- Power Platform Developer Associate
- Power Platform App Maker Associate
- Power Platform Functional Consultant Associate
- Power Automate RPA Developer Associate
- Security Administrator Associate
- Teams Administrator Associate
- Teams Developer Associate

In addition to these individual certifications, Convolve is a Microsoft Solutions Partner (formerly understood as Gold Partner) across four (4) sectors:



2. Power Platform Solutions

In today's dynamic business environment, organizations are constantly seeking ways to optimize operations, boost productivity, and drive innovation. Enter the Power Platform: Microsoft's comprehensive suite designed to streamline business processes, automate tasks, and derive actionable insights from data. At Convverge, we harness the platform's capabilities, tailoring its tools to meet your business needs and ensure long-term success.

Microsoft's Power Platform comprises four key components, each designed to address specific business needs:

2.1. Power Apps

In today's fast-paced digital landscape, businesses require solutions that are both agile and customizable to their unique needs. Enter Power Apps - a revolutionary tool designed to empower businesses in their digital transformation journey.

Tailored Solutions at Your Fingertips:

Power Apps isn't just another application development platform; it's a game-changer that allows businesses to craft bespoke applications that mirror their specific requirements. Whether you're looking to streamline internal processes or provide enhanced user experiences, Power Apps offers the flexibility to create solutions fine-tuned to your objectives.

Simplicity Meets Sophistication:

Rapid Development: Gone are the days when application development was a lengthy and cumbersome process. With Power Apps, you can swiftly move from ideation to execution, reducing the time-to-market and ensuring your business stays ahead of the curve.

No-Code/Low-Code Paradigm: A standout feature of Power Apps is its no-code/low-code environment. This democratizes app development, enabling even those without extensive coding knowledge to craft functional and aesthetic applications. From drag-and-drop interfaces to user-friendly design elements, Power Apps ensures that app development is accessible to all.

Feature-Rich Applications:

Despite its simplicity, Power Apps doesn't compromise on functionality. It offers a plethora of tools and features that can help in creating applications that are not just functional but also feature-rich. Whether you're looking to integrate AI capabilities, utilize

data connectors, or craft intuitive UI/UX designs, Power Apps provides the tools necessary for a comprehensive application experience.

Seamless Integration:

Power Apps is not an isolated entity; it's a cog in the vast machine that is Microsoft 365. This means that applications developed on Power Apps can seamlessly integrate with other Microsoft tools and services, ensuring a holistic digital ecosystem for your business.

In a nutshell, Power Apps is not just a tool; it's a catalyst for business innovation. Whether you're a burgeoning startup or an established enterprise, Power Apps promises to revolutionize the way you approach application development. At Convverge, we harness the might of Power Apps, ensuring your business not only adapts but thrives in the digital age.

2.2. Power Automate

In the modern business realm, efficiency is the currency of success. Every moment spent on repetitive tasks can detract from the time available for innovation and strategy. Power Automate emerges as a beacon of efficiency, reshaping how businesses perceive and handle automation.

Transforming Business Processes:

Power Automate, previously known as Microsoft Flow, is not just another automation tool; it's a sophisticated orchestrator of digital harmony, bridging gaps between various applications and services. By fostering seamless communication between diverse platforms, it paves the way for a more streamlined, efficient, and intelligent business process.

From Simple Tasks to Complex Procedures:

- **Intuitive Automation:** With Power Automate, even those new to automation can design and deploy workflows with ease. Whether it's sending a simple notification or managing multi-tiered approval processes, Power Automate's user-friendly interface ensures that automation is accessible to all.
- **Unleashing Productivity:** Think of all the man-hours spent on routine tasks - from data entry to report generation. Power Automate reclaims these hours, automating the mundane and letting your team focus on what truly matters: growth, innovation, and strategy.

Diverse Integration Capabilities:

One of Power Automate's standout features is its versatility. It's not confined to a limited set of applications or services. Instead, it boasts an expansive range of connectors, from Microsoft's suite of tools to third-party applications. This means no matter the digital tools your business relies on, Power Automate can likely weave them into a cohesive automated workflow.

Harnessing Intelligence:

Beyond mere automation, Power Automate integrates artificial intelligence (AI) capabilities. This allows for smarter workflows that can adapt and react based on data inputs, ensuring not just automation, but intelligent decision-making at key junctures.

In essence, Power Automate embodies the future of business operations - a future where manual processes are minimized, efficiency is maximized, and businesses can pivot with unprecedented agility. At Converge, we understand the transformative potential of Power Automate and are poised to guide your business into this new era of automated excellence.

2.3. Power BI

In an age where data reigns supreme, the ability to interpret, visualize, and act upon this data defines the leaders in any industry. Power BI emerges as a vital tool in this landscape, allowing businesses to not just see their data but truly understand it.

Transforming Raw Numbers into Actionable Narratives:

Power BI is more than just a data visualization tool—it's a catalyst for organizational transformation. By breathing life into raw data, Power BI crafts compelling stories that guide strategic decision-making.

Features & Benefits of Power BI:

- **Interactive Data Visualization:** Power BI's dynamic and interactive dashboards allow users to delve deep into their data. With simple drag-and-drop functionalities, users can explore trends, anomalies, and patterns, all displayed in visually engaging formats.
- **Intuitive Design & Ease of Use:** Even those new to data analytics can quickly become adept at using Power BI. Its user-friendly interface ensures that deriving insights becomes second nature, democratizing data analytics across the organization.
- **Seamless Integration:** Power BI integrates effortlessly with a plethora of data sources, from Excel spreadsheets to cloud-based and on-premises databases. This compatibility ensures that all your data, irrespective of its origin, can be visualized and analyzed cohesively.
- **Real-time Analytics:** In today's fast-paced world, data's relevance is time-sensitive. Power BI's real-time analytics capabilities ensure that you're always basing decisions on the most current data available.
- **Secure and Compliant:** Data security remains paramount. Power BI adheres to robust security standards, ensuring your data remains protected while still being accessible to those with the necessary permissions.

The promise of data-driven decision-making has often remained elusive for many organizations, but with Power BI, it's not only attainable but seamlessly integrated into daily operations. At Converge, we champion the transformative power of Power BI, guiding businesses into a future where every decision is informed, strategic, and data-backed.

2.4. Power Virtual Agents

In the digital age, immediacy and responsiveness are the cornerstones of exceptional customer experiences. Power Virtual Agents, a standout tool from Microsoft's Power Platform, reimagines the realm of customer engagement, bringing forth intuitive chatbot solutions that operate seamlessly, round the clock, without the need for complex coding or deep AI expertise.

Crafting Conversational Excellence:

Power Virtual Agents offers businesses the unique opportunity to sculpt conversational experiences that resonate with their customers, providing instant, accurate responses and actions based on user needs.

Key Features & Advantages of Power Virtual Agents:

- **Code-Free Chatbot Creation:** Dive into the world of chatbots without the hurdles of coding. Power Virtual Agents provides a user-friendly, drag-and-drop interface, enabling the rapid design and deployment of sophisticated chatbots.
- **Adaptable and Intelligent:** Built on top-tier AI foundations, these chatbots are not just reactive but proactive, learning from user interactions and evolving to provide better solutions over time.
- **Seamless Integration:** Whether it's integrating with existing systems, databases, or other Microsoft 365 tools, Power Virtual Agents ensure that your chatbots are always in sync with your business ecosystem.
- **Customizable Triggers & Actions:** Beyond just answering queries, these chatbots can be programmed to perform specific actions based on user input—be it booking appointments, processing orders, or directing users to relevant resources.
- **Real-time Analytics & Monitoring:** Understand your customers better. Power Virtual Agents come with in-depth analytics capabilities, helping businesses monitor chatbot interactions, user satisfaction, and areas of improvement.

Empowering businesses to stay connected with their audience 24/7, Power Virtual Agents redefine customer service, making it more immediate, interactive, and insightful. With Converge's expertise, businesses can unlock the full potential of this tool, ensuring their customers always have an intelligent and responsive point of contact, day or night.

2.5. Power Pages

Power Pages is the pinnacle of secure, enterprise-grade, low-code software designed specifically for curating, hosting, and administering contemporary business websites. This revolutionary tool from Microsoft's acclaimed Power Platform provides both the low-code

enthusiast and the seasoned developer with an unmatched environment to craft, refine, and deploy websites that perform flawlessly across an array of web browsers and devices.

Key Features of Power Pages

- **Design Ingenuity:** Power Pages offers a medley of customizable templates paired with a user-centric design studio, ensuring a visually immersive website building experience. An integrated learning hub further aids users in realizing their unique business visions, making web development a breeze.
- **Power Platform Synergy:** As the newest addition to the Microsoft Power Platform family, Power Pages allows creators to utilize the same shared business data located in Microsoft Dataverse, integrating seamlessly with other components for app building, workflow creation, virtual agents, analytics, and more.
- **Migration Made Simple:** For those familiar with Power Apps portals and Dynamics 365 portals, they now fall under the Power Pages moniker. Notably, there's zero migration or upgrade fuss. Power Pages' design studio can easily edit sites previously crafted in Power Apps. Existing utilities such as the Portals Management app and the Power Platform CLI mesh perfectly with Power Pages.

Capabilities & Highlights of Power Pages

- **User-Friendly Authoring:** Kickstart your website directly from Power Pages' homepage using the provided template, or choose from a variety of industry-specific starter templates for a more tailored experience.
- **Revolutionary Design Studio:** Without writing a single line of code, the enhanced design studio grants four distinct workspaces, from page design and styling to data management and administrative tasks.
- **Responsive Excellence:** Thanks to its foundation on Bootstrap, Power Pages promises responsive, mobile-optimized websites that shine on any device.
- **Developer-Focused Advancements:** Facilitating a collaborative environment, makers can team up with professional developers to amplify functionality, harnessing tools like Visual Studio Code and Microsoft Power Platform CLI.
- **Unwavering Security & Governance:** In-built robust security features like TLS 1.2, Azure DDoS protection, and protocols to counteract web threats ensure your data remains uncompromised. Power Pages also boasts Azure App Service hosting with certifications such as ISO, SOC, and PCI DSS.
- **Comprehensive Integration:** Power Pages isn't just a standalone tool—it integrates deeply with other Microsoft Power Platform components, from Dataverse's data storage and management to Power Apps' app creation, Power Automate's workflow automation, Power BI's insights, and Power Virtual Agents' chatbot capabilities.

3. Convverge's Power Platform Services

At Convverge, we not only recognize the immense potential of the Power Platform but also appreciate the intricacies that come with harnessing its full might. Our commitment is to ensure that our clients traverse this journey with expertise and ease.

3.1.1. Consultation & Strategy Formation:

Deep Dive Understanding: Our approach is anchored in a deep understanding of your business landscape. We immerse ourselves in your operations, ethos, and vision. By grasping the nuances of your challenges, requirements, and objectives, we ensure that our strategy is laser-focused.

Bespoke Strategic Blueprint: Post our comprehensive assessment, we craft a tailor-made strategy, one that ensures every tool and capability of the Power Platform aligns intricately with your specific needs, amplifying efficiencies and outcomes.

3.1.2. Implementation & Integration:

Harmonious Assimilation: The key to technological adaptation lies in seamless integration. Whether it's weaving Power Apps into your existing digital fabric or architecting automated symphonies with Power Automate, our team is adept at ensuring a harmonious blend, minimizing friction and disruption.

Technology Synergy: Our goal is not just to implement but to ensure that Power Platform's capabilities synergize with your existing technologies, fostering an ecosystem where technology converges to drive business outcomes.

3.1.3. Training & Skill Transfer:

Empowerment at Core: True power lies in empowerment. And we at Convverge are steadfast in our commitment to equip your team with the skills and knowledge they need. Through comprehensive training sessions, immersive workshops, and hands-on skill transfer programs, we ensure your team becomes adept at leveraging the Power Platform's prowess.

Future-Ready Workforce: Our training isn't just about the present; it's about gearing your team for the future, ensuring they're always ready to capitalize on Power Platform's evolving capabilities.

3.1.4. Ongoing Support & Maintenance:

Enduring Partnership: At Convverge, our relationships are built for the long haul. Post-implementation, we stand by your side, offering unwavering support. Whether it's troubleshooting, updates, or enhancements, we're always a call away.

Driving Continuous Innovation: The digital realm is ever-evolving, and so are business needs. With our continuous support and maintenance services, we ensure that the Power Platform remains not just an operational tool, but a strategic asset that consistently drives growth, innovation, and competitive advantage for your organization.

3.2. Business Value & Solutions

Operational Efficiency: By automating repetitive tasks and streamlining operations, the Power Platform can significantly reduce manual interventions, leading to increased efficiency and reduced errors.

Data-Driven Decision Making: With Power BI, organizations can turn data into actionable insights. This facilitates informed, data-driven decisions, ensuring businesses stay ahead of the curve.

Cost Savings: The Power Platform reduces the need for extensive coding, multiple tool integrations, and manual processes, resulting in substantial cost savings.

Enhanced Customer Experience: Through tools like Power Virtual Agents, businesses can provide instant support and solutions to their customers, enhancing overall customer satisfaction and experience.

In the era of digital transformation, the Power Platform stands out as a versatile tool that can revolutionize business operations. At Convverge, we are committed to ensuring our clients fully realize this potential. With our expertise and the Power Platform's capabilities, together we can pave the way for innovation, efficiency, and business growth.

4. Appendix A: Why Convverge?

Convverge is committed to unlocking the power of the Microsoft enterprise technology stack for clients in ways which make business and financial sense. Below are some of the innovative services and differentiators which may be of interest to you.

4.1. We've Done This Before; Many Times

Partnering with Convverge has many benefits, not the least of which is our proven track record in deploying digital transformation solutions to many clients. To read more about our client's thoughts about working with Convverge, head over to our Clutch profile to read more. You can view the reviews here: <https://clutch.co/profile/convverge>

4.2. Straightforward Approach

All too often our clients are presented with solutions using technical jargon that is so complex it would take a PhD to cut through the noise. Convverge is a Western Canadian company that has not lost its roots. We believe in explaining our ideas and solutions in ways that anyone can understand. We believe in building solutions that do not require a technology certificate to use. We work best with organizations who enjoy a straight-forward approach, those that are looking for advice on how best to solve their problems, and those that are looking for a trusted partner who always has their best interests at heart.

4.3. Using the Microsoft Tools Available to You First

We call it *technology enablement* but what it really means is we aspire to clearly help you define your business objectives and then align the appropriate Microsoft technology before going to market and searching for additional products, new tools or building something from scratch. There are lots of valid reasons to introduce mixed technology, but we help organizations ensure that you are not purchasing, integrating, or maintaining additional tools and technologies if you already have access to something powerful through your existing investments.

4.4. We're Different!

Convverge is all about helping you confidently unlock the power of Microsoft so you can make the most of your technology investment, be more digital, and thrive in the new business world. Here is what makes us different and a few reasons why we should partner together.

Fanatical Customer Focus

We live and breathe your success – it is one of our core values. When you tell us what your ideas and goals are for the business, we marry your vision to the best technology solutions available. These solutions optimize your business and build your success. Our ability to stay focused and deliver meaningful solutions has earned us a top-notch reputation that we value and work hard to keep.

Clear & Simple Communication

We believe in explaining our ideas and building solutions in ways that everyone understands. We work best with organizations that value clear and jargon-free conversations and are seeking earnest guidance on how to best solve their problems. It is this straightforward approach that builds trust and makes Convverge a valued extension of your team.

A Tenacious Team

It is no coincidence that everyone on the Convverge team is down-to-earth, brings a special tech skillset, and uses tenacity to tackle your challenges as their own. Our team is deliberately made up of a particular type of person to be consistent with our dedication to bringing your digital ideas to life.

Genuine Love of Technology

Our people share a genuine love of new technology. We're in constant amazement and exploration of what's possible when we bring our passion and expertise together with your ideas and goals.

As a Microsoft Gold Partner, our team comes together through certifications to support end-to-end solutions that include strategy, design, architecture, development through to deployment, reporting, and licensing. From large complex digital transformations to tactical renovation projects, we exhibit our love of technology through our work and take pride in developing our team, so you get the most out of the tools and get solutions that innovate and modernize all areas of your business.

5. Consulting Services for Microsoft 365

Microsoft 365 has established itself as an essential suite of tools in the modern IT ecosystem, offering integrated solutions for collaboration, security, and streamlined operations. However, unlocking its comprehensive capabilities demands a nuanced understanding, often beyond the proficiency of in-house IT teams.

Convverge's Consulting Services specialize in Microsoft 365, catering to businesses that seek to optimize their deployment and use of this platform.

5.1. Objective:

Our primary focus is on facilitating optimal alignment between Microsoft 365's robust functionalities and your organizational objectives. Regardless of whether you're at the initial adoption phase or seeking to enhance the existing deployment, Convverge's technical expertise is at your service.

5.2. Supporting Your Microsoft 365 Endeavors:

- **Initial Deployment:** For enterprises newly transitioning to Microsoft 365, we provide technical consultation and deployment services. This encompasses detailed requirement analysis, configuring tailored Microsoft 365 environments, and equipping your IT personnel with requisite training to manage and maintain the platform.
- **Optimization Analysis:** For existing Microsoft 365 users, we offer an in-depth audit of your current deployment. This involves evaluating the architecture, recognizing unexploited capabilities, and integrating solutions to ensure you derive maximum value from the platform.
- **Technical Augmentation:** If your organization has competent in-house IT but encounters sporadic, specialized challenges, Convverge serves as your technical adjunct. We bolster your team's efforts, providing expert intervention whenever the intricacies of Microsoft 365 present complex scenarios.
- **Ongoing Education:** In the dynamic realm of IT, platforms like Microsoft 365 undergo frequent updates. Convverge is committed to keeping your team ahead of the curve. We

facilitate workshops, training modules, and documentation, ensuring that your IT staff stays conversant with the latest developments.

In collaboration with Convolve, enterprises not only acquire proficient Microsoft 365 insights but also foster a proactive approach to technological adaptation. Our aim is to equip you with the strategies and knowledge to leverage Microsoft 365 to its utmost, promoting heightened productivity and collaboration.

6. Appendix B: How We Help

We aspire to help you define your digital vision and design solutions that are strategic and stay focused on your goals. From this foundation, we match the best technology from Microsoft, search for ideal products in the market, or build something from scratch. You likely are already using pieces of the Microsoft tech stack, so we ensure that you aren't purchasing, integrating, or maintaining duplicate tools and technologies that are already included in your investment. Our Specialities include:

6.1. Digital Strategy Services

When it comes to digital strategy, your best success happens when we understand your business – vision, challenges, drivers, users, and goals. With that in mind, we help envision a full strategy and technology roadmap that considers all the elements of your tech and user environments, alongside business needs and aspirations. The idea is to create an action plan that delivers true value for the big ideas of the business. Digital optimization is much more than just technology, it's strategic thinking too.

6.2. Business Process Automation

When it comes to tackling your biggest roadblocks, silos, or bottlenecks in the business, Microsoft is the way to go. Using intelligent and integrated capabilities within its various platforms means slow, manual, and highly repetitive tasks and processes are streamlined and automated. We work with you to understand and identify technology opportunities. We design a process that meets your needs through the right tools and improves the work experience and output of your people.

6.3. Data Modernization Services

Compete on a whole new level. Enable your business with a modern framework for data inputs, storage, and visual reporting. Navigating you through foundational data design and structure is one of our team's strengths. We advise on Microsoft solutions that work to predict outcomes, inform decisions, and find new business opportunities. We are a partner that supports your team and helps introduce and leverage new technologies such as Robotic Process Automation (RPA), the Internet of Things (IoT), Artificial Intelligence (AI), and more to help modernize your business.

6.4. Business Analytics

With the right data foundation in place, you unlock incredible business intelligence that is a catalyst for better decision-making. Our team helps envision and guide you through integrating dashboards and visual reporting tools, such as Power BI, SharePoint, and Teams. These tools work to decentralize reporting and empower your broader team to quickly respond to changes and make better decisions for the business.

6.5. Modern Workplace Solutions

Times have changed. Employees are demanding flexibility in choosing where and when to work. This evolution means secure remote working tools are needed to easily access documents, systems, and intuitively work together from all devices. We help you figure out how to do this. We guide you on what you need and help integrate Microsoft 365 technologies and productivity applications that are the right fit for your team. With modern workplace solutions in place, your team is more productive, collaborative, engaged, and unified – regardless of where anyone is located.

6.6. Cloud Services & Migration

Getting the most from your technology is highly dependent on the right infrastructure. Integrating the power of cloud services into your organization makes storing, processing, analytics, and securing large amounts of data more feasible compared to traditional IT setups. Tapping into our expertise will provide the extra horsepower needed to implement cloud technology, do your migration right with minimal disruption, and start working smarter.