



Korcomptenz



Microsoft 365

Bring Apps and Automation to Microsoft Teams with Power Platform



Who should read this:

This content has been developed specifically for business leaders and team members who want to streamline business processes, improve productivity, and enable innovation without relying on costly and complex professional app development.

Key takeaways

Organizations can use low-code tools from Microsoft Power Platform, integrated with Microsoft Teams, to empower people to solve business challenges using apps, automation, and data visualization.

- ✓ Avoid switching context with applications and data build into Teams.
- ✓ Empower employees to solve the business challenges they face efficiently while reducing the burden on IT.
- ✓ Achieve high levels of performance and scalability with a powerful data platform.
- ✓ Ensure scalability and simplify management with a solution built to meet the needs of organizations of any size.



Estimated reading time: <12 minutes

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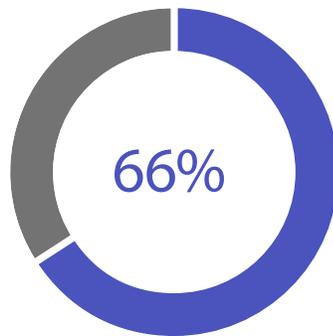
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The efficient workplace

Organizations competing in the digital world must find ways to become more efficient, agile, and productive. They need to streamline business processes, make the most of modern technology, and help employees stay focused. Custom software and automation can ease the pressure, but businesses face many challenges along the way.

IT departments are expected to do more

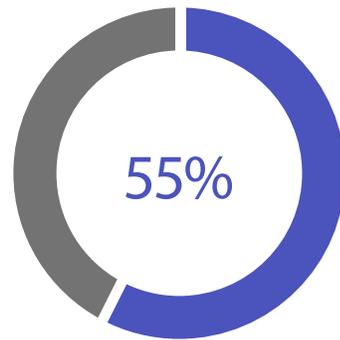


of IT budgets are spent maintaining legacy systems.

["Is Your Company Actually Set Up to Support Your Strategy?"](#), Harvard Business Review, 2017.

Organizations need to increase the pace of innovation and use technology to make work more efficient. However, investing in custom software solutions can be challenging when IT resources are already scarce. Apps that get approved face implementation delays due to budget constraints and the limited availability of developers with the right skills.

Organizations need to be agile



of agile companies achieve top-quartile financial performance, compared to 25% of firms with average levels of agility.

“Enterprise agility explained with five statistics,”
Accenture, January 2019.

Business units understand that streamlining processes, using purpose-built apps, and making better use of data can help them succeed. However, with IT under pressure, there simply isn’t bandwidth to make all their great ideas into tangible realities. They end up relying on manual workflows, limited data, and generic applications.

Individuals struggle to stay focused

~ 23

It takes ~23 minutes to regain productivity after an interruption.

“[The Cost of Interrupted Work: More Speed and Stress](#),”
University of California at Irvine, June 2015.

Switching between tasks and contexts saps productivity. Interruptions waste time and create distractions. Improving focused work by bringing more capabilities into a single solution can allow teams to spend more time on what matters to the business.

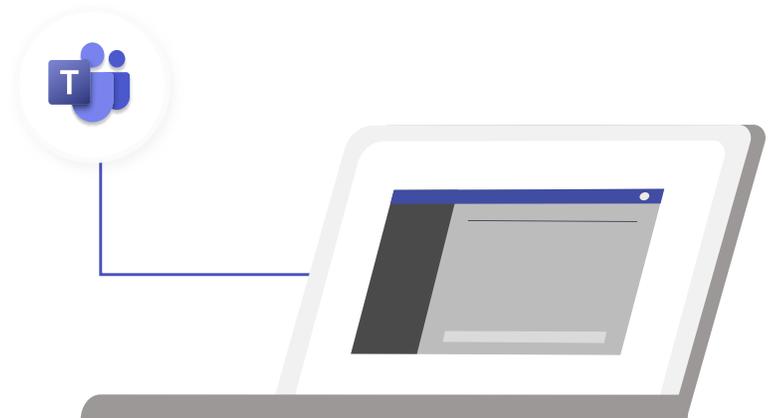


Microsoft Teams + Microsoft Power Platform

Through the combination of Microsoft Teams and Microsoft Power Platform, you can modernize business processes and enable new ways of working.

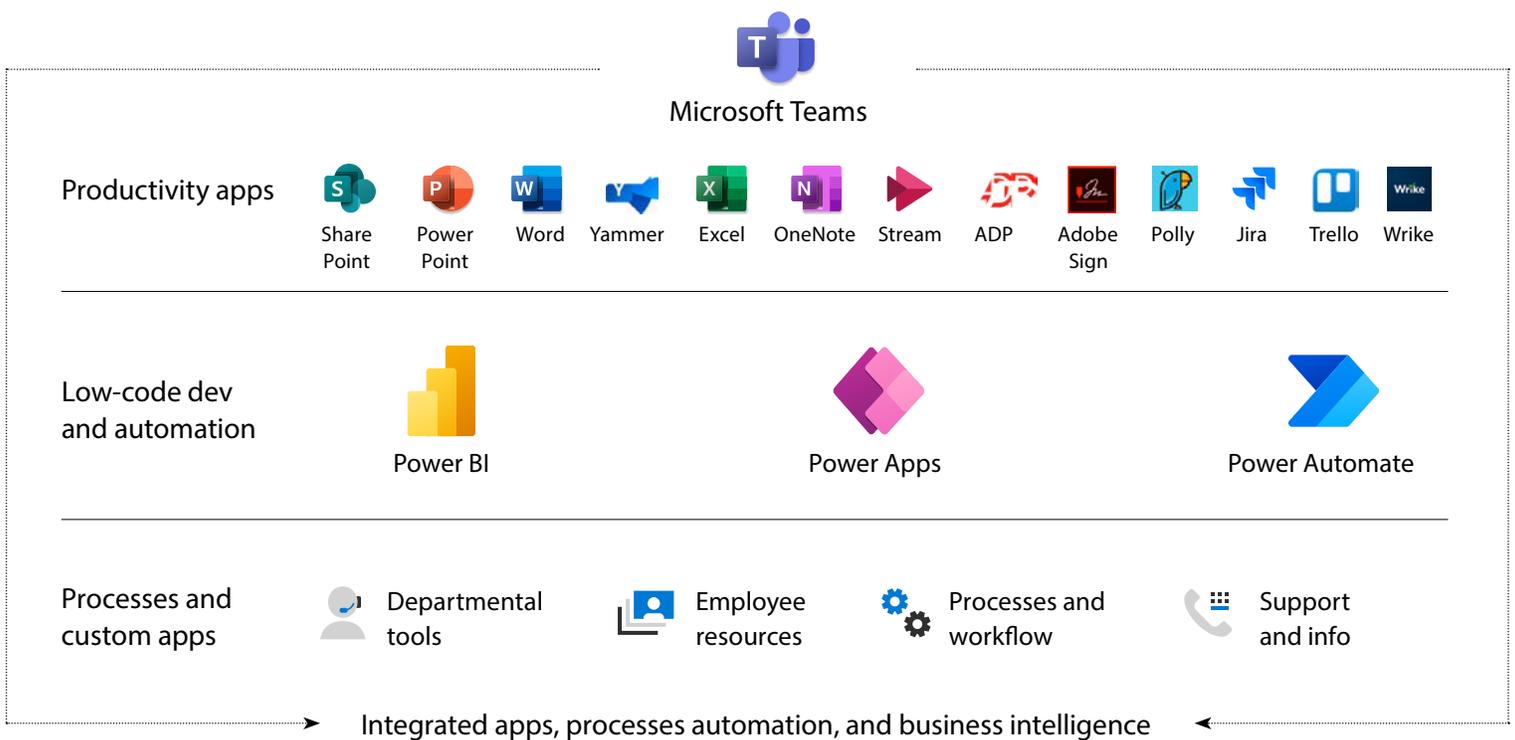
Microsoft Teams

Teams is a hub for teamwork used by more than 75 million people every day. It includes chat and threaded conversations, meetings and video conferencing, PSTN calling,¹ content collaboration with the power of Office 365 applications, and the ability to create and integrate apps and workflows that your business relies on.



¹ PSTN Calling is an add-on feature only available with specific Microsoft 365 plans.

Teams brings all your productivity apps into one place. Whether it's the Office apps that you use every day or the hundreds of partner apps that are integrated with Teams, you can unite all your productivity tools so they're right at your fingertips. This reduces the need to switch between applications for a more seamless workflow.



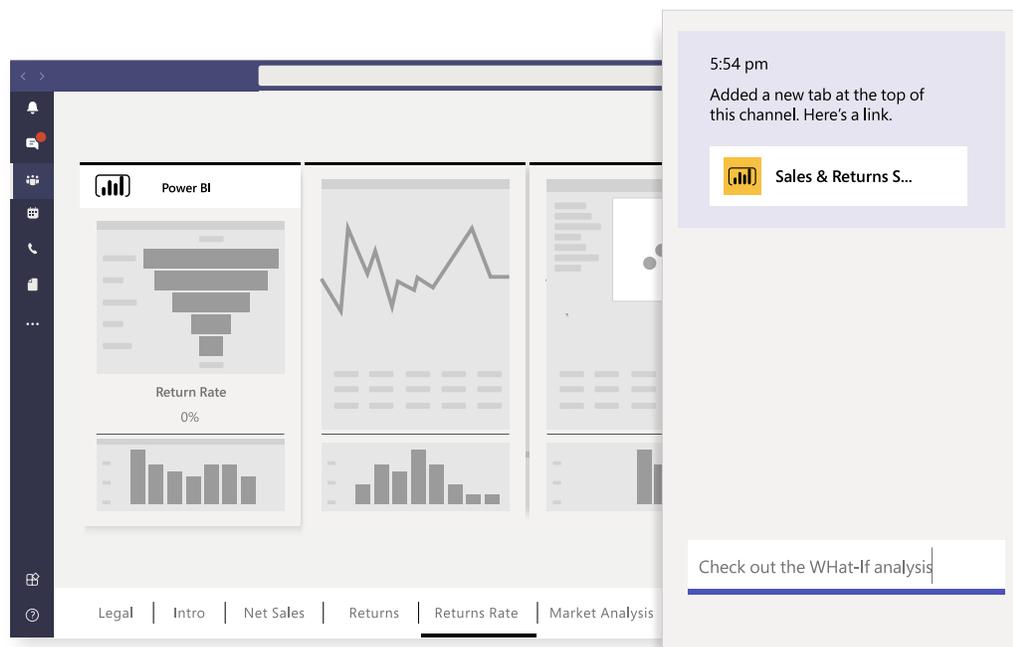


Power BI

Power BI is the Power Platform's data visualization tool and enhances Power Apps and Power Automate by providing actionable insights from the data generated by those apps and workflows. Power BI helps your organization make data-driven decisions and helps people across your business derive insights from the data that matters most.

The natural connection between Power BI and Power Apps makes it effortless to put insights in the hands of everyone from the C-suite to front-line workers, in tailored and task-centric applications that supercharge their productivity.

A simplified "Share to Teams" feature allows you to quickly select the team and channel to share with directly from Power BI. Power BI charts pasted into a Teams chat provide rich thumbnail previews that makes it for people to collaborate and take actions on the chart.



Easily add visualizations inside of Teams tabs.

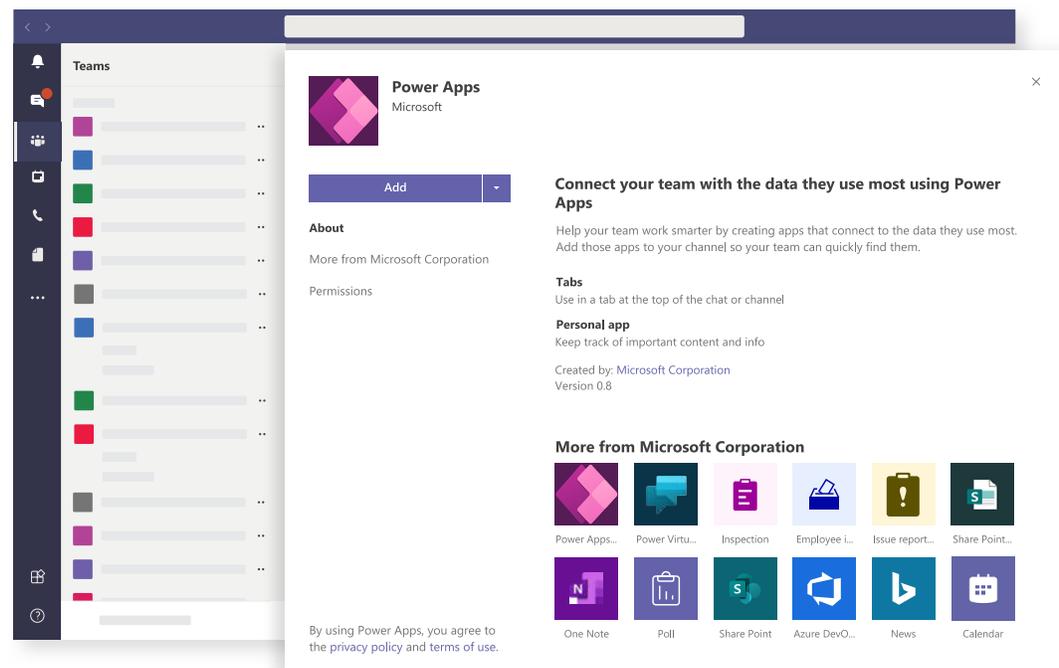
Explore Power
Platform demos:
[Power BI >](#)



Power Apps

Power Apps is a low-code application development platform, allowing anyone to build web and mobile applications with little or no coding experience. Power Apps connects to your Microsoft 365 applications and can connect to hundreds of business systems and databases, making it easy to link workers with the existing processes and data that makes the business tick. Your custom apps created with Power Apps can also live exactly where people need them, either pinned to a channel or on the left app bar of Teams.

A new Power Apps feature allows you to publish apps created in Power Apps directly as Teams apps, so they look and feel just like any other app that lives in the Teams app library. Furthermore, you can add apps from Power Apps to Teams with one click.



Explore Power Platform demos:
[Power Apps](#) >

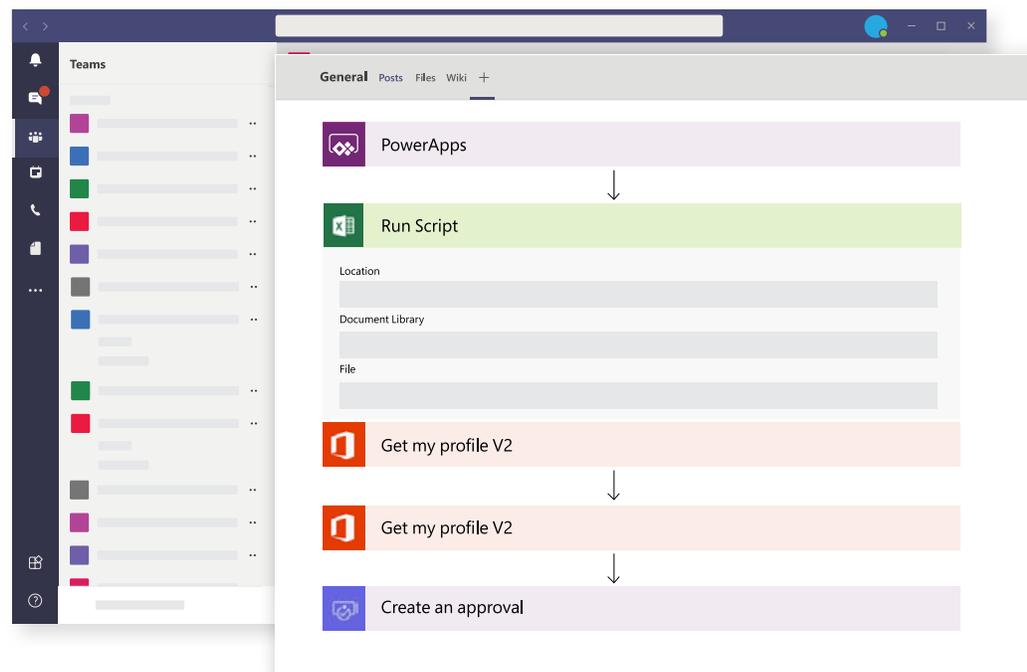
Access apps directly in Teams to eliminate context switching.



Power Automate

With Microsoft Power Automate, you can automate routine processes and tasks. Because it's integrated with Microsoft 365, you can easily automate processes that involve Office 365 applications with little to no coding to get started.

Power Automate flows can be built directly from Teams. Users can even take actions directly from chat. Teams, combined with Power Platform's low-code technology, allows you to integrate existing apps, create apps, automate processes between apps or within apps, and foster a data-driven culture. New Power Automate triggers and actions built specifically for Teams enable custom message extensions and allow for automated @mentioning and a customized bot experience.



Explore Power
Platform demos:
[Power
Automate](#) >

Build automation workflows from within Teams to streamline processes.



Bringing together apps, automation, and data in one place

Teams works with Power Platform to provide a platform for innovating the modern workplace. ² Using Microsoft Power Apps and Microsoft Power Automate, almost anyone can build applications that structure and automate manual processes—and are accessible right from Teams. They can use Microsoft Power Virtual Agents to embed bots within Teams to answer common questions or find documents using natural language search. Rich, interactive data visualizations can be integrated into a Teams workspace through Power BI.

Most importantly, they can do all this without having to be professional developers. Power Platform is a low-code solution, opening the door for people to solve challenges without relying on IT or external developers. At the same time, it features enterprise-grade security and governance and provides a full-featured experience for even the most skilled developer.

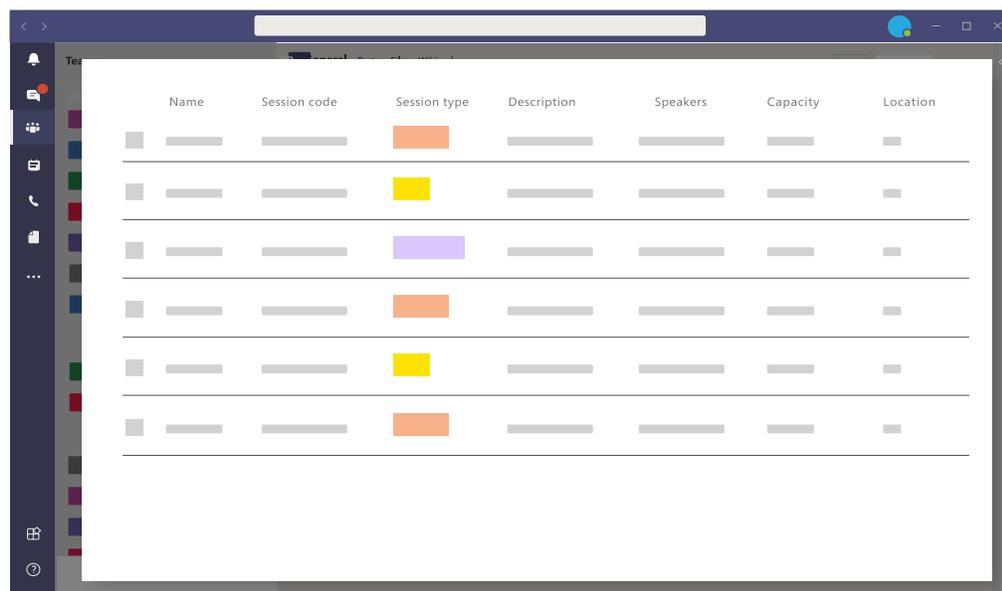
² Power Apps and Power Automate are subject to usage limits under Microsoft 365 licensing, and certain features/functionality and additional capacity require the purchase of additional plan(s). Power BI requires an E5 license or an add-on. Please check licensing guidance for more information.



A powerful data platform

Power Platform in Teams works natively with Office 365 data sources. It also provides access to Common Data Service, an easy-to-use, fully managed, enterprise-grade data platform that provides the scalability and performance for demanding scenarios.

With an environment for each Team and no limit on the number of applications, Common Data Service enables a simplified sharing model for Teams owners and members, all with immediate access to the data. It provides access and security roles granted automatically through Teams membership, but customizable by Teams owners. You can even create and share chatbots with one-click deployment using your organization's subject matter expertise and data from Common Data Service.



Name	Session code	Session type	Description	Speakers	Capacity	Location



As part of Rockwell's digital transformation, we are focused on transforming everyone across the organization into engineers who can leverage technology to automate and simplify their jobs. We look at the Power Platform as a highway to turn all 23,000 employees into engineers. Common Data Service is the data backbone that enables people to store their data in a scalable and secure environment dynamically."

Chris Wagner,
Analytics Architect,
[Rockwell Automation](#)

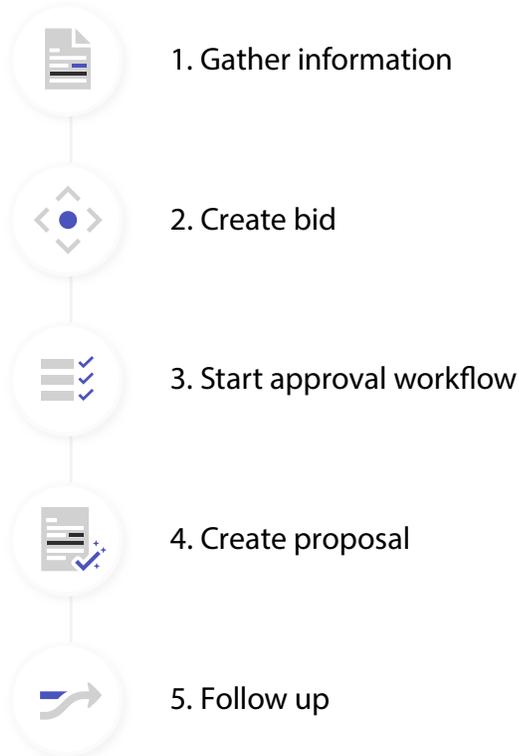




A real-world example: enhancing the sales cycle

Seeing how these tools streamline real business processes is always helpful in understanding how they can come together in an effective way. Let's use a common sales process as an example.

In this scenario, our sales team is on site with the potential customer gathering requirements, and ultimately submitting a request.



Gather
information

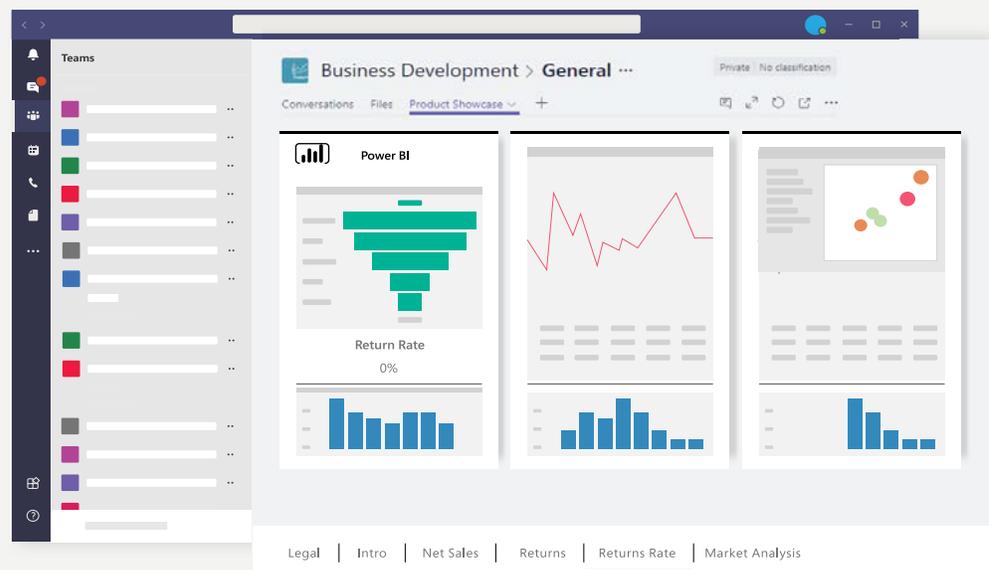
1

A salesperson at the construction site uses a tablet to access the company's custom field survey app that helps her capture the right information for a new bid.

Create bid

2

The sales team receives the data and updates bid documents and verifies material prices from an up-to-date Common Data Service database. They look at an embedded Power BI dashboard to check progress against sales targets.

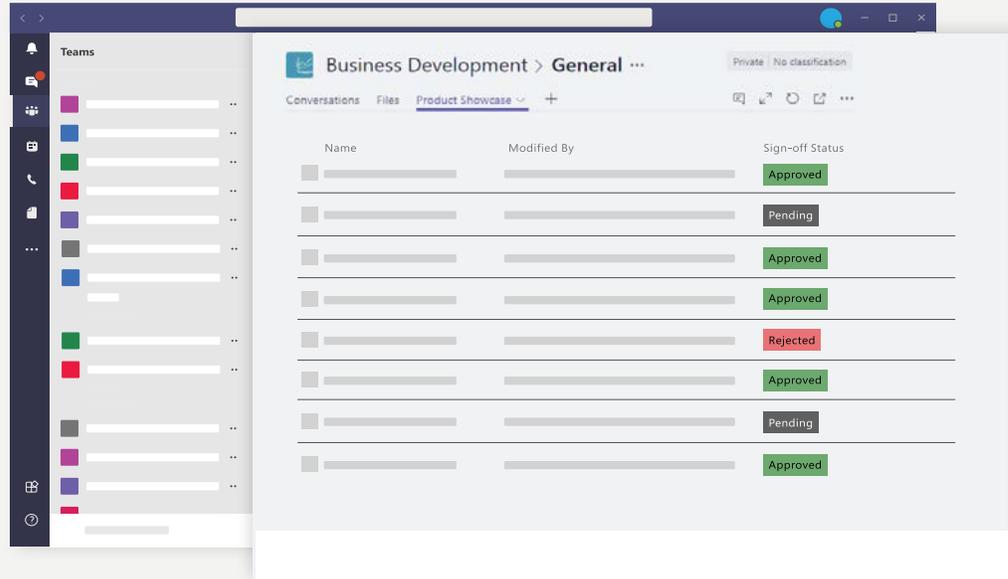


Start approval workflow

3

The salesperson uploads a completed bid to a folder, which kicks off a Power Automate flow that notifies the manager of a bid that needs approval. The manager can access the file and the approval tool right from Teams, ensuring full documentation of the process.

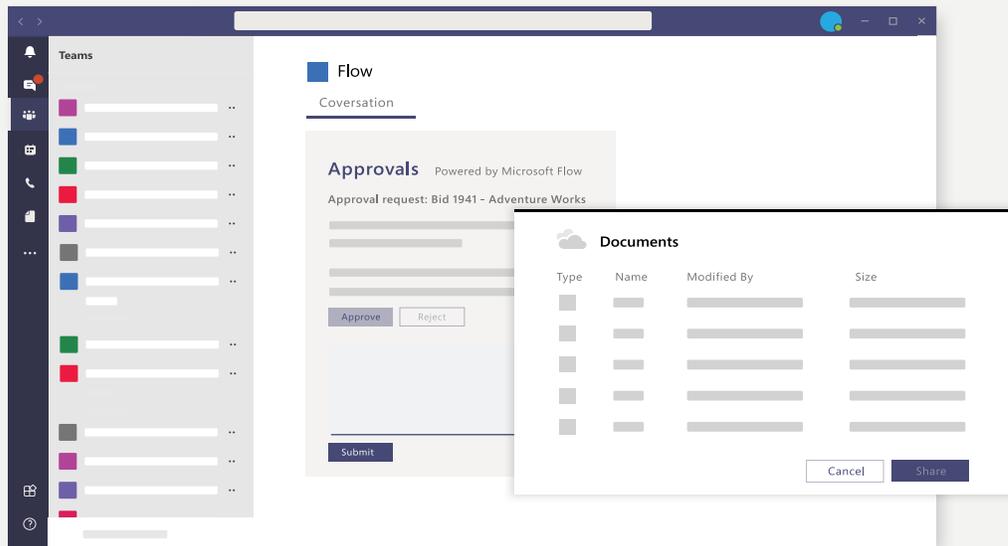
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Create proposal

4

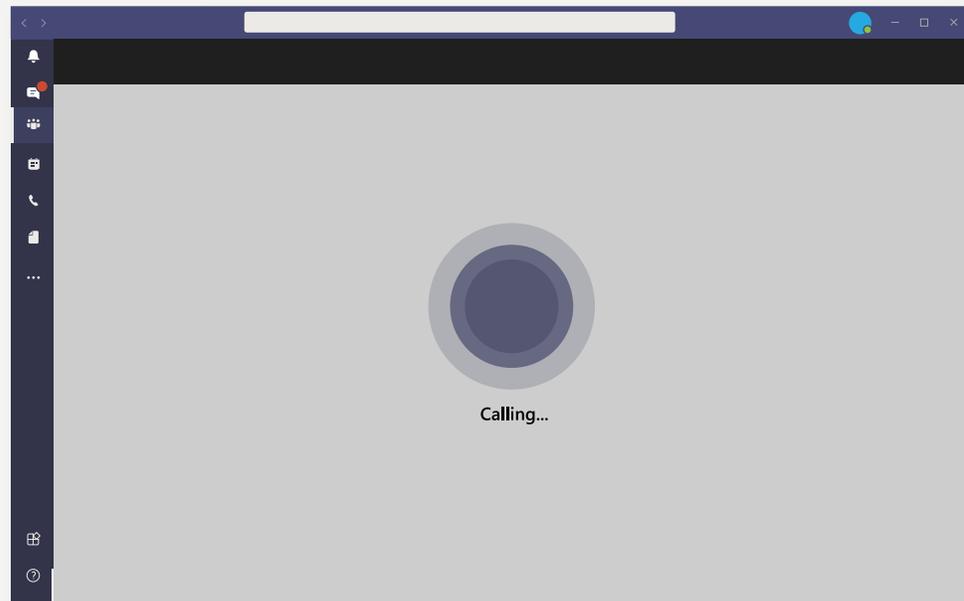
The bid is approved, triggering another Power Automate flow that notifies the sales team to update the proposal. They can easily search for an existing PowerPoint presentation in SharePoint that gives them a head start on drafting the document.



Follow up

5

The salesperson follows up on the proposal using PSTN calling inside of Teams. She lets the team know the proposal was approved by posting a message in the Teams workspace.

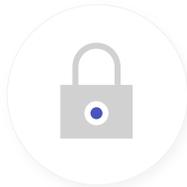


At every step, Teams and Power Platform helped the sales staff collaborate effectively, work efficiently, and capture and use important information. The team was able to build all these apps, flows, and dashboards without waiting for IT to have budget or capacity. Because they are the closest to the issues and challenges they face, the solutions they created are highly relevant to their daily needs. And, they can all be accessed from within Teams for a seamless, productive experience.



Secure, compliant, and manageable

With Teams and Power Platform becoming critical to many parts of a business, there's a clear need to manage these new tools in an organized, secure, and compliant manner. A unified solution brings the benefits of efficiency and ease of use to administrators, as well as business users. And of course, Teams inherits the security and compliance features that you've come to expect from Microsoft 365.



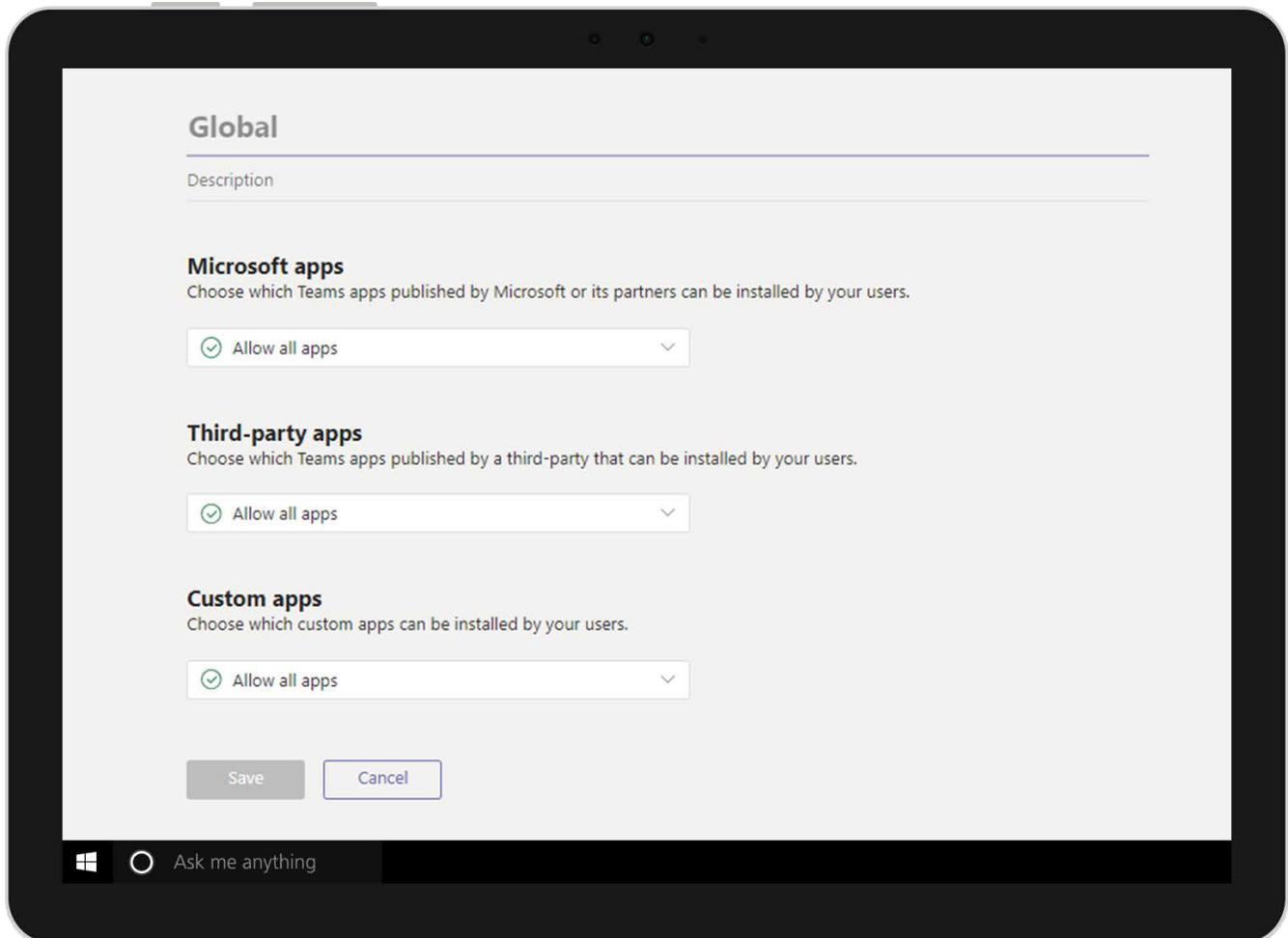
Secure



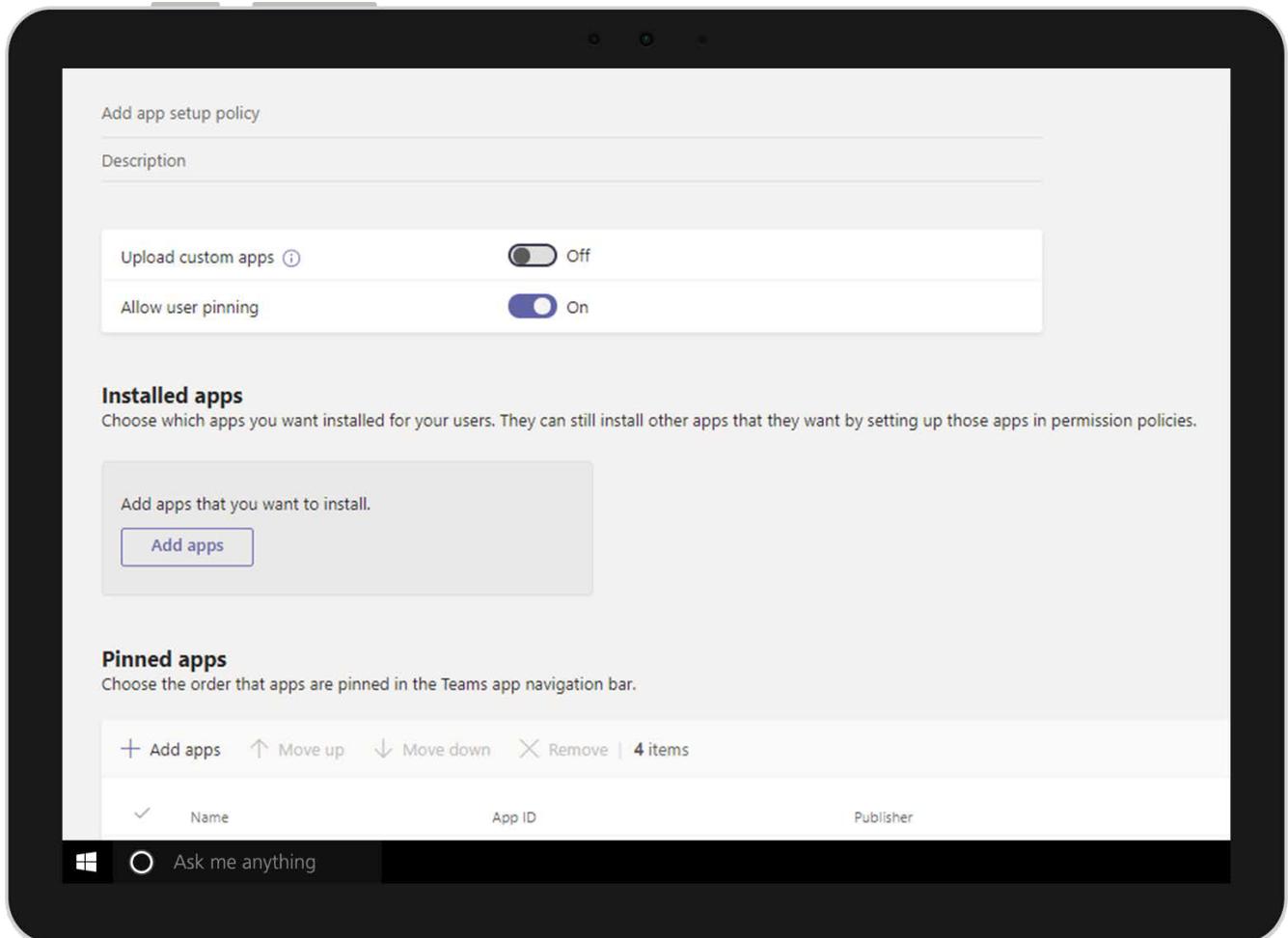
Compliant



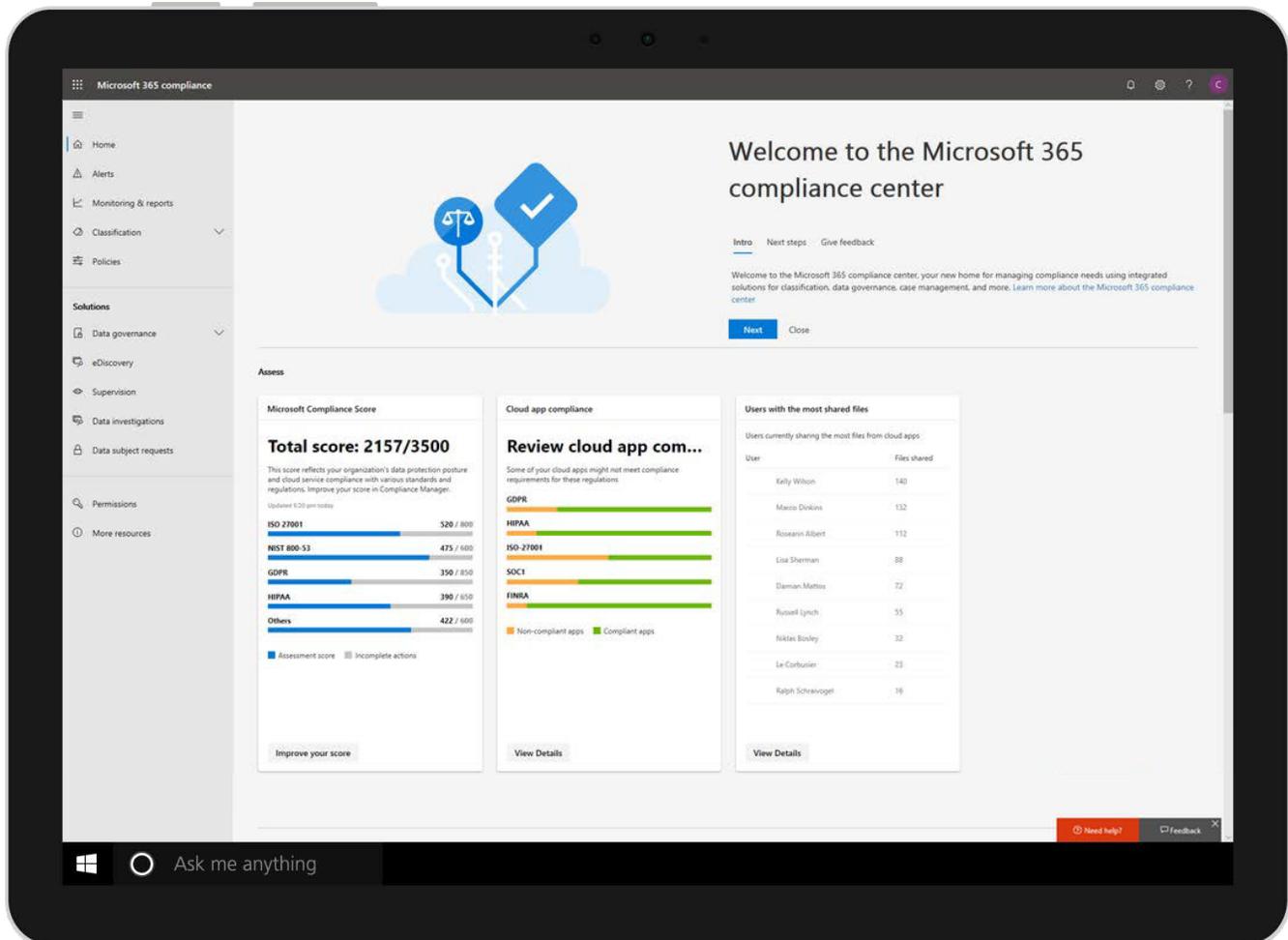
Manageable



The Teams admin center allows admins to manage the apps that are available to the organization through permissions policies. For example, you can allow users to install all apps, no apps, or anything in between on an app-by-app basis.



The Setup policies allow you to customize your organization's Teams experience, including pinning apps that your team needs directly on the left app bar.



With Microsoft 365 security, you can help ensure that your Teams and Power Platform apps and data are protected.³ Microsoft 365 provides holistic security across identity, threat protection, data and information protections, and security management.

By helping businesses secure corporate data and manage risk in today's mobile-first, cloud-first world, Microsoft 365 helps digitally transform and streamline business processes by unifying user productivity and enterprise security tools into a single suite that supports the modern workplace.

³ Requires a Microsoft 365 license or separate security licenses, features vary by license type.

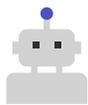
Innovating beyond the everyday

Teams and Power Platform can do more than just enhance your organization's productivity. They can help you build transformative solutions that differentiate your business.



Bring line-of-business functionality into the hub for teamwork:

Power Platform, Teams, and Dynamics 365 work together to bring even more capabilities into daily workflows. Sales, customer service, field service, marketing, and other apps can be accessed from Teams and be extended using Power Platform connectors, apps, and automations.



Empower your organization to self-serve using custom bots:

Chatbots provide helpful information in response to natural language questions. App makers can create and manage their chatbots directly from Power Apps using Power Virtual Agents.



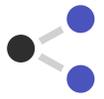
Connect to line-of-business data:

Common Data Service doesn't just serve Power Platform, it's also where data from Dynamics 365 apps is stored. This opens a wide range of possibilities for combining and analyzing data across your business if you have Dynamics 365, and bringing in data from marketing, sales, field service, and more directly into Teams and Power Apps.



Provide app access to external users:

When vendors, partners, or customers need access to your internal Power Apps, you can provide it easily using Power Apps Portals. These external-facing websites allow users outside your organization to sign in with a wide variety of identities, create and view data in Common Data Service, or even browse content anonymously.



Automate complex tasks and predict outcomes:

Bring the power of AI directly to your teams with AI Builder, a turnkey solution that lets anyone add intelligence to apps with a point-and-click experience requiring no coding or data science skills.



Real-world success stories



Tacoma Public Schools improves learning with insights into student performance

Lauren Taylor, Assistant Vice Principal with the Tacoma School District, wanted to find a better way to capture, record, and analyze individual student reading level assessments. She discovered Power Automate and began using it to automate simple tasks, then progressed to building full-fledged solutions in Power Apps.

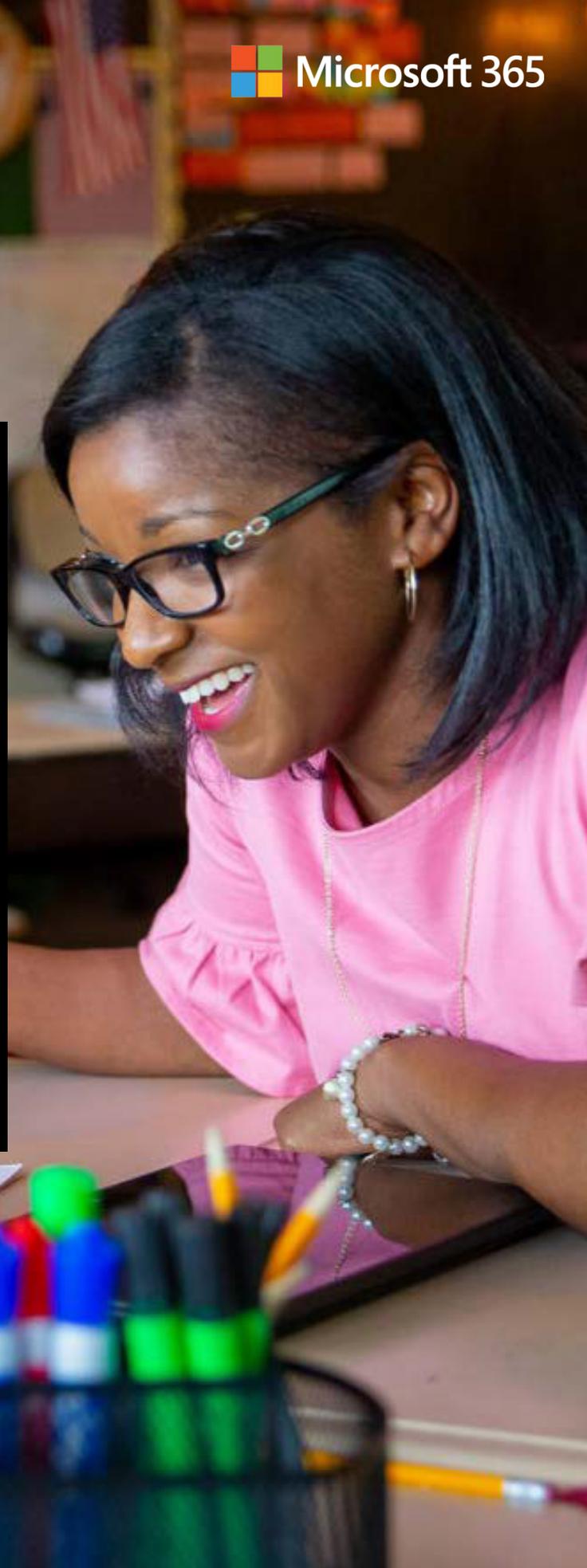
Describing herself as “not at all a developer,” she easily created an app that recorded and visualized data on reading assignments, helping teachers make better decisions for improving student scores. Teachers have embraced the new system, and since it is embedded as a tab within Teams, it’s easily accessible and there’s no need to navigate to an unfamiliar tool or interface.



Many teachers are not tech-comfortable. Putting it [Power Apps and Power BI] in Teams made it easy to use for everyone.”

Lauren Taylor,
Assistant Principal,
Tacoma Public Schools⁴

⁴ [“School principal builds Microsoft Power Platform solution to improve reading assessments.”](#) Microsoft customer story, 2020.





HAVI speeds onboarding of new employees

The HR department at HAVI has their (paper)work cut out for them. With nearly 10,000 employees worldwide, many of whom are freelancers, HAVI has dozens of contracts starting and ending on any given day. To register new hires in their database, HAVI largely relied on email and manual entry, which was tedious and prone to human error. Small mistakes like a misspelled name could create big delays in onboarding, sometimes taking weeks to remediate.

To speed up the process while improving accuracy, HAVI used Power Apps to build an app that automates the entire registration process. They loaded the app into Microsoft Teams, where it allows new hires to complete paperwork online and automatically upload it to the company's HR system. The app then automatically assigns action items to the other departments involved with onboarding—such as Payroll and IT—all coordinated through Teams. Not only has this slashed document processing times, it helps ensure that every new employee has what they need on their first day of work, from access badges to software licenses to compensation.



Onboarding new employees was an extremely slow, tedious task. Sometimes, it would take us up to a few weeks to get someone through the systems. We needed a better way... We invested in Teams and the Power Platform, and today we now centralize onboarding—so it begins and ends in Teams—and we have reduced the time from weeks to just 40 minutes.”

Thomas Pagnoux,
Head of End User Services,
HAVI⁵

⁵ “[How to revive your IT investments with Teams](#),”
Microsoft customer story, 2019.





Unilever increases access to data insights

One of Unilever's major goals is to become completely data-insights driven. This will require not only digitally rewiring the company's supply chain, but generating real-time, democratized information as well—no small feat for a global giant operating in 190 countries.

As part of this new system, Unilever also needed a better way to connect employees and give them the tools they needed to solve as many issues as possible on their own.

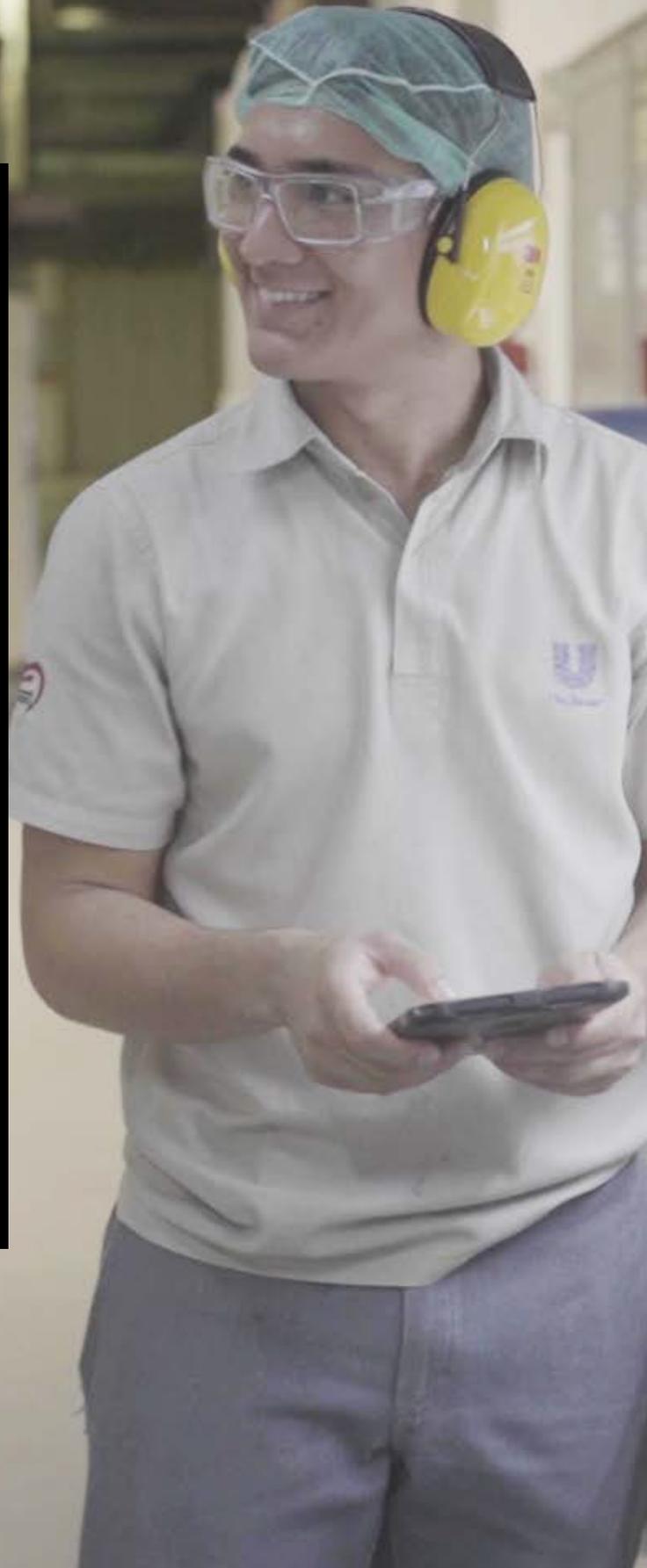
To connect employees, the company chose Teams as its primary communication and collaboration tool. It has been a game-changer. For example, 2,000 engineers, most of whom had never connected online, started sharing ideas and making a big impact on productivity and efficiency.



What's transformative is the way we're connecting people, making data accessible to a broader employee base and giving them the skills to analyze the data to make better informed decisions. That can have obvious benefits, like increasing efficiency, but also an impact on topics that are central to our business, such as sustainability."

Jane Moran,
CIO,
Unilever⁶

⁶ "Now it's personal: Unilever's digital journey leads to real results for consumers and employees, "
Microsoft customer story, 2019.



A complete solution

In a world where people are constantly asked to do more in less time, every bit of efficiency counts. They need a unified place to access essential tools to collaborate and get work done. They also need the ability to customize solutions to meet their specific requirements.

Teams and Power Platform work together to meet these challenges. By providing low-code app development, automation, and analytics, integrated closely with the full Teams experience, you can help people do more than they ever thought possible.

Explore Power Platform demos:



[Power BI](#) >



[Power Apps](#) >



[Power Automate](#) >



[Power Virtual Agents](#) >