



*A Women Owned/Women Led Company*

# Customer Portals with Power Pages

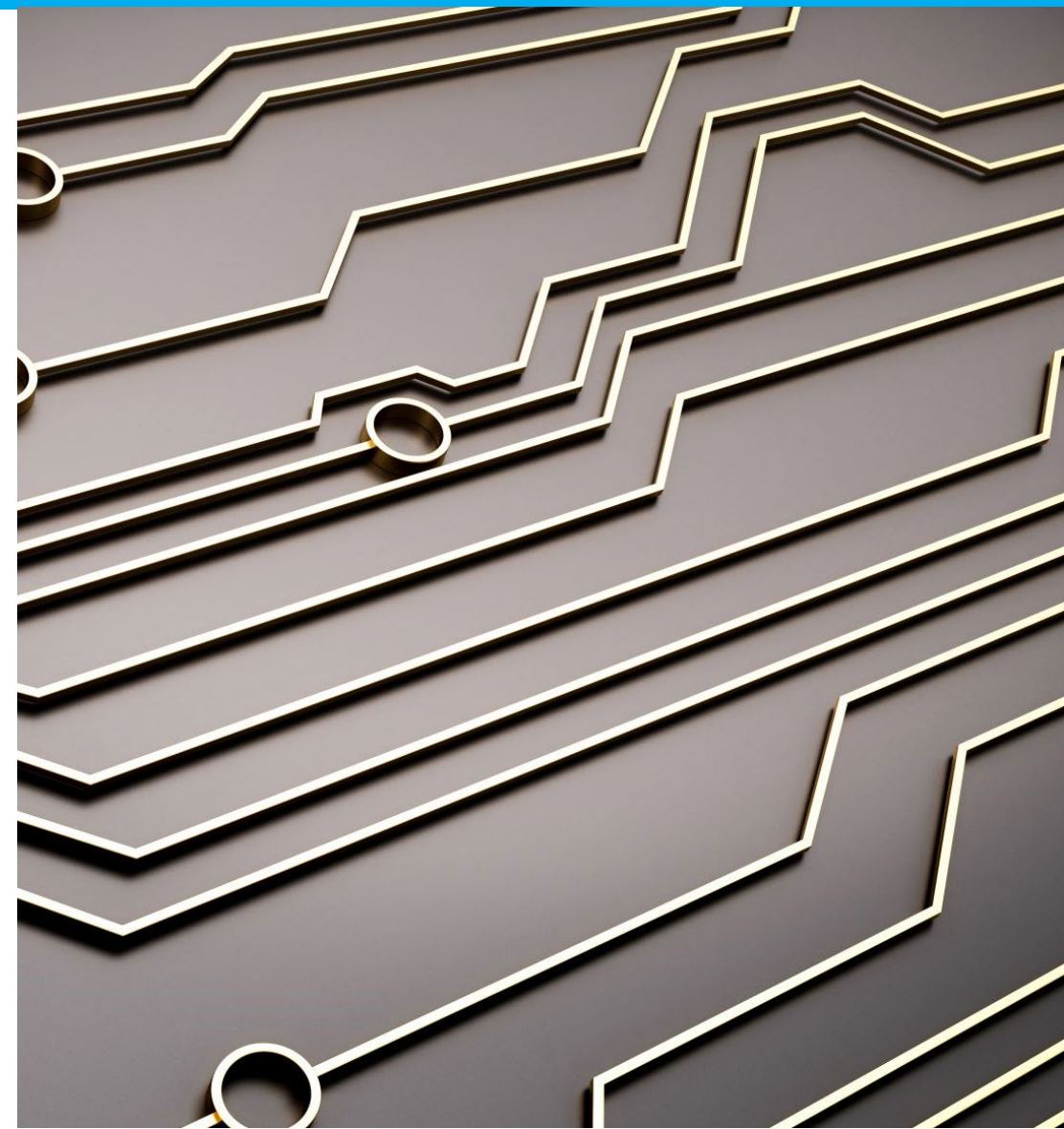


Infrastructure Azure  
Data & AI Azure  
Digital & App Innovation Azure  
Modern Work  
Security

# The Problem

Effective collaboration with customers is an essential part of the business, but many organizations face significant challenges in this area. Miscommunication, lack of transparency, and inefficient processes often hinder the smooth collaboration and lead to customer dissatisfaction.

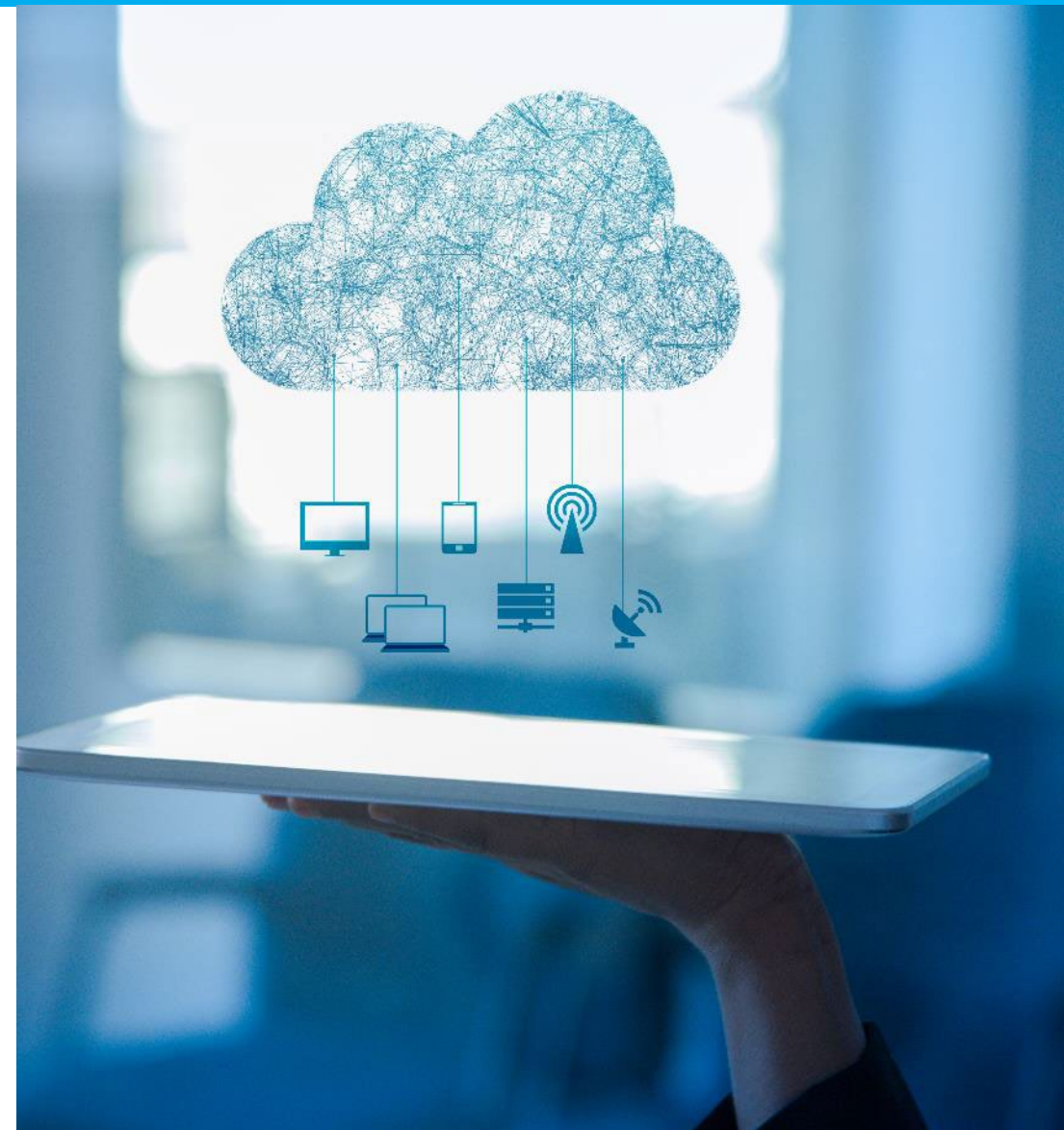
- Miscommunication leading to misunderstandings and errors
- Lack of transparency resulting in lost trust
- Inefficient collaboration processes causing delays
- Difficulty in tracking customer feedback and requests
- Challenges in aligning customer needs with product offerings
- Inadequate tools for customer engagement and collaboration
- Issues in managing and sharing relevant customer data securely.



## The Solution

The use of a low-code portal development platform such as Power Pages can be a game-changer in addressing the challenges of customer collaboration. This tool simplifies the development process, fosters communication, and enhances transparency, thereby leading to improved customer satisfaction and success.

- Simplifies the development process, reducing the need for extensive coding knowledge
- Enables faster deployment of customer collaboration tools
- Facilitates better communication through user-friendly interfaces
- Enhances transparency by providing real-time updates and tracking
- Increases customer engagement through personalized portals
- Ensures secure data management and sharing
- Allows easy integration with existing systems for seamless collaboration.



# Typical Timeline

## **Week 1-2: Project Kick-off and Requirements Gathering**

- Initiate project
- Define objectives and goals
- Gather and document requirements

## **Week 3-5: Design**

- Analyze requirements
- Design user interface
- Outline workflows
- Create data model
- Create security model

## **Week 5-12: Development**

- Implement data model
- Develop portal functionalities
- Construct workflows

## **Week 11-13: Testing**

- Deploy portal in test environment
- Perform integration testing
- Carry out user acceptance testing
- Fix any arising issues

## **Week 14: Deployment**

- Deploy portal in production environment

## **Week 15-16: Review, Handover, and Support Planning**

- Review project deliverables
- Train users
- Handover to client
- Post-implementation support planning.

# Power Pages supports data-driven business websites



## Resident & Community Services

Reach and serve citizens at scale

Self-service permitting

Licensing

Grant applications

Incident/outage reporting



## Partner Operations

Streamline partner business processes

Supplier onboarding

Tracking

Inquiry management

Vendor support



## Customer Self-Services

Provide 24/7 support

Registration

Returns

Support inquires

Appointments

Bookings

Forums



## FAQ Sites

Provide answers to common questions

Products

Services

Special events

Policies

Procedures



E-commerce websites

Brochures

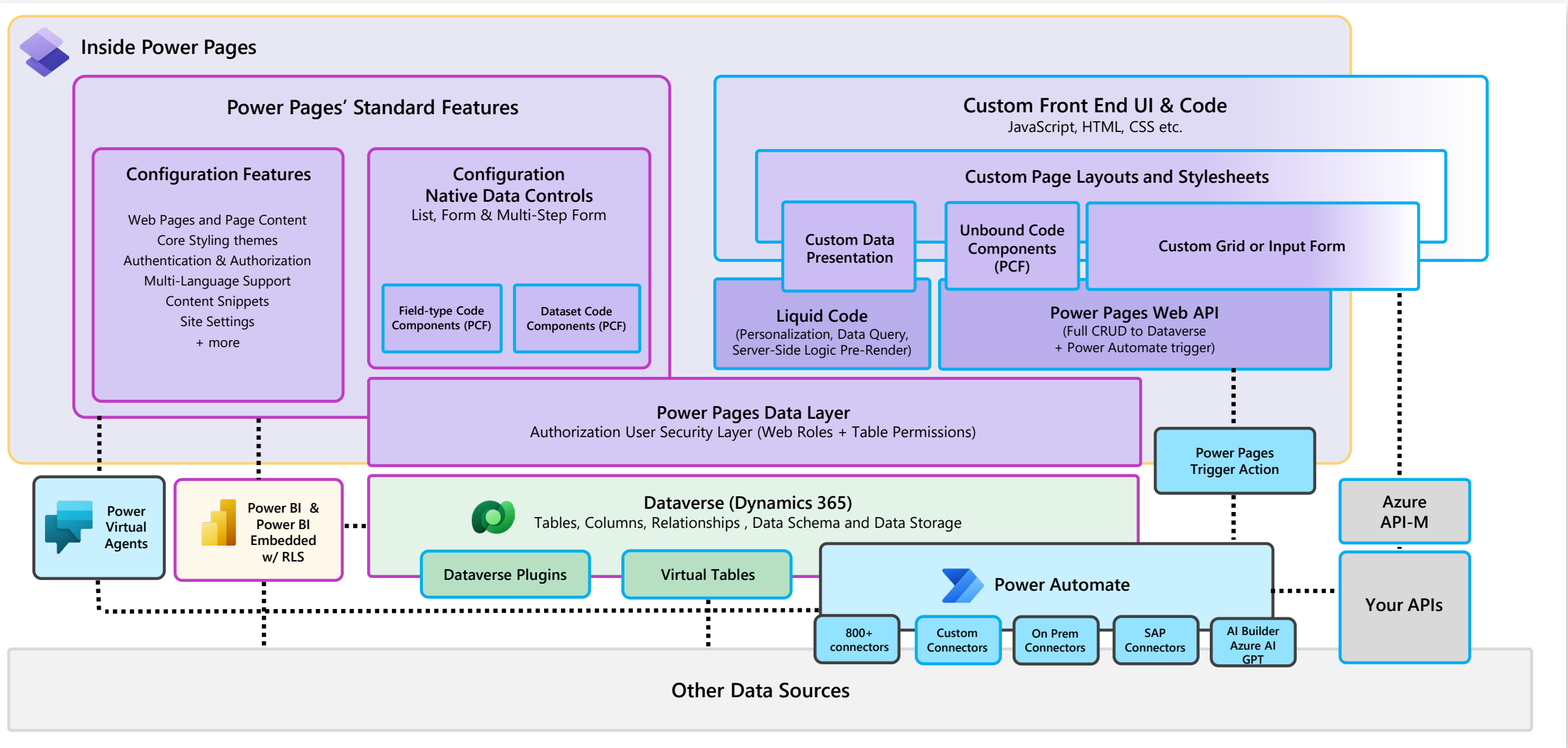
Photography portfolios

Personal blogs

# Microsoft Power Pages: Low Code to Pro Code Capabilities

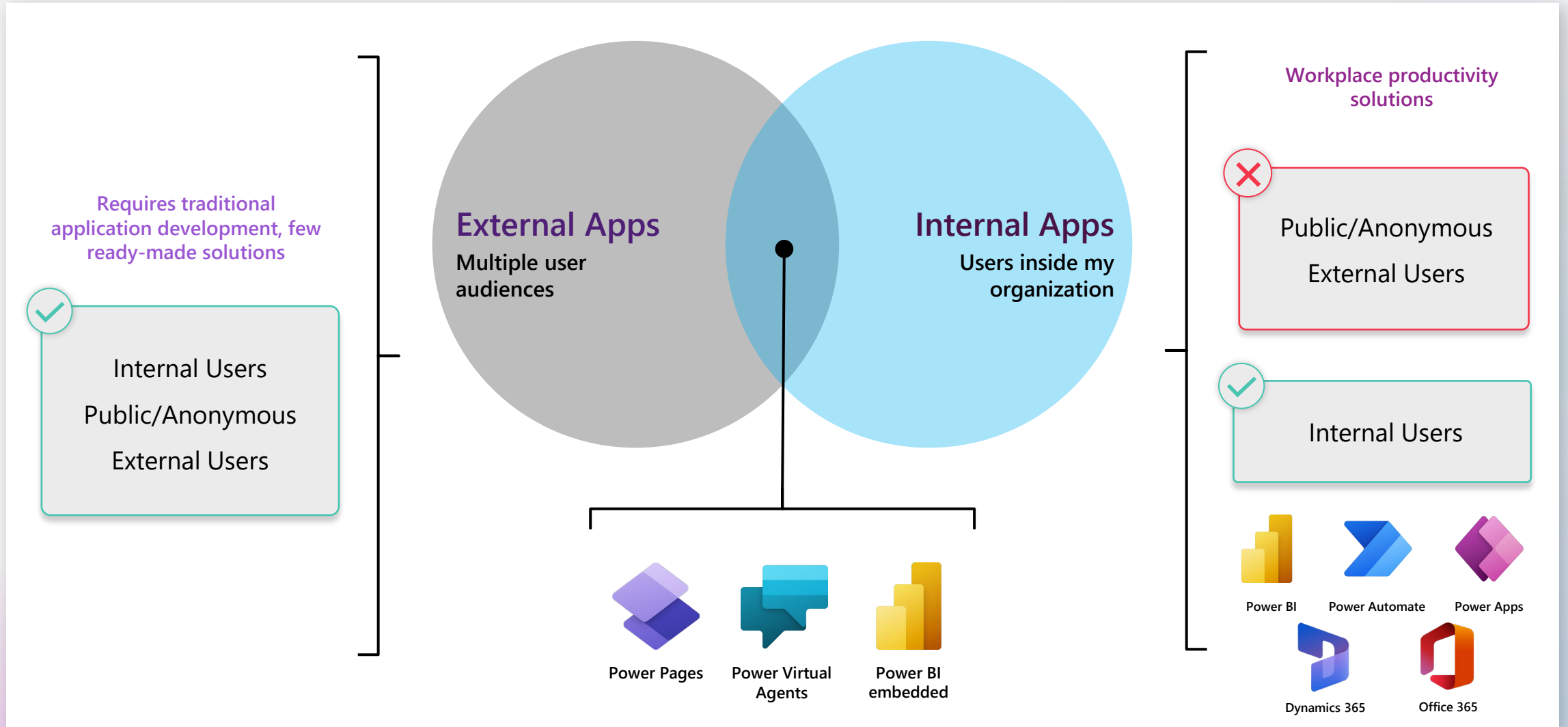
NO/LOW CODE

PRO CODE





# Power Pages differentiation in Power Platform



# Power Pages is one of the most Fusion team centric products





# Components around Power Pages



## Dataverse

Metadata & Data

- Business data shown on the website sits in Dataverse records
- **Deliver solutions following the ALM strategy and best practice mentioned in this docs** [Application lifecycle management \(ALM\) basics with Microsoft Power Platform - Power Platform | Microsoft Docs](#)



## Power Pages Website

Configuration, Content & Code stored in Dataverse records

- Entirely of the website is stored records in Dataverse tables installed by Microsoft Power Pages during initial deployment
- Using the **Power Platform Build Tools** with DevOps or the **Power Platform CLI**



## Power Pages site

Deployment, Setup and Integration Configuration

- Site that actually runs the website as defined in Dataverse
- **Manual tasks** to be performed by **administrators**, currently are creation of the site itself, setting up the initial URL, enabling integration to SharePoint or Power B, etc/
- Power Pages Admin API is on the roadmap to contain List, Update, Create, Delete commands for the Sites hosts